



YoungMinds Crisis Messenger



The YoungMinds crisis messenger service provides free, 24/7 crisis support across the UK. If you are experiencing a mental health crisis and need support, you can text YM to **85258**.

We aim to connect every texter to a trained volunteer in less than 5 minutes to provide support in a crisis. They will listen to you and help you think through how you're feeling, and will aim to help you take the next steps towards feeling better.

Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus.

This service is powered by our trusted partner, Crisis Text Line.

How does it work? The trained volunteer will introduce themselves, reflect on what you've said, and invite you to share how you're feeling. You'll text each other, only sharing what you feel comfortable with. By asking questions, listening to you and responding with support, they will help you think through your feelings until you both feel you are now in a calm, safe place. You might be signposted to other services, so that you can continue to get support.

Our crisis messenger service could help with urgent issues such as:

- Suicidal thoughts
- Abuse or assault
- Self-harm
- Bullying
- Relationship breakdown

You can text us free and anonymously – although if the volunteer believes you are at immediate risk of harm, they may share your details with people who can provide support.

