

# Shout: for support in a crisis

**W**e all experience moments when life can feel overwhelming. This could be because of rising stress or anxiety, issues at work, school or at home, academic pressure or relationship breakdown. At Shout, we believe that no-one should face a crisis alone, and our 24/7 crisis text service is here for times when you need some immediate support. You can text **Shout** to **85258** any time day or night to be connected to a trained Crisis Volunteer who will chat with you by text. It is confidential, and for most mobile phone networks\* is free, and won't show up on your phone bill.

It works by texting the word Shout to 85258 and after a few automated messages you will be connected to a trained Crisis Volunteer. They will introduce themselves, reflect on what you've said, and invite you to share at your own pace. You'll text back and forth, only sharing what you feel comfortable with. By asking questions, listening to you and responding with support, they will help you sort through your feelings until you both feel you are now in a calm, safe place. You might be provided with some signposting to other services that can provide you with further help, so that you can continue to get support.

Shout can help with issues such as suicidal thoughts, abuse or assault, self-harm, bullying, relationship issues, academic stress, loneliness, sexuality and more. Our Crisis Volunteers operate under clinical supervision and create a safe space to talk about whatever is troubling you. It is not a one-way process, you won't be told what to do. You will need to work with the Crisis Volunteer to form your plan. If a life is at imminent risk call 999 for emergency help.

\*It is free and confidential to text Shout from the major UK networks: EE, O2, Three and Vodafone. These include – BT Mobile, Tesco Mobile, Virgin Mobile, iD Mobile, Sky, Telecom Plus, Lebara and GiffGaff. This service is powered by Crisis Text Line.

For more information visit: [www.giveusashout.org](http://www.giveusashout.org)

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CRISIS TEXT LINE |