



COMMISSIONED
HOURS THIS
QUARTER

462

Q4 2019/2020

Solihull

THIS QUARTER
REGISTRATIONS

315

THIS QUARTER
LOGINS

2 207

THIS QUARTER
WORKER HOURS

392

YEAR TO DATE
REGISTRATIONS

1 129

YEAR TO DATE
LOGINS

8 377

YEAR TO DATE
WORKER HOURS

1 599

	Q1	Q2	Q3	Q4	Total/Average
New Registrations	323	237	254	315	1 129
Total Logins	2443	1790	1937	2 207	8 377
Unique Young People	405	318	346	404	1 473
% of Young People Returning	78%	76%	76%	79%	77%
% of logins out of office hours (9am-5pm Monday- Friday)	65%	69%	70%	70%	69%
BAME	18%	22%	16%	25%	20%
% of Young People who would recommend Kooth to a friend	100%	94%	94%	79%	92%
Worker Hours Utilised (counselling messaging and moderation)	448	413	346	392	1 599

Quarter 4 worker hours have picked up slightly compared to last quarter as promotional work begins again.

Since COVID-19, we have been linking in with schools and professionals to let them know that Kooth is still available and accessible.

148 chats sessions were delivered this quarter to 87 young people.

963 messages sent by Young people.

85% of the new registration were aged between 11-17 year olds.



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