



www.kooth.com

Online Counselling Service for 10 – 16 year olds in Newham

Headstart Newham has 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 Newham and is an integral component of the HeadStart Newham programme. HeadStart Newham is delivered in partnership with the London Borough of Newham and funded by the National Lottery through the Big Lottery Fund.

What is Kooth?

Kooth is a free online counselling and emotional well-being support service providing young people aged 10-16 years (up to 17th birthday) 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.

How can young people access Kooth?

Kooth has no referrals or waiting lists. **Young people can access this service anonymously by signing onto the Kooth site: www.kooth.com.** 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.

How does Kooth work with other agencies?

Kooth helps to reduce waiting times for young people seeking help and 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. The trained Kooth Integration & Participation workers will be working in Newham to raise the profile of the service with professionals and young people.