



# **Kooth Frequently Asked Questions**

A quick introduction  
for professionals

We've put this together in the hope that it helps you gain a good understanding of exactly what children and young people can expect to find on Kooth.

We also hope it helps you understand how we can support the mental wellbeing of children and young people in a safe and anonymous way.



# What is Kooth?

**Kooth is a free, safe and anonymous online wellbeing service for children and young people.**

Young people using the site are able to access a range of support services including one-to-one counselling sessions, discussing issues with their peers through online discussion boards, reading and contributing to self-help content and recording their feelings via journals and goal trackers. The online nature of Kooth means that young people can access help in a way that is most suitable for them, at a time that is convenient for them, 365 days of the year.

# What's on Kooth?

**[Kooth.com](https://www.kooth.com) offers a wide range of therapeutic tools to help children and young people and support their mental wellbeing.**

## Chat with our team

Our team of accredited counsellors are here to provide safe and effective support to children and young people. The chat session can be up to 1 hour long and can be used to talk about whatever issues are on a young person's mind.

## Send us a message

We know some users prefer to engage in support via messages instead of a live chat. Our Kooth counsellors are well trained professionals who will assess the service users needs and provide them with the required support. The support received through messages varies according to each specific case.

## Kooth Magazine

Kooth's online magazine is packed with helpful articles covering everything from mental health issues to more general subjects such as holidays and gaming. Over half the content is contributed by children and young people, all of which is moderated before being published on the site.

## Kooth Discussion Boards

On the discussion boards, children and young people can start a discussion about anything they're interested in, such as, asking for advice or just having a rant about something on their mind! By starting a new discussion, users can share their thoughts and views, or ask a question to get answers from other young people.

## Mini Activity Hub

Kooth also offers a mini activity hub with the aim of encouraging children and young people to express their feelings. The activities cover a wide range of mental health topics including good sleep hygiene practices, mindfulness techniques and breathing exercises.

# Content

**Q Are children and young people able to see all content on the site?**

**A** There are restrictions in place to ensure that children and young people using Kooth only see what is age appropriate for them. This also helps us to ensure people find the content that is most useful to them.

Any comments are pre-moderated to ensure that only safe comments are posted and visible.

**Q Can children and young people create content on Kooth?**

**A** Children and young people can submit content and post on our discussion boards to share their experiences and support others within the Kooth community.

We also encourage feedback and consult with children and young people to ensure that they can share their views of how we deliver our service.

## Being a safe and anonymous service

### Q Is Kooth an anonymous service?

A We are an anonymous service. It means that neither we nor other service users know the identity of a young person on the site. For many young people this enables them to talk freely about their experiences without having to worry about being judged.

### Q Can children and young people message each other on Kooth?

A The safety of our users on Kooth is really important to us. Therefore, children and young people cannot add friends or directly message other young people on the site in the same way they can on gaming platforms or social media sites. This is because we are an anonymous service and we need to make sure everyone using the site is safe.

## Accessing Kooth

### Q Do children and young people need to be referred by a GP?

A Children and young people do not need to be referred to Kooth to access the service. Kooth users are invited and welcome to join Kooth as long as they fall within the age range that is available to their area.

## Talking to our team

### Q When can children and young people talk to someone?

A The Kooth team are available to chat 7 days a week, 365\* days of the year.

Kooth users can access the magazine, discussion boards and any other online content whenever they like, from wherever they are.

Our friendly online team are available to chat during the following times:

**From 12 noon until 10pm weekdays.  
From 6pm until 10pm weekends.**

How long a child or young person will have to wait in the chat queue depends on how busy the site is so we kindly ask for service users to be patient with us!

Children and young people can send a message to the team at any time and it will be responded to during service working hours.

Our counsellors are employed by us and are fully qualified with the BACP or equivalent.

\*We offer a reduced service on bank holidays.





If you do have any more questions about Kooth, we encourage you to get in touch with your local Kooth representative or contact us at [contact@kooth.com](mailto:contact@kooth.com)

