



Suicide prevention training built for first responders.

PRACTICAL TOOLS AND SUPPORT
THAT WORK ON THE FRONTLINE

www.harmless.org.uk



Equipping you for the realities of mental health crisis response.

Emergency services and frontline professionals are responding to increasing levels of mental health crisis, trauma and suicide risk across the UK. Staff are often required to make rapid decisions in complex, high-pressure situations where confidence, communication and risk awareness are critical.

The Academy at Harmless – created by the centre of excellence for self harm and suicide prevention – delivers specialist, evidence-based training designed specifically for operational frontline settings.

We work with police, ambulance, fire and rescue, healthcare, local authorities, social care and wider emergency response organisations to strengthen suicide

prevention capability, improve safeguarding practice and support workforce resilience.

For many people in crisis, frontline staff are the first point of contact. Having the skills to recognise risk, de-escalate situations and respond effectively can make a significant difference to outcomes for individuals, teams and communities.

In 2025, ambulance callouts to suicide and self harm incidents rose by a fifth on the previous year*.

TRAINING SHAPED BY FRONTLINE EXPERIENCE

At Harmless, suicide prevention is at the heart of our life-saving clinical work.


We understand the pressures faced by emergency services and deliver training that reflects the realities of frontline practice. Our evidence-led, scenario-based programmes draw on extensive experience supporting people affected by self harm, suicide risk and trauma.

Training areas include:

- Suicide prevention and intervention
- Mental health crisis response
- Trauma-informed practice
- Self harm awareness
- Post-incident support
- Workforce wellbeing and resilience

Sessions are scenario-based, evidence-led and designed to equip staff with practical tools they can apply immediately.

We have also established automated suicide bereavement referral systems with three police forces, ensuring timely support following a suicide.



As UK policing prepares for the 2026 Police Reform White Paper, forces must ensure officers can respond confidently to suicide risk and trauma-related incidents.

SUPPORTING OPERATIONAL RESILIENCE AND STAFF WELFARE

The cumulative impact of repeated exposure to suicide, trauma and mental health crises can be significant for officers, staff and the wider organisation, especially in terms of welfare and employee retention.

Staff need more than awareness training alone. They require practical frameworks, clear communication strategies and confidence under pressure.

By investing in specialist training, organisations can strengthen operational capability while supporting the wellbeing and resilience of their workforce.

Our training helps organisations to:

- Improve confidence managing suicide risk
- Strengthen safeguarding and decision-making
- Enhance communication and de-escalation skills
- Promote safer operational responses
- Strengthen management of workforce wellbeing and resilience
- Reduce stigma around mental health

In 2022/2023, work-related stress, depression and anxiety accounted for 17.1 million lost working days in the UK*.

WHAT WE OFFER

Since 2012, The Academy at Harmless has delivered more than 1,800 training sessions to over 34,000 participants across the UK.

Our training has been delivered within:

- Police and emergency services
- NHS and healthcare settings
- Local authorities
- Schools and universities
- Community organisations
- Ministry of Defence sites

Courses combine evidence-based learning with practical frontline application, helping staff respond confidently to people in distress.

We offer flexible delivery options including:

- Half-day and full-day training
- Multi-day programmes
- Train the Trainer courses
- Bespoke organisational packages
- E-Learning modules

Training can be delivered face-to-face or online and adapted for all staff groups, from frontline responders to senior leaders and clinical professionals.

Suicide-related callouts to fire and rescue services in England have tripled in the last decade*.

OUR COMMITMENT

We understand that suicide prevention training must be credible, practical and operationally relevant.

Our sessions are interactive and discussion-led, using realistic scenarios, case studies and applied learning to ensure staff leave with skills they can use confidently in practice. Participant wellbeing is built into every session, with additional support available from our clinical team where required.

Training is delivered by experienced Training & Education Officers with expertise in suicide prevention, postvention and frontline mental health response. We also work directly with organisations to design bespoke training packages aligned to workforce needs and operational priorities.

Our CPD-accredited, research-informed training aligns with the National Suicide Prevention Strategy, NICE guidelines, and Health Education England's Competence Frameworks.

We can also provide organisations with specialist consultancy, expertise and support to strengthen their approach to suicide prevention, postvention and workforce wellbeing.

“Really useful training and long overdue for CID officers who attend suicides regularly”

– Nottinghamshire Police Delegate



“This training was incredibly helpful and very appropriate... I learnt so much and I now have a better understanding of how I could help someone who is in a crisis and how to try and keep them safe from suicide”

– Gloucestershire Fire & Rescue Delegate



WHY HARMLESS?

Harmless is the UK's centre of excellence for self harm and suicide prevention, combining specialist clinical expertise with nationally recognised training and education.

Every investment in training supports our wider mission. All income generated through The Academy is reinvested into sustaining and expanding our free, life-saving services, creating a direct link

between professional development and community impact.

Our programmes are developed collaboratively by clinicians, training specialists and people with lived experience, ensuring training remains evidence-based, operationally relevant and grounded in real-world insight.





The result is practical training that supports safer responses, stronger teams and more confident frontline practice.

To help us tailor a training package that meets your requirements, [please click here](#) or scan the QR code below to complete our enquiry form.

Our friendly team aims to respond to all enquiries within two working days and can also arrange a phone call or video meeting to discuss your needs in further detail.

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