

shout

85258

here for you 24/7

Information pack



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#Shout85258 | giveusashout.org

Shout 85258 is a free, confidential, 24/7 text message support service for anyone in the UK who is struggling to cope.

- The service is powered by more than 2,000 trained volunteers who are overseen by clinical supervisors. Shout Volunteers are skilled in helping people who feel they can't cope reach a place of calm. They collectively take around 1,000 conversations a day, around the clock, supporting texters by talking through whatever is on their mind and empowering them to take positive next steps in their own lives.
- Shout is powered by trained volunteers who are overseen by clinical supervisors. Shout Volunteers are skilled at helping people move from a state of despair to a place of calm.
- The anonymised service data we collate gives us unique insights into mental health patterns to help improve people's lives.

What can we help with?

We are there for moments when life gets overwhelming and people need immediate support. We can help with urgent issues such as suicidal thoughts, abuse or assault, anxiety, loneliness, panic attacks, self-harm, bullying and relationship challenges.

If a life is at imminent risk, call 999 for emergency help.

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.



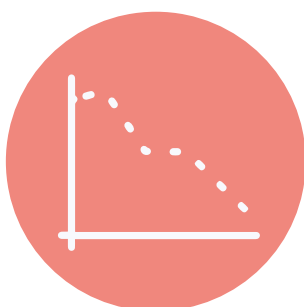
A person needing support texts SHOUT to 85258



They will receive an automated response explaining how the service works



The texter is connected to a trained Shout Volunteer, and every conversation is with a human being



The Shout Volunteer will listen and help the texter move to a calm state



The texter and volunteer will work together to address the issue and to work out what steps the texter can take to feel better



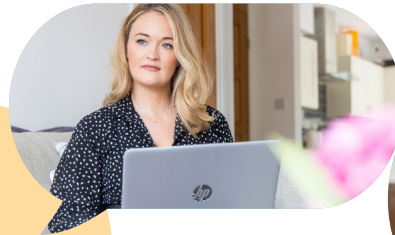
We might give the texter information about other specialised charities and services that can help

There are three levels of assessment operating across the service:



An algorithm:

Reviews the initial text for severity and places urgent cases to the top of the queue.



Shout Volunteers:

Aged over 18, who have gone through an application process, reference checks and 25 hours of training. These highly trained volunteers converse with texters and are at the heart of the service.



Supervisors:

Full-time paid staff and qualified clinicians who support the Shout Volunteers and monitor conversations 24/7.



Shout 85258 is:

- ✓ A 24/7 text service
- ✓ Support to take texters from feelings of despair to a calmer place
- ✓ A safe space to be listened to by a trained Shout Volunteer
- ✓ Supported by Clinical Supervisors who monitor conversations around the clock
- ✓ Based on a tried and tested model of mental health support
- ✓ Anonymous, confidential and won't show on a phone bill
- ✓ Professional support from trained volunteers and Clinical Supervisors, helping texters create a simple plan of action to start feeling better

Shout 85258 is not:

- ✗ We are not the emergency services
- ✗ We will contact emergency services if we believe you to be a harm to yourself or others, **BUT** it is then the judgement of the emergency services as to how and when they respond, once contacted
- ✗ Shout Volunteers don't provide clinical or medical advice
- ✗ It is not a one way process, you won't be told what to do. Texters need to work with their volunteer to form a plan
- ✗ Shout does not provide therapy or long-term support

Text **SHOUT** to **85258** for free support, 24/7

One in eight five to 19-year olds has at least one mental disorder*

One in four adults experiences at least one diagnosable mental health problem in any given year.**

Mental health problems represent the largest single cause of disability in the UK **

*(Mental Health of Children and Young People in England, 2017)

** (NHS England)

Professor Peter Fonagy OBE, CEO Anna Freud Centre for Children and Families, and Trustee of Shout 85258: "Mental health, the greatest health burden of the 21st century, will never be tackled by face to face specialist and professional services alone. There simply is not the capacity to help the number of people desperately in need of support. This is why Shout is such a fantastic service. It provides 24/7 support and has the potential to help the significant number of people currently unable to find help when they're struggling to cope."

Paul Farmer, CEO, Mind: "At the moment, there simply aren't enough resources to meet the scale of the need. Yet, I also know that many charities provide an extraordinary level of help and support to people with limited resources. Shout 85258 adds extra capacity to the mental health sector by bringing together new technology and new volunteers to help people when they need it most."

Shout 85258 is making an impact:



2,000+
active Shout
Volunteers



450,000+
conversations



950
conversations on
average each day

A 24/7 service - our texters contact us round the clock:

More than 60% of conversations between 6pm and 6am

The most common presenting issues which emerge during a conversation:

Suicide (33%), Depression/sadness (32%), Relationships (27%), Anxiety/stress (32%), Isolation/loneliness (17%), Self-harm (14%)

The age range of texters**:

Age 13 or under (7%), 14-17 (29%), 18-24 (29%), 25-34 (19%), 35-44 (9%), 45-54 (5%), 55+ (2%)

*Data range 2018-05-23 to 27-09-2020

** (Self-reported in a follow up survey completed for around 15% of conversations.)

What our texters say about us: After every conversation, we offer the texter the chance to leave feedback so we can continually learn and improve our service. In fact, 52% of our texters say they haven't asked for help elsewhere. Overwhelmingly, these messages are positive and make the experience worthwhile for our volunteers. Here's what some of our texters had to say:

“This was the first time I have ever used a helpline and you made me feel safe, listened to, and important. I will never be able to fully express my thanks to you for talking me down and giving me resources that are actually helpful. Thank you for helping me survive another day.”



“Last year I found myself messaging your service as a last ditch attempt before ending my life. I believe it's because of the volunteer's actions that I am still here today and I really want them to know what a difference they have made to not only my life, but to everyone who loves me.”

“The conversation made me feel so much better and I'm so happy that I tried this, I find it hard to open up but this was so much easier and better than I expected it to be, thank you.”



“I was in a dark place and I didn't want to carry on, but you made me realise there is hope and things will get better.”

The benefits of volunteering

- Have an impact on people's lives and make a huge difference
- Learn communication, problem solving and issues management skills - recognised by employers, universities and colleges as essential skills
- Enjoy being part of a pioneering team
- Volunteer the way you want - from home, with family members or with a group of friends
- Access to a Coach to support the development of your skills
- Opportunities for professional development and training

Eligibility criteria

We ask that you:

- Are over 18
- Are resilient and mentally robust to help people in distress
- Can commit to the 25-hour online training and 200 total hours of volunteering - that's two to four hours each week
- Have a secure web connection and access to a quiet place to take conversations
- Can put your personal views to one side, to help the texters
- Have empathy and be objective
- Provide two referees

Our volunteers are there for moments when you're struggling to cope and need support.

They are an empathetic bunch of people, who are trained to actively listen and work with texters to make a plan of action to take their next steps towards feeling better.



Why is it important that people can text to get support?

"As a deaf person who relies on text and sign language, the provision of a text support service is invaluable; it allows deaf people some access for support, and further, all texters the ability to ask for support without having to verbally talk about it."



Why did you sign up to become a Shout Volunteer?

"I'd been looking for a way to volunteer and give back, but I was keen to find something that fitted in around my lifestyle."

What would you say to someone who wants to text Shout?

"When you text Shout you can expect to be able to express yourself freely without feeling like a burden, because to us, you are never a burden."



Why is it important people can text to get support?

"In my experience as a volunteer, it's hugely important to support people via texting. I myself personally prefer to text so I found it very appealing and could understand the reasoning behind why someone might be too nervous to talk on the phone. Texting offers anonymity and can help in some circumstances feel more confident."

How did you feel after your first shift?

"I would lie if I say I didn't feel nervous, but it wasn't overwhelming. It mainly made me feel extremely happy and accomplished because I'd studied and put in a lot of effort to ensure I got to that point. So to be able to hit that milestone and bring someone from a hot moment to a calm one was absolutely brilliant!"

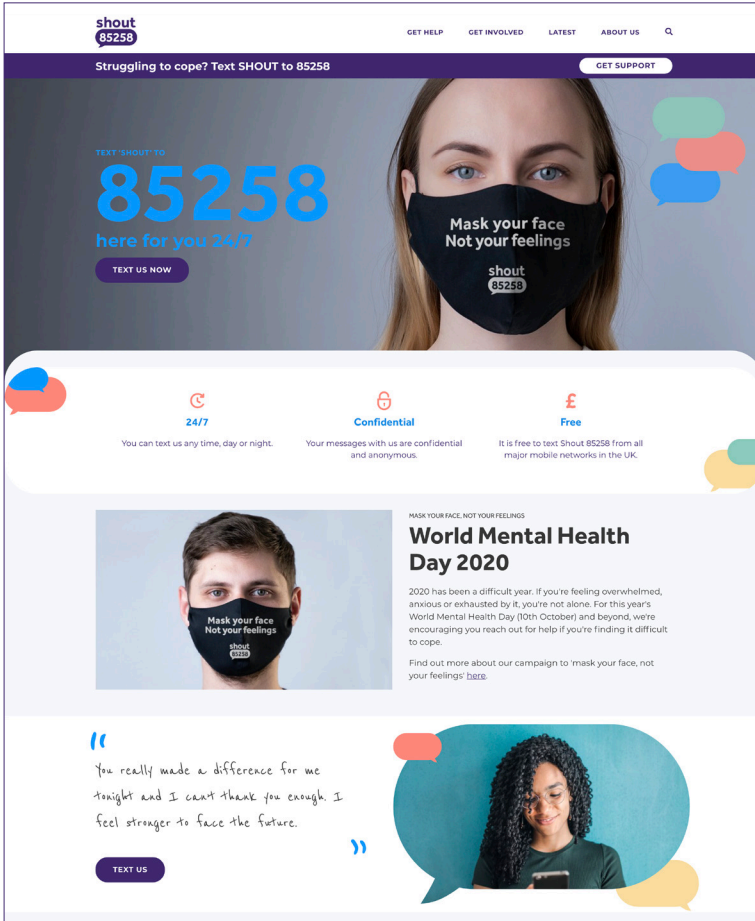
To volunteer with Shout 85258 visit www.giveusashout.org/volunteer

Marketing our service



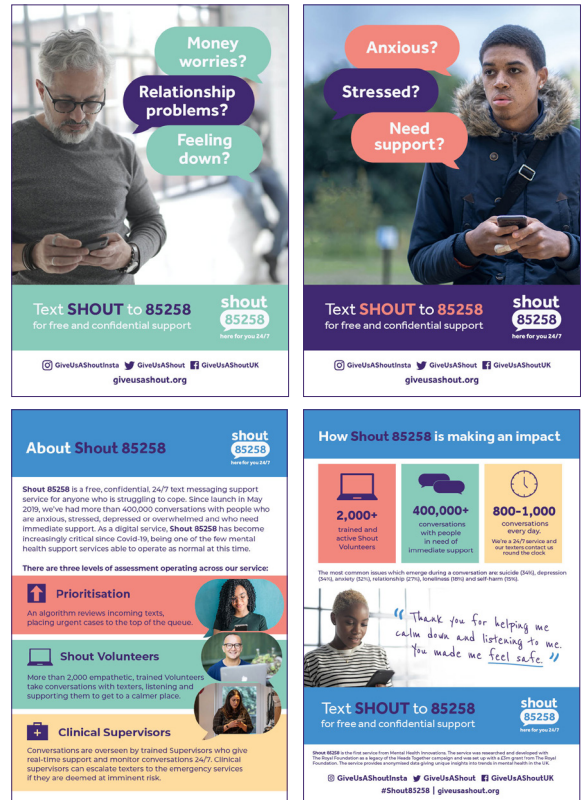
Website

The Shout 85258 website giveusashout.org has 60k unique users per month. On the website you can find assets to help spread the word about Shout 85258 at giveusashout.org/share.



Posters and leaflets

We provide downloadable assets to share our details.



Our social media accounts

We have 45k Instagram, 12k Twitter and 10k Facebook followers.



We are proud to work with a wide range of charities, campaigns and other partners providing our round the clock support to enhance existing services and ensure that no-one faces a problem alone.



Charities

Our charity partners include: The Mix, Young Minds, Place2Be, The Diana Awards, Best Beginnings, Switchboard and many more.

Emma Thomas, Chief Executive, Young Minds: “Shout 85258 is making a huge difference for young people struggling with suicidal thoughts, self-harm, bullying, abuse and other urgent mental health issues. We know that many young people find it much easier to reach out by text than by phone or face to face, so this is a vital service, which we’re delighted to partner with’.



Communities

We are working with communities across the UK to provide 24/7 text support to people who are struggling to cope. We are partnered with Full Effect in Nottingham, providing support to young people in St Ann’s and Nottingham. We are also partnered with Run With Purpose, a community helping men overcome mental health issues through running and socialising. Those in need of support can text 85258 any time, day or night.



Universities

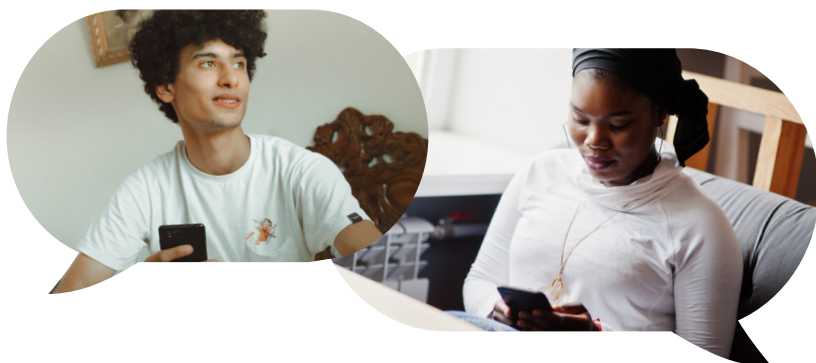
We are ensuring that students across the UK are able to access 24/7 mental health support by text working in partnership with Student Minds and the University of the West of England (UWE), Bristol, Worcester and Bath Spa University.

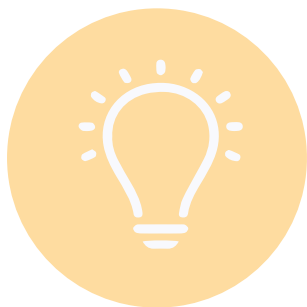
Rosie Tressler OBE, Chief Executive Officer, Student Minds said: “The coronavirus pandemic has exacerbated existing challenges for students facing mental health problems, as well as creating new ones. They may be experiencing stress, loneliness, anxiety, worrying about loved ones or generally feeling overwhelmed. Student Minds is delighted to partner with Shout 85258 as part of our recently launched Student Space, to bring confidential, free text message support to university students across England and Wales whenever they need it.”



Military

We work with the military mental health coalition CONTACT to provide 24/7 support to members of the military and their families by texting CONTACT to 85258.





Campaigns

We are proud to be a Heads Together charity partner, supporting the Heads Up campaign, the FA's mental health campaign to ensure anyone can access 24/7 support by texting HeadsUp to 85258. In 2020, the Heads Up FA Cup Final brought football fans together for the Sound of Support, encouraging them to kick off a conversation about mental health during the match. LED displays in the stadium showcased the message to text HeadsUp to 85258 for support.



Emergency Services

Leading mental health charities united for the first time to provide round the clock mental health support to those working on the frontline against the Coronavirus. Shout 85258 Mind, Samaritans, Hospice UK and The Royal Foundation launched Our Frontline, a combination of 1-2-1 support and online resources for NHS workers, carers, the Blue Light emergency services and key workers who are putting their mental health under pressure. Frontline staff and keyworkers can call or text a trained volunteer and access specially developed online resources, toolkits and advice to support their mental health and emotional wellbeing through this challenging time.

Visit www.ourfrontline.org for more information.



Blue Book

Shout 85258 partnered with author and activist Scarlett Curtis and Penguin Books for the publication of her bestselling anthology: "It's Not OK to Feel Blue (and other lies)". The anthology features over 70 contributors from a diverse range of backgrounds- including Hollywood, activism and the arts - exploring what their mental health means to them.

CEO of Shout Victoria Hornby said: "We are proud to be a partner in this project and hope this collection, which includes contributions from our own Shout Volunteers, will help encourage people to reach out for support when they need it, without fear or shame."



MENTAL HEALTH INNOVATIONS

Mental Health Innovations is the digital mental health charity behind the Shout 85258 service. The charity uses digital innovation, data-driven analysis and the experience of clinical experts to improve the mental health of the UK population through the provision of digital tools, support and resources.

Mental Health Innovations was founded in November 2017, with the support of The Royal Foundation, following the Heads Together campaign which identified the potential that digital tools offer in supporting people struggling with their mental health. Shout 85258 is the first service launched by the charity and developed in partnership with the US charity Crisis Text Line.

Mental Health Innovations works in partnership with charity partners, academic institutions and the corporate sector to help improve mental health in the UK.

“We want to use the power of technology to reach the millions of people, especially young people, who feel isolated and alone, and help them to find the right place to talk.”

**Victoria Hornby, CEO,
Mental Health Innovations**

Imperial College

Mental Health Innovations has partnered with the Institute of Global Health Innovation at Imperial College London to develop insights into mental health and to enable us to collaboratively build the next generation of digital tools and products for mental health. The anonymised data that will be generated by the charity's services will provide unparalleled, up to date information for academics, clinicians and the mental health sector more generally.

We are grateful for the support of: The Royal Foundation, Children in Need, The Mohn Westlake Foundation, The National Lottery, Bridges Impact Foundation, The Vodafone Foundation and a number of other private donors.

The Royal Foundation made a £3 million grant to establish Mental Health Innovations in 2017 and initiated the conversations with Crisis Text Line US that led to the creation of Shout. This was the biggest initiative and most significant grant made by The Royal Foundation in its history, and The Duke and Duchess of Cambridge and The Duke and Duchess of Sussex remain active supporters of the service.

Jason Knauf, Chief Executive of The Royal Foundation, said:

“The Royal Foundation is incredibly proud of the role we have played in developing and launching this pioneering mental health service. The team at Mental Health Innovations and the army of Shout Volunteers are doing incredible work – giving people a safe space where they can find strength and hope and in many cases saving lives.”

BBC Children in Need has supported MHI with a £1.5m grant over three years as part of A Million & Me, a new £10m three-year programme that will focus on children's mental health.

Simon Antrobus, Chief Executive of BBC

Children in Need, said: “We're pleased to be funding Shout as part of our impact programme, A Million & Me, which supports innovative and evidence-based initiatives that will make a real difference to children's mental health. We recognise that early conversations are an important part of supporting children and young people with their emotional wellbeing and Shout will enable them to access help whenever they need it.”

We are grateful to the telecommunications companies: EE, O2, Three and Vodafone for

providing the service free of charge to texters on their networks. These include - BT Mobile, Tesco Mobile, Virgin Mobile, iD Mobile, Sky, Telecom Plus, Lebara and GiffGaff.

*Some Android phones issue a warning that you will be charged for texting us, provided texters are on one of the networks listed here this warning is incorrect and they will not be charged.

*If texting from a network not on this list there is a possibility texters may be charged for the messages and that they may appear on your bill, this is because some networks do not provide the capability to message short codes.