



## How It Works

Shout is the UK's first free 24/7 crisis text line available for anyone, anytime, anywhere. The service is anonymous and off bill. It is powered by a nationwide team of Crisis Volunteers, supported by expert Clinical Supervisors. This is a place to go if you're experiencing a personal crisis, unable to cope and need immediate help.

### 1 Text



Text **SHOUT** to **85258** from anywhere in the UK, 24/7.

### 2 Connect



After 3 automated responses, you'll connect with a trained Crisis Volunteer who receives the text on their computer - this will usually be in around 5 minutes but will take longer during busy times.

### 3 Chat



You can text about whatever is a personal crisis to you - this might include issues like addiction, anxiety, assault, bullying, depression, eating disorders, relationship challenges, self-harm and suicide.

### 4 Share



The Crisis Volunteer listens without judgement, invites you to share more, and helps you move from a hot moment to a calm one. You'll text back and forth, sharing only what you feel comfortable.

### 5 Action



The goal of the conversation is to help you reach a calm and safe place, ideally with a plan of how to support yourself going forward. As well as listening, resources to help you get more expert support or tools to help you manage might be shared.

### 6 Calm



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

## Give us a Shout

Get in touch: [info@giveusashout.org](mailto:info@giveusashout.org)  
Instagram: [@GiveUsAShoutInsta](https://www.instagram.com/GiveUsAShoutInsta)  
Twitter: [@GiveUsAShout](https://twitter.com/GiveUsAShout)

Text **Shout** to **85258** if you are in crisis  
If you are at imminent risk dial **999**

To find out more about Shout,  
or to volunteer, visit:  
[giveusashout.org](https://giveusashout.org)

CRISIS TEXT LINE |