

# kooth

kooth.com

**Kooth, from XenZone, is an online counselling and emotional well-being service for children and young people, available free at the point of access.**

When commissioned in their area, children and young people logging in can access:



Online counsellors 365 days a year, through either drop-in sessions or scheduled text-based sessions



Self-help materials co-produced by other young people



Fully moderated peer-to-peer support forums



Personal goal-based journal

## **Kooth is:**

- Safe, confidential, anonymous
- Free at the point of need
- Available through a smart phone, tablet or computer

Kooth helps to reduce wait times for young people seeking help and removes stigma around mental health.

Kooth integrates with face-to-face local services to ensure a seamless transition for young people. XenZone's team of accredited counsellors, therapists and support workers provide guided, outcome-focused help for each individual.

XenZone works with local authorities, CCGs, mental health trusts, charities and other organisations to provide early intervention support with clear escalation and de-escalation pathways.

We take safeguarding and clinical governance extremely seriously. The safety and well-being of our users is of our utmost priority.

Morwenna James  
Integration & Participation Worker  
Phone No: 07949 818 020  
Email: mjames@xenzone.com

"Kooth is now one of my new favourite websites. It has great help and support information. Kooth has already helped me with most of my problems. Before I had an account on Kooth I didn't know who and where to go to for help with my problems"

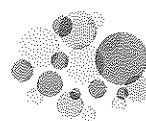
## **Kooth User**

**85%**  
prefer online counselling to face-to-face

**97%**  
are planning on coming back soon

**97%**  
would recommend Kooth to a friend

**70%**  
log in outside of hours



**XenZone**  
FUTURE THINKING FOR MENTAL HEALTH

xenzone.com 0845 330 7090  
contact@xenzone.com



**Bexley**

Clinical Commissioning Group

**Bexley Clinical Commissioning Group (CCG):  
Kooth Online Counselling Service for all 11 – 19 years in Bexley**

Dear Miss Cascarino,

**Bexley Clinical Commissioning Group (CCG)**, with the support of **London Borough of Bexley**, have commissioned the online counselling service **Kooth**, a service delivered by XenZone. **Kooth** is part of the suite of Mental Health services for young people in **Bexley**.

**Kooth** is a free online counselling and emotional well-being support service providing young people aged 11-19 years in **Bexley** with a free, safe and secure means of accessing support with their emotional health and wellbeing from a professional team of qualified counsellors.

**Kooth** is a well-established, award winning online counselling service and is accredited by The British Association of Psychotherapy and Counselling (BACP). Founded in 2001, they are leading pioneers of online counselling in the UK, having won a number of prestigious awards.

**Kooth** has no referrals or waiting lists. Young people can access this service anonymously by signing onto the **Kooth** site (Please refer to the attached **Kooth** guide to signing up for CYP). **Kooth** provides unique out of office hours' provision and is open 7 days per week, 365 days a year from noon until 10pm weekdays and from 6pm until 10pm on Saturday and Sundays, with reduced cover Christmas Day, New Year's Eve, New Year's Day and Bank Holidays. **Kooth** provides added value with moderated, scheduled forums to facilitate peer led support and self-help articles (many written by service users) to provide self-help support.

**Kooth** helps to reduce waiting times for young people seeking help, removes stigma around mental health and accessing services. **Kooth** integrates with face-to-face local services to ensure a seamless transition for young people.

**Kooth's** team of qualified counsellors, therapists and support workers provide guided, outcome-focused help for each individual. **Kooth** take safeguarding and clinical governance extremely seriously. The safety and well-being of all **Kooth** users is an upmost priority. Our trained Integration & Participation workers work within the region to raise the profile of the service with professionals and young people.

**Morwenna James** is the lead Integration and Participation worker for **Kooth** and they will be working on the ground to further promote and provide information on **Kooth** to professionals, secondary schools and colleges. They can organise a free

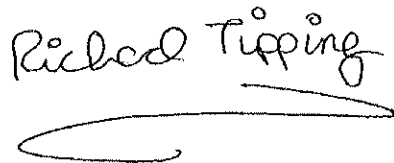
presentation on **Kooth** to students during assemblies, as well as deliver free twilight sessions on **Kooth** to staff so that they can present **Kooth** internally to students. **Morwenna James** will also provide **Kooth** promotional resources that can be distributed amongst students.

Please contact **Morwenna** by emailing [mjames@xenzone.com](mailto:mjames@xenzone.com) to discuss arranging a presentation or discuss the benefit of promoting the **Kooth** service to young people.

For more information regarding the service, please visit the XenZone website; [www.xenzone.com](http://www.xenzone.com).

Please do not hesitate to contact us with any queries.

Yours Sincerely

A handwritten signature in black ink that reads "Richard Tipping". The signature is written in a cursive style with a long, sweeping underline that extends to the left and then curves back under the name.

**Richard Tipping**  
**Senior Head of Programmes, Children and Young People Commissioning**  
**Bexley Clinical Commissioning Group**