

The background of the entire page is a photograph of a modern cafe or shop interior. The space has a high, arched ceiling with exposed brick and industrial-style lighting. Large windows at the back provide a view of the street. In the foreground, there are wooden tables and metal chairs. A counter on the left has various items on it, and a person is visible behind it. A large vase of flowers sits on a table on the right. An orange semi-transparent shape in the bottom left corner contains the text "Tenant's Handbook".

Tenant's Handbook





Welcome to the Network Rail community, we're excited to have you here!

At Network Rail, we're committed to creating a safe and supportive environment where your business can flourish.

Whether you're just moving in or have been with us for a while, we've designed this handbook as a useful tool to assist you during your time with us. Inside, you'll find all the key information, tips, and resources to make your experience a happy one.

We strive to ensure that our properties remain ideal places to work, as well as help grow, and run your business. If you have any questions, our team is always here to help.

Your Network Rail Property Team



Our Customer Charter

Customer First

We are committed to building relationships and working in partnership with our customers

Collaborative

We will collaborate with all customers to promote the estate as a whole

Clear Communication

We will keep our communication with you clear and concise and ensure you have a single point of contact

Transparent

We will be clear and transparent in all our dealings

Respond and Resolve

We will endeavour to respond to enquiries within 3 working days and commit to resolving issues to completion

Understanding

We are committed to understanding the challenges that are unique to you and your business and will provide support to help you grow and thrive

Listen and Improve

We are committed to listening to our customers feedback to improve outcomes

Respect

All of our dealings are built on mutual respect



Our Vision Statement

Our customers will be at the heart of everything we do.

We will work in partnership to understand your unique challenges, to provide a service that supports your business growth.

We will be accessible and responsive to help create the environment that allows your business to thrive, in tandem with your local community.



SCOTLAND'S RAILWAY
BETTER IN THE MAKING



Moving In

Making your property safe: locks, keys and alarms **9**

Getting insurance cover **10**

Fire Risk Assessment **10**

Shared areas **11**

Waste management **11**



Utilities and Services

Electricity supply and SMART meters **13**

Gas supply **13**

Water supply **13**

Telecoms **13**

Setting up utilities **13**



Deposit, Rent & Service Charges

Deposit **15**

How to pay your rent **15**

Having trouble paying the rent? **15**

Service charges **17**

Trading hours **17**



Safety First

Safety first **19**

Safety rules **19**

Securing fences and gates **21**

Visitors: Deliveries, Staff and Customers **21**

Accidents **23**

Fire safety **25**

Lithium-ion batteries **25**

Acetylene **26**

Hazardous substances **27**

contents



Looking After Your Property

Maintenance **29**

Things you will need to maintain **29**

Network Rail is responsible for **29**

Inspections and statutory compliance checks **31**

Structural examinations **31**



Legal Matters

What you can and can't do **33**

Alterations **33**

Ending your agreement **33**

Disputes **33**



Sustainability Best Practice

Reduce, Reuse, Recycle **35**

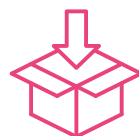
Energy saving tips **35**

Water use **37**

Travel and transport **37**

Sustainable procurement **37**

More information on sustainability **37**



Moving Out

If you wish to end the agreement **39**

If we wish to end the agreement **39**

Selling your business **39**

Termination checklist **40**



Contacts

Emergency Contacts **42**

Energy Providers **43**

Water Companies **43**

Telecom & Wi-Fi Providers **43**



Moving In

Moving In

At Network Rail, we manage a variety of property types, including industrial units, car parks, and arches. Each type of property can have different conditions based on factors like age, location, and usage.

When you move in, you will receive the keys (any access cards or fobs) and any important documents relating to your property, for example:

- Asbestos Assessment
- Electrical Installation Condition Report
- Energy Performance Certificate (EPC)
- Gas Safety Certificate
- Shutter Service Record
- Schedule of Condition report

As a tenant, you are legally responsible for the ongoing management for all parts of your property, so it's important that you keep these documents in a safe place and can easily find them when needed.

If you haven't received the documentation you were expecting, make sure to contact your Property Manager.



Making your property safe – locks, keys, and alarms

Keeping your property secure is **your responsibility**.

Make sure your locks meet your insurer's requirements.

If you need to change your locks, please refer to your tenancy agreement, your Property Manager's instructions or seek further advice and clarification from your Property Manager if you're unsure.

If you want to install an alarm system, **you will need permission** from your Property Manager. If approved, you'll also be responsible for arranging and paying for it.

Getting insurance cover

In most cases, Network Rail will provide insurance for the building and any existing fixtures and fittings.

PLEASE NOTE
this won't cover any changes you make, and before adding any new fixtures or fittings, you'll need to get approval from Network Rail.

Depending on your business, you should also think about getting extra insurance to cover:

- Public Liability
- Employers Liability
- Business Interruption
- Contents Insurance

An insurance company or broker can help you decide what you need.

Check your tenancy agreement for details about what risks are covered by Network Rail's insurance and what insurance provisions you must have in place.

Remember,
everything that belongs to you, or your business, must be insured by you.



Fire Risk Assessment

Having a suitable and sufficient Fire Risk Assessment is a legal requirement and is essential for making your workplace safe. It must be completed by a suitably competent person within 28 days of moving in.

Make sure you keep an easily retrievable copy of the Fire Risk Assessment in your property for inspections

You can find more information at www.gov.uk/workplace-fire-safety-your-responsibilities

The website also has useful tips for preventing accidents, keeping the workplace safe, and dealing with emergencies.



Shared areas

If your property relies on shared spaces for things like parking, loading, or storing waste, you'll be told about them when you move in.

To avoid problems with other businesses using these shared areas, make sure you **follow the rules** about how the space is used. If you need special arrangements, like clearing space for a big delivery, let your neighbours know ahead of time and work out a plan with them.

If you spot a problem, like a pothole or issues with lighting in a shared area, please **report it to your Property Manager**



Please think of your neighbours. Avoid things like making too much noise, blocking access, or causing issues with deliveries. This is especially important for places like cafés, restaurants, or bars that use outdoor areas.

Waste management

Your Property Manager will tell you how waste is collected at your property.

You may need to arrange a waste removal contract for your business. Please ensure your waste is safely and correctly stored.



Utilities and Services



Utilities and Services

Most of Network Rail's properties come with utilities like electricity, gas and water already connected. When you move in, you'll be shown where these services enter your property, and meter readings will have already been taken.

It's now **your job** to contact the utility companies and set up your own account. You can find their details towards the end of this handbook, in the Contacts page.

Telecoms

Your property is likely to have a telecoms connection point. If you need more telecom services, **ask your Property Manager** first before getting in touch with a telecoms provider.

Electricity supply and SMART meters

Your property has an electricity meter and you'll be shown where it is when you move in. SMART meters have been installed in many of our commercial properties. These work to measure how much gas and electricity you're using and send those readings automatically to your energy supplier. They come with an in-home display screen to help you monitor and reduce your energy use.

Gas supply

Not all properties have gas. If yours does, your Property Manager will tell you where it's located. If your business needs gas, talk to your Property Manager first before contacting a supplier. **This is important** because many Network Rail properties are under railway viaducts, which means there are safety rules to follow before setting up a new connection.

Remember

Meters must be kept clear and accessible for meter readings, inspections and maintenance



Water supply

Not every property has a water supply. If yours does and there's a water meter, you'll be shown where to find it.

Pay-as-you-go energy tariffs aren't allowed in Network Rail properties



Deposit, Rent and Service Charges



Deposit, Rent and Service Charges

Deposit

If you paid a deposit when you signed your tenancy agreement and miss a rent payment or don't maintain the property to a suitable standard, your deposit may be at risk.. If you've taken good care of the

property, we'll return your deposit to you when you leave.

PLEASE NOTE
you can't use your deposit to cover your final rent payment.

How to pay your rent

To avoid missing payments, we encourage you to **set up a direct debit**.

For more information, you can talk to the Credit Controller listed on your bill, contact your Property Manager or email: accountqueries@networkrail.co.uk



Remember, your rent doesn't include things like service charges, business rates, insurance, and utilities like electricity and water.



Having trouble paying the rent?

If you're having **trouble paying your rent**, contact your Credit Controller or Property Manager as soon as possible, and they'll try to help.

If rent is not paid in a timely way, we have the right to take official steps to collect it, which might include taking recovery action (chargeable back to you). We can also charge interest on what you owe, and if it's still not paid, we could repossess your property.

Please remember, we don't send reminders and we **act immediately** if your rent is overdue.



Service charges

Service charges may be included in your tenancy agreement. If so, these charges will be added to your rent bill and should be paid at the same time.

If you notice that a service isn't being provided, please speak to your Property Manager.



Trading hours

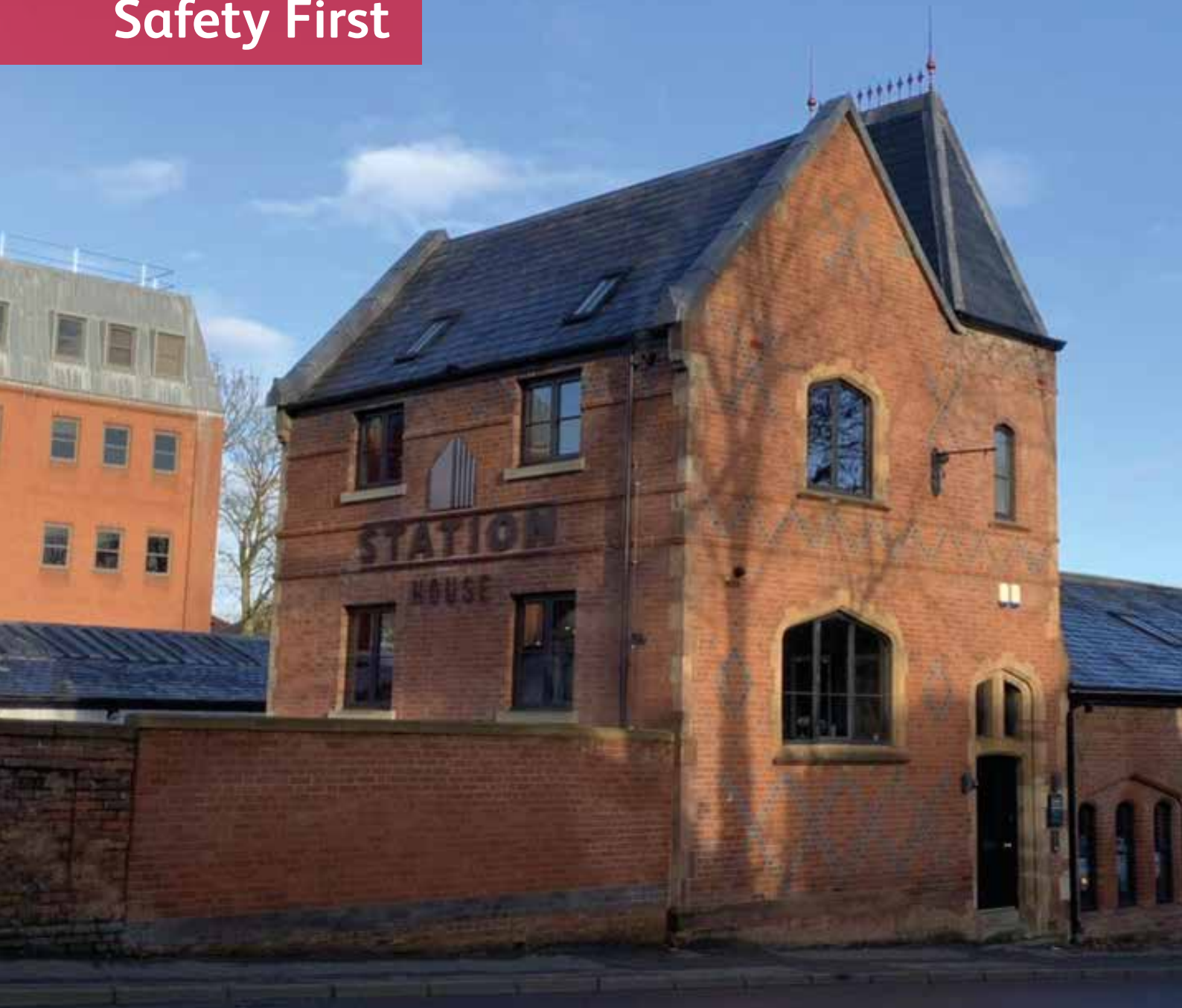
Restrictions on your opening hours may be specified in your tenancy agreement, or as part of a licence from the Local Authority. Please **check with your council** if you need to apply for any licences to trade or apply for a renewal.

Business rates

Advise your local Authority that you have moved in and confirm your business rate liability.

Visit <https://www.saa.gov.uk/> for more information.

Safety First



Safety First

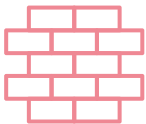
To ensure you and your premises remain safe, please remember:



Use your property **only** for the purpose stated in your tenancy agreement



Keep your property in **good repair** - clean, and well maintained



If you **rent a space** within an arch, speak to your Property Manager before considering making any changes



You are **not allowed** to use or store gases, like oxygen or acetylene, at your property. Failure to adhere to this provision might result in **repossession**.

For further information
Tenant guidance – Network Rail Property



The railway can be incredibly dangerous; with potential dangers you might not have even thought of

Here are some important rules to follow if your property is close to a railway line:

- **Don't do anything** that could negatively affect our passengers or trains, like stacking objects where they could fall onto the railway line
- **Live overhead electrical lines (OLE)** are very dangerous. Keep yourself and any equipment far away from them. This applies especially to ladders, cranes, forklifts, other jibbed machines, scaffolds, hoses, water jets, and sprays
- Understand where your actions, or the actions of another using your property e.g., a contractor, might **accidentally interfere with the railway** or the OLE, and take steps to prevent this. Actions might include maintenance activities in hard-to-reach areas, or use of inappropriate access routes.



Securing fences and gates

The railway can be a target for people who want to cause harm, and it can sometimes be tempting for kids to try to access forbidden areas, like the railway tracks.

If you have keys that give access to this part of the railway, always make absolutely sure that gates are always locked and fully secured. It's also important to check that fences near the railway are properly secured. We need your help to keep everyone safe.

If you need to report any issues regarding gates or fences, contact your Property Manager immediately.



Suspicious or malicious behaviour should be immediately reported to the British Transport Police on

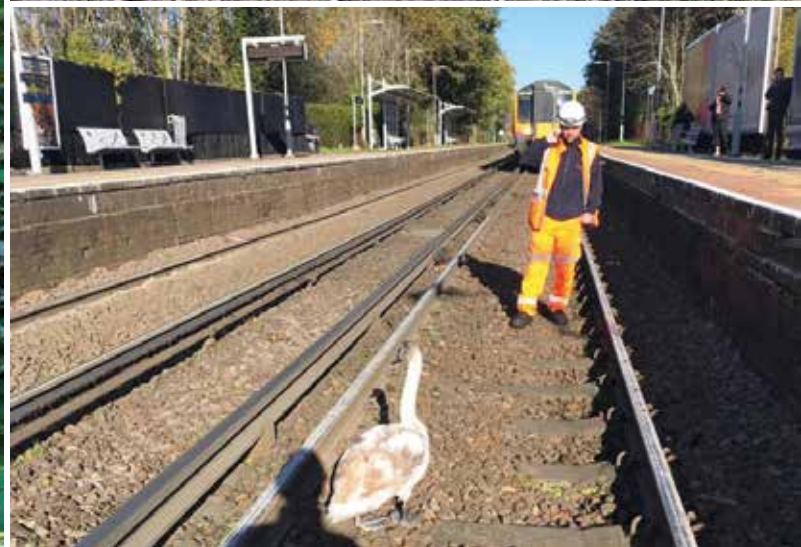
0800 405040

Text 61016 or visit www.btp.police.uk

Visitors – deliveries, staff, and customers

You are responsible for keeping everyone safe when they visit your property. **Make sure visitors are aware of any safety requirements** and take appropriate precautions whilst on site.





Reporting accidents and incidents

Safety is our top priority. Please take proactive steps to prevent accidents, and in the event that something goes wrong, act swiftly:

If it involves the railway (such as a fire, gas, or chemical leak), immediately dial

999

Further Accessibility Options for Emergency Services

For information on contacting emergency services using accessibility tools, please visit: **Relay UK – Contact 999 Using Relay UK.**

For structural issues like damage to or partial collapse within your property, report it right away to the Network Rail Emergency National Helpline on

03457 11 41 41

which is available 24/7, and your Property Manager as soon as possible.

You can also report incidents here – Network Rail Contact us

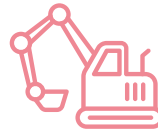
Route Control

West Route Control 0141 335 2002

East Route Control 0141 335 3003



For other types of emergencies, such as the examples below, please call the Network Rail Emergency National Helpline on **03457 11 41 41** (available 24/7) and notify your Property Manager. We will treat these situations as a priority and respond as quickly as possible.



A vehicle hitting a bridge



Damage or faults at a level crossing



People, animals, trees, or objects on or near the track



A broken fence or an open gate allowing access to the track.

As a tenant, it's your legal duty to manage your risks. You can find useful risk assessment advice at the Health and Safety Executive's website:

www.hse.gov.uk/simple-health-safety/risk/





Fire safety

Fires in Network Rail properties pose serious risks to tenants, the public, emergency services, and the railway. As part of your tenancy agreement, it's important that a suitable and sufficient **Fire Risk Assessment** is completed by a competent source and reviewed regularly.

You can find more information on fire safety at www.gov.uk/workplace-fire-safety-your-responsibilities



Lithium-ion batteries (LIB)

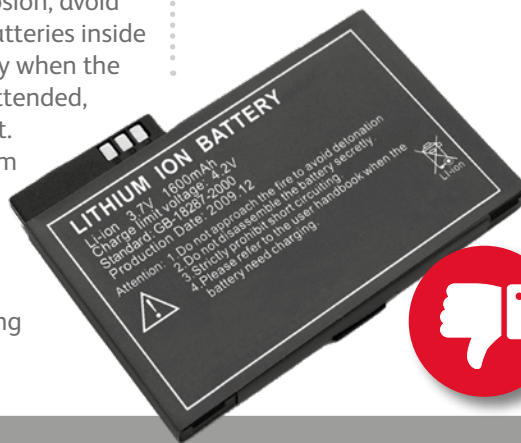
These batteries, found in mobile phones, laptops, power tools, electric scooters, bikes, and cars, **pose a very real fire risk**, notably when charging. LIB fires can cause explosions and are especially difficult to extinguish.

If your workplace uses lithium-ion batteries (usually larger than laptop size), you must include them in your **Fire Risk Assessment**. Safe charging practices are critical – always use manufacturer-approved cables and ensure relevant equipment is PAT tested before use and as part of an ongoing programme of maintenance. Fireproof

LIB storage cabinets should be used wherever possible for charging removable batteries.

To reduce the risk of fire or explosion, avoid charging batteries inside the property when the area is unattended, or overnight. Charge them away from flammable materials and think about setting

up a dedicated charging room with suitable fire resistance or a charging cabinet, clear of fire escape routes.



Damaged batteries are more prone to catching fire. Regularly check batteries and devices for damage and dispose of damaged batteries properly.

DO NOT throw them in the general waste.

Information about where and how to dispose them can be found here: www.recycleyourelectricals.org.uk/how-to-recycle-electronics/what-electronics-can-be-recycled/recycling-batteries-2/

For more information on the safe storage of batteries click here

Acetylene

Acetylene is a highly flammable and explosive gas which poses a significant safety risk to the railway.

Acetylene is considered an explosive by the fire service, so in the event of a fire an exclusion zone of 200 metres around the premises is implemented. This might result in:

- Trains being stopped, incurring severe delays and fines
- Road closures
- Surrounding businesses being shut
- Emergency evacuations.

This can also result in claims being made against the company or person responsible. Many businesses now use alternatives to acetylene, which work just as well, but pose far lower risks.

The cost of disruption can amount to hundreds of thousands of pounds, and in some cases millions.

Please remember:



You must have **written permission** from Network Rail before storing **ANY fuel or gas** in your property



You are **not permitted** to use or store oxyacetylene equipment in our properties



Always keep fire exits and exit routes clear, and ensure they are clearly marked



Maintain good waste management practices and **keep your space tidy**



If you've received written permission to store compressed gas cylinders, **follow the supplier's recommendations** for safe storage and use



If you've received written permission to store flammable liquids, keep them to a minimum and ensure they are stored in appropriate containers. **A Dangerous Substances and Explosive Atmospheres Regulations (DSEAR)** assessment may be required.



Starting fires is **strictly prohibited** in any circumstance.



Ensure that **appropriate fire extinguishers** are available, easily accessible, and properly maintained



Have clear arrangements in place for **raising the alarm** in case of a fire



For more details, visit
www.gov.uk/workplace-fire-safety-your-responsibilities



EXPLOSIVE



FLAMMABLE



OXIDISING



CORROSIVE



ACUTE TOXICITY



HAZARDOUS TO THE ENVIRONMENT



HEALTH HAZARD/HAZARDOUS TO THE OZONE LAYER



SERIOUS HEALTH HAZARD



GAS UNDER PRESSURE

Hazardous substances

All hazardous substances must be COSHH (Control of Substances Hazardous to Health) assessed. This mandated process is essential for the identification and management of risks to people's health.

Please make any required assessment information available to your Property Manager.

You can find advice on completing a COSHH Assessment here: **How to carry out a COSHH risk assessment – HSE**



Looking After
Your Property

Looking After Your Property

Maintenance

Maintenance is an essential part of the terms of your tenancy, and it is clearly described in your agreement. If you need help in better understanding these requirements, speak to your Property Manager.

Amongst the many hazards are overhead electrical lines (OLE), which carry 25,000 volts and electrified rails, which carry 650-750 volts. Contact with these can be fatal, so it's crucial to always keep a safe distance.

If your property is near the railway, you need to be extra careful. Any work requiring access to the railway will need special safety measures and permissions, so that it can be completed safely.



Accessing the operational railway is strictly prohibited. Where activities might involve access of this type, **do not proceed**, but discuss with your Property Manager.

And visit here for more information:
Asset Protection and Optimisation Team (ASPRO)
Asset Protection and Optimisation – Network Rail



Tenants

are responsible for maintaining



Building elements, like roofs, shutters, walls, doors, floors, drains and gutters



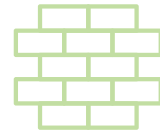
Any land that's part of your property, including gates, fences, and clearing vegetation



Fixtures and fittings, like lighting, signs, and alarms

Network Rail

is responsible for maintaining



The structure of any arch viaducts, and any associated examinations



Shared access roads, fire escapes, and shared lighting



The safety of the railway

Full details can be found in your tenancy agreement.



Inspections and Statutory Compliance checks

Safety is Network Rail's **top priority** and each year we will inspect your property at least once. We'll agree a time convenient with you in advance.

These inspections help us check that your business isn't putting the property, railway, or public at risk and that you're following the conditions of your tenancy agreement.

It's important that you understand any areas of Statutory Compliance required by your business and can evidence this to our inspections team. We are available to help you understand these requirements when you take occupancy.



Structural examinations

We regularly examine the brickwork within arches to make sure the railway above is safe. Examinations will be booked well in advance, and we will do our best to minimise disruption, although often this process will involve the removal of arch linings.

During examinations, you must:

- Keep your staff and customers away from examination areas
- Give access to Network Rail representatives for examinations
- Remove any non-standard linings or fixtures, if needed, to allow examinations

For more information and full details, check your tenancy agreement.

More information about the arch examination process can be found here – [Arch Inspections Leaflet](#)

Legal Matters



Legal Matters

What you can and can't do

You must only use the property for the purpose permitted in your tenancy agreement. The property must never be used to live in, or for any activities that are dangerous, illegal, inappropriate, offensive, or immoral.

Alterations (Making changes)

You **cannot make** any alterations / changes to the property unless you get written permission from Network Rail. If you make changes without asking, you'll have to pay to return the property to its original state. Speak to your Property Manager for guidance.



Ending your agreement

If you wish to end your tenancy, please contact your Property Manager. You'll need to give written notice, so check your tenancy agreement to see what your notice period is.

See the 'Moving Out' section for more details.

Disputes

If you have any disputes with Network Rail Property or their representatives, please **reach out** to your Property Manager.



Sustainability
and best practice

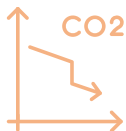
Sustainability and best practice – Little steps to making a big difference

Reduce, Reuse, Recycle

Sustainability doesn't have to be complicated - making a few small changes can greatly improve your business' brand value and reputation (more and more customers prefer environmentally friendly and ethical businesses).



Switch to **renewable energy** if possible



Reduce transportation emissions

Here's how you can easily implement sustainable practices:



Create a **waste management policy** (click link for more information)



Set goals for energy and water use (see SMART meters above in the 'Utilities and Services' section)



Consider assigning an **Environmental Manager** to oversee your sustainability efforts



Energy saving tips

Making small changes can lead to big savings:



Keep windows and doors **closed** when heating or air conditioning is on



Set thermostats to the right temperature and **avoid** overheating or over-cooling



Turn off lighting and equipment when not in use – this can save you more than you think!



Water use

Reducing water consumption is simple and cost-effective:



Regularly check for leaks and repair dripping taps



Install low-flow water fittings to save up to 50% of water



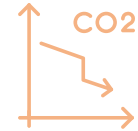
Consider installing dual-flush toilets or fit water-saving devices in cisterns

Travel & transport

Encourage sustainable transport options:



Register with the government's **bike buying scheme** for staff



Promote public transport and cycling for staff to **reduce the carbon footprint** of your business

More information on sustainability

If you want to learn more about sustainability, there are many helpful resources available:

Network Rail Sustainability
BREEAM

Carbon Trust

CIBSE (Chartered Institute of Building Services)

Department for Energy Security and Net Zero

Energy Saving Trust

Green Building Council

Waterwise

WRAP (Waste & Resources Action Programme)

www.property.networkrail.co.uk

www.breeam.com

www.carbontrust.com

www.CIBSE.org

www.decc.gov.uk

www.energysavingtrust.org.uk

www.ukgbc.org

www.waterwise.org.uk

www.wrap.org.uk

Sustainable procurement

Choosing sustainable suppliers and products is a great way to show your business' commitment to the environment:



Look for suppliers who use local and **low-energy manufacturing** methods



Focus on products with a **long life**, made from natural materials



Moving Out

Moving Out

If you're thinking of moving on, please consult your tenancy agreement – it details all the steps you need to follow. Usually, this involves giving us notice in writing (the amount of notice you'll need to give will be in your agreement).



If the rent is not paid, we reserve the right to **repossess the property without notice.** In such cases, it is recommended that you seek professional advice.



Selling your business

Under our standard agreement, subletting or transferring your property isn't allowed.

However, if your tenancy agreement is 5 years or longer, please speak to your Property Manager as it may be possible to transfer your tenancy agreement.

If you decide to sell your business, we're open to discussing a new agreement with someone you nominate. We'll need to carry out the usual credit checks and reviews, so please make sure we've agreed to grant a new agreement to your chosen buyer before the sale goes ahead.

Termination checklist



Here's a useful checklist of activities to work through before handing the property back:



Make sure you have provided a current **Electrical Installation Certificate** (NICEIC, ECS, NAPIT or SELECT in Scotland)

☐

Supply a valid **EPC Report**

☐

Complete an **Asbestos Management Survey**

☐

Submit a current **Gas Safety Certificate** (GAS SAFE) if applicable

☐

Remove any alterations or temporary structures, like freestanding mezzanines, and make good on any changes

☐

Check that **all lining** is in good order – fix any issues if needed

☐

Glazing (if any) should be in **good repair** and clean

☐



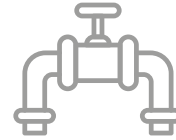
Ensure **all services** (like lights and hot water) are working properly

☐

Make sure **doors and shutters** are working and serviced

☐

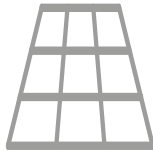
All **alarms** should be in good working order – please supply us with all manuals and codes

☐

Ensure drainage is **clear**

☐

Check your tenancy agreement when repainting. **You may need to use specific colours!**

☐

Sweep, clean and degrease floors where necessary. Flooring should be **free from defects**

☐

Ensure the entire property is left **clean and clear** of refuse and any waste removal contract is cancelled.

☐

Review your tenancy agreement and any schedule of condition attached to your property to ensure all your obligations are met

Contacts

From time to time, you might notice something that doesn't seem right. Network Rail's top priority is to keep the rail network safe for everyone.

If you come across anything suspicious, unsafe, or out of place – whether it's unsafe repair work, unusual behaviour, or a suspicious package – don't hesitate to report it.

If you suspect terrorist activity, call the anti-terrorist hotline on
0800 789 321

For criminal matters, contact the British Transport Police on
0800 40 50 40
text 61016 or visit www.btp.police.uk



In an emergency, always call
999
for the Emergency Services

For any other concerns, please reach out to your Property Manager or the Network Rail general property information line:
0800 916 8895

For health and safety issues, visit www.hse.gov.uk for guidance

Network Rail Property and out-of-hours helplines

Department	Contact	Operating hours
24-hour emergency helpline		0345 711 4141 24/7/365
Network Rail General property enquiries		0800 916 8895 Monday to Friday: 9am to 5pm
Route Control	West Route Control	0141 335 2002 24 hour service
	East Route Control	0141 335 3003 24 hour service



Here's a more detailed list of utility and telecom providers in the UK, including smaller companies, along with their contact information:

These companies, alongside the larger ones, provide a variety of options for utilities and telecommunications across the UK, so you can choose the best fit for your location and needs.

Setting up utilities

These groups make sure pricing is fair and offer advice. Here's a quick guide:

Ofgem helps with energy (electricity/gas) www.ofgem.gov.uk

Ofwat helps with water www.ofwat.gov.uk

Ofcom helps with telecoms www.ofcom.org.uk

Energy Providers (Smaller Suppliers)

Octopus Energy – The UK's most awarded energy supplier	0800 164 1088
So Energy – Known for 100 % renewable electricity and competitive pricing	0330 111 5050
Utilita – Specialises in prepayment energy services	0345 207 2000
Good Energy – A fully renewable electricity and gas provider	0800 254 0000
Ecotricity – Focused on supplying renewable energy and supporting sustainability	0345 555 7100

Water Companies (Regional Providers)

Thames Water – Services London and the Thames Valley area	0800 316 9800
Severn Trent Water – Covers the Midlands and mid-Wales	0345 750 0500
United Utilities – Serves the North West of England	0345 672 3723
Anglian Water – Operates in the East of England	0345 791 9155
Scottish Water – Provides water services throughout Scotland	0800 0778 778

Telecom and Wi-Fi Providers (Smaller Providers)

Plusnet – Known for affordable broadband and excellent customer service	0800 432 0200
Zen Internet – Offers high-quality broadband with a focus on customer satisfaction	01706 902000
Hyperoptic – Specialises in gigabit-speed fibre broadband in urban areas	0333 332 1111
Community Fibre – A rapidly growing fibre broadband provider in London	0800 082 0770
Post Office Broadband – Offers home broadband and phone packages	0345 600 3210

Suicide prevention

If someone is going through a difficult time, just being there to listen can help. You don't have to be an expert, what matters is that you care. Reaching out to someone can let them know they're valued and can help them get the support they need.

If you think somebody is in need of help, trust your instincts and using 'small talk' you won't make things worse, doing something is better than doing nothing and your approach is likely to be welcome. Remember you're not in this alone, if you don't feel safe or comfortable to make an approach then call 999 at any time. We have included attachments/links to Samaritans Little Tips booklet for further information and you can find out more about the Small Talk Saves Lives campaign [here](#).

Samaritans are here, day and night, to support you or anyone else who might be struggling to cope.

Call us for free on 116 123.

A registered charity

**Whatever
you're facing**

**We're here
to listen**

Call free day or night on
116 123

Email
jo@samaritans.org

SAMARITANS

samaritans.org

Little tips

**for helping someone open
up when something's up**

1 Signs someone might be struggling

- Not wanting to do things they usually enjoy.
- Finding everyday things overwhelming.
- Not replying to messages, or being distant.
- Avoiding people or seeming quiet.
- Appearing restless or agitated.
- Easily tearful.
- Drinking or using drugs to cope with feelings.

3 How to be a good listener

- Focus on the other person, make eye contact and put away your phone.
- Pauses are fine, try not to jump in to fill a silence.
- Repeat back what they say, to check you've understood.
- Resist putting your own interpretation on it.
- Don't give up. Sometimes it can take a few tries to help someone open up.

If supporting someone is affecting you, Samaritans are here to listen.

Call free day or night on

116 123

If someone is going through a difficult time, just being there to listen can help.

You don't have to be an expert, what matters is that you care. Reaching out to someone can let them know they're valued, and can help them get the support they need.

2 How to open up a conversation

- Choose a good time, and somewhere without distractions.
- Use open questions that need more than a yes or no answer. Like, 'How are things? I've noticed you don't seem quite yourself'.
- Listen well and respond with things like: 'How's that making you feel?'
- Avoid giving your view of what's wrong, or what they should do.

4 How to help someone get more help

- 'Would you like to get some help?'
- 'Have you talked to your GP?'
- 'Would you like me to come with you?'
- 'You can call Samaritans for free, day or night, on 116 123'.
- 'If it helps, you can talk to me any time'.
- If you think it's an emergency or someone has tried to harm themselves – call 999.

To find out more about supporting someone you're worried about, visit

SAMARITANS

SHUSH

listening tips



Top tips for becoming a better listener

Samaritans wants to encourage people to listen to the really important things their friends, family and colleagues need to tell them, and to devote some time and attention to being better listeners.



Show you care

Focus on the other person, make eye contact, put away your phone.



Have patience

It may take time and several attempts before a person is ready to open up.



Use open questions

That need more than a yes/no answer, and follow up eg 'Tell me more'.



Say it back

To check you've understood, but don't interrupt or offer a solution.



Have courage

Don't be put off by a negative response and, most importantly, don't feel you have to fill a silence.





WRECK-IT
ROOM

WRECK-IT
ROOM

WRECK-IT
ROOM

WRECK-IT
ROOM