

Reflect: Frequently asked Questions (FAQs)

What is reflect?

Reflect is a free, confidential and 24/7 text support service for anyone in the UK who needs advice or help. It is delivered by trained volunteers and clinicians who are available around the clock to listen and support anyone who is feeling anxious, lonely, overwhelmed or not quite themselves. It is part of the wider network of [Shout](#) services across the UK.

How does reflect work?

To start a conversation, anyone can text (please don't WhatsApp!) the word **reflect** (upper or lower case) to **85258**. The service is free, anonymous and does not show up on phone bills.

After sending the first message, texters receive four automated text messages before being connected to a trained volunteer. There is an aim to connect young people in greatest need within five minutes all others within 30 minutes. At busy times it can take longer.

By text message, the volunteer will introduce themselves and ask the texter to share a bit more about how they are feeling. They will only need to share what they feel comfortable sharing – the volunteer will listen without judgement. Conversations tend to last up to one hour.

Will I be charged to use reflect?

No. It is free to text from all major UK networks: EE, O2, Three and Vodafone. These also include BT Mobile, Tesco Mobile, Virgin Mobile, iD Mobile, Sky, Telecom Plus, Lebara and GiffGaff.

Some Android phones, including the Samsung Galaxy, may issue a warning that you will be charged for sending a message.

Provided you are on one of the networks listed above, this warning is incorrect, and you will not be charged.

Why use reflect?

The goal of a conversation through **reflect** is to help texters reach a place of calm, with a plan of how to support themselves going forwards. As well as listening, volunteers may provide further resources or tools to help the texter access further expert support. The conversation will only end when the volunteer is sure the texter is calm and feeling better.

Reflect can help with issues such as:

- Anxiety
- Bullying
- Depression
- Loneliness or isolation
- Money worries
- Relationship problems
- Self-harm
- Stress
- Suicidal thoughts or feelings

Who is reflect for?

The service is focused on supporting young people aged 11-25. However, there is no age limit on who can use reflect across Bedford Borough, Central Bedfordshire, Luton and Milton Keynes.

How many times can I use reflect?

Reflect is a universal service and is open to all. The service can be used when feeling anxious, lonely, overwhelmed or if someone is not quite themselves. It is available 24/7.

However, the reflect service is not designed to offer long-term support. If someone does use reflect very frequently, the service will be in touch to manage the access of texters and highlight how they can receive more appropriate help.

Is the reflect service safe?

There are a number of things in place to ensure the service is safe:

- Volunteers receive extensive training and their practice is overseen by a clinician
- Conversations where there is an indication of a higher risk are overseen by clinicians
- Where there are immediate concerns about risks to texter in their conversation, the service can also alert the emergency services in the local area.

Where else can young people access support?

We appreciate and understand that children & young people may want to access support from a number of different sources. The following national digital support service may also be useful:

The Mix:

Visit www.themix.org.uk/ or call 0808 808 4994

Advice and information to help with any issue affecting young people under 25, including access to counselling.

Childline:

Visit www.childline.org.uk or call 0800 1111

Online advice through an app or desktop site, help with coping strategies, message boards, “ask Sam” feature, 24/7 online 1-2-1 Counselling and Freephone helpline for young people up to the age of 19

Papyrus:

Visit www.papyrus-uk.org or Tel: 0800 068 41 41 / Text: 07786 209 697 / Email: pat@papyrus-uk.org

Advice and guidance for young people through ‘Hopeline’ who are overwhelmed, not coping with life and thinking of suicide

Information on additional local mental health and wellbeing services for children and young people can be found on the **‘How You Feel Matters’** document