



# Suicide Prevention Toolbox

A toolbox that contains multiagency resources to help prevent suicide and support those dealing with a crisis situation

If you are worried about someone **URGENTLY, call 111**  
*for free confidential advice where you can speak to a GP, nurse or paramedic.*

OR

If you need **IMMEDIATE HELP** please go to any **HOSPITAL A&E DEPARTMENT** *(sometimes known as the emergency department)*

OR

**Call 999 and ask for an ambulance**

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## Introduction

*There can be no greater or more enduring loss to a family than that of a child. When the loss is potentially preventable, then the feeling of devastation must be even worse. However we currently find ourselves in a position where suicide is the biggest killer of young people in the UK aged between 16 and 24 years, and in England alone it is estimated that over 180 young people aged 10-19 years took their own lives. This number rises alarmingly to 536 over the age range 10-24 years with by far the greater number of deaths being of young males (ONS 2018).*

### About the Toolbox

This toolbox has been developed to support practitioners within health, education, police and social care, children and young people, parents and carers in identifying and supporting the prevention of suicide

The toolbox gives practical advice on how to deal with a crisis situation and helps guide your approach to supporting those at risk.

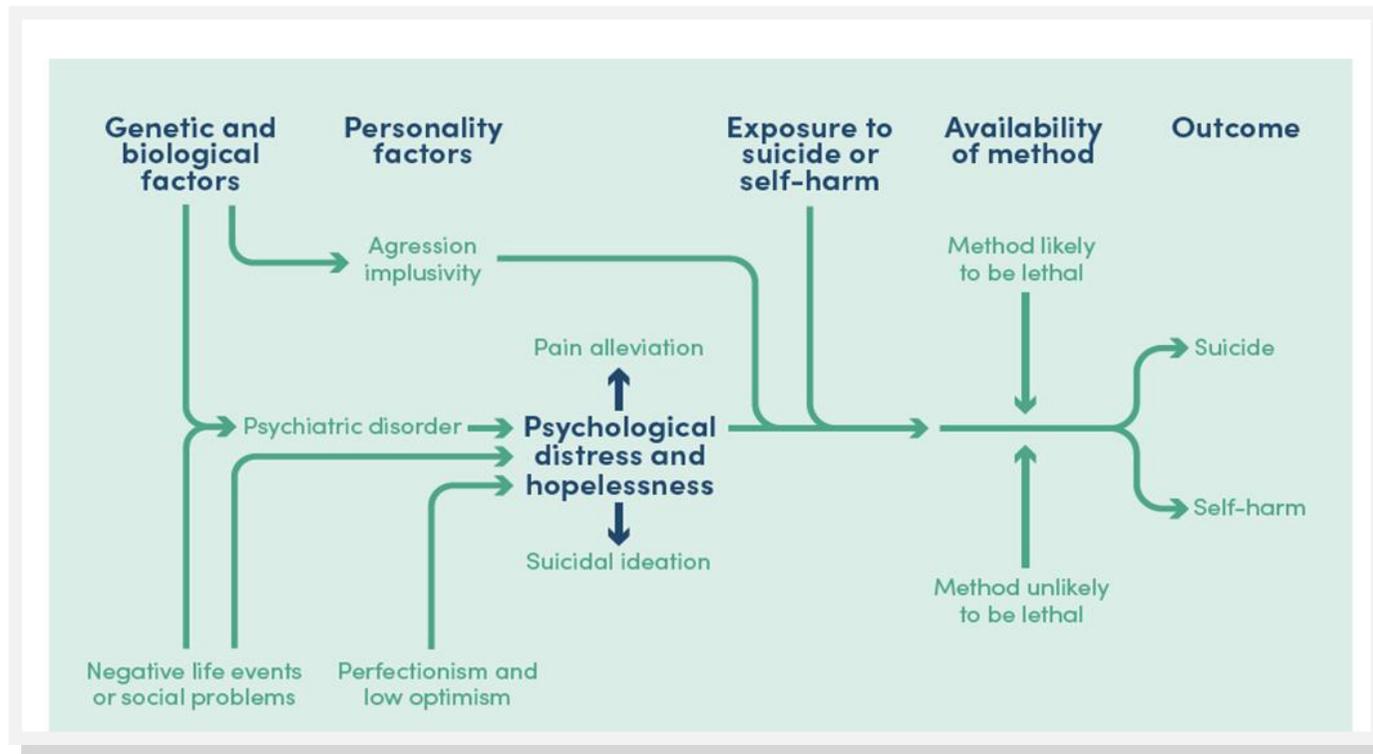
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## Risk Factors

### Key risk factors for adolescent suicide and self-harm

'Suicide in children and young people is usually the outcome of a complex interaction between biological, genetic, psychiatric, cultural, social and psychological factors Public Health Wales NHS Trust 2019

Source; Hawton, Saunders, O'Connor, 2012



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## 2.2 Signs someone may be struggling to cope

### Signs to look out for

- Lacking energy or feeling tired
- Feeling exhausted all the time
- Experiencing 'brain fog', find it hard to think clearly
- Finding it hard to concentrate
- Feeling restless and agitated
- Feeling tearful, wanting to cry all the time
- Not wanting to talk to or be with people
- Not wanting to do things you usually enjoy
- Using alcohol or drugs to cope with feelings
- Finding it hard to cope with everyday things and tasks
- Experiencing 'burn out'
- Extreme changes in mood – for example being very happy after being very depressed
- Isolating themselves from social situations
- Change in sleeping and eating habits
- Neglect of personal appearance
- Reckless or risky behaviour
- Increasing anger or irritability
- Talking about suicide or wanting to die, even if it seems that they are joking
- Giving away possessions
- Saying goodbye to friends and family as if they won't be seeing them again

### How can you help?

**Practical ways to help yourself cope:** <https://www.samaritans.org/how-we-can-help/if-youre-having-difficult-time/signs-you-may-be-struggling-cope/practical-ways-help-yourself-cope/>

**If you're worried about someone else:** <https://www.samaritans.org/how-we-can-help/if-youre-worried-about-someone-else/>

### How can I get support for me?

If you know someone who talks about or has tried suicide, you might feel upset, frustrated, confused or scared. These are all normal responses.

Supporting a person who is suicidal can be stressful. And you are likely to need support yourself. You could try the following.

- Talk to friends and family.
- Talk to an emotional support helpline. There is a list of emotional support lines in the 'useful contacts' section below
- Talk to your GP about medication or talking therapies for yourself.
- Talk to your child's care team or your local council about a carer's assessment.
- Join a carers' support group for emotional and practical support.
- Take some time to concentrate on yourself.

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## Useful Contacts

### 24/7 mental health crisis line for children, young people, and families in Surrey & North East Hampshire

The Freephone number - 0800 9154644 – is available for children and young people up to the age of 18, including those with Special Educational Needs and Disability (SEND).

The crisis line provides emotional wellbeing support, advice, and signposting to a range of community services for children, young people and their families and carers who are in a mental health crisis. The number is available to those who are already receiving mental health services, and also for those who are not. No referral is needed.

The crisis line is staffed by a team of experienced, trained call handlers and mental health nurses. A key aim of the crisis line is to help support young people, carers and families within their own homes and in the community and, whenever possible, help avoid the need for children and young people to go to hospital in a crisis.

[Get help in a mental health crisis :: Surrey and Borders Partnership NHS Foundation Trust \(sabp.nhs.uk\)](https://www.sabp.nhs.uk)



**Barnardos:** <https://www.barnardos.org.uk/what-we-do/services/surrey-positive-parenting-service>

Delivers parenting support groups lasting 6-8 weeks for the parents of those children and young people referred to the Behavioural and Neurodevelopmental (BEN) Service.

**Telephone:** 01293 610 689



**Bullying and suicide; Advice written by Papyrus prevention of young suicide**  
<https://www.bullying.co.uk/advice-for-young-people/bullying-and-suicide/>



**Campaign Against Living Miserably (CALM)** CALM is the Campaign Against Living Miserably, for men aged 15 to 35.  
[www.thecalmzone.net](http://www.thecalmzone.net)



**Catch 22:** <https://www.catch-22.org.uk/services/surrey-young-peoples-substance-misuse-service/>

Surrey Young People's Substance Misuse Service is a county-wide specialist treatment service, offering: one-to-one support to young people and their families, a 24 hour help line, counselling and pharmacological support, as part of a tailored recovery approach for young people aged 11 to 25-years -old.

**24/7 Helpline** – 0800 622 662, Tel: 01372 832905 / 07579 088388,  
Email: [yposm@catch-22.org.uk](mailto:yposm@catch-22.org.uk)



**Childline:** <https://www.childline.org.uk/>

Is a free, private and confidential service where you can be you. Whatever your worry, whenever you need help, however you want to get in touch. We're here for you online, on the phone, anytime.

**Telephone:** 0800 1111

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**Safe Havens-Children & Young People:** <https://www.cyphaven.net/>

The CYP Haven is a safe space for children and young people aged 10-18 where you can talk about worries and mental health in a confidential, friendly and supportive environment. You can simply turn up during opening times. CYP Havens also run weekend workshops that you can access.

CYP havens are located in Guildford, Epsom, Staines and Redhill. Details below:



**CYP Haven Guildford:** <https://www.cyphaven.net/home/guildford/>

**Address:** 7, Ward Street, Guildford, Surrey GU1 4LH

**Opening Times:** Monday: 4pm-8.30pm  
Wednesday: 5.30pm-8.30pm  
Sunday : 12pm-6pm

**Telephone:** 07773 008435

Please note: The CYP Haven phone is not a crisis line. It will only be answered during session times if a member of staff is available.



**CYP Haven, Epsom:** <https://www.cyphaven.net/home/epsom/>

**Address:** The Focus Youth Centre, 9 Depot Road, Epsom KT17 4RJ

**Opening Times:** Tuesday: 4pm-8.30pm  
Thursday: 4pm-8.30pm  
Saturday : 12pm-6pm

**Telephone:** 07773 008435

Please note: The CYP Haven phone is not a crisis line. It will only be answered during session times if a member of staff is available.



**CYP Haven Staines:** <https://www.cyphaven.net/home/staines/>

**Address:** Leacroft Youth Centre, Raleigh Court, Staines TW18 4PB

**Opening Times:** Tuesday: 4pm-8.30pm  
Wednesday: 4pm-8.30pm  
Saturday : 12pm-6pm

**Telephone:** 07773 008435

Please note: The CYP Haven phone is not a crisis line. It will only be answered during session times if a member of staff is available.



**CYP Haven Redhill:** <https://www.cyphaven.net/home/redhill/>

**Address:** The Annex, The Redhill Centre, 132-138 Station Road, Redhill, Surrey RH1 1ET

Access is through the back gate on Fairfax Avenue – Use postcode RH1 1HX

**Opening Times:** Wednesday: 4pm-8.30pm  
Friday: 4pm-8.30pm  
Sunday : 12pm-6pm

**Telephone:** 07773 008435

Please note: The CYP Haven phone is not a crisis line. It will only be answered during session times if a member of staff is available.

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**Eikon:** <https://eikon.org.uk/>

Offers a wellbeing service into schools working with teachers and pupils to help keep students well and know how to spot early warning signs of mental ill-health



**It Takes Balls To Talk** – <https://www.ittakesballstotalk.com/statistics/>

'It Takes Balls to Talk' is a campaign which uses sporting themes to encourage people, particularly men, to talk about how they feel. 'It Takes Balls to Talk' is a campaign which uses sporting themes to encourage people, particularly men, to talk about how they feel.



**Jigsaw (South East)** <https://www.jigsawsoutheast.org.uk/>

Offers grief support to children and young people who have experienced the death of a significant family member through illness, accident, suicide or murder. We also provide support to children and young people who have a family member with a life-limiting condition



**Kooth:** <https://www.kooth.com/>

Is an online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop and free at the point of use. Young people aged 11-18 can get immediate and direct access to online support.



**Learning Space:** <https://www.learningspaceuk.co.uk/>

Provides early intervention services for children 5 years and above to improve confidence and self-esteem and address issues such as anxiety and anger



**MoodGYM:** <https://moodgym.anu.edu.au/>

Free, fun, interactive program to help young people with low mood. Based on cognitive behaviour and interpersonal therapy, it consists of five modules, which help you to explore:



**MIND:** <https://www.mind.org.uk/>

Provide advice and support to empower anyone experiencing a mental health problem.

**Telephone:** 0300 123 3393 (9am to 6pm, Monday to Friday (except for bank holidays).

**Email:** [info@mind.org.uk](mailto:info@mind.org.uk)

**Text:** 86463

**Post:** Mind Infoline, PO Box 75225, London, E15 9FS



**The Mix:** <https://www.themix.org.uk/>

Is a UK based charity that provides free, confidential support for young people under 25 via online, social and mobile.

**Telephone:** [0808 808 4994](tel:08088084994). You can also speak to our trained helpline supporters on our [one to one chat service](#).

**Crisis text message service:** Text THEMIX to 85258

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	<p><b>The National Autistic Society:</b> <a href="https://www.autism.org.uk/">https://www.autism.org.uk/</a>          Provides peer support for parents of autistic children and offer regular drop in clinics to quickly engage children and young people with challenging behaviour.  <b>Telephone:</b> 0808 800 4104</p>
	<p><b>NHS Choices:</b> <a href="https://www.nhs.uk/conditions/children-and-young-people-mental-health-services">Children and young people's mental health services (CYPMHS) information for parents and carers - NHS (www.nhs.uk)</a>  <b>Child and adolescent mental health services information for parents and carers.</b></p>
	<p><b>Mental Health Helplines -</b> <a href="https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines">www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines</a></p>
	<p><b>Solihull approach Parenting course: No 4. Understanding your teenager's brain:</b>  <a href="https://inourplace.heiapply.com/online-learning/">https://inourplace.heiapply.com/online-learning/</a>  <b>This is a free online resource for parents. Enter code ACORN to register for course</b></p>
	<p><b>PAPYRUS (prevention of young suicide):</b> <a href="https://papyrus-uk.org/">https://papyrus-uk.org/</a>          Is an organisation that aims to prevent suicide in young people. It can offer emotional support to people under 35 who are suicidal. They can also support people who are concerned about a young person who might be suicidal.  <b>Telephone:</b> 0800 068 4141. Open Monday to Friday 9am – 10pm. Weekends 2pm – 10pm <b>Text:</b> 07786 209697</p>
	<p><b>Qwell:</b> <a href="https://www.qwell.io/">https://www.qwell.io/</a>          Free and confidential online support for emotional wellbeing for parents and carers of children and young people with special educational needs and disabilities in Surrey.</p>
	<p><b>Relate west Surrey:</b> <a href="http://www.relatewestsurrey.org.uk/">http://www.relatewestsurrey.org.uk/</a>          Provides counselling services for 10 to 18 year olds with mild to moderate mental health issues. Six to eight sessions are offered which can be followed up with family counselling if required.  <b>Telephone:</b> 01483 602998</p>
	<p><b>Rethink:</b> <a href="https://www.rethink.org/">https://www.rethink.org/</a>          Work to transform the lives of everyone severely affected by mental illness, and how our nation approaches mental illness.          Advice and information service is open from 9:30am to 4pm Monday to Friday  <b>Telephone:</b> 0300 5000 927</p>
	<p><b>R;pple Support   App</b> (<a href="http://ripplesuicideprevention.com">ripplesuicideprevention.com</a>)          The content available online following harmful internet searches currently provides mental health support in one format: a helpline. R;pple Suicide Prevention is a service that helps to ensure more help and support is given to individuals who have been searching for harmful content online.</p>

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**Samaritans:** <https://www.samaritans.org/>

Talk to us any time you like, in your own way, and off the record – about whatever’s getting to you. You don’t have to be suicidal.

**Telephone: 116 123 (UK) (24 hours)**

Surrey Suicide



Bereavement Service

**Surrey Suicide Bereavement Service**

[Surrey Suicide Bereavement Service - For Families Affected by Suicide \(ssbs.org.uk\)](https://www.ssbs.org.uk)

The Surrey Suicide Bereavement Service is a service from the Lucy Rayner Foundation, which provides practical support & advice for families bereaved by suicide and supports children of those families. If you or someone you know have been bereaved through the suicide of a loved one, take your first step and contact us today. We will get back to you within 24 hours.

Call: **01737 886551**



**Suicide Bereavement**

Provides key resources for those bereaved or affected by suicide

<https://suicidebereavementuk.com/key-resources/>



**SABP Parent Webinars:**

[https://www.youtube.com/playlist?list=PLfVgWWNqce46lxiVQNTthooXa5PBNE\\_SLXY](https://www.youtube.com/playlist?list=PLfVgWWNqce46lxiVQNTthooXa5PBNE_SLXY)

Parent webinars produced by SABP: a series of short videos for parents and teachers about anxiety, transition and returning back to school during Covid-19.



**Shout:** <https://www.giveusashout.org/>

Provides free, confidential support, 24/7 via text for anyone at crisis anytime, anywhere, You can: **text SHOUT to 85258** in the UK to text with a trained Crisis Volunteer



**Step by Step:** <https://www.stepbystep.org.uk/young-people/mental-health/counselling/>

Offers 6-8 counselling sessions for 11-25 year olds living in south west Surrey. On line self-referral or referral by GP.



**Surrey Wellbeing Partnership:**

<https://www.facebook.com/Surrey-Wellbeing-Partnership-103386114667958>

A Facebook page, created for local Surrey families, by the Surrey Wellbeing Partnership and Dr Kathryn Hollins, Consultant Parent, Child and Family Psychiatrist and Psychotherapist with SABP, helps parents understand their children’s emotional needs, with accessible, reassuring and practical messages for pregnancy, infancy and childhood through to teenage years.

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	<p><b>Twister youth groups:</b> Emotional support, and information Support for young people who are LGBT+ and links for parents and schools. <a href="https://www.surreycc.gov.uk/people-and-community/families/support-and-advice/young-people/lgbt-support">https://www.surreycc.gov.uk/people-and-community/families/support-and-advice/young-people/lgbt-support</a></p>
	<p><b>Young Minds:</b> <a href="https://youngminds.org.uk/">https://youngminds.org.uk/</a> Is leading the fight for a future where all young minds are supported and empowered, whatever the challenges. We're here to make sure they get the best possible mental health support and have the resilience to overcome life's difficulties</p> <p><b>Our Parents Helpline</b> is available to offer advice to parents and carers worried about a child or young person under 25. Call us for free Mon-Fri from 9.30am to 4pm <b>Telephone:</b> 0808 802 5544</p>
	<p><b>Heads Together:</b> <a href="http://www.ymcaeast Surrey.org.uk/our-services/youth/heads-together-counselling/">http://www.ymcaeast Surrey.org.uk/our-services/youth/heads-together-counselling/</a> Provides free and confidential counselling to young people aged 14-24 in east Surrey <b>Telephone:</b> 01737 378481.</p>
	<p><b>The Zero Suicide Alliance</b> <a href="http://www.zerosuicidealliance.com/">http://www.zerosuicidealliance.com/</a> A collaborative of National Health Service trusts, businesses and individuals who are all committed to suicide prevention in the UK and beyond. The alliance is ultimately concerned with improving support for people contemplating suicide by raising awareness of and promoting FREE suicide prevention training which is accessible to all. The aims of this training are to: enable people to identify when someone is presenting with suicidal thoughts/behaviour, to be able to speak out in a supportive manner, and to empower them to signpost the individual to the correct services or support</p> <p style="text-align: right;"><a href="#">RETURN TO CONTENTS PAGE</a></p>

## Helpful Smart Phone Apps

*(Parents/carers, please check suitability based on child's age/need)*

	<p><b>Stay Alive:</b> suicide prevention app which offers help and support both to people with thoughts of suicide and to people concerned about someone else. The app can be personalised to tailor it to the user.</p>
	<p><b>Stay Alive suicide prevention app:</b> Offers help and support both to people with thoughts of suicide and to people concerned about someone else. The app can be personalised to tailor it to the user. Download to smartphone or tablet via Google play or Apple app store</p>
	<p><b>Calm</b> (free for 7 days): guided meditations on sleep, anxiety, emotions, self-care , soothing bedtime stories, music for sleep/relaxation, mood check-in</p>
	<p><b>SAM:</b> self-help tips for anxiety; build an anxiety management toolkit that works for you; anxiety tracker</p>
	<p><b>InHand:</b> Mental wellbeing app designed by young people for young people; positivity + inspiring quotes; suggestions for managing emotions</p>
	<p><b>Wreck this app:</b> drawing tools (scribble, spray-paint, distort, and destroy) to use for distraction/brain breaks. Explore your creative side, best mess making +destructive abilities</p>
	<p><b>MeeTwo:</b> Safe and secure forum for teenagers wanting to discuss any issues affecting their lives. Anonymous advice from experts or other teenagers going through similar experiences e.g. mental health, self-harm, friendships/relationships</p>
	<p><b>My possible self:</b> strategies for boosting your mental well-being reducing feelings of anxiety, stress and low mood. 16+ years to create free account</p>
	<p><b>Headspace:</b> Mindfulness exercises/techniques and guided meditations to relax you and bring you calm, wellness and balance. Focus on managing anxiety, stress relief, breathing, happiness and focus</p>

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	<p><b>CalmHarm:</b> helps child to resist/manage the urge to self-harm. Range of activities to choose from to distract and help tolerate urge to self-harm. Learn your triggers and 'ride the wave' to manage your emotional mind</p>
	<p><b>Mindshift:</b> CBT tools to help manage generalised anxiety, panic, perfectionism, social anxiety, phobias. Quick relief tools to help ground yourself, take a breath, shift/transform/balance your thoughts in a thoughts journal</p>
	<p><b>Breathing Zone:</b> a visual tool to support mindful breathing. Trains you to slow your breathing, calm down and relieve stress. Signature feature is the ability to analyse how you normally breathe in order to suggest the right breathing pattern for you.</p>
	<p><b>Smiling Mind:</b> Meditations for all ages. Parent/child or child from age 3-18. Sleep for kids and return to school meditations together with meditations for different ages.</p>
	<p><b>Moshi Twilight:</b> Sleep stores, meditations, music and sounds to help make bedtime easier and more reassuring for children</p>
	<p><b>Sleepful:</b> Support + tools to help you overcome insomnia. Includes explanatory videos, a digital sleep diary, information about sleep/insomnia, deep relaxation programmes ( self-help programme by clinical research unit, Loughborough University)</p>
	<p><b>Woebot:</b> Meet Woebot your friendly self-care expert and coach. CBT tools for anxiety/depression; Mood checker/tracker; daily check-ins; learn skills to reduce stress and live happier</p>
	<p><b>What's up:</b> Free app using CBT and Acceptance Commitment therapy methods to help you cope with anxiety, depression, anger, stress and more. Features a grounding game to help keep you calm, positive quotes, methods to overcome negative thinking patterns</p>
	<p><b>Cove:</b> Expressing your emotions can be difficult. It can be easier to create music instead of words to express yourself and capture your mood. Explore and be creative – add chords, melody or even percussion. Music can be saved to your library.</p>
	<p><b>Beat Panic:</b> Use your phone to guide you through a series of flash cards to gain control and cope with a panic attack</p>

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**Chill Panda:** Follow the panda to understand the relationship between feelings, body sensations and different activities. Yoga, breathing and games.



**SuperBetter:** SuperBetter app builds resilience - the ability to stay strong, motivated and optimistic even in the face of change and difficult challenges.



**ThinkNinja app:** App designed for children and young people (10-18 years old) to help educate about mental health and emotional wellbeing. It helps children and young people learn and develop a range of skills for when they are experiencing daily life stresses or who maybe feeling anxious or their mood feeling low. Download to smartphone or tablet via Google play or Apple app store

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### Parents and Carers

## Suicide Prevention: Advice and Support for Parents and Carers

**As a parent or caregiver, you can play a major role in identifying if your child is considering suicide.**

### What are suicidal feelings?

- Suicide occurs when someone intentionally takes his or her own life.
- Suicide feelings can range from being preoccupied by distressing thoughts about ending your life or feeling people would be better off without you to thinking about methods of suicide or making clear plans to take your own life.
- Everyone's experience of suicidal feelings is unique to them. These feelings may build up over time or be intense from the start. They can fluctuate from time to time and it is common not to understand why you feel this way.

### Getting help in an emergency

**If you don't feel you can keep your child/young person safe right now, seek immediate help.**

**Go to any hospital A&E department (*sometimes known as the emergency department*)**

**Call 999 and ask for an ambulance if you can't get to A&E**

### Why do children and young people become suicidal?

There are many reasons why children and young people become suicidal. A suicide rarely has just one cause.

The teenage years are an extremely stressful time for many children. Untreated mental illness, especially depression, is the leading cause for suicide. Many people who die by suicide suffer from untreated or poorly treated depression resulting from difficult life experiences. These life experiences might include family changes or illness, loss of family or friends, and feeling lonely, helpless, hopeless or depressed.

### Is there a link between self-harm and suicide?

Self-harm means that someone harms themselves on purpose. Self-harm isn't a mental health condition, but it is often linked to mental distress.

### **Supporting your child – Self-harm and Suicide**

A guide has been created by [Papyrus](#) following discussions with parents who have experience of supporting a young person struggling with their mental health. The aim of this guide is to provide information and guidance and to help parents cope with a young person who is struggling with thoughts of suicide. To reassure them that they are not alone. To download the full guide click [here](#).

Someone who self-harms don't usually want to die. They may self-harm to deal with life, rather than a way of trying to end it. But self-harm can increase the risk of suicide. Someone may accidentally end their life. Someone who self-harms should be taken seriously and offered help.

### **How do I know if my child is at risk for suicide?**

The following factors may increase the risk of suicide or attempted suicide. However, these risk factors do not always lead to a suicide.

- Depression and other mental disorders, or a substance-abuse disorder (often combined with other mental disorders)
- Feeling hopeless and worthless, like there is no point in living
- Previous suicide attempt(s)
- Physical illness
- Autistic Spectrum Disorder/ Neuro Developmental concerns
- Feeling detached and isolated from friends, peers and family
- Family history of suicide, mental illness, or depression
- Family violence, including physical or sexual abuse
- Knowing someone with suicidal behaviour, such as a family member, friend , or celebrity
- Coping with own identity in an unsupportive family, community, or hostile school environment

### **What are warning signs or behaviours that my child may be thinking about suicide?**

Suicide often occurs after a recent stressful life event in the family, with a friend, or at school. A change in your child/young person's personality and behaviour might be a sign that they are having suicidal thoughts. You may be the best judge of when your child/young person is behaving differently. It is important for you to know the warning signs for suicide so you can get your child/young person the help she/he needs. A child/young person who is considering suicide might have one or more of these behaviours:



Signs that something is wrong can sometimes be more difficult to spot. Such as a cheeriness which may seem fake to you. Or they may joke about their emotions. Such as saying something quite alarming that is disguised as a joke. **Don't ignore your gut feeling if you are concerned about your child.** Some children won't be open about how they are feeling.

## What are signs that my child may have a suicide plan?

- Threatening to or talking about wanting to hurt or kill him/herself
- Expressing odd or troubling thoughts, talking about not being around in the future or "going away"
- Withdrawal; choosing to be alone and avoiding friends or social activities. This includes loss of interest or pleasure in activities the child previously enjoyed
- Showing a dramatic change in personality or appearance
- Making preparations: Visiting family, throwing or giving away or promising to give away valued possessions, creating suicide notes
- Searching for and trying to obtain weapons, pills, or other means ways to take their own life
- Sudden calmness: Suddenly becoming calm after a period of depression or irritability can be a sign that the child has made a decision to end their life.

## How can I help my child who is thinking or talking about suicide?

Talking about suicide can be a plea for help. Don't assume that your child won't attempt to take their own life if they talk about suicide. Always take suicidal feelings seriously. If you are not sure that someone is feeling suicidal, ask:

- "Are you thinking about suicide?" or
- "Are you having thoughts of ending your life?"

These questions are direct. It is better to address the child's feelings directly rather than avoiding the issue. Asking about suicide won't make it more likely to happen.

## How do I keep them safe?

It is unlikely that you will be able to make their feelings go away, but you can help them by:

- not leaving them on their own,
- talking to them, let them know that you care, love and want to support them and that they are not alone,
- If your child does not feel comfortable talking to you, suggest that s/he talk to another trusted adult
- Listening to what they have to say will at least let them know you care. Repeat their words back to them in your own words. This shows that you are listening.
- Be non-judgmental. Don't criticise or blame them.
- reassure them that they will not feel this way forever,
- encourage them to focus on getting through the day rather than focusing on the future
- Seek professional help. see section above on **Getting help in an emergency**
- helping them to create a safety plan, and
- Removing items that they can end their life with.

## The removal of items will depend on what their immediate plan is to end their life. Examples include:

- sharp objects such as razor blades and knives,
- cleaning products,
- drugs, and
- belts, cords, wires and rope.

## What is a safety plan?

A safety plan is sometimes called a crisis plan. Ideally a safety plan should be made before someone is in crisis, but it is never too late to start. The aim of a safety plan is to think about what support someone needs when they are in crisis. This may include:

- not being alone,
- removing certain objects from the home,
- talking to a certain person or helpline,
- talking to a professional,
- distraction techniques, and
- Including reasons to live, such as pictures of family.

Distraction techniques can include:

- Read a book or magazine
- Watch a film or TV
- Go to a museum
- Walk in a green space like a park
- Draw or paint
- Listen to music
- Sing
- Listen to nature
- Spend time with a pet
- Remember to write down the names and numbers of people who would be able to help them.

## Where can I find further help and support from?

- **24/7 Mental Health Crisis Line for Children, Young People, and Families in Surrey & North East Hampshire**

The Freephone number - 0800 9154644 – is available for children and young people up to the age of 18, including those with Special Educational Needs and Disability (SEND).

The crisis line provides emotional wellbeing support, advice, and signposting to a range of community services for children, young people and their families and carers who are in a mental health crisis. The number is available to those who are already receiving mental health services, and also for those who are not. No referral is needed.

The crisis line is staffed by a team of experienced, trained call handlers and mental health nurses. A key aim of the crisis line is to help support young people, carers and families within their own homes and in the community and, whenever possible, help avoid the need for children and young people to go to hospital in a crisis.

**[Get help in a mental health crisis :: Surrey and Borders Partnership NHS Foundation Trust \(sabp.nhs.uk\)](https://www.sabp.nhs.uk)**

- **NHS Mental Health Crisis Line: Telephone: 0300 456 83 42**
- **The Children and Young People's Emotional Wellbeing and Mental Health Service: [Our services Surrey \(mindworks-surrey.org\)](http://www.mindworks-surrey.org)**

We provide advice, help and support to children, young people and their families through a wide range of emotional wellbeing and mental health services, delivered by a large team of experienced, skilled professionals.

To contact the Access and Advice Team and to submit a request for support:

Please use the secure referrals portal in the first instance (*we recommend using Chrome as the web browser*) <https://childrensreferrals.sabp.nhs.uk/>

Call: 0300 222 5755 (Option #1). We are open 8am - 8pm Monday-Friday, 9am - 12pm Saturday.

Write to us: Access and Advice Team, First Floor, Dominion House, Woodbridge Road, Guildford GU1 4PU.

- **Young Minds: <https://youngminds.org.uk/>**

Is leading the fight for a future where all young minds are supported and empowered, whatever the challenges. We're here to make sure they get the best possible mental health support and have the resilience to overcome life's difficulties

**Our Parents Helpline** is available to offer advice to parents and carers worried about a child or young person under 25. Call us for free Mon-Fri from 9.30am to 4pm

**Telephone:** 0808 802 5544

- **GP:** Call your GP if you know who they are. A GP may be able to offer support in a crisis. If the GP surgery is closed there will be a recorded message to tell you who to call.
- **NHS 111:** NHS 111 can help if you have an urgent medical problem and you're not sure what to do. Dial 111 on your phone. It is a free service. They are open 24 hours a day, 7 days a week.
- **Supporting your child – Self-harm and Suicide**  
This guide has been created by our members **Papyrus** following discussions with parents who have experience of supporting a young person struggling with their mental health. The aim of this guide is to provide information and guidance and to help parents cope with a young person who is struggling with thoughts of suicide. To reassure them that they are not alone. To download the full guide click [here](#).

- **Stay Alive suicide prevention app:**



Key features include:

- Quick access to national crisis support helplines
- A mini-safety plan that can be filled out by a person considering suicide
- A Life Box to which the user can uploads photos from their phone reminding them of their reasons to stay alive
- Strategies for staying safe from suicide
- How to help a person thinking about suicide
- Suicide myth-busting
- Research-based reasons for living
- Online support services and other helpful apps
- Suicide bereavement resources

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# Suicide Prevention: Advice and support for Children and Young People

## Children and Young People

### Help for suicidal thoughts

If you're feeling like you want to die, it's important to tell someone.

Help and support is available right now if you need it. You do not have to struggle with difficult feelings alone.

### Talk to someone you trust

Let family or friends know what's going on for you. They may be able to offer support and help keep you safe.

There's no right or wrong way to talk about suicidal feelings – starting the conversation is what's important.

### Who else you can talk to?

If you find it difficult to talk to someone you know, you could:

- **call a GP** – ask for an emergency appointment
- **call 111 out of hours** – they will help you find the support and help you need
- **contact your mental health crisis team** – if you have one
- **24/7 Mental Health Crisis Line** for Children, Young People, and Families in Surrey & North East Hampshire  
The Freephone number - 0800 9154644 – is available for children and young people up to the age of 18, including those with Special Educational Needs and Disability (SEND).

The crisis line provides emotional wellbeing support, advice, and signposting to a range of community services for children, young people and their families and carers who are in a mental health crisis. The number is available to those who are already receiving mental health services, and also for those who are not. No referral is needed.

The crisis line is staffed by a team of experienced, trained call handlers and mental health nurses.

A key aim of the crisis line is to help support young people, carers and families within their own homes and in the community and, whenever possible, help avoid the need for children and young people to go to hospital in a crisis.

[Get help in a mental health crisis :: Surrey and Borders Partnership NHS Foundation Trust \(sabbp.nhs.uk\)](http://sabbp.nhs.uk)

## Getting help in an emergency

**If you have seriously harmed yourself – for example, by taking a drug overdose, seek immediate help.**

**Go to any hospital A&E department**  
*(sometimes known as the emergency department)*

**Call 999 and ask for an ambulance if you can't get to A&E**

**Or ask someone else to call 999 or take you to A&E**

## How can I help myself right now?

### 1. Don't make a decision today

Decide not to do anything right now to hurt yourself. You do not have to act on your thoughts of suicide right now. Try to focus on just getting through today and not the rest of your life. You may have had these thoughts before, but you feel less able to cope today. You might find that you are more able to cope in a few days.

### 2. Look at your Safety Plan

Follow your safety plan if you have one. If you don't have a safety plan you could make one. A safety plan is sometimes called a crisis plan. Ideally a safety plan should be made before someone is in crisis, but it is never too late to start. The aim of a safety plan is to think about what support you need when you are in crisis.

#### This may include:

- not being alone,
- removing certain objects from the home,
- talking to a certain person or helpline,
- talking to a professional,
- distraction techniques, and including reasons to live, such as pictures of family.

#### Distraction techniques can include:

- Read a book or magazine
- Watch a film or TV
- Go to a museum
- Walk in a green space like a park
- Draw or paint
- Listen to music
- Sing
- Listen to nature
- Spend time with a pet

Remember to write down the names and numbers of people who would be able to help you. Keep this plan safe and change it as you need to.

### 3. Look in your safety box

A safety box is personal to you and should be filled with items that make you feel happier about life. If you don't have a safety box you can make one. A safety box has lots of different names such as a 'happy box' or 'hope box.' You can call it whatever you like. The idea of a safety box is that it is filled with items that make you feel better. You can use it when you feel anxious, stressed or suicidal.

The safety box is personal to you. You can fill it with anything, such as:

- your favourite music/songs,
- something to distract you, like a puzzle or colouring book,
- reminders of positive things you have learnt in therapy sessions,
- a copy of your safety plan,
  - photographs of people you love and who make you happy, or
  - your favourite sweets.

If you don't know what to put in your box you can look on line for ideas

#### **4. Be aware of your triggers**

Triggers are things which might make you feel worse. Triggers are different for different people. You may find that certain music, photos or films make you feel worse. Try to stay away from these.

You could create a Wellness Action Plan to help you to be more self-aware. It can help you to identify triggers in your life which can make you unwell. It may help you to write down your triggers. If you can understand what your triggers are, it can help you to be more in control of your feelings or stress levels.

You can share your Wellness Action Plan with your family or friends if you want to. Sometimes it is helpful to share with your family and friends because it can help them to understand you more

#### **5. Stay away from drugs and alcohol**

Alcohol affects the parts of your brain that controls judgement, concentration, behaviour and emotions. Drinking alcohol might make you more likely to act on suicidal thoughts.

Drugs affect the way you think and feel. Different drugs have different effects. For example, some drugs can make you feel happy and more likely to take risks when you take it. But you may feel depressed after the effects stop. Other drugs can cause hallucinations, confusion and paranoia. You may be more likely to take your own life if you take illegal drugs.

#### **6. Go to a safe place**

Go to a place where you feel safe. Below is a list of places you could try.

- Your bedroom
- Mental health centre / crisis centre
- Friend's house
- Library

Stay away from things you could use to harm yourself, such as razor blades or pills. If you have a lot of medication you can ask someone to keep it for you until you are back in control of your feelings.

#### **7. Talk to other people**

It could be helpful for you to talk to someone about how you're feeling. There are different people who can help. You could speak to friends, family or your GP.

Remember to be patient. Your friends and family may want to help but might not know how to straight away. If this happens, you should tell them what you want from them. You may want to talk about how you're feeling, or you may want them to help you get professional help.

If you don't want to talk to people you know, you could call an emotional support line, use an emotional support app or use an online support group.

You can find details of emotional support lines and apps in the '[Useful Contacts](#)' section.

#### **8. Be around other people**

You may find it too difficult to speak to anyone at the moment. That's ok. But try not to spend too much time alone. You could go to a shopping Centre, gym, coffee shop or park. Being around people can help to keep you safe, even if they don't know how you're feeling.

## 9. Distract yourself

You might feel it is impossible not to focus on your suicidal thoughts or why you feel that way. If you focus on your thoughts it might make them feel stronger and harder to cope with. Try doing things that distract you. Think about what you enjoy doing.

Below are some things you could do as a distraction.

- Read a book or magazine.
- Watch a film or TV.
- Go to a museum.
- Draw or paint.
- Listen to music.
- Play video games. Or other games or puzzles you enjoy.
- Singing
- Spend time with your pet.
- Set small goals to focus on.

## 10. Make a list

Make a list of all the positive things about yourself and your life. It might be hard to think of these things right now, but try. Think about your strengths and positive things other people have said about you. At the end of every day write down one thing you felt good about, something you did, or something someone did for you.

## 11. Exercise

Exercise can have a good effect on your mood and thinking. Exercise is thought to release dopamine and serotonin. These are 'feel good' hormones.

## 12. Relax

There are different things you could do to relax such as:

- walk in a green space like a park,
- listen to nature,
- pay attention to nice smells such as coffee shops, your favourite food, a favourite perfume or soap,
- treat yourself to a food you like and pay close attention to how it tastes, how it feels in your mouth and what you like about it, having a bath or shower,
- looking at images that you like, such as photographs,
- meditation or mindfulness,
- Breathing techniques or guided meditation. You can find these through a podcast or an online video website such as YouTube.

**Mindfulness** is a type of meditation. It is when you focus on your mind and body. It is a way of paying attention to the present moment. When you practice mindfulness, you learn to be more aware of your thoughts and feelings. Once you are more aware of your thoughts and feelings, you can learn to deal with them better.

But some people find that using meditation or mindfulness makes their suicidal thoughts worse. If this happens then stop. You can try a breathing exercise to relax, like the one below.

### **Breathing exercise for you to try**

Sit on a chair or on the floor. Keep your back straight and your shoulders back. Close your eyes and focus on your breathing. Think about how your breathing feels. Slow down your breathing as much as you can. You may find it useful to count as you inhale and exhale. If you start to have upsetting thoughts, bring your focus back to your breathing.

Think about the people you will be leaving behind. You may be thinking thoughts such as the following:

- 'The world would be a better place without me.'
- 'My family would be better without me.'
- 'No one would care if I'm not here.'

These thoughts are common, but not correct. **You matter.**

Choosing to end your life is likely to have a negative effect on those around you. Even if you don't think it will. This will include friends, family, neighbours or a healthcare professional such as a doctor or support worker.

### **Where can I find further help and support from?**

Remember that however you feel there are people who will listen and who want to help.

Let family or friends know what you are going through. They may be able to offer support and help keep you safe. They may not be able to make you feel better straight away. But tell them how you feel. They may help you see your situation in a different way or think of other options.

If you can't talk to family or friends, you may be able to get emotional support from other places. You could talk to:

- **24/7 Mental Health Crisis Line for Children, Young People, and Families in Surrey & North East Hampshire**

The Freephone number - 0800 9154644 – is available for children and young people up to the age of 18, including those with Special Educational Needs and Disability (SEND).

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- **NHS Mental Health Crisis Line: Telephone: 0300 456 83 42**
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Call: 0300 222 5755 (Option #1). We are open 8am - 8pm Monday-Friday, 9am -12pm Saturday.  
Write to us: Access and Advice Team, First Floor, Dominion House, Woodbridge Road, Guildford GU1 4PU.

- **GP:** Call your GP if you know who they are. A GP may be able to offer support in a crisis. If the GP surgery is closed there will be a recorded message to tell you who to call.
- **NHS 111:** NHS 111 can help if you have an urgent medical problem and you're not sure what to do. Dial 111 on your phone. It is a free service. They are open 24 hours a day, 7 days a week.
- **Stay Alive suicide prevention app:**



Offers help and support both to people with thoughts of suicide and to people concerned about someone else. The app can be personalised to tailor it to the user. Download to smartphone or tablet via Google play or Apple app store

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## Surrey's Emotional Wellbeing and Mental Health Service for Children and Young People

### Good Referral Guide

Advice and self-help resources are easily accessible to support children to thrive and prevent difficulties from escalating. For some children and families these resources may be more appropriate than a psychological or medical intervention. These include:

- **Kooth.com** – Online free, safe, and anonymous support for young people
- **Catch-22 Surrey Young Person's substance misuse service** – specialist treatment service for 11-21 year olds and their families offering support for drug and alcohol related issues affecting mental health
- **Mind Ed for families** – Online learning resource helping to inform and better equip families dealing with young people's mental health
- **Young Minds** – Online mental health resource for parents and young people. Also provides a parents' helpline

#### Requests for a service for Emotional Wellbeing or Mental Health concerns

When children, young people (CYP) and their families need additional support, referrers should involve them in decisions about their care to best identify their needs. If you and the CYP have decided they require help from one of our services, you can make a request for support through the Access and Advice Team (formerly CAMHS SPA). It is essential that you have discussed this with the young person and their family and gained their consent.

When making a request for support, please consider and provide information on:

- What the CYP and/or their family would like to change
- What support they are looking for
- A description of the current difficulties and when they started
- The impact the difficulties have on their life, taking into consideration home, school and friendships
- The help the CYP has already accessed
- **The risks to the CYP and others and how immediate the risks are**
- Whether the child is in education and the school/college the CYP attends
- Whether the CYP has a social worker, and if so, the name, contact telephone number and email address.

If the CYP is a **Looked After Child, Adopted, Care Leaver**, is the subject of a **current Child Protection Plan** or **Special Guardianship Order**, the following information **must** be provided at the point of referral:

- The CYP's legal status e.g. s.20, s.31 etc.
- The date of the Order or date when status effective
- Where was the order issued i.e. Local Authority?
- How long has the CYP been resident in Surrey?
- For Care Leavers - Do they have a Personal Advisor? If so, please provide name/hub at which they work, email, contact telephone number.

### Concerns regarding sexual assault/trauma (STARS service)

If the referral is for concerns relating to sexual assault or trauma, please confirm if:

- there is an ongoing police investigation
- the authorities have been alerted i.e. the Police and/or safeguarding (MASH) team and if not, why.

### Requests for support for Neuro -Developmental concerns

Referrals for diagnostic assessments should ideally be made by school staff and accompanied by the following information.

- ADHD questionnaires; completed SNAPS
- ASD questionnaires; ASSQ
- School Information Form
- Any relevant reports by, for example, Speech and Language Therapy or Educational Psychology.

All relevant forms can be found on our website under the appropriate headings:

<https://www.sabp.nhs.uk/CYPFwellbeing/referrals>

### Requests for support with Eating Disorders MUST include the following information:

- Current Height and Weight of the CYP with date when measurements were taken
- Information about timescale of any weight loss
- Providing confirmation that appropriate physical testing (bloods, ECG) is being actioned will help expedite the CYP's referral to the appropriate team.

### Crisis Care

If there are immediate concerns for a young person in a crisis, professionals should telephone the Access and Advice Team (formerly CAMHS SPA) or advise that the young person can contact the CYP Havens between 4pm-8.30pm weekdays or 12pm-6pm at weekends on 01483 519436. The young person will be able to speak to a mental health clinician or youth worker when accessing the CYP Havens.

A **new 24/7 Crisis Line** has launched for children (6+), young people, parents and carers who are experiencing a crisis and require support. The 24/7 line is staffed with clinicians and call handlers and is free of charge to contact by calling **0800 915 4644** and pressing **Option 1**. If necessary, the CYP Crisis Line team will liaise with Extended Hope if more intensive support is identified.

### To contact the Access and Advice Team and to submit a request for support :

- **Please use the secure referrals portal in the first instance** (we recommend using Chrome as the web browser) <https://childrensreferrals.sabp.nhs.uk/>
- Call: 0300 222 5755 (Option #1). We are open 8am - 8pm Monday-Friday, 9am -12pm Saturday.
- Write to us: Access and Advice Team, First Floor, Dominion House, Woodbridge Road, Guildford GU1 4PU.

# Getting risk support

## Crisis intervention services

**Office hours response A&E**  
**Monday – Friday 9am – 5pm**

**Concerns with Suicidal Ideation/Self Harm/Overdose etc.**

Consultant Psychiatrist for CAMHS available 24/7 via SABP switchboard 0300 5555222

**Concerns with safety after discharge**

**Call CAMHS Crisis Intervention Worker or Duty Worker:**

**SW CAMHS CT**  
Guildford 01483 443777  
Frimley 01276 454000

**NW CAMHS CT**  
St Peters 01932 722561  
Ashford 01784 884359

**NE CAMHS CT**  
Epsom 0300 222 5850

**SE CAMHS CT**  
Redhill 01737 288700

**HOPE**

**Guildford**  
01483 517190

**Epsom**  
01372 203404

Paed Liaison nurses available on the Children's Wards at the DGHs for CYP admitted due to DSH

## Out of Hours response

**Concerns with Suicidal Ideation / Self Harm / Overdose etc.**

**CAMHS Crisis Intervention Service**

**Weekends and Bank holidays 9am-5pm**

**Also covering Triage calls from EDT 9-5, Sat, Sun and Bank Holidays**

Call Switchboard on 0300 5555 222

Secure emails for referrals from SPA or DGHs only:  
[rx.camhscommunitycrisis@nhs.net](mailto:rx.camhscommunitycrisis@nhs.net)

**CYP Havens**

**Guildford** 07881 011527  
**Epsom** 07771 231553  
**Staines** 07377 551744  
**Redhill** 07846 083539

Website: [www.cyphaven.net](http://www.cyphaven.net)

This service is for 10-19 yo only and currently virtual so check website for daily phone number

SABP On-call CAMHS Consultant Psychiatrist 24/7 and on-call Manager available via switchboard on **0300 5555 222**

**Concerns with safety after discharge**

Currently we have a triage worker in place who will take calls via EDT on 01483 517898 to signpost, support and de-escalate crisis. If needed they will then put call through to Ext Hope Nurse for more intense intervention

**Extended Hope**  
5-11pm  
7 Days a Week  
**01483 517898**

Psych Liaison will see 16+ YP in East Surrey Hospitals if appropriate  
Please note that Ext Hope is for 11-18 only

Adult SPA can be contacted between 11pm-9am, 7 days a week on 0800 915 4644.

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## Health

<p><b>Local suicide prevention planning National Suicide Prevention Alliance Supported by A practice resource; Public Health England</b> <a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/585411/PHE_local_suicide_prevention_planning_practice_resource.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/585411/PHE local suicide prevention planning practice resource.pdf</a></p>
<p><b>SABP App library</b> <a href="https://sabp.orcha.co.uk/">https://sabp.orcha.co.uk/</a></p>
<p><b>Mindworks Surrey, An out-of-hours phone line provides advice to parents and carers who are struggling with behaviours or difficulties which could be related to neurodevelopmental need, such as autism or ADHD. runs from 5pm until 11pm, seven days a week, 365 days a year.</b> <a href="https://www.mindworks-surrey.org/our-services/neurodevelopmental-services/out-hours-advice-line">https://www.mindworks-surrey.org/our-services/neurodevelopmental-services/out-hours-advice-line</a></p>
<p><b>Royal College of General Practitioners – Mental Health Toolkit, Suicide and Crisis Care</b> <a href="https://www.rcgp.org.uk/clinical-and-research/resources/toolkits/mental-health-toolkit.aspx">https://www.rcgp.org.uk/clinical-and-research/resources/toolkits/mental-health-toolkit.aspx</a></p>
<p><b>NHS Blog - Tackling the root causes of suicide</b> <a href="https://www.england.nhs.uk/blog/tackling-the-root-causes-of-suicide/">https://www.england.nhs.uk/blog/tackling-the-root-causes-of-suicide/</a></p>
<p><b>NHSE Mood Self-Assessment</b> <a href="https://www.nhs.uk/conditions/stress-anxiety-depression/mood-self-assessment/">https://www.nhs.uk/conditions/stress-anxiety-depression/mood-self-assessment/</a></p>
<p><b>NHS Help for suicidal thoughts</b> <a href="https://www.nhs.uk/conditions/suicide/">https://www.nhs.uk/conditions/suicide/</a></p>

## Education

<p><b>An RCN toolkit for school nurses Developing your practice to support children and young people in educational settings:</b> <a href="https://www.rcn.org.uk/professional-development/publications/pub-007320">https://www.rcn.org.uk/professional-development/publications/pub-007320</a></p>
<p><b>Young people who self-harm, a guide for school staff:</b> <a href="#">Supporting young people who self-harm   Charlie Waller Trust</a></p>
<p><b>XenZone - A Therapist's Guide to Managing Exam Stress</b> <a href="https://xenzone.com/exam-stress/">https://xenzone.com/exam-stress/</a></p>
<p><b>XenZone - A Counsellors Guide to Exam Results</b> <a href="https://xenzone.com/exam-results-day/">https://xenzone.com/exam-results-day/</a></p>

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**XenZone - Emotional Education: The Role of Schools in Promoting Student Wellbeing**

<https://xenzone.com/emotional-education-schools-promoting-wellbeing/>



**Department of Education: Suicide Prevention Guidance**

<https://www.education-ni.gov.uk/articles/suicide-prevention-guidance>

**Samaritans - For education professionals**

<https://www.samaritans.org/how-we-can-help/schools/education-professionals/>

**Support After Suicide: Talking to Students**

<http://supportaftersuicide.org.uk/what-to-say/talking-to-students/>

**Surrey Healthy Schools – comprehensive self-evaluation tool for schools**

<https://www.healthysurrey.org.uk/professionals/healthy-schools>

**Grassroots; Stay Safe' Suicide Prevention Toolkit for People with Learning Disabilities**

<https://www.prevent-suicide.org.uk/find-help-now/stay-safe/>

**Mentally Healthy Schools: Mentally Healthy Schools is a free website for primary schools, offering school staff information, advice and practical resources to better understand and promote pupils' mental health and wellbeing**

[Getting started : Mentally Healthy Schools](#)

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## Social Care

## Police

**British Transport Police - Preventing suicide on the railway**

[Small Talk Saves Lives | British Transport Police \(btp.police.uk\)](#)

**World Health Organisation - PREVENTING SUICIDE A RESOURCE FOR POLICE, FIREFIGHTERS AND OTHER FIRST LINE RESPONDERS**

[https://www.who.int/mental\\_health/prevention/suicide/resource\\_firstresponders.pdf](https://www.who.int/mental_health/prevention/suicide/resource_firstresponders.pdf)

**NICE; Preventing suicide in community and custodial settings NICE guideline [NG105] Published date: 10 September 2018;**

<https://www.nice.org.uk/guidance/ng105>

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## Multiagency

**SSCP Procedures 5.27 Self-Harm and Suicidal Behaviour**

<http://surreyscb.procedures.org.uk/hkyqss/procedures-for-specific-circumstances/self-harm-and-suicidal-behaviour/#s4808>

**SABP Finding your way' – a directory of services for people bereaved by suicide**

<https://uksobs.org/wp-content/uploads/2019/03/Finding-your-Way-Directory-of-Suicide-Bereavement-Services-for-Surrey-and-NE-Hants.pdf>

**Health Surrey Mental health training**

<https://www.healthysurrey.org.uk/mental-wellbeing/adults/professionals/mental-health-training>

**Surrey Suicide Prevention Strategy 2019-2021**

<https://mycouncil.surreycc.gov.uk/documents/s55064/Surrey%20Suicide%20Prevention%20Strategy%202019-2021%20-%20Final.pdf>

**Surreyi - Emotional Wellbeing and Mental Health**

<https://www.surreyi.gov.uk/jsna/emotional-wellbeing-and-mental-health/>

**Eventbrite Training, SABP :**

<https://www.eventbrite.co.uk/o/suicide-prevention-training-surrey-amp-borders-partnership-nhs-trust-19983082211>

**National Suicide Prevent Alliance**

<https://www.nspa.org.uk/members/surrey-county-council-public-health-team/>

**House of Commons Library; BRIEFING PAPER Number 08221, 10 October 2019 Suicide Prevention: Policy and Strategy**

<https://commonslibrary.parliament.uk/research-briefings/cbp-8221/>

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**HM Government Cross-Government Suicide Prevention Work plan**

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/772210/national-suicide-prevention-strategy-workplan.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/772210/national-suicide-prevention-strategy-workplan.pdf)

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# Prevention and Postvention Protocol for all Surrey Schools and Colleges

How to support the School/College community in the case of a death by (suspected) suicide or sudden unexpected death and information which may help prevent suicides for all Surrey schools.

**“Nobody likes to think about a death in school. Yet suicide is a leading cause of death for young people in the UK and ROI.” Samaritans, 2020**

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# 1. Introduction

This pack is intended for schools that have been affected by a suspected<sup>1</sup> suicide or sudden unexpected death and would like to be prepared and plan a response that helps rebuild the wellbeing of the community and reduces the risk of further suicides. We have based this pack on research and best practice concerning suicide response within school communities.

People bereaved by suicide can be up to 65% more likely to attempt suicide themselves<sup>2</sup> and are particularly vulnerable. Schools and communities should be aware of an increased risk for at least two years following a suicide event. It is therefore important to work to prevent both suicides and the potential impact of a suicide.

This protocol has been developed to help schools and colleges in Surrey identify and support students who may be suicidal and importantly to consider a wide range of associated issues, in the case of a death by (suspected) suicide. It both supports schools/colleges to prepare in case there ever is a (suspected) suicide, how to best respond when a suspected suicide has taken place and how to ensure prevention is embedded within the curriculum.

## **This protocol aims to:**

- Help prevent suicides in schools or colleges.
- To provide guidance on developing a plan when there has been a (suspected) suicide (postvention), in the case of a student (or former student) at the school/college (although this protocol also contains useful information in the case of a death of an adult).
- To provide guidance on developing a plan in advance of an event taking place.
- To provide details of support available following a suicide/suspected suicide.
- To enable agencies/organisations working to reduce suicides in Surrey the opportunity to learn from events leading to the suicide/suspected suicide.
- To signpost to relevant training and support services.

# 2. Prevention of Suicide

This section covers the following areas:

1. Development of a Suicide Prevention Policy
2. Language around Suicide
3. Intervention – how to identify and what to do when someone is struggling
4. Suicide Prevention Training
5. Teaching Resilience in School

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<sup>1</sup> The word 'suspected' is used in the document as a suicide is not the confirmed cause of death until the Coroner's inquest is complete.

<sup>2</sup> <http://bmjopen.bmj.com/content/6/1/e009948>

## A. Development of a Suicide Prevention Policy or Plan

Both Samaritans and Papyrus recommend that schools and colleges develop a suicide safety policy or plan which is known by the whole community and which is focused on suicide prevention. Both organisations have published guidance which can help develop your policy, as follows:

- <https://papyrus-uk.org/wp-content/uploads/2018/08/toolkitfinal.pdf>
- <https://www.samaritans.org/how-we-can-help/schools/step-step/step-step-resources/responding-suspected-suicide-schools-and-colleges/>

## B. Language around Suicide

It is recognised that language can help as well as harm. Papyrus talk about “using sensitive and appropriate language” to “help build awareness and understanding to increase empathy and support.” Their website contains useful resources which can be downloaded to help start conversations about suicide. However, the following table identifies unhelpful and helpful language which might be helpful to be aware of:

Unhelpful Language	Why it is Unhelpful	Language to use instead (using Papyrus guidance)
Successful suicide	If someone dies by suicide it cannot ever be a success.	Died by suicide Ended their life Took their own life Killed themselves
Commit suicide	Suicide hasn't been a crime since 1961. Using the word “commit” suggests that it is still a crime which perpetuates stigma or the sense that it's a sin.	Died by suicide Ended their life Took their own life Killed themselves
You're not thinking of doing something stupid/silly are you?	This suggests that the person's thoughts of suicide are stupid or silly, and/or that the person is him/herself stupid or silly. If asked this question, people are most likely to deny their true feelings for fear of being viewed negatively.	Are you telling me you want to kill yourself/end your life/die/die by suicide?  Sometimes, when people are feeling the way you are, they think about suicide. Is that what you're thinking about?  It sounds like you're thinking about suicide; is that right?

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### **C. Intervention - how to identify if, and what to do when, someone is suicidal**

Staff may feel worried about over-responding, but in truth, it is much better to over-respond than under-respond in the case of a potential suicide.

Papyrus guidance on spotting the signs of suicidal thoughts is as follows:

“It’s not always easy to know if someone is suicidal. After all, we cannot read other people’s minds to truly understand how they are feeling in any given moment.

Sometimes though, there may be signs that a young person is feeling suicidal; some signs are more obvious than others and some can be quite subtle. After all, some young people may not have the skills, confidence or language to describe how they feel. Therefore, we might need to pay a little more attention than usual. Alternatively, some young people may be more comfortable directly expressing their thoughts of suicide which will allow us to explore them further.

So, what might the signs be? People thinking about suicide often invite us to ask directly if suicide has become an option for them.

There is no exhaustive list of ‘invitations’ but changes in behaviour (loss of interest/withdrawal, giving away possessions), physical indicators (weight loss, lack of interest in appearance), expressing thoughts or feelings (Hopeless, sad, guilty, worthless) and the words/language being used (“I can’t take it anymore”, “Everyone would be better off without me”) could all be indicators that someone is experiencing thoughts of suicide.

Recent research has indicated that asking a young person if they are experiencing thoughts of suicide can actually reduce the risk of them ending their life. Asking and determining if that person is feeling suicidal gives you the opportunity to explore those feelings further and support them to stay safe.

The most important thing to do to ascertain if someone is struggling with thoughts of suicide is to **ASK!**”

Generally speaking, someone in distress may elicit direct and/or indirect warning signs of suicidal thoughts. It’s important for staff to learn how to identify these warning signs as they may indicate intention for suicidal behaviour. It’s also important to understand that those with a mental illness or who have had a prior suicide attempt and/or been bereaved by suicide themselves are at greater risk of suicide.

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There are some excellent resources to support you to identify and work with someone who is, or who may be, feeling suicidal. These are available here:

- 1) Papyrus website: Worried about someone - <https://papyrus-uk.org/worried-about-someone/>
- 2) MIND website: Supporting someone who feels suicidal - <https://www.mind.org.uk/information-support/helping-someone-else/supporting-someone-who-feels-suicidal/#.XOP7KNIUndM>
- 3) Samaritans website: Worried about someone - [https://www.samaritans.org/how-we-can-help/support-and-information/worried-about-someone-else/?gclid=EAlaIqobChMIpeiQm9us4qIVyYbVCh1XZQLZEAAAYASAAEgKfEvD\\_BwE](https://www.samaritans.org/how-we-can-help/support-and-information/worried-about-someone-else/?gclid=EAlaIqobChMIpeiQm9us4qIVyYbVCh1XZQLZEAAAYASAAEgKfEvD_BwE)
- 4) Rethink website: How to support someone - <https://www.rethink.org/carers-family-friends/what-you-need-to-know/suicidal-thoughts-how-to-support-someone>

## **D. Suicide Prevention Training**

Although some suicide prevention training is available (see below), no formal training is strictly necessary to provide crucial early support for someone.

However, nationally-recognised online training (how to have a conversation with someone who may be suicidal) is available free of charge from <https://www.zerosuicidealliance.com/> and <http://www.nwyhelearning.nhs.uk/elearning/HEE/SuicidePrevention/>

## **E. Promoting Resilience and Positive Emotional Wellbeing & Mental Health in Schools**

Effective approaches to the positive development of health, behaviour and resilience are supportive, strategic and consistent. They permeate the school culture through well considered policies, procedures, partnerships, shared values, curriculum and wider enrichment opportunities. In order to achieve this the leadership team must have an established vision and ethos which models clear expectations of positive behaviours from the whole school community.

Surrey schools are supported in developing their whole school approach to wellbeing and resilience through the Surrey Healthy Schools Self-Evaluation Tool. This tool guides schools through a series of themes and evidence based standards, providing links to appropriate and supportive national and local services, resources and documentation in order to positively address wellbeing across the following 5 themes:

1. Whole School Approach towards the Promotion of Positive Health and Wellbeing
2. PSHE Curriculum (incl. Health & Wellbeing, Relationships, Sex, Drug, Staying Safe & Financial Capability Education)

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3. Healthy Eating (incl. Cooking and Healthy Eating in the Curriculum, Food Provision – school meals, packed lunches, pre and post school club food provision, and Cooking Clubs)
4. Physical Activity (incl. Physical Education and School Sport – PESSPA)
5. Emotional Wellbeing & Mental Health

The Surrey Healthy Schools self-Evaluation Tool allows schools to reflect upon their areas of strength and areas for development and enables schools to be able to develop a comprehensive action plan to guide their development of wellbeing, health and resilience. Visit: <https://www.healthysurrey.org.uk/healthy-schools>

## **F. Resources to Support a Proactive and Developmental Approach to Wellbeing<sup>3</sup>**

### **Surrey Healthy Schools**

Surrey Healthy Schools takes an evidence based approach and provides a comprehensive Self-Evaluation Tool for schools to co-ordinate, develop and improve their provision to support personal development, behaviour, teaching and learning, and leadership and management in line with [OfSTED's Inspection Framework](#), the [Surrey 2030 Vision](#) and [Health and Wellbeing Strategy](#)

<https://www.healthysurrey.org.uk/healthy-schools>

### **Surrey PSHE Guidance**

This guidance will enable schools and other PSHE providers to plan, develop and monitor a coherent and progressive programme of experiences which will contribute to pupils' personal, social development and wellbeing. This will impact upon all areas of school life; not just the formal curriculum, but also upon extracurricular activities, partnerships with the local community, links with external agencies and all that contributes to a positive school ethos.

<https://www.healthysurrey.org.uk/professionals/healthy-schools/pshe>

### **PSHE Association PSHE Programme of Study KS1 – 5**

The DfE statutory guidance for Health Education and Relationships & Sex Education is comprehensively covered by learning opportunities for each key stage across the Programme's three core themes: 'Health and Wellbeing', 'Relationships', and 'Living in the Wider World',

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<sup>3</sup> To ensure effective teaching and learning ensure any resource meets the needs of pupils and supports the school vision, values and ethos. To help ensure that a resource is suitable for your needs apply the criteria for the selection of resources and materials – included in the Surrey PSHE Guidance <https://www.healthysurrey.org.uk/professionals/healthy-schools/pshe>

<https://www.pshe-association.org.uk/curriculum-and-resources/resources/programme-study-pshe-education-key-stages-1%E2%80%935>

## **PSHE Association Guidance**

Produced for the Department for Education this guidance has been fully updated and relaunched support the **statutory PSHE requirements** regarding Health Education, Relationships Education and Relationships and Sex Education (RSE).

<https://www.pshe-association.org.uk/content/guidance-and-lessons-teaching-about-mental-health>

## **Mentally Healthy Schools**

Mentally Healthy Schools is a free website for primary schools, offering school staff information, advice and practical resources to better understand and promote pupils' mental health and wellbeing.

<https://www.mentallyhealthyschools.org.uk/>

## **Rise Above – Public Health England**

Resources to support the delivery of PSHE curriculum topics to Upper KS2, KS3 and KS4 pupils, with flexible lesson plans and ready-to-use PowerPoints co-created with teachers, and video content developed with 10 to 16-year-olds.

<https://campaignresources.phe.gov.uk/schools/topics/rise-above/resources>

## **DEAL: Developing Emotional Awareness and Listening**

DEAL is a free resource for teachers and other educational professionals designed to help develop resilience in secondary aged young people.

<https://www.samaritans.org/how-we-can-help/schools/deal/>

## **MindEd**

MindEd educational online training on children and young people's mental health.

<https://www.minded.org.uk/>

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### 3. Surrey Child Death Review Service

#### Child Death Review (CDR)

CDR is the process to be followed when responding to, investigating, and reviewing the death of any child under the age of 18, from any cause. It runs from the moment of a child's death to the completion of the review by the Child Death Overview Panel (CDOP). The process is designed to capture the expertise and thoughts of all individuals who have interacted with the case in order to identify changes that could save the lives of children.

A child death review must be carried out for all children regardless of the cause of death.

It is a statutory requirement to notify CDOP of all child deaths from birth up to their 18th birthday.

**The Child Death Review Team will have a nurse available 7 days a week, 9am - 5pm (07917 212791).**

<sup>1</sup> Postvention "is the term given to activities and programmes that are intended to assist those who have been bereaved by suicide to cope with what has happened. Suicide prevention and postvention are closely related in that postvention can also prevent further

### 4. Putting a Postvention<sup>4</sup> Plan in place at your school/college

Ideally, in a school or college setting, there will be a written plan/policy, developed in advance of a (suspected) suicide. This plan may be slightly different for each school or college, depending on the school structure, skills/support available but staff should have been appropriately trained and supported to undertake a postvention role – so that all feel ready and willing to help. Your plan or policy should include some nationally recognised steps. This is based on the Papyrus "Building Suicide-Safer Schools and Colleges" guidance<sup>5</sup> and the Samaritans' Step by Step (Help When we Needed it Most) (2017) booklet.<sup>6</sup>

Please use the following steps as a guide, whether it has been possible to put a postvention plan in place or not;

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deaths." (p.3, New Zealand Ministry of Youth Development, 'Guidance for community organisations involved in suicide postvention', 2005) – taken from Help when we Needed it Most (Samaritans, 2017)

<sup>5</sup> <https://papyrus-uk.org/wp-content/uploads/2018/10/400734-Schools-guide-PAPYRUS.pdf>

<sup>6</sup> [http://www.samaritans.org/sites/default/files/kcfinder/files/HWWNIM\\_Feb17\\_Final\\_web.pdf](http://www.samaritans.org/sites/default/files/kcfinder/files/HWWNIM_Feb17_Final_web.pdf)

### **Step One - Co-ordination (Immediate response when a (suspected) suicide occurs)**

The Head teacher or Principal will likely be notified of the death by either Surrey Police, Children's Services or the Child Death Review Team. If they become aware of the death via students, media or

parents they should contact the Child Death Review Team (07917 212791) and the Surrey County Council Area Schools Officer, who will alert the relevant people including the Educational Psychology Team. The school may wish to convene a small postvention, or crisis, team which may include the school counsellor, educational psychologist, teachers of the student and other members of the senior management team. A member of the Child Death Review team will be in touch to arrange a virtual multi-agency Information Sharing and Planning Meeting (ISPM) using Microsoft Teams. They will also provide you with an email contact to send the completed Vulnerability Mapping prior to the meeting.

Details of the support available to the school from the Educational Psychology team can be found here.

[Educational psychology information for schools - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk/education/educational-psychology/educational-psychology-information-for-schools)

Ensuring the team is aware of the support that is available to staff, students and family, is crucial. The Help is at Hand document may provide some useful information to help with this. Other documents, such as "When a child dies" will be made available to the parents by the Child Death Review Nurse.

<http://supportaftersuicide.org.uk/support-guides/help-is-at-hand/>

### **Step Two - Establish the facts, follow the Child Death Review Process and make contact with the family (Immediate/Within 24 hours)**

**Establish the facts and follow the Child Death Review Process:** A member of the school postvention team should firstly check with the authorities to be sure of the facts surrounding the death. The Child Death Review Nurse and Surrey Police will have started a Joint Agency Response following notification of the death. You may be contacted by one of these agencies to participate in the process and will be asked for information.

**Contact with the family:** The Child Death Review Team will be supporting the family following the death. It can be distressing for families to have many professionals contact them in the early days so it would be recommended to co-ordinate all contact via the Child Death Review Nurse who will be working closely with Surrey Police. This will help to support the family and manage communications. Rumours can be inaccurate and deeply hurtful and unfair to the missing/deceased person and their family and friends. It is important to avoid all speculation and focus on facts.

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The Child Death Review Nurse will remain this family's contact throughout the whole process from time of death to inquest and conclusion of all investigations. This can sometimes be several years.

Information about the death should not be disclosed to students without explicit permission of the family. The Child Death Review Nurse can act as a liaison with the family to ask any questions or to show them any draft letters. Depending on the circumstances of death, many parents find it very distressing to be contacted by school in the early days and are often worried about other parents, pupils or teachers judging them and their family. The Child Death Review Nurse can reassure them that support is available from the school when the family feel ready to make contact.

Ensure that the ongoing support of the school/college is offered to the family. Ensure, too, that the family does not receive any general administrative letters/texts (e.g. school trip information, parent consultation events).

Ensure that any schools or colleges where siblings attend are contacted at an early point so they can also use the protocol as appropriate.

### **Step Three – Media Contact (as soon as possible, due to social media “chatter”. Media will pick up on things very quickly)**

A suicide of someone connected to a school/college can attract much media and social media attention. It is therefore important to designate a media spokesperson. Surrey Police can help advice on the use of words for any press release. Early press releases can cause significant distress to grieving families and friends. It is vital that these are crafted carefully to minimise distress for both the family and school. Ensure that all staff are made aware that only the media spokesperson is authorised to speak to the media. Advise those that answer external telephone calls to the school that they should not engage in answering any questions but should:

- Make a note of the reporter's contact details (including mobile and email address)
- Make a note of the questions asked
- Pass the information given, to the Head teacher/Principal as a matter of urgency

An approved prepared statement should be compiled, in order to control the way any response on behalf of the school is answered.

The communication log at the end of this document may be useful, it may also be useful to contact the Area Schools Officers for advice.

Alternatively, Samaritans' media team can help support schools/colleges (and the family) in dealing with the media during a crisis (Contact: 116 123 free line or 03300945717-local call charges apply, [samaritans.org/media-centre](http://samaritans.org/media-centre)).

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Samaritans' advice is not to give out any details of the method by which the person died, or any "suicide note", or to provide any "explanation" of the suspected suicide such as "was stressed about exam results" etc.

If the school has a Facebook page or twitter account we would strongly advise taking advice on what or whether to post from Surrey Police or the Samaritans media team on the numbers above.

#### **Step Four - Contact other agencies who may have been in contact with the individual**

In the case of a suspected suicide you will be asked to follow the Joint Agency Response (JAR) process which will help to ascertain facts about the death and:

- to establish, where possible, a cause or causes of death (in conjunction with the Coroner). Details about H.M. Coroners' Service in Surrey is available here: <https://www.surreycc.gov.uk/birth-death-and-ceremonies/death/coroner>
- to identify any potential modifiable factors
- to provide ongoing support to the family
- to learn lessons and make recommendations in order to reduce the risks of future child deaths

You will be asked to meet and share information known to you about the child, with other key agencies/organisations who have a part to play in the Joint Agency Response for the child, such as health professionals, e.g. school nurses, Mindworks Surrey, social Workers, police, school counsellor, educational psychologists and so forth. This meeting is known as The Information Sharing and Planning Meeting and will be co-ordinated by the Child Death Review Team.

This meeting helps with information gathering to form part of any investigations and to establish any learning from this event in the time immediately after it. The purpose of this discussion is not to pass on blame, or to pass judgement on service provision, but rather to understand the event and learn and help prevent any future suicide events.

Part of the Joint Agency Response and the Child Death Review process is to make notes of these discussions to record any facts and identify any learning. It is always more difficult to recall exact timings/issues several months later. The Information Sharing and Planning Meeting will be minuted and the minutes will be shared with all representatives. It is however important that you act on any immediate/pressing issues and make notes of the actions to be taken. Support will be available from the Child Death Review Team if required.

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## **Step Five – Communicate with and take care of staff (Within one day)**

As soon as possible, organise an internal meeting/s for staff to attend. It may be appropriate to inform staff in different groups.

In the meeting you should ensure

- members of staff are made aware of how to identify and support both students and staff experiencing mental distress, it is important to identify both vulnerable students and staff.
- that all staff are informed about where to find this information.
- that you and your colleagues are looked after in line with the guide in the link above.

## **Step Six – Communicate with and take care of the students (Within one day)**

Following agreement with the family to disclose and after the staff communication event, break the news to the students. Samaritans' advice is that this is best done in small groups, or classes. It is better to be factual but to avoid detail about the act itself. Do not disclose details about the method used, whether there was a suicide note, or its contents. A briefing note for staff to use with the small groups/class can be useful to ensure consistency of message. Consider providing immediate counselling or emotional support to students (and staff) in a separate room. Contact MIndworks Surrey ([Useful Contacts](#)) who may be able to provide support to students who are in the care of their service and who may be struggling.

Advise students to avoid contact with the media and ensure that you have given careful thought to rules and guidelines to assist student's if/when communicating about the incident on social media sites.

With parental consent, it may be appropriate to send out a letter to parents/carers of all pupils/students, to inform them of the incident and to make them aware of possible risks, together with information about support available. The Child Death Review Nurse can help with liaison with the family. The communication should contain:

- What has happened
- What support the school is putting in place
- What actions the school will take with regards to funerals and memorials
- Where to find further information about suicide and grief
- Where to access support for themselves
- What to do if they are worried about someone else

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## **Step Seven – Funeral**

Depending on the wishes of the family, the school/college may wish to send representative/s to attend the funeral service. Samaritans' recommendation is that parents or guardians accompany students who wish to attend and that those who don't attend have normal classes to go to. There should be no reason why there would be a greater attendance at a funeral service under these circumstances than for any other tragic death at the school. Some families prefer a more intimate family funeral with a separate celebration/service for school and friends.

## **Step Eight – Memorials**

The school/college will want to think carefully about memorials for the individual who has died; to strike an appropriate balance between supporting distressed individuals and fulfilling the central purpose of providing education and learning. Some establishments have used a miniature artificial tree (and labels with string) to be left in a suitable place, offering a chance for individuals to leave a thought/memory/prayer for that individual on the branches of the tree. It is important to set an appropriate time limit to the memorial (with the suggestion of up to two weeks) and to strive to treat all deaths in the same way.

In the longer term, memorials can be organised (tree/plant/plaque etc.). There are many ideas to encourage children to remember the life of the person rather than their death (memory box; calendar of memories; memory jar; 10 ways to remember; skyscape).

Sending a card to the parents/family one year after the incident can be a supportive gesture and one that may be well appreciated.

## **Step Nine – Evaluation and Follow-up**

As part of the Child Death Review Process, there will be subsequent meetings such as the Child Death Review Meeting. This will be organised by the Child Death Review Team once the majority of the investigations are coming to a close and all agencies involved with the young person will be invited to attend. Once all investigations are completed, each case will be considered by the Child Death Overview Panel (CDOP) where key themes and identified learning will be gathered and then disseminated across all agencies in Surrey.

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## Useful Contacts

### A. Urgent/Crisis Situation

- i. **Winston's Wish** – help for grieving families. There is a lot of information on this site.  
Helpline: 08452 03 04 05  
Email: [ask@winstonswish.org.uk](mailto:ask@winstonswish.org.uk)
  
- ii. **Samaritans** – confidential emotional support for anyone in a crisis – 24 hours a day  
Phone: 08457 909090  
Textphone: 08457 909192  
Email: [jo@samaritans.org](mailto:jo@samaritans.org)  
Website: [www.samaritans.org](http://www.samaritans.org)
  
- iii. **The Compassionate Friends** – support for bereaved parents who have lost a child of any age and from any circumstance  
Phone: 0845 123 2304  
Email: [info@tcf.org.uk](mailto:info@tcf.org.uk)  
Website: [www.tcf.org.uk](http://www.tcf.org.uk)
  
- iv. **Survivors of Bereavement by Suicide** – local self-help and support groups for those bereaved through suicide  
Phone: 0870 241 3337  
Website: <http://sobs.admin.care4free.net/>
  
- v. **Mindworks Surrey: The Children and Young People's Emotional Wellbeing and Mental Health Service**  

We provide advice, help and support to children, young people and their families through a wide range of emotional wellbeing and mental health services, delivered by a large team of experienced, skilled professionals.

Our alliance of partners is working together to advise, help and support children, young people and their families to thrive through the following services:

Mindworks Surrey Access and Advice,  
First Floor, Dominion House,  
Woodbridge Road,  
Guildford, GU1 4PU  
Tel: 0300 222 5755

Opening hours  
We are open 8am to 8pm, Monday to Friday and 9am to 12pm, Saturday. The service is not open on bank holiday

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vi. **PAPYRUS** [www.papyrus-uk.org](http://www.papyrus-uk.org)

National charity for the prevention of young suicides. HOPELineUK is a specialist telephone service staffed by trained professionals who give non-judgmental support, practical advice and information to:

- Children, teenagers and young people up to the age of 35 who are worried about how they are feeling
- Anyone who is concerned about a young person

Call: 0800 068 41 41

Email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

SMS: 07786 209697

vii. **CALM (Campaign Against Living Miserably)** [www.thecalmzone.net](http://www.thecalmzone.net)

- Offers support to young men in the UK who are down or in a crisis.
- Helpline: 0800 58 58 58 (Daily 17:00-midnight)
- [Webchat](#)

## B. Longer-Term/Follow-up Support

i. **Simon Says**

Website: <http://www.simonsays.org.uk>

Telephone: 01794 323934

Email: [info@simonsays.org.uk](mailto:info@simonsays.org.uk)

Office hours: Monday-Wednesday 9am-4pm. Office closed on Thursdays and Fridays.

Simon Says aims to:

- Offer information and advice to move forward in their lives, but never forget their significant person
- Run a telephone support line
- Host monthly age appropriate support groups
- Offer the opportunity to meet other families who have also been bereaved
- Support and give advice and training to teachers, and other professionals working with bereaved children and young people.

ii. **School Nursing Service**

The School Nursing service works in partnership with children, young people and their families to ensure that pupil's health needs are supported within their school and their community. ChatHealth (staffed by school nurses) is a text messaging service to support young people in Hampshire. This is an easy way for young people 11-19 to confidentially ask for help with a range of issues, including mental health concerns.

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ChatHealth allows young people in Surrey to text messages to a dedicated number **07507329951**; the messages are then delivered to a secure website. Once received, the school nurse will respond to the text within one working day.

ChatHealth is available Monday to Friday from 9am-4.30pm (excluding bank holidays). Any young person who texts the service outside of these hours will receive an automated message with advice of where to get help if their question is urgent.

The School Nursing Team are able to support young people with questions relating to a wide range of health and wellbeing issues including self-harm, relationships, bullying, weight, anxiety, drugs, smoking, stress, body worries, alcohol and sexual health. As well as giving advice, the team can signpost to appropriate services and other support.

Young people are still able to request to see a School Nurse face to face in school or a community setting.

**iii. PAPYRUS [www.papyrus-uk.org](http://www.papyrus-uk.org)**

National charity for the prevention of young suicides

Call: 0800 068 41 41

Email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

SMS: 07786 209697

HOPELineUK is a specialist telephone service staffed by trained professionals who give non-judgmental support, practical advice and information to;

- Children, teenagers and young people up to the age of 35 who are worried about how they are feeling
- Anyone who is concerned about a young person

**iv. CALM (Campaign Against Living Miserably)**

- [www.thecalmzone.net](http://www.thecalmzone.net)
- Offers support to young men in the UK who are down or in a crisis.
- Helpline: 0800 58 58 58 (Daily 17:00-midnight)
- [Webchat](#)

**v. MindOut Lesbian, Gay, Bisexual, Trans & Queer Mental Health Service**

- Offers support, information and advocacy, including suicide prevention support, to LGBTQ communities
- 01273 234839
- [info@mindout.org.uk](mailto:info@mindout.org.uk)

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**vi. Childline** [www.childline.org.uk](http://www.childline.org.uk)

- If you're under 19 you can confidentially call, email, or chat online about any problem big or small
- Freephone 24h helpline: 0800 1111
- [Sign up for a childline account](#) on the website to be able to message a counsellor anytime without using your email address
- Chat 1:1 with an [online advisor](#)

**vii. The Mix** [www.themix.org.uk](http://www.themix.org.uk)

- If you're under 25 you can talk to The Mix for free on the phone, by email or on their webchat. You can also use their phone counselling service, or get more information on support services you might need.
- Freephone: 0808 808 4994 (13:00-23:00 daily)

**C. Bereavement (by Suicide) Services/Agencies**

**i. Survivors of Bereavement by Suicide (SoBS)**

- Guildford (North/North East Hants)  
Phone: Lisa on 07434 365 815  
Email: [sobsguildford@gmail.com](mailto:sobsguildford@gmail.com)

**ii. Red Lipstick Foundation**

As a foundation built from personal experience we are dedicated to supporting families bereaved by suicide. This is structured, linked, telephone support, and the possibility of one to ones (depending on location) with other families, from all walks of life, at different stages in their journey who are also experiencing suicide or a sudden younger person's bereavement.

Email: [theredlipstickfoundation@gmail.com](mailto:theredlipstickfoundation@gmail.com)

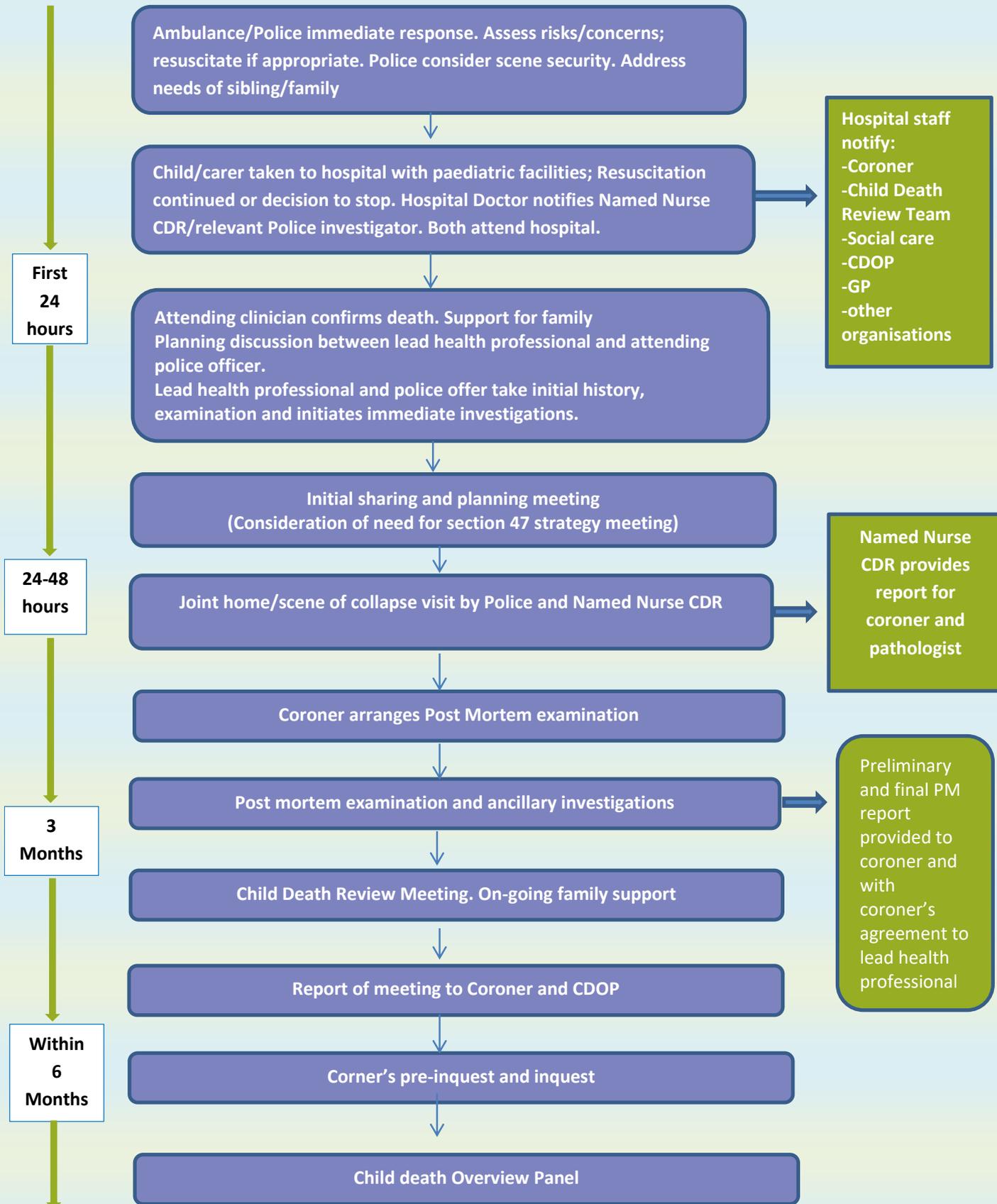
**iii. Cruse Bereavement Care** [Home - Cruse Bereavement Support](#) (national details)

Phone: 0808 808 1677 (Mon-Fri, 9.30am-5pm)

One to One Support, Pre-bereavement Support, Telephone Support and Home Visits, Bereaved by Suicide Group, Family Support Group

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## Joint Agency Response



# Suicide Specific Response (to run alongside JAR)

Child Dies and  
Joint Agency Response  
(JAR) initiated

Child Death Review Team – 07824 350491

[syheartlandscg.surreycdop@nhs.net](mailto:syheartlandscg.surreycdop@nhs.net)

CDR Team notify all agencies via eCDOP as per local process and via email for urgent response

Key Agencies contact CDR Team via email to notify whether young person was known to their service

CDR Team will host an  
**Information Sharing and Planning Meeting (ISPM)**  
with key agencies as soon as possible

ISPM will share key information and formulate Plan of Action

If children identified within Vulnerability Mapping are considered to be at risk of significant harm, Surrey Children's Services will convene a Complex Strategy Meeting

ISPM Review to be called as required for further sharing / updates  
Child Death Review Process to continue as normal

CDR Team will request the following information at the ISPM

School Vulnerability Mapping (template available on SSCP website)

School's plan to notify staff of death

School's draft Letter for parents (for agreement with family via CDR Team)

Background information for young

**Sharing / Review of documents**

Plan of Action

Vulnerability Mapping (as required)

## Communications Log

Lead	Name of Organisation	Communication Type (presentation, letter, email)	Date shared	Purpose	Outcome

### **Acknowledgements:**

With thanks to Hampshire County Council, for allowing us to adapt their postvention toolkit.

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