

## **NSPCC launch free texting service to contact the Helpline**

The NSPCC Helpline has launched a mobile phone texting service which will allow members of the public to contact the Helpline by texting 88858. For the Channel Islands the number is 07786200001 (networks standard message rate applies). Members of the public can use the text service to seek advice and assistance and also to report concerns that may need follow up action or investigation. The service will be run on a pilot basis in the first instance until the end of 2011.

The public can send a text anonymously if they wish at no cost to themselves. On receipt of the text the Helpline will send an immediate automated confirmation response and then a specific response to their enquiry from a Helpline practitioner within three hours.

Other ways of contacting the NSPCC Helpline are: telephone (0808 800 5000), email ([help@nspcc.org.uk](mailto:help@nspcc.org.uk)) and reporting on line (at [www.nspcc.org.uk/helpline](http://www.nspcc.org.uk/helpline)). All these services are available free to users and on a 24-hour basis.

Queries about the texting initiative should be sent to [jcameron@nspcc.org.uk](mailto:jcameron@nspcc.org.uk) or phone 020 7825 2801.