About Shout 85258

Shout 85258 is a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope. Since launch in May 2019, we've had more than 400,000 conversations with people who are anxious, stressed, depressed or overwhelmed and who need immediate support. As a digital service, Shout 85258 has become increasingly critical since Covid-19, being one of the few mental health support services able to operate as normal at this time.

There are three levels of assessment operating across our service:

Prioritisation

An algorithm reviews incoming texts, placing urgent cases to the top of the queue.

Shout Volunteers

More than 2,000 empathetic, trained Volunteers take conversations with texters, listening and supporting them to get to a calmer place.

Clinical Supervisors

Conversations are overseen by trained Supervisors who give real-time support and monitor conversations 24/7. Clinical supervisors can escalate texters to the emergency services if they are deemed at imminent risk.

How **Shout 85258** is making an impact

2,000+
trained and active Shout Volunteers

400,000+
conversations with people in need of immediate support

800-1,000
conversations every day.
We're a 24/7 service and our texters contact us round the clock

The most common issues which emerge during a conversation are: suicide (34%), depression (34%), anxiety (32%), relationship (27%), loneliness (18%) and self-harm (15%).

"Thank you for helping me calm down and listening to me. You made me feel safe."

Text **SHOUT** to **85258**
for free and confidential support

shout 85258
here for you 24/7

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