

9 November 2023

For the attention of the Leadership, SENDCO, pastoral and mental health teams,

A new local mental health free text messaging support service is launching across Cambridgeshire and Peterborough on Monday 13 November. HEAR 85258 is being funded by NHS Cambridgeshire & Peterborough, in partnership with the national service SHOUT. The free to use text service provides real-time support to people who are struggling with their mental health across the county.

When texting the word HEAR to 85258, the person will be connected to a trained volunteer who will offer them calm in a time or place of crisis. During the confidential and anonymous conversation, the texter will be supported while working on a plan of action and signposted to local and national mental health services.

Texting HEAR to 85258 is free, discreet and runs 24/7. It won't appear on a mobile bill and requires no app, data, password, or registration.

We are asking schools, colleges, and universities to support us with promoting HEAR 85258 to staff, students and their families and carers.

From Monday 13 November, please help us to spread the word of this service by using free to use assets. Available are suggested social media posts, newsletter, and website copy. You can access these on our [website](#).

Thank you advance for your support,

Dr Emma Tiffin

Clinical Mental Health Lead

NHS Cambridgeshire & Peterborough