

# About Shout 85258



**Shout 85258** is a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope. Since launch in May 2019, we've had nearly 300,000 conversations with people who are anxious, stressed, depressed or overwhelmed and who need immediate support. As a digital service, **Shout 85258** has become increasingly critical since Covid-19, being one of the few mental health support services able to operate as normal at this time.

**There are three levels of assessment operating across our service:**



## Prioritisation

An algorithm reviews incoming texts, placing urgent cases to the top of the queue.



## Shout volunteers

More than 2,000 empathetic, trained Volunteers take conversations with texters, listening and supporting them to get to a calmer place.



## Clinical Supervisors

Conversations are overseen by trained Supervisors who give real-time support and monitor conversations 24/7. Clinical supervisors can escalate texters to the emergency services if they are deemed at imminent risk.

# How Shout 85258 is making an impact



**2,000+**

trained and  
active Shout  
volunteers



**400,000+**

conversations  
with people  
in need of  
immediate support



**800 -1,000**

conversations  
every day.

We're a 24/7 service and  
our texters contact us  
round the clock

The most common presenting issues which emerge during a conversation are: suicide (34%), depression (34%), anxiety (32%), relationship (27%), loneliness (18%) and self-harm (15%).



“ Thank you for helping me  
calm down and listening to me.  
You made me feel safe. ”

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

**shout**  
**85258**  
here for you 24/7

**Shout 85258** is the first service from Mental Health Innovations. The service was researched and developed with The Royal Foundation as a legacy of the Heads Together campaign and was set up with a £3m grant from The Royal Foundation. The service provides anonymised data giving unique insights into trends in mental health in the UK.

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