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

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

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

**Impact of Samaritans’ helpline**

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

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

Most callers use Samaritans alongside other sources of support, such as:
- their GP
- mental health services
- other charities
- social services
- websites
- and social media.

What do callers value most about Samaritans’ listening service?

- Confidentiality and anonymity
- Time to talk things through
- Human connection
- 24/7 availability
- Active listening

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

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

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