



Mental Health
Innovations

How Shout works:
Easy-to-read explanation
for children and young people

Shout is a free and confidential text messaging support service that's there to help anyone in the UK who is struggling with how they feel.

If you're sad, worried or lonely, text the word 'CALMER' to 85258 to start a conversation with Shout:

- Once you send the text, you'll get four automated messages. You'll be connected with a mental health professional as soon as one is free.
- They will send you a message to introduce themselves and ask how you're feeling. You will then message each other back and forth, silently and privately. You can tell them about anything that might be upsetting you and only need to share what you want.
- The mental health professional will listen to how you're feeling, talk to you about it and help you make a plan for after the chat ends, once you feel calmer and safer. Conversations with Shout usually last between 45 minutes and one hour.
- Your conversation will be saved in your messages if you ever need to look back and Shout is here 24/7 if you ever want to text again

If your life is at risk, call 999 immediately.