



# XenZone

FUTURE THINKING FOR MENTAL HEALTH

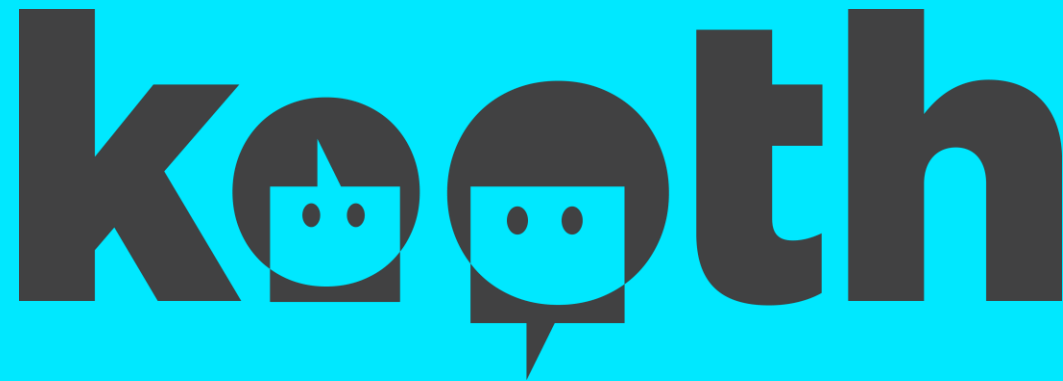
Kooth - Online counselling and well-being support service for children and young people

**kooth**

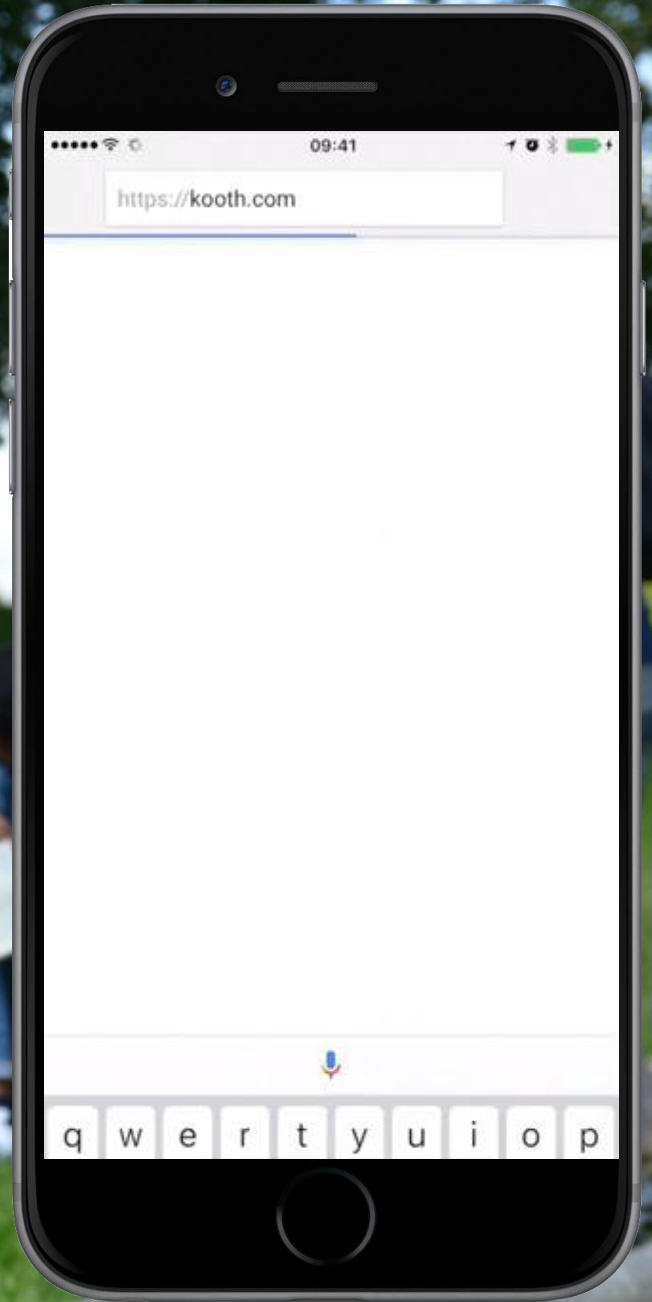
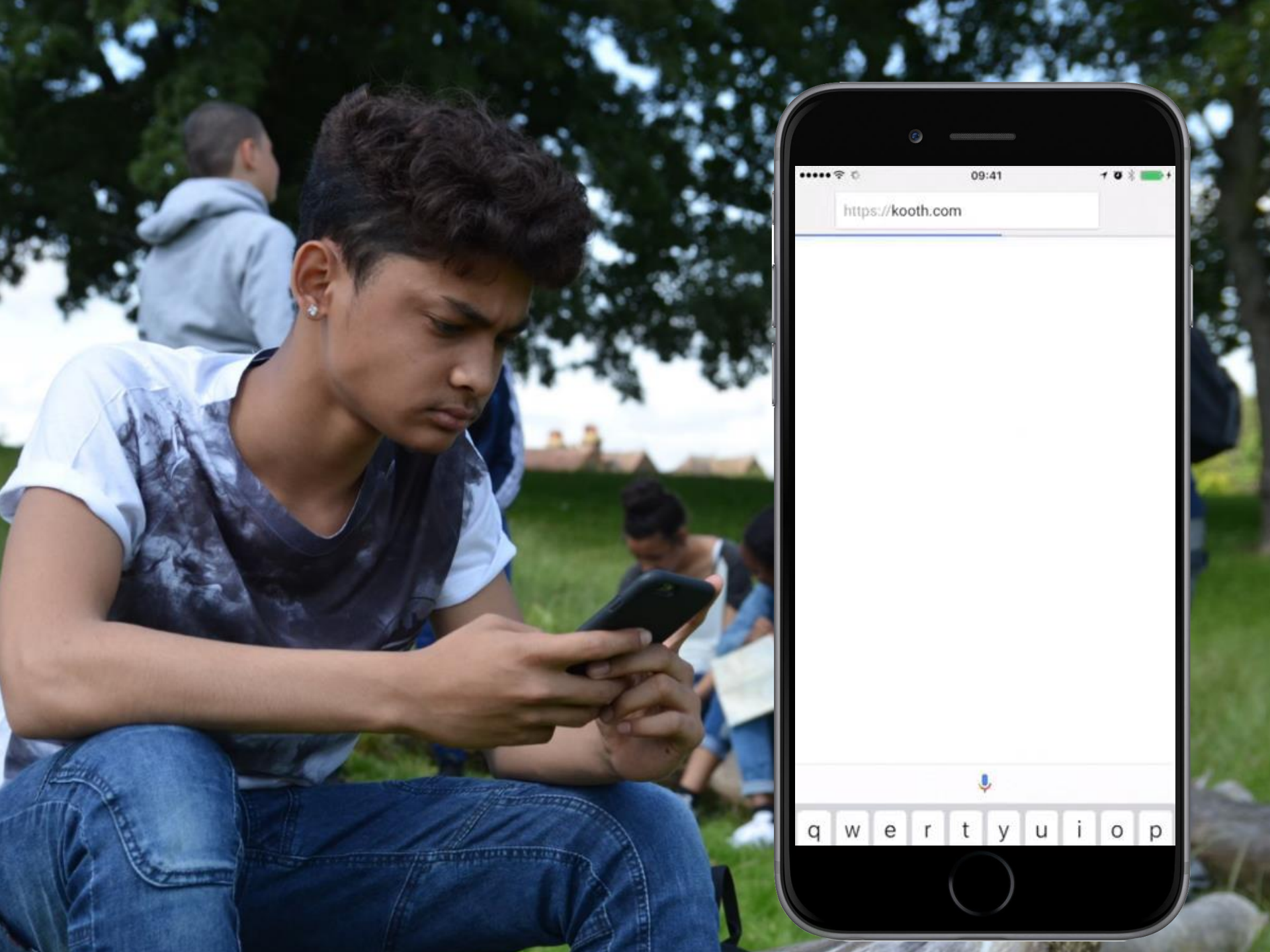
# Online counselling & well-being support

- 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**

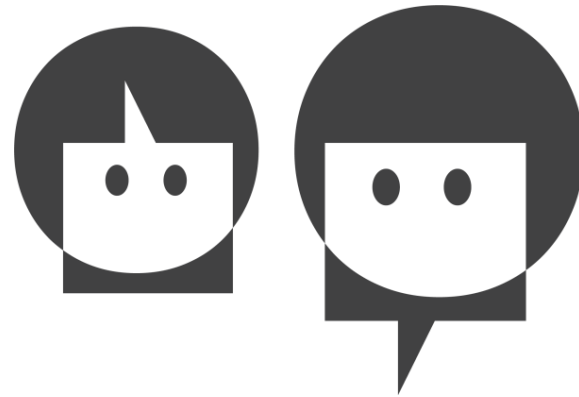
The logo for Kooth features the word "kooth" in a bold, lowercase, sans-serif font. The two 'o's are replaced by stylized speech bubbles. The first speech bubble is white with a blue outline and a blue triangular tail pointing upwards. The second speech bubble is blue with a white outline and a white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

**[www.kooth.com](http://www.kooth.com)**



# You may have problems

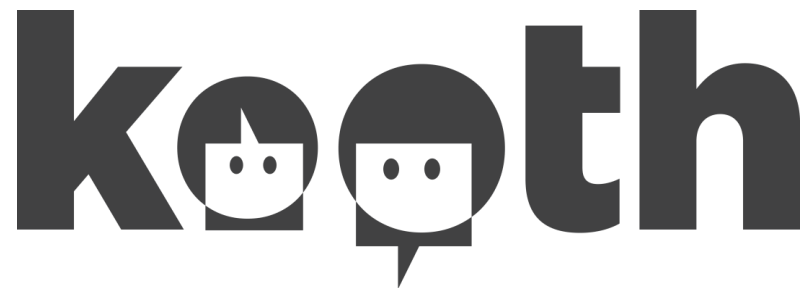
- At home
- At school
- With friends
- With relationships
- With bullies
- If you feel low and depressed



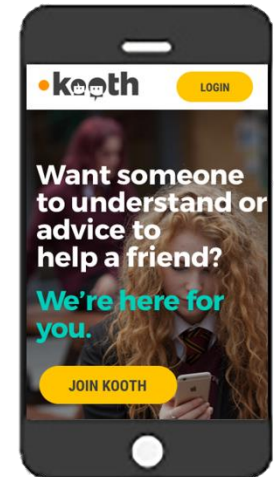
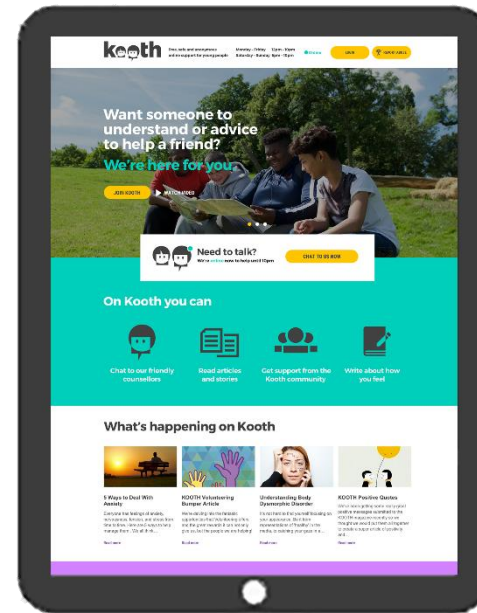
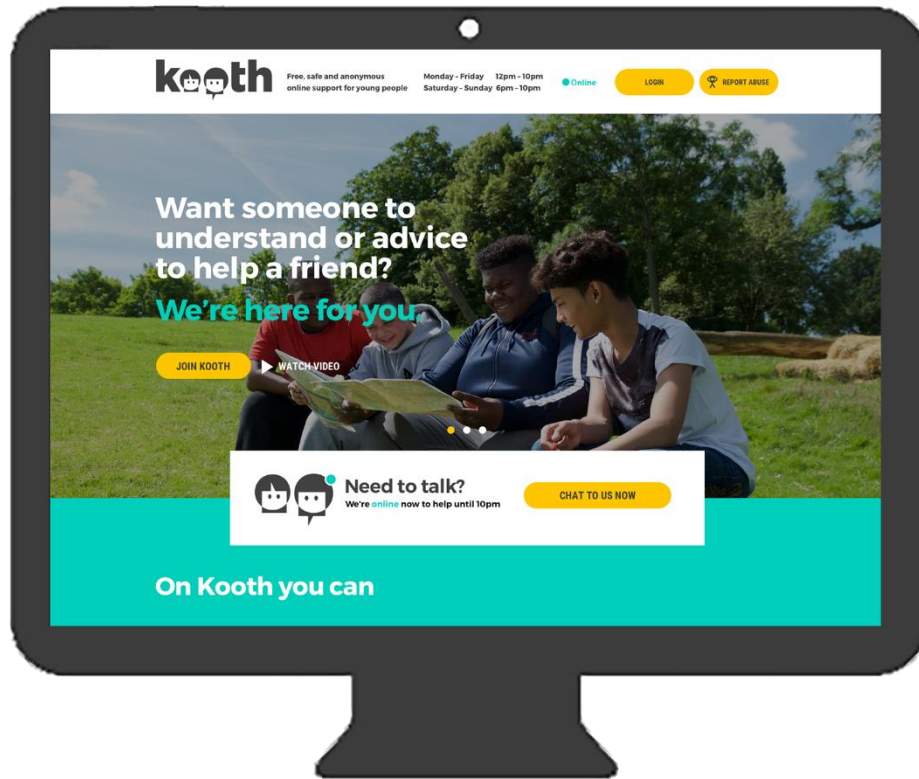
**You can talk to us about anything**

# 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** X

**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 ▼

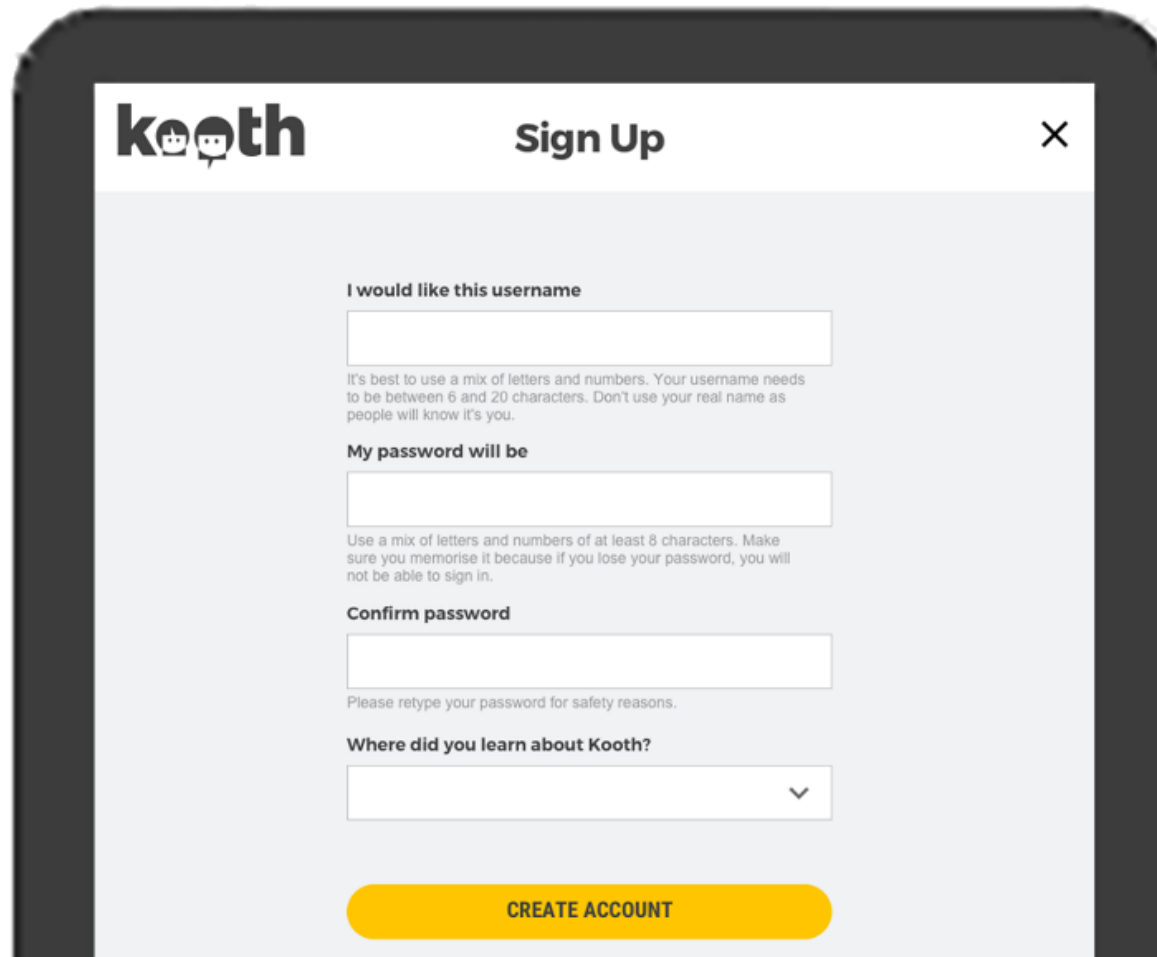
Knowing your ethnicity helps us understand who uses Kooth.

**I was born in...**



# Create your username and password

Don't use your real name!

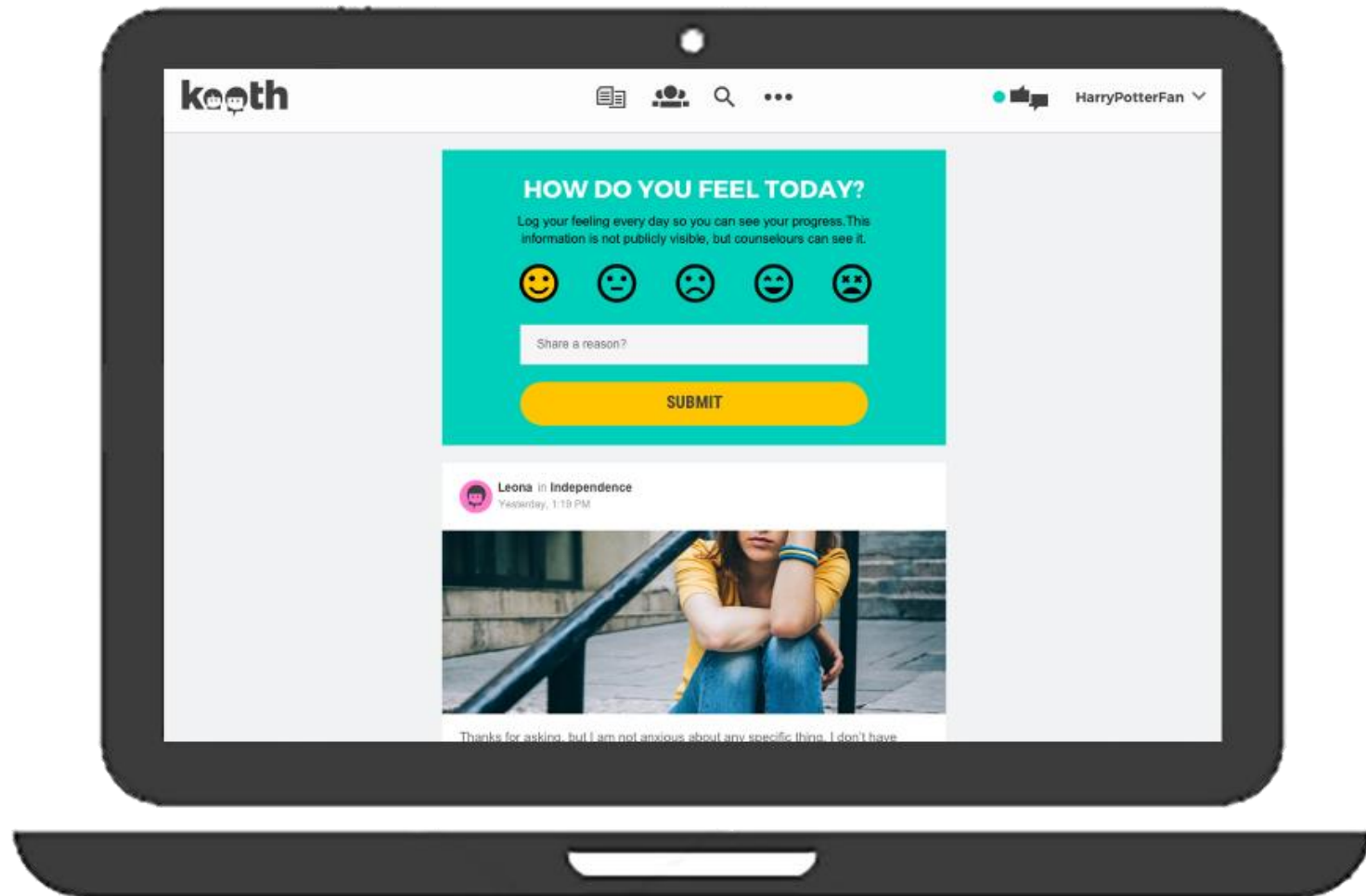


The image shows a tablet displaying the Kooth sign-up interface. At the top left is the Kooth logo, and at the top right is a close button (X). The main heading is "Sign Up". The form consists of several sections:

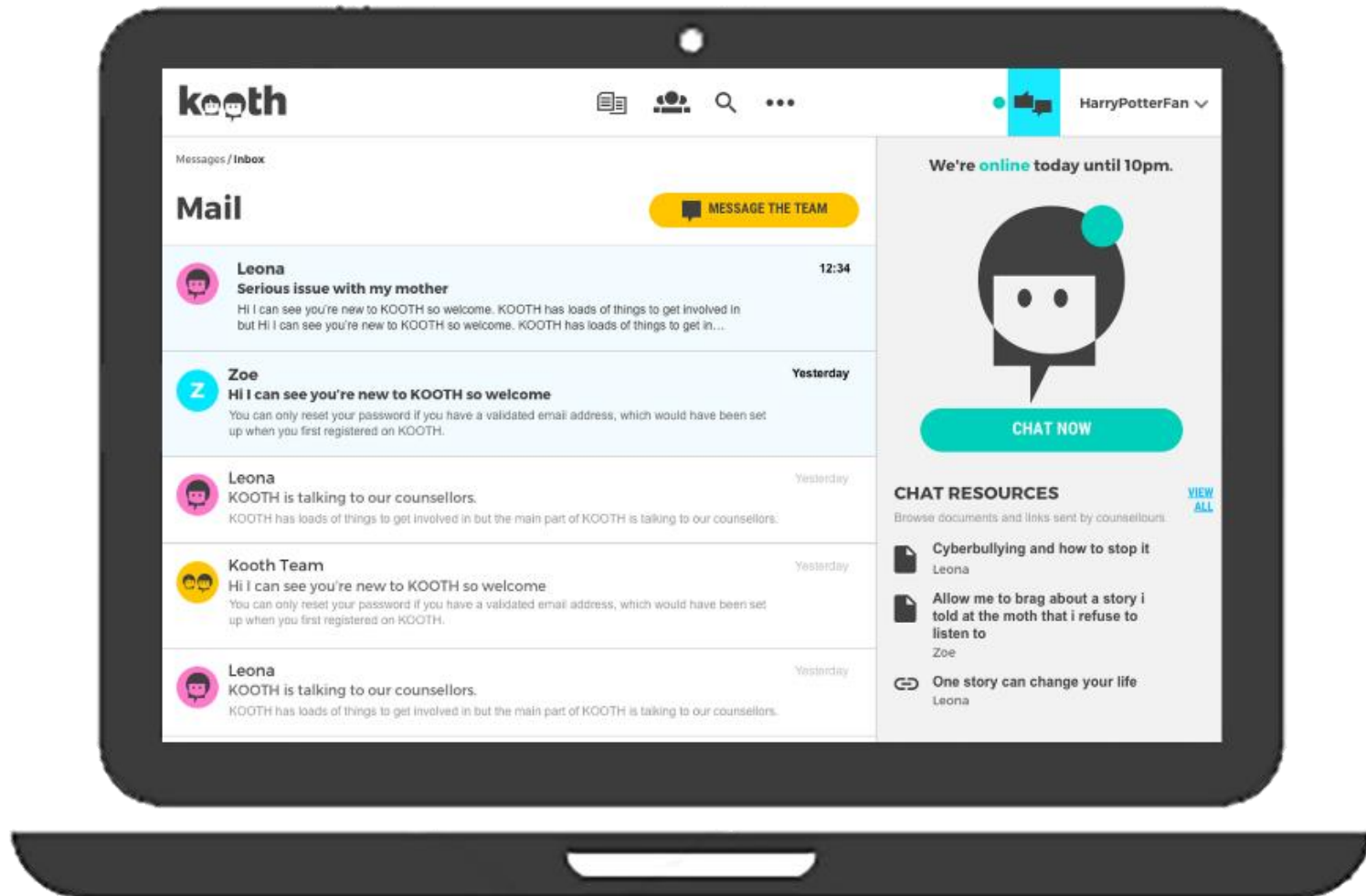
- I would like this username**: A text input field. Below it, a note states: "It's best to use a mix of letters and numbers. Your username needs to be between 6 and 20 characters. Don't use your real name as people will know it's you."
- My password will be**: A text input field. Below it, a note states: "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...

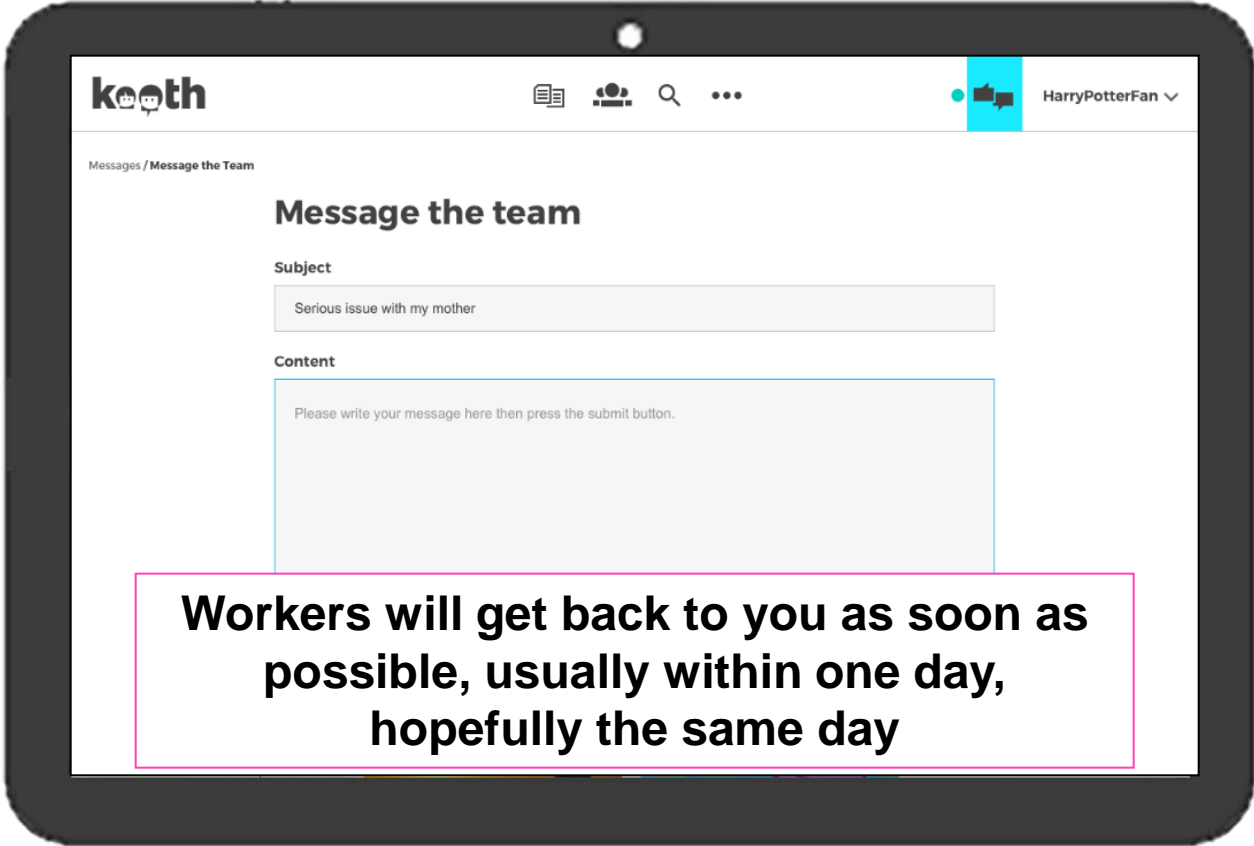
- A counsellor will see you are in the queue and pick up from there
- It should be pretty quick but they might be just finishing a chat with someone else first

**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

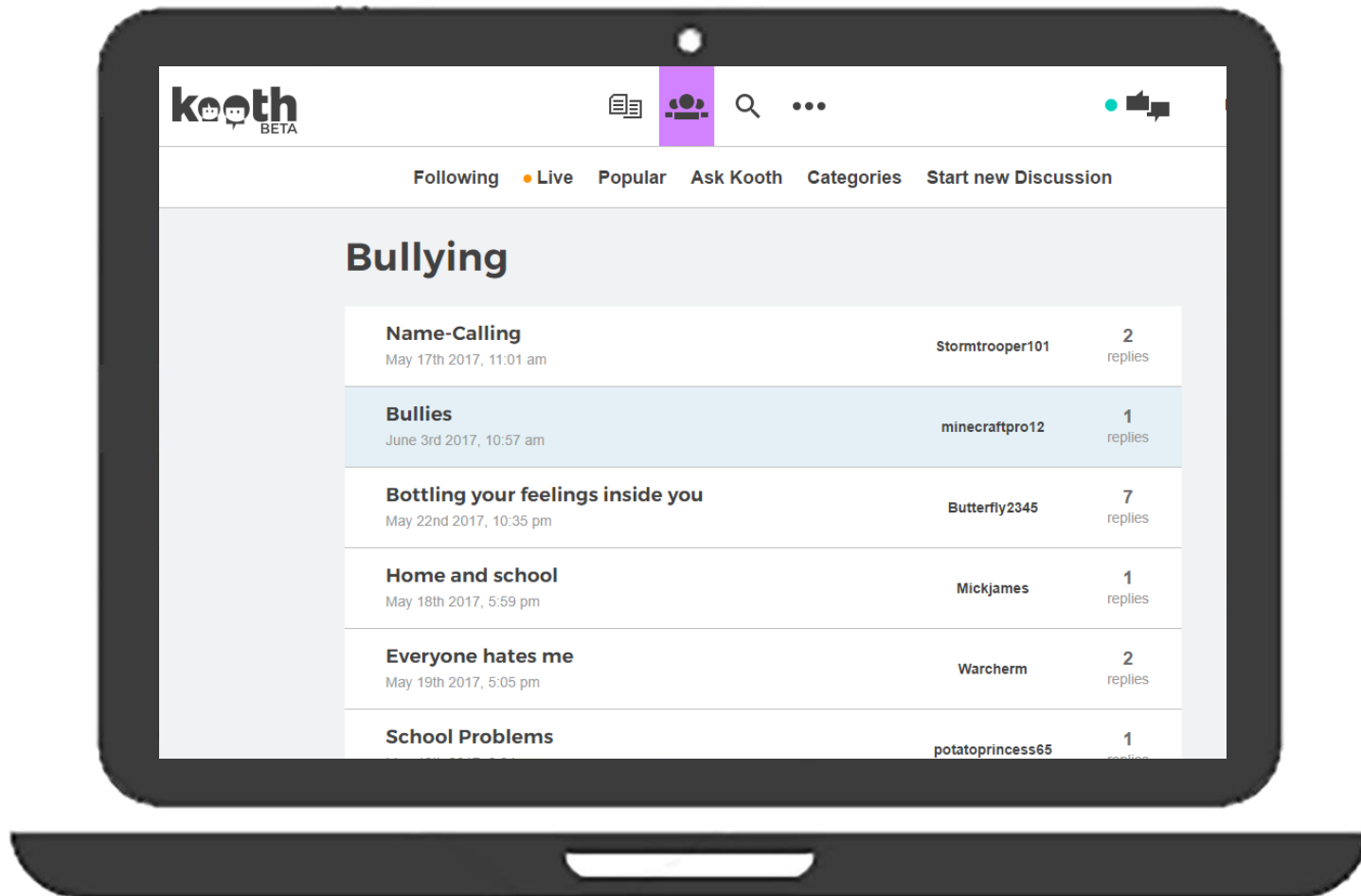


The screenshot shows the Kooth website interface. At the top left is the Kooth logo. In the top right corner, there are navigation icons (list, user, search, menu) and a user profile for 'HarryPotterFan'. Below the navigation bar, the page title is 'Messages / Message the Team'. The main heading is 'Message the team'. There is a 'Subject' field with the text 'Serious issue with my mother'. Below that 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

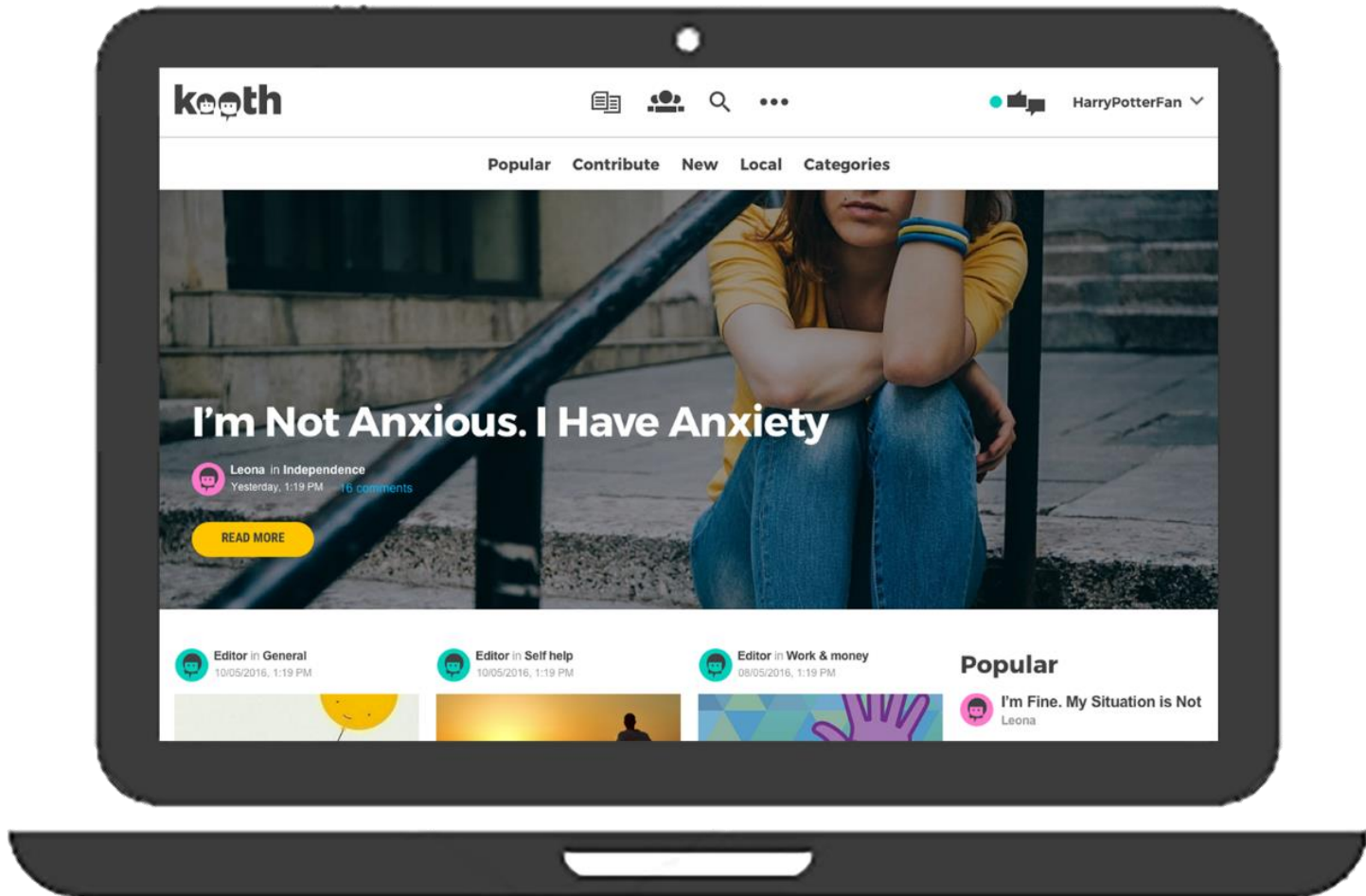
**We have live forums every  
Mon, Wed and Fri from 7.30-9:00pm**

- 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

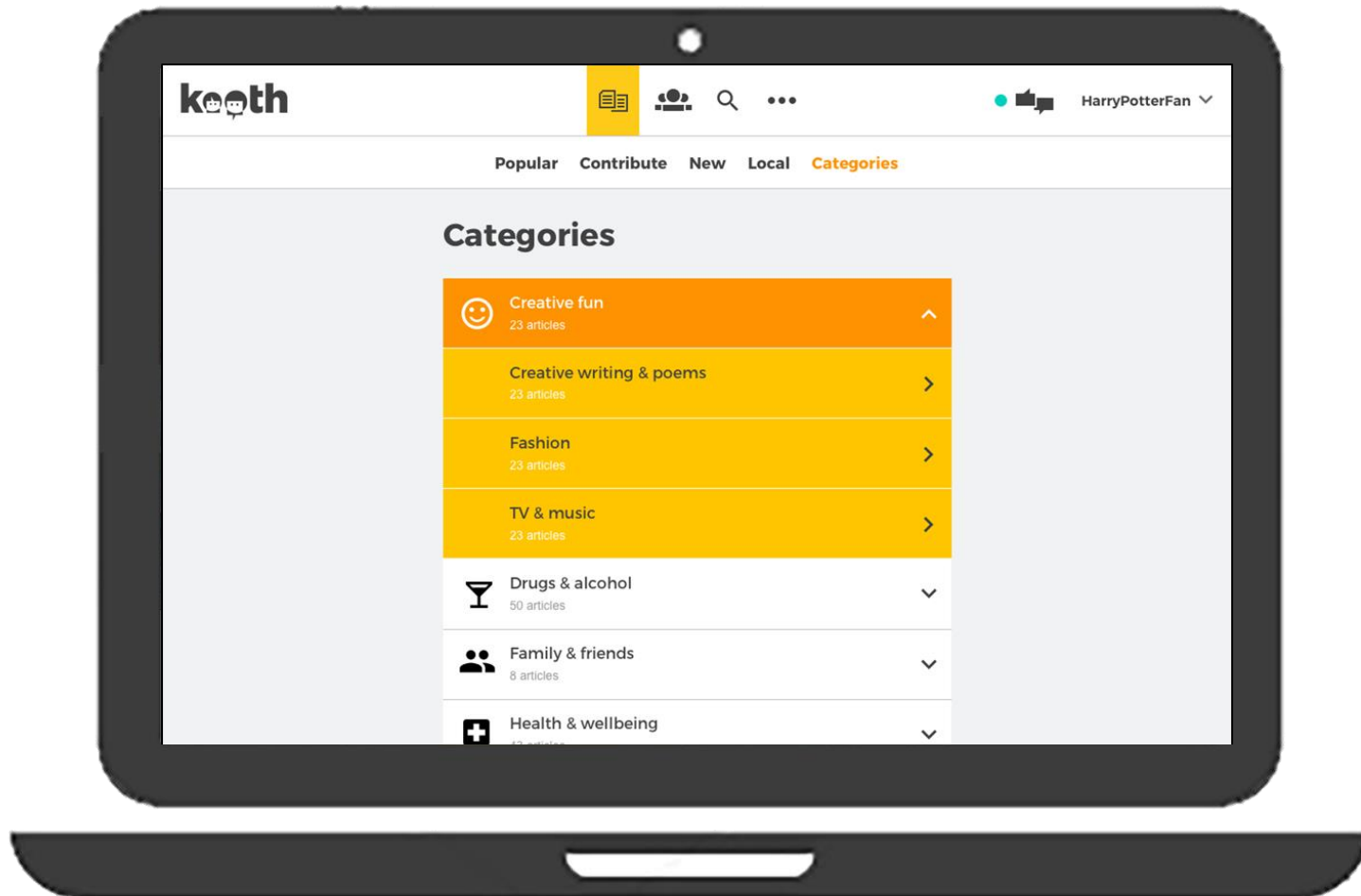


# Articles

You can write for the magazine too!

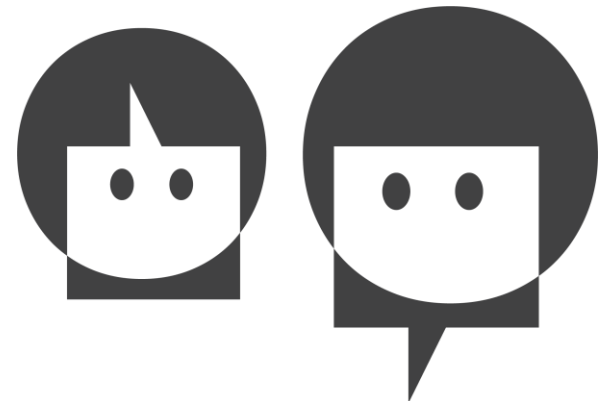


# Lots of info and topics



# 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

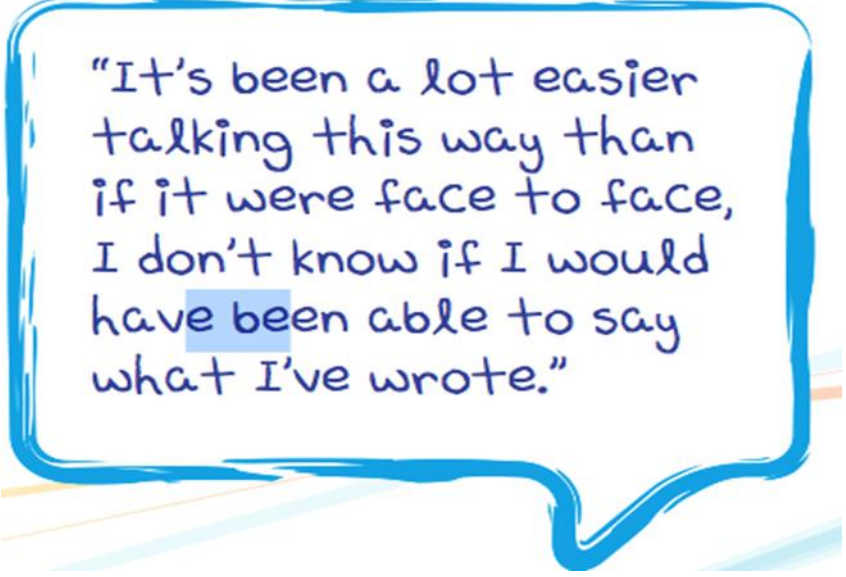


## Why online?

- 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<sup>[2]</sup>

Moderation<sup>[16]</sup>

Casenotes

Profile

F2F

Manager




User aaron ([Logout](#))

## Case notes

Area:

Username/ Surname:

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

## 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><b>Unborn – 18 [LAC older – depends on whether they were 16 yrs when entered Care]</b></p> <p><b>0151 606 2006</b></p> <p>M – F 9am – 5pm</p> <p><b>For informal discussions and information Central Advice and Duty Team 0151 606 2565 Can use this number for consultation/advice without giving details</b></p> <p><b>In cases of Suicide, imminent and immediate danger - EMERGENCY SERVICES 999</b></p>	<p><b>Emergency Duty Team - both Child and Adult</b></p> <p><b>0151 677 6557</b></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><b>0151 643 7320</b></p> <p>Need to fill in AP1 form - ring number for copy</p>	
<p><b>Tier 0</b></p> <p>0 Armistead Centre0 Childline Cruse Bereavement Care0 NHS.UK0 Rape, sexual assault and sexual abuse service<b>T1-T3</b></p>	<p><b>Tier 1</b></p> <p>AI Anon<b>T1-T3</b> Borderline Personality Disorder world 0 MEND0 Wirral Brook Wirral Police 0</p>	<p><b>Tier 2</b></p> <p>Narcotics Anonymous (NA) RESPONSE Tranmere Community Project0 Zero Centre</p>	<p><b>Tier 3</b></p> <p>Cahms consultaion Talking Changes<b>T2, T3</b></p>

**kooth**

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