

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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