

# About Shout 85258



**Shout 85258** is a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.

**If your life is at risk, please call 999 for immediate help.**



Each day an average of **950 conversations** are taken on our platform.

By texting the word '**SHOUT**' to **85258** you will start a conversation with a trained volunteer, who will text you back and forth, sharing only what you feel comfortable with.



Conversations are overseen by **trained Supervisors** who give real-time support and monitor conversations **24/7**.

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

# How Shout works



## How it works:

There's no charge to use Shout 85258 and the service is discreet and easily accessible. It won't appear on a mobile bill and requires no app, data, password or registration. The service is silent, free, confidential and anonymous – you can send a text message any time of day or night, wherever you happen to be.



### Text

Text **SHOUT** to **85258** from anywhere in the UK, 24/7 if you're struggling to cope.



### Connect

After 3 automated messages, you'll connect with a trained volunteer. This will usually be in around 5 minutes but will take longer during busy times.



### Chat

You can text about any issues such as addiction, anxiety, assault, bullying, depression, eating disorders, relationship challenges or self-harm.



### Share

You'll text with an empathetic volunteer who will listen without judgement and help you move from a hot moment to a calm one.



### Action

The volunteer will work with you on a plan of how to support yourself going forward. This might include signposting to resources to help you get more expert support or tools to help you manage.



### Calm

The conversation will only end when the Shout Volunteer is comfortable that you are in a calm and safe space.

Text **SHOUT** to **85258** for free support, 24/7

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