

85258
shout
for support in a crisis

CRISIS TEXT LINE |

Information Pack

Who we are

- Shout is the UK's first free 24/7 text service for anyone in crisis anytime, anywhere. We offer in the moment help for times when life gets overwhelming and you need immediate support.
- Shout is powered by a team of Crisis Volunteers, who are at the heart of this service. We take people from crisis to calm every single day.
- Shout exists in the US as Crisis Text Line, but this is the first time this tried and tested technology has come to the UK.
- The anonymised data we collate gives us unique insights into mental health trends to help improve people's lives.

What is a crisis?

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, self-harm, bullying and relationship challenges.

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

How it works

Shout is designed to be as easy to access as possible – there is no app or data required, no registration process, no fee. It is silent, free, confidential and anonymous – a texter can send a text message any time of day or night wherever they happen to be:

- A person in crisis sends an SMS text message
- They will receive an automated response explaining how the service works
- The texter is connected to a trained Crisis Volunteer
- The Crisis Volunteer will help the texter move to a calm state
- The texter will need to work with the Crisis Volunteer to address the crisis and agree an action plan to help themselves
- The texter might be provided with information about other specialised charities and services to continue to get support

Every conversation is with a human being:

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
- Crisis Volunteers: Over 18, have gone through application, reference checks and crisis response training. These highly trained volunteers converse with texters and are the foundation of Shout
- Supervisors: Full-time paid staff. They are qualified clinicians and work alongside the Crisis Volunteers to monitor conversations 24/7

Shout is:

- ✓ A 24/7 text service
- ✓ Support to take you from a hot moment to a calmer place
- ✓ A safe space where you communicate with a trained Crisis Volunteer
- ✓ Our service is based on a tried and tested model of crisis support
- ✓ Shout Clinical Supervisors work alongside our Crisis Volunteers and monitor conversations 24/7
- ✓ An anonymous, free conversation that won't show on your phone bill
- ✓ Support creating a simple plan of action to manage your crisis

Shout is not:

- ✗ Shout is 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 they respond, once contacted
- ✗ Our Crisis Volunteers don't provide clinical advice
- ✗ 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
- ✗ Shout does not provide therapy or long-term support

Text **SHOUT** to **85258** for
24/7 support in a crisis

Mental health in the UK

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

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

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)

Crisis Text Line

We are pleased to be partnered with Crisis Text Line (CTL) to bring CTL's established technology platform and service model to the UK. Crisis Text Line's US service is a free, nationwide, text-based, 24/7 service for people experiencing crisis. The service has been operating in the USA since August 2013, where the service was initially launched in two cities. Within 4 months, Crisis Text Line was being used in all 295 area codes in the US. As of early 2019, Crisis Text Line has exchanged 100 million messages with US texters in crisis. Over the course of the last six years, Crisis Text Line has built a service model that has successfully trained thousands of volunteers overseen by clinically trained supervisors, powered by a robust and scalable technology platform. More information on Crisis Text Line can be viewed at: www.crisistextline.org

CRISIS TEXT LINE |

Shout is making an impact

1,700

active Crisis Volunteers



250,000+

total conversations



800+

conversations every day



*as of March 2020

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

Midnight-2am	8%	12 noon-2pm	7%
2am-4am	3%	2pm-4pm	8%
4am-6am	2%	4pm-6pm	11%
6am-8am	2%	6pm-8pm	15%
8am-10am	4%	8pm-10pm	19%
10am-12 noon	6%	10pm-midnight	14%

The most common presenting issues which emerge during a conversation:

Suicide	37%
Depression/sadness	36%
Anxiety/stress	31%
Relationships	29%
Isolation/loneliness	19%
Self-harm	17%

Age of texters*...

8-13	7%	35-44	6%
14-17	30%	45-54	3%
18-24	36%	55+	1%
25-34	15%		

*(Self-reported in a follow up survey completed by 6% of texters.)

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 adds extra capacity to the mental health sector by bringing together new technology and new volunteers to help people in their greatest hour of need."

Crisis Volunteers

Volunteer with us. Visit www.giveusashout.org for more information

Volunteering with Shout

Our Crisis Volunteers apply, get trained and work online – it can all be accessed remotely. They pick the hours they want to do each week.

The benefits of volunteering

- Have an impact on people's lives and make a difference by resolving crises
- Learn communication, problem-solving and crisis management skills - recognised by employers, universities and colleges as essential skills
- Enjoy being part of a pioneering team
- Volunteer the way you want, at a time and location convenient to you
- Access ongoing professional development with a dedicated coach

Eligibility criteria

- We ask that you are over 18
- Be aware of your own mental wellbeing and resilience
- 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 private space
- Can put your personal views to one side to help the texters
- Have empathy and be objective
- Provide two references

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. Overwhelmingly, these messages are positive and make the experience worthwhile for our Crisis Volunteers. Here is a sample of what some of them 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."

"Thank you so much for listening and being kind about my situation and not judge me like my friends have in the past. I really appreciate you being there for me & I'm happy I came out of the conversation with some techniques which will be helpful."

"Thank you for talking to me & helping me get things off my shoulder, I haven't really got many people to talk to, I was nervous because I've had actual in real life counselling before & I felt like I was being cornered, but I felt like I was in a good safe environment. Thank you."

TOP TIPS

For looking after your mental health during Freshers' Week

shout 0800 877 001



Some people don't want to speak on a phone but with Shout, they can write it down instead and take that time to think about what they want to say.

shout 0800 877 001



You have supported me so much these past few months. I have so much going on at the moment which has led to suicide ideation, but you've been there. Thank you so much for the work that you do. Tonight I'm happy and safe in my bed, but other nights you have literally kept me alive until I have got the help I have needed.

“It sounds like you've been battling some agonising emotions but the fact that you reached out for support today, in spite of your pain, is a testament to your resilience.”

#Shout85258

30% of our conversations are about relationships
(with friends, family and/or partners)

Text SHOUT to 85258

shout 0800 877 001

BBC BREAKFAST

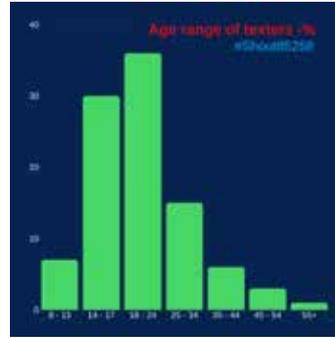
Sarah Kendrick
Psychotherapist

Really listen to what people are saying and also to what you're seeing in people.

I don't usually post about my mental health but recently I found myself in a dark place. I text the @GiveUsAShout helpline on 85258 - they pulled me out of the hole I was in. I can't stress enough how much my loved ones and their loved ones need to know about this service x

@GiveUsAShout #GiveUsAShout

shout 0800 877 001



1 0 0 0 0 0
conversations

8 5 2 5 8

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For 24/7 support in a crisis

shout 0800 877 001

Providing support

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 goes through a crisis alone.

Campaigns

We are working with Heads Up, the FA's mental health campaign to provide 24/7 support via text by texting HeadsUp to 85258. Heads Up – launched by the Football Association and Heads Together and spearheaded by The Duke of Cambridge – will harness the influence and popularity of football to inspire the biggest conversation ever on mental health. The FA is working alongside charity partners including Mind, CALM, Sporting Chance and Heads Together.



Charities

We work with a wide range of charities to provide our 24/7 text support for free. Our charity partners include: The Mix, Young Minds, Place2Be, The Diana Awards, Best Beginnings, Switchboard.

"Shout will make 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 be supporting. It will also be incredibly helpful for concerned parents, especially during times when our Parents Helpline isn't open."

Emma Thomas, CEO, Young Minds



Dear Evan Hansen

The Tony Award winning musical which features themes of youth mental health and crisis has chosen Shout, alongside Young Minds, The Mix and Speak Your Mind as charity partner for the show's London run.



Emergency Services

Supported by the Royal Foundation, we have joined forces with members of the blue light community including The National Police Wellbeing Service, The Ambulance Staff Charity, Mountain Rescue and The London Fire Brigade to support front line emergency service staff. Text BlueLight to 85258 to connect to a volunteer 24/7.



Blue Book

Shout partnered with author and activist Scarlett Curtis and Penguin Books for the publication of The Sunday Times bestselling anthology "It's Not OK to Feel Blue (and other lies)". The anthology features over 70 contributors - exploring what their mental health means to them. Readers can text BlueBook to 85258 for support.



Universities

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

"UWE Bristol and The Students' Union at UWE are really proud to be the first university in the country to use this 24/7 crisis text service, as part of our ongoing commitment to supporting our students with their mental health in whatever way works best for them – whether that's by text, in person, or online. Having fast access to trained volunteers and clinical supervisors at any time of day can be a real lifeline to someone in crisis, and we've received positive feedback from our students who have already used the service. As the textline rolls out across the UK, we hope that it will help many more people get help and crisis support."

Jo Midgley, Pro Vice-Chancellor for Student Experience at UWE Bristol



Working in partnership

Mental Health Innovations (MHI)

MHI is a digital mental health charity which develops new ways to help people have conversations about mental health. We combine digital innovation, data-driven analysis and the experience of mental health experts. Our purpose is to transform lives by improving access to helpful digital resources for mental ill health in the UK. MHI was founded in November 2017 with the support of The Royal Foundation following their successful Heads Together campaign. Heads Together identified the potential that digital tools offer in supporting people struggling with their mental health. Its first digital programme is Shout, a 24/7 digital mental health service for people in crisis, developed in partnership with the US charity Crisis Text Line. MHI works in partnership with charity partners, academic institutions and the corporate sector to help improve mental health in the UK.

Imperial College

MHI 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 to support mental health. The anonymised data that will be generated by the Shout service 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, BBC 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

The Royal Foundation made a £3 million grant to establish Mental Health Innovations (MHI) 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.

"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 Crisis Volunteers are doing incredible work – giving people a safe space where they can find strength and hope, and in many cases, saving lives."

Jason Knauf, CEO of The Royal Foundation

BBC Children in Need

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.

"We're pleased to be funding Shout as part of our new 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."

**Simon Antrobus,
Chief Executive of BBC Children in Need**

We are grateful to the telecommunications companies...

EE, O2, Three and Vodafone for providing the service free of charge 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.

The power to connect



Shout is the UK's first free 24/7 text service for anyone in crisis anytime, anywhere. We offer in the moment help for times when life gets overwhelming and you need immediate support. We know that sometimes texting is easier when talking feels too hard and we can help with urgent issues such as suicidal thoughts, abuse or assault, self-harm, bullying and relationship challenges. Text Shout to 85258 for 24/7 support. It is free on the major networks, confidential and won't show up on a phone bill.

Professor Peter Fonagy OBE

CEO Anna Freud Centre for Children and Families, and Trustee of Shout

"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 in a crisis."

You really made a difference for me tonight and I can't thank you enough. I feel stronger to face the future

Thank you so much for making me feel like I'm worth something. I hope everybody gets to talk to you, because you're going to save a lot of people

Thank you very much! You have honestly saved my life

giveusashout.org

To sign up to become a volunteer.

Follow us:

[@giveusashout](#) on Twitter

[@giveusashoutinsta](#) on Instagram

[giveusashoutuk](#) on Facebook

For more information:

info@giveusashout.org

Contact us:

media@giveusashout.org

shout

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