

CALM FAQ



Why only men?

In 2013 there were 6,233 suicides in the UK, of which 78%, or 4,858, were male, and suicide currently stands as the single biggest killer of men aged 20-45 in this country. The ratio of male to female suicide has shown a sustained rise over the last 30 years. In 1981 men accounted for 62% of suicides in this country, which rose to 70% in 1988, 75% in 1995 and hit 78% in 2013. (Source: [ONS](#)).

We want to make people aware that suicide is a gender issue; we want to challenge those social constraints preventing men from seeking help when they need it and we want to support those affected by suicide and depression, as well as develop the support available for the bereaved through the [Suicide Bereavement Support Partnership](#). Even though we are focused on men, we take calls to our helpline and webchat from anyone. It's our belief that all of us at one time or another, regardless of gender, will hit a crisis and we could all do with specialist help when things go wrong.

Why are the stats for men so high?

We believe that there are social and cultural barriers that prevent men from speaking out. From feedback we've received, and research conducted, men often say that they don't feel comfortable expressing how they feel if they're having a shit time, as they're expected not to be strong at all times, and not being so equates to weakness or failure as a man.

How long has CALM been around?

CALM was first launched as a pilot by the Department of Health in Manchester in 1997, in response to a spike in young male suicides and was then extended to Merseyside in 2000. Factory Records boss Tony Wilson supported the pilot, which was run by Jane Powell, who created a powerful and effective campaign which directly reached out to young men on their terms through music. In 2004/5 the pilot was due to end and Tony Wilson supported the move to make CALM a charity, and became a Founding Trustee when the charity was launched in 2006.

What services do you offer?

We take over 4,000 calls to our [helpline](#) each month, around 80% from men, and 20% from women. We launched [webchat](#) in August 2014, which is going from strength to strength. This has replaced our texting service, which has now closed. Our [website](#) is filled with articles, stories and experiences there to both entertain and inform, and written by men and for men. Our website also contains a database of local



agencies for guys to find more specific supports on particular issues. Our free quarterly men's magazine, [CALMzine](#), is available at Topman stores across the country, and is stocked in other independent retailers, record stores, comedy clubs, gyms in London. You can see our stockist list [here](#)

When is your helpline & webchat open?

Our **helpline** and **webchat** services are open **from 5pm to midnight** every day of the year. **National: 0800 58 58 58; London: 0808 802 58 58**. Calls are confidential and anonymous. Calls to the London number are free. Calls to the national number are free from landlines, payphones and from mobiles on 3, Virgin, EE and Vodafone networks. Calls won't show up on phone bills.

What happens when someone calls the helpline?

We offer a friendly ear who will listen and talk through any issue a caller wants to talk about. Our trained advisors will then work towards creating a positive action plan for the caller, which will include signposting to local and/or national services. All calls are confidential and anonymous. We will never ask for names or addresses.

Do CALM support people bereaved by suicide?

CALM is a founding member of the Suicide Bereavement Support Partnership, which is working toward ensuring that anyone bereaved or affected by suicide has access to timely and appropriate support. If you have been bereaved or affected by suicide and feel you need or would benefit from support, or you want more information, please visit our partner website: www.suicidebereavementsupport.com

How can I help my friend or family member?

It's always very difficult if you're worried that someone close to you is at risk of suicide. Our helpline is there for everyone, not only those in crisis, so you can call to find out more info on how to help them. You can also find support information on our [Worried About Someone](#) page, also visit at our [Get Help](#) page to find more information on particular issues.

Is CALM a big organisation?

We're a small charity. There are currently only 5 full-time paid members of staff. We rely heavily on the generous time, energy and skills of our volunteers, supporters, and fundraisers to keep the campaign running.



Do you have any volunteering opportunities? How can I get involved?

We currently take on volunteers in the London office for a range of different tasks, and we also have city Street Teams filled with people like us ready to head out to gigs, comedy events, festivals, fundraisers and more. If you're interested in volunteering with CALM, sign up to the campaign [HERE](#), or check our volunteering page [HERE](#).

Do you take volunteers on your helpline?

Unfortunately not. Our helpline is operated by a Community Interest Company set up to support the work of CALM by providing dedicated helpline services. As such, there are only trained and paid persons working on the helpline.

Where do you get funding from?

CALM receives no statutory government funding, but instead relies on a pairing of grant makers/funders and public support to raise enough money to support our services. In 2014, 27% of our income was grants, the rest was made up of public donations and fundraising.

Where does the money go?

Our helpline and webchat accounts for over half of our annual outgoings, since we take on the cost of calls in order to ensure calls to our helpline are free for everyone. Since CALM is a small organisation, we have minimal red tape, so all the money raised really does go directly back in to the organisation and our services.

£600 & under	The average cost per call is	£7	just one call can save a life
	The cost per hour per staff is, so even	£23	will help us take up to 4 calls
	Produce around 200 plectrums	£75	which men can keep in their wallets for years
	The cost p/night per helpline staff is	£160	allowing staff to take up to 25 calls a night each
£5,000 & under	Running the website for a week tallies at	£560	reaches on average 4000 men looking for help
	Running the helpline for a day at	£1,200	allows us to answer nearly 200 calls a night
	Keeping the website going for a month costs	£2,500	and reaches 20,000 UK visitors a month
£5,000 & over	Funding an issue of the magazine comes in at	£4,000	and each issue is read by 10,000 online/7,000 in print
	Funding the helpline for a week costs	£8,400	helping us nearly 1000 calls a week
	The cost of producing CALMzine for a year is	£18,000	and in this time we get out 28,000 print copies
	Running the helpline for a month costs	£36,000	helping us to offer support to around 5000 callers
	Running the website for a year tallies at	£29,000	reaches 240,000 visitors across the UK
	Keeping one line staffed for a year costs	£58,000	each of our lines to take up to 8000 calls a year