



XenZone

FUTURE THINKING FOR MENTAL HEALTH

Kooth - Online counselling and well-being support service for children and young people

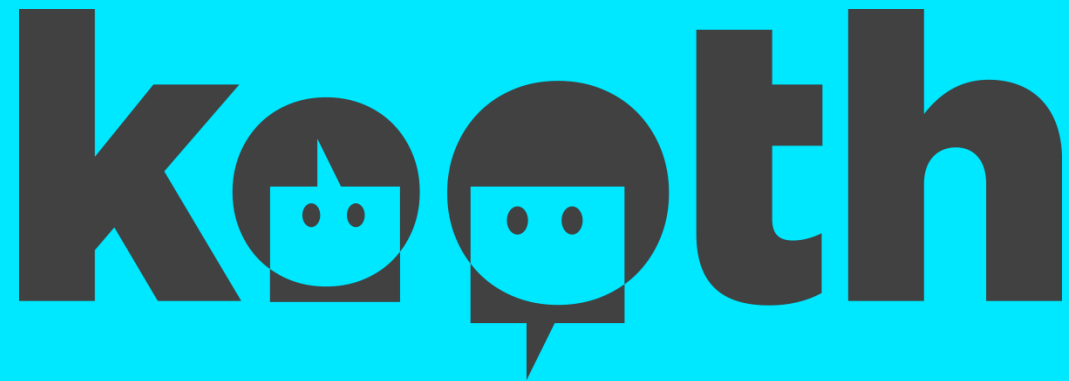
kooth

Online counselling & well-being support

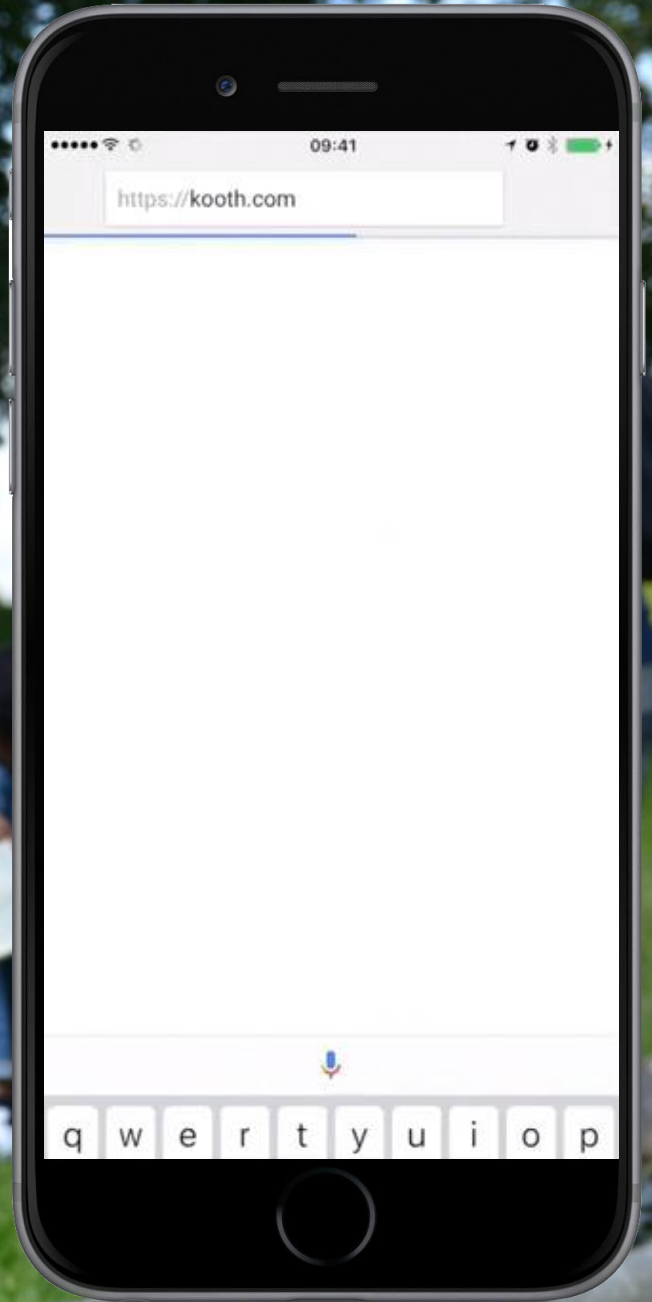
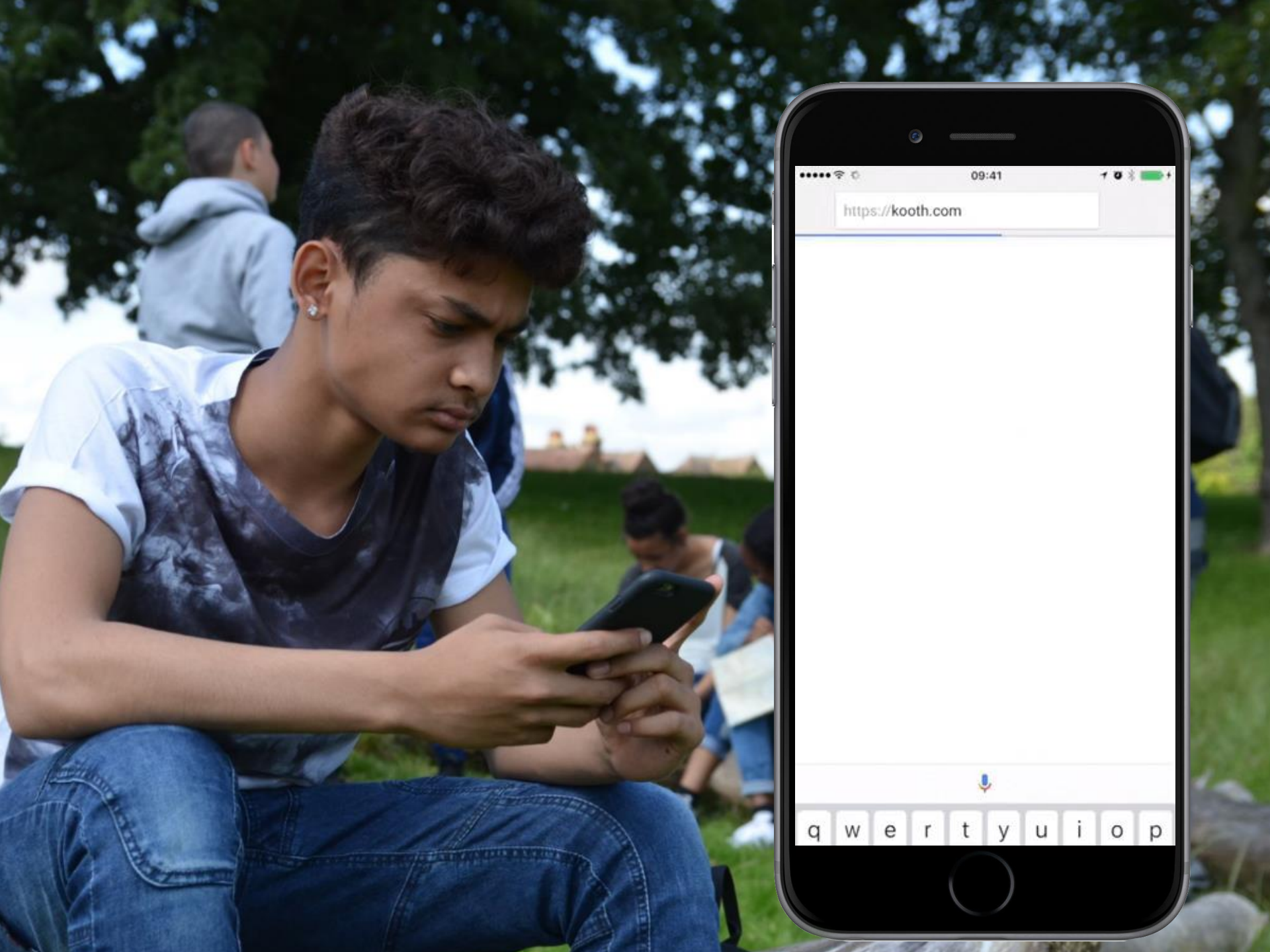
- Award winning online counselling and support service
- Established in 2001
- Delivering in over 48 Local Authorities across UK

- Text based
- Counselling, support and advice
- Drop in, out of hours use as well as structured sessions
- Anonymous and confidential
- Engaging young people in their local area

kooth

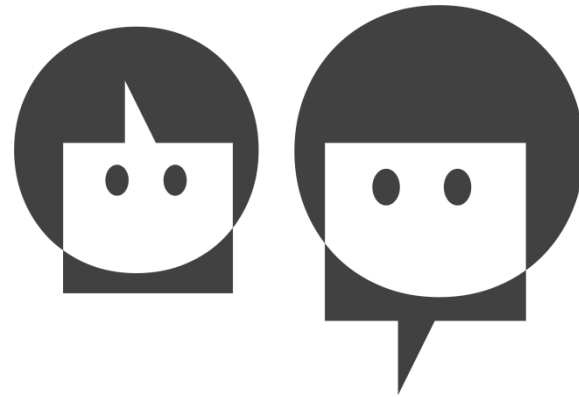
The logo for Kooth features the word "kooth" in a bold, lowercase, sans-serif font. The two 'o's are replaced by stylized speech bubbles. The first speech bubble is white with a blue outline and a blue triangular tail pointing upwards. The second speech bubble is blue with a white outline and a white triangular tail pointing downwards. Both speech bubbles have two small black dots representing eyes.

www.kooth.com



You may have problems

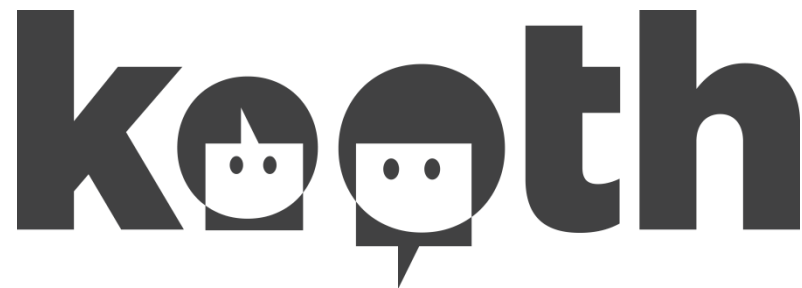
- At home
- At school
- With friends
- With relationships
- With bullies
- If you feel low and depressed



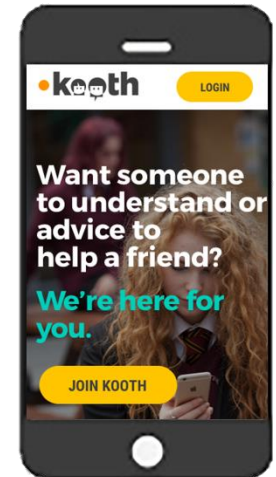
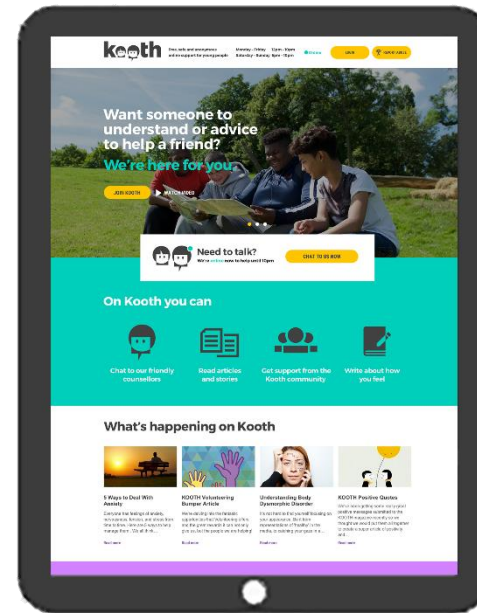
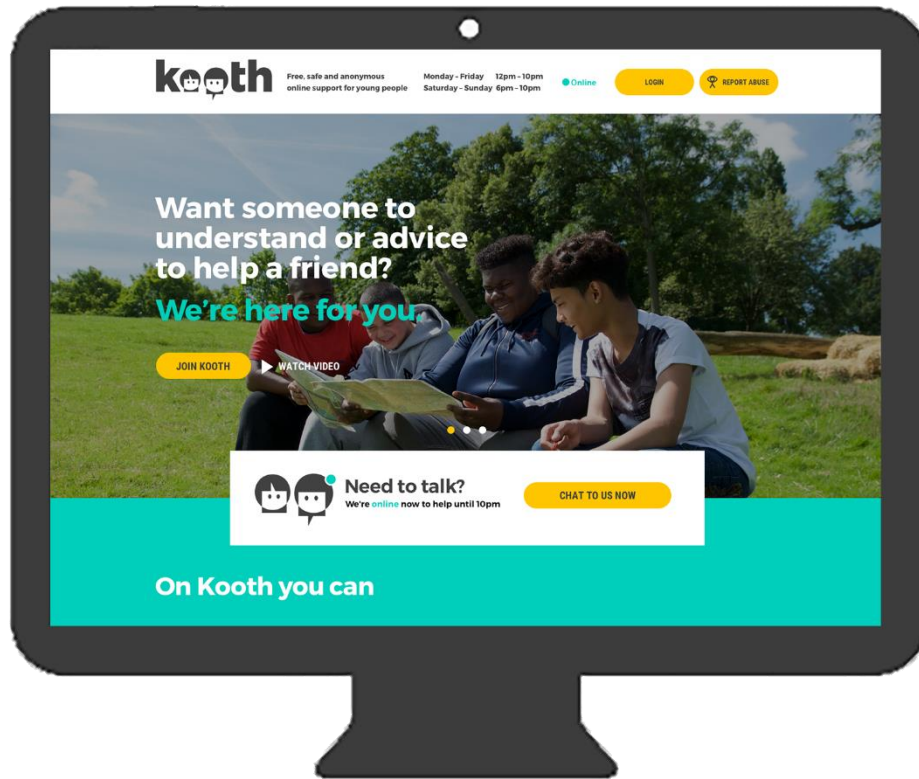
You can talk to us about anything

Kooth isn't just counselling

- Forums
- Self-help tools
- Messaging
- Articles
- Online games, blogs and more



Step 1: Sign Up



Tell us some information about yourself

kooth
BETA

Sign up

×

The place I live is...

Choose ▼

Choose ▼

Enter the city that you currently live in.

I am...

Male

Female

Agender

Gender fluid

Choose the one you most identify as.

My ethnicity is...

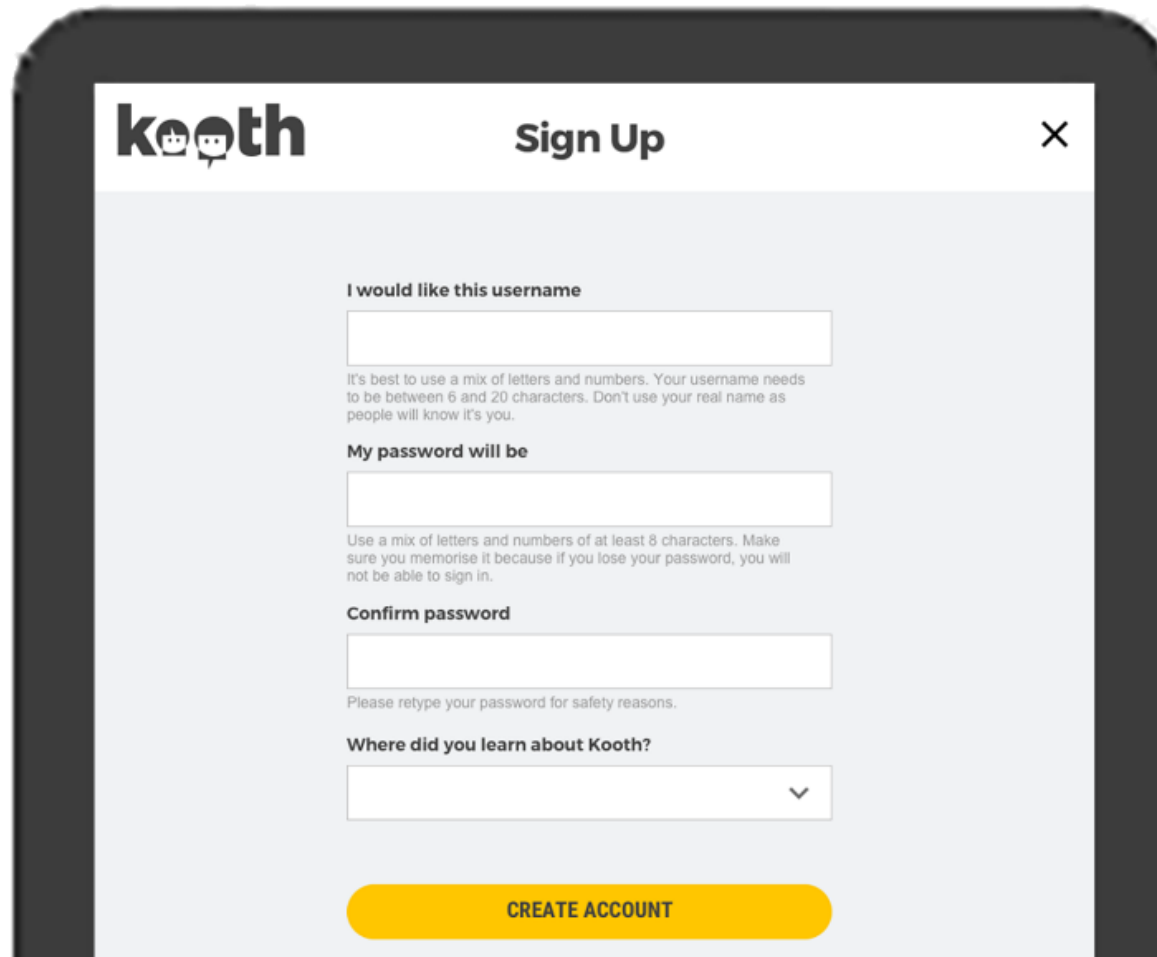
Choose ▼

Knowing your ethnicity helps us understand who uses Kooth.

I was born in...

Create your username and password

Don't use your real name!

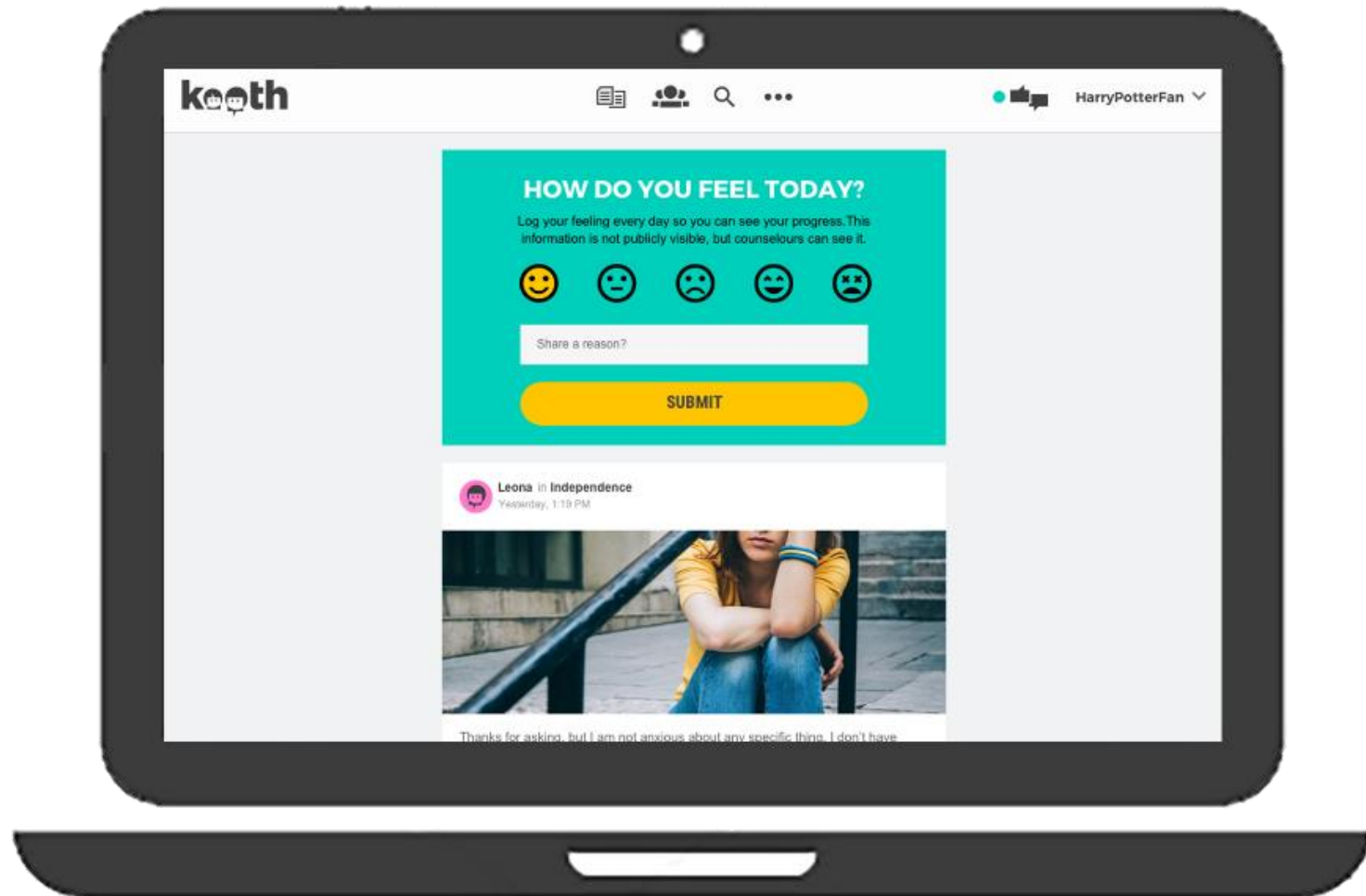


The image shows a tablet displaying the Kooth sign-up interface. At the top left is the Kooth logo, and at the top right is a close button (X). The main heading is "Sign Up". The form consists of several sections:

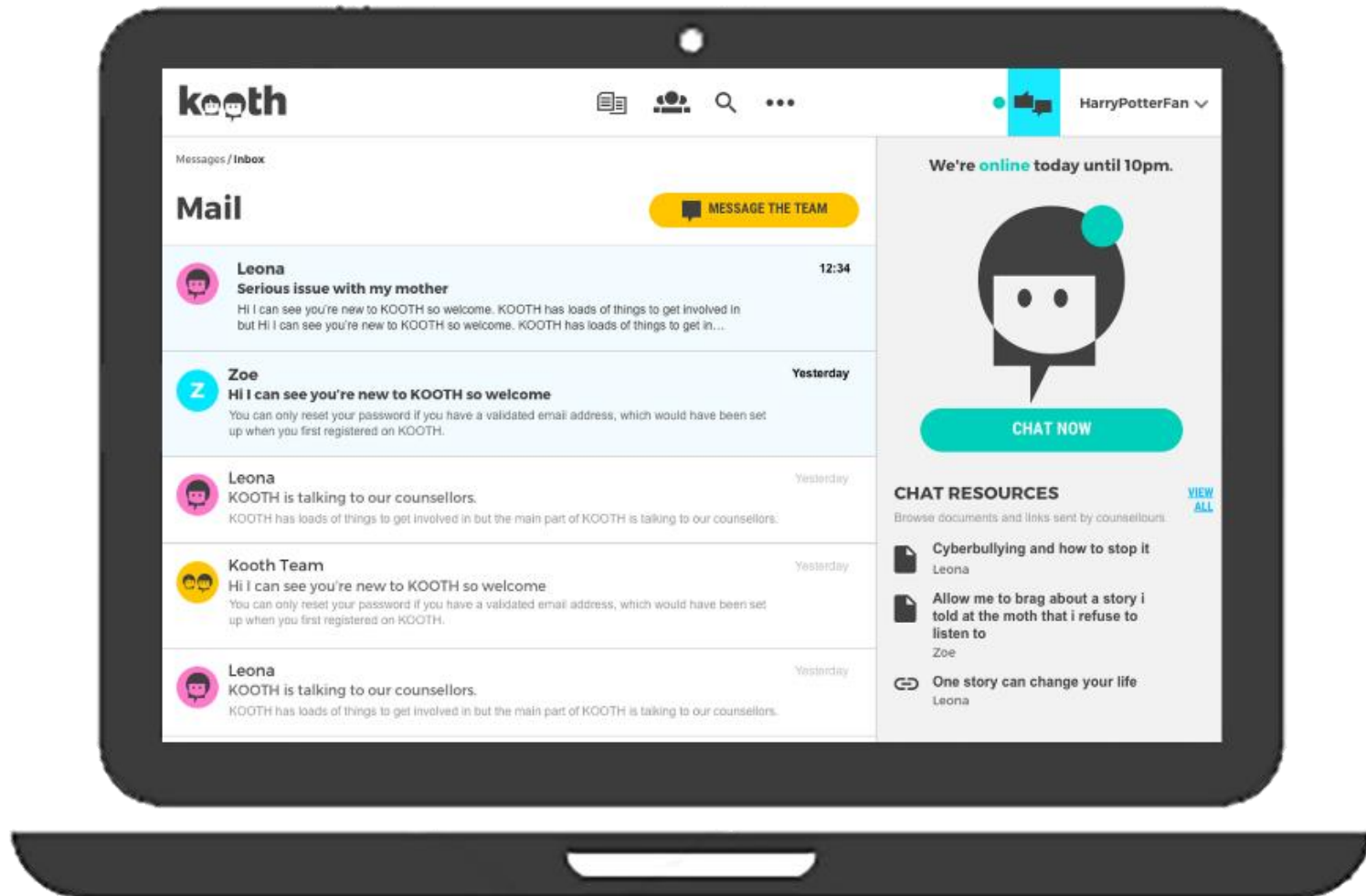
- I would like this username**: A text input field. Below it, a note states: "It's best to use a mix of letters and numbers. Your username needs to be between 6 and 20 characters. Don't use your real name as people will know it's you."
- My password will be**: A text input field. Below it, a note states: "Use a mix of letters and numbers of at least 8 characters. Make sure you memorise it because if you lose your password, you will not be able to sign in."
- Confirm password**: A text input field. Below it, a note states: "Please retype your password for safety reasons."
- Where did you learn about Kooth?**: A dropdown menu with a downward arrow.

At the bottom of the form is a yellow button labeled "CREATE ACCOUNT".

Now you're on Kooth!



Press the green 'Chat now' button to talk to a counsellor



Remember...

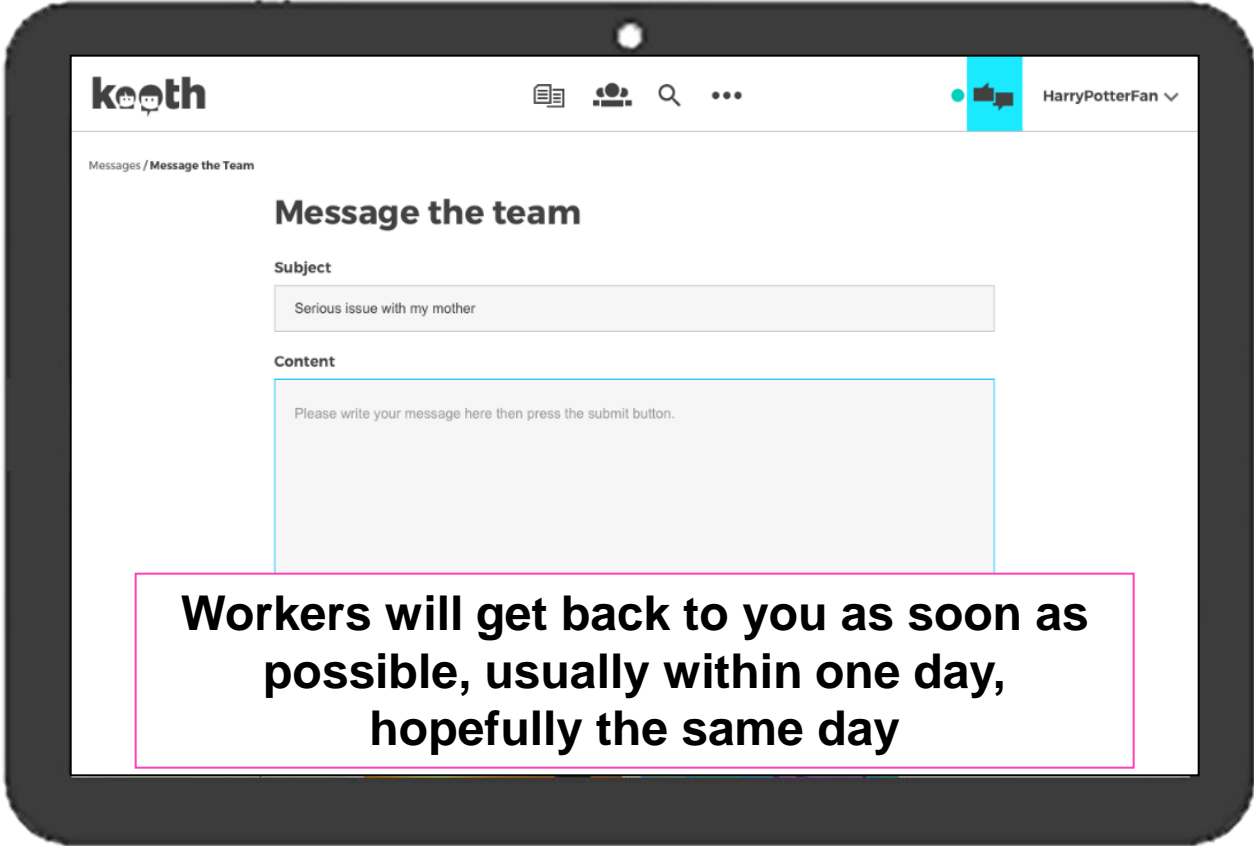
- A counsellor will see you are in the queue and pick up from there
- It should be pretty quick but they might be just finishing a chat with someone else first

**Counsellors are available from:
12 midday to 10pm Monday to Friday
6pm to 10pm at weekends**

Also...

- You can access the rest of the site while you wait, check your messages etc
- A button will flash on screen when a counsellor has opened a 'room' to talk to you
- You can also send an email message if you prefer, either to the team or to a specific counsellor

Send a message to a counsellor

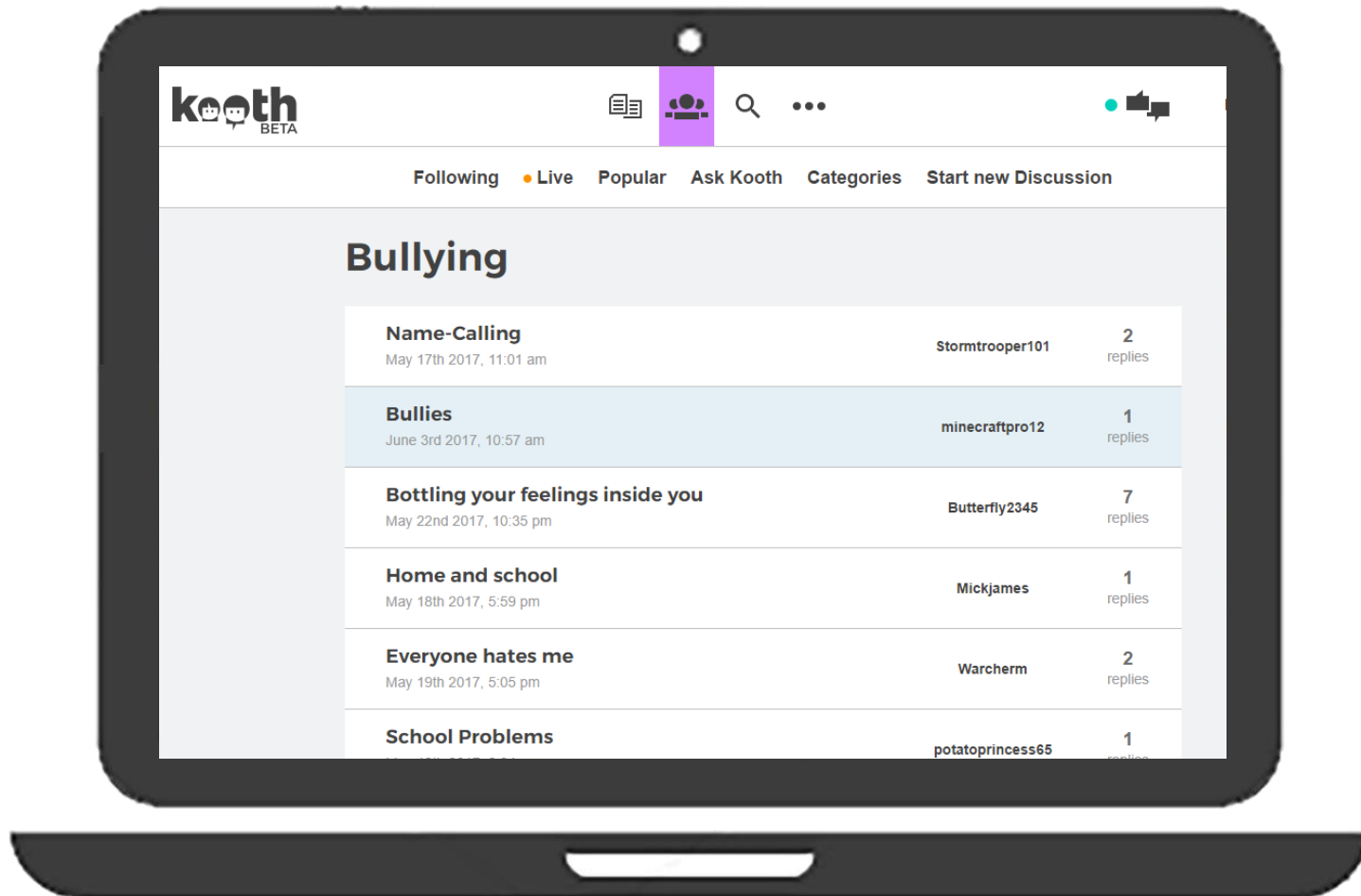


The screenshot shows the Kooth website interface. At the top left is the Kooth logo. The top right shows a user profile for 'HarryPotterFan'. The main heading is 'Message the team'. Below this is a 'Subject' field containing the text 'Serious issue with my mother'. Underneath is a 'Content' field with a placeholder text: 'Please write your message here then press the submit button.' A pink-bordered box is overlaid on the bottom of the form area.

Workers will get back to you as soon as possible, usually within one day, hopefully the same day

Forums

To help other young people or to get advice yourself



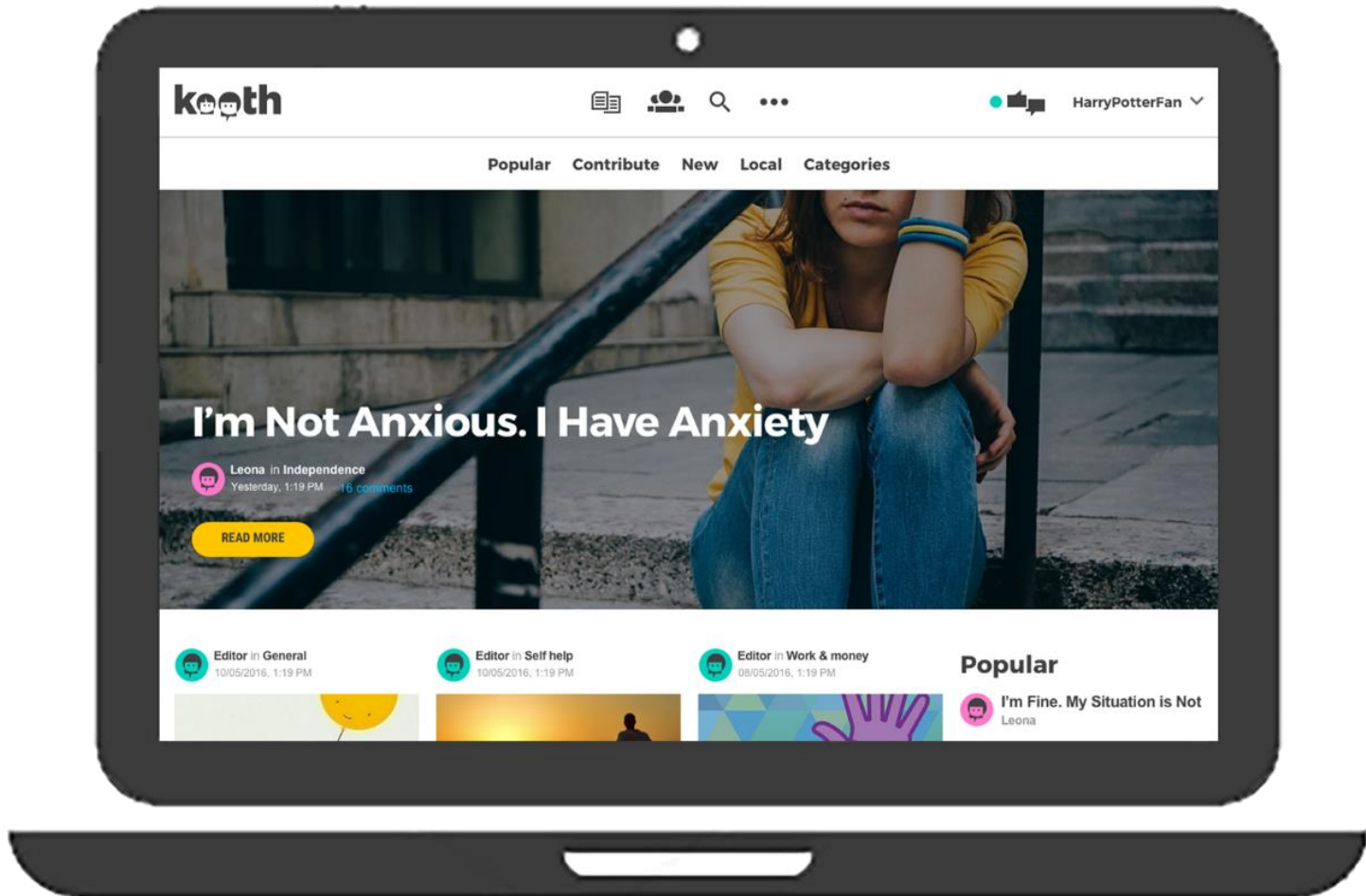
Live Forums

**We have live forums every
Mon, Wed and Fri from 7.30-9:00pm**

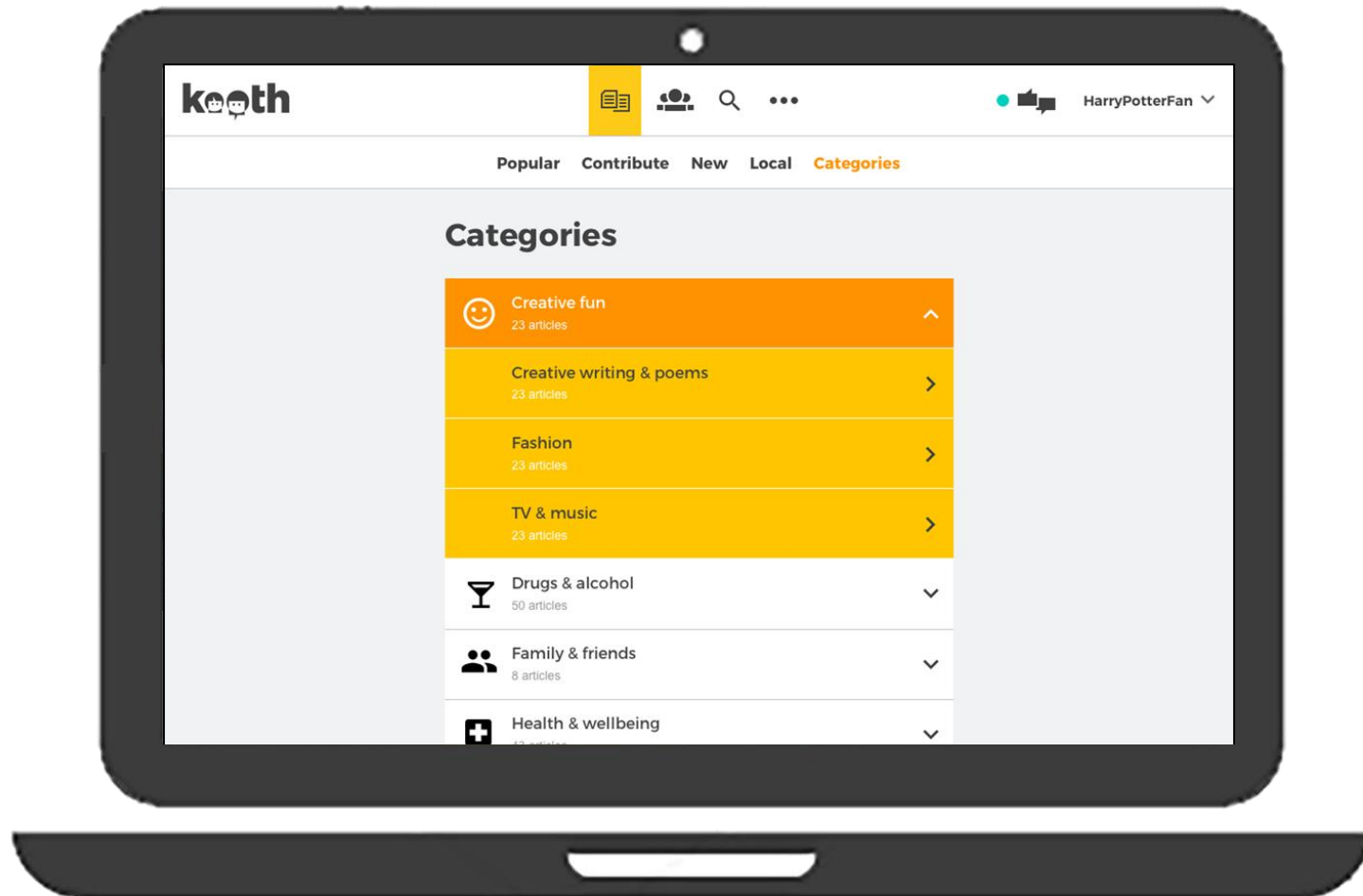
- Every live forum is completely different and has a different theme
- You can participate in as many forums as you want
- All forums are hosted and moderated in the moment by our Kooth staff

Articles

You can write for the magazine too!

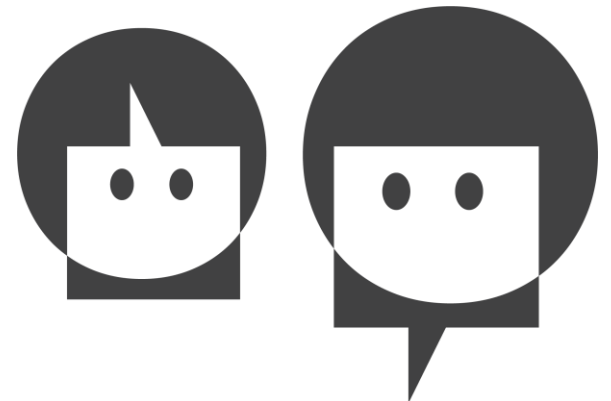


Lots of info and topics



Kooth is safe

- Everything is moderated and confidential
- No personal details or real names
- All the counsellors are trained, qualified and are used to working with young people
- If you needed, we would talk to you about face-to-face services as well as talking to us online

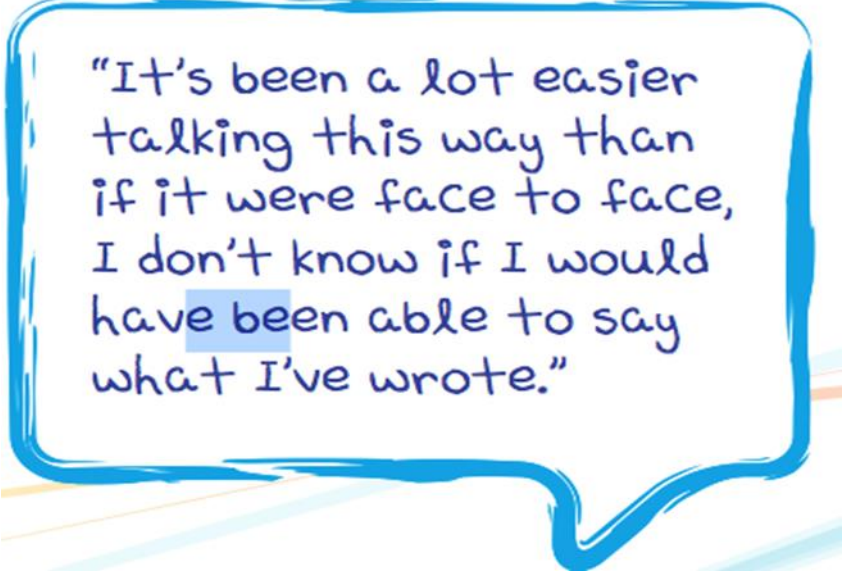


Why online?

- Young people tell us they like Kooth because it is:
 - anonymous, confidential, accessible and that they have control
- Reduces barriers for them, enabling earlier intervention by us
- It is cost effective
- It's a medium that young people know and use

The value of online relationships

- Anonymity
- Rapport
- Presence
- Openness (disinhibition effect)
- Using communication skills differently



"It's been a lot easier talking this way than if it were face to face, I don't know if I would have been able to say what I've wrote."

Managing risk on Kooth

KOOTH.com

Home

Schedule

Chat

Messages^[2]

Moderation^[16]

Casenotes

Profile

F2F

Manager




User aaron ([Logout](#))

Case notes

Area:

Username/ Surname:

Username: cornwalltest (M)	Status: New to counselling (Change)	Chat Hours: 0.75 hrs PC:0.00 hrs Disable chat
Age: 25	Join Date: 01/03/2012	Messaging Hours: hrs
Ethnicity: White British	Worker: none set	Risk Level:  (Change)
Message User	Last Login: 2015-06-16 13:59:20	

Notes

[Add note](#)

Search

14 Mar 14 at 16:47 by steved

14 Mar 14 at 16:46 by steved

14 Mar 14 at 16:46 by steved



cornwalltest

Presenting Issues/CAF

[+ Add](#)

Wednesday 17-09-2014 at 13:00 by Sarah

Aspirations
Family Relationships

Friday 20-06-2014 at 12:58 by Andy

Anxiety/Stress
Self Worth

Friday 14-03-2014 at 16:45 by steved

Criminal Behaviour

Signposting

Pathways

View Policies

Write Policies

Write Pathways

Wirral Safeguarding Children Board

Child Protection	Out of Hours	Vulnerable Adults	
<p>Unborn – 18 [LAC older – depends on whether they were 16 yrs when entered Care]</p> <p>0151 606 2006</p> <p>M – F 9am – 5pm</p> <p>For informal discussions and information Central Advice and Duty Team 0151 606 2565 Can use this number for consultation/advice without giving details</p> <p>In cases of Suicide, imminent and immediate danger - EMERGENCY SERVICES 999</p>	<p>Emergency Duty Team - both Child and Adult</p> <p>0151 677 6557</p> <p>M – F 5pm – 9am, weekends, and Bank holidays</p> <p>Out of Hours GP - Client can contact direct if feeling suicidal and need crisis team support - 0151 6788496</p> <p>In cases of Suicide, imminent and immediate danger - EMERGENCY SERVICES 999</p>	<p>0151 643 7320</p> <p>Need to fill in AP1 form - ring number for copy</p>	
<p>Tier 0</p> <p>0 Armistead Centre0 Childline Cruse Bereavement Care0 NHS.UK0 Rape, sexual assault and sexual abuse serviceT1-T3</p>	<p>Tier 1</p> <p>AI AnonT1-T3 Borderline Personality Disorder world 0 MEND0 Wirral Brook Wirral Police 0</p>	<p>Tier 2</p> <p>Narcotics Anonymous (NA) RESPONSE Tranmere Community Project0 Zero Centre</p>	<p>Tier 3</p> <p>Cahms consultaion Talking ChangesT2, T3</p>

kooth

www.kooth.com