

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
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