

Get Help.....
Help Others



KOOTH.com

FREE ONLINE SUPPORT FOR YOUNG PEOPLE



KOOTH.com

- ▶ Award winning online counselling and support service
 - ▶ Operational since March 2004
 - ▶ 10 – 16 years of age*
 - ▶ Delivering in 21 Local Authorities across UK
-
- ▶ Text based – synchronous and asynchronous
 - ▶ 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



Now, imagine
that you are
a young
person.....



KOOTH.com

FREE ONLINE SUPPORT FOR YOUNG PEOPLE



You may have problems....

KOOTH.COM
FREE ONLINE SUPPORT FOR YOUNG PEOPLE



- ▶ at **HOME**
- ▶ at **SCHOOL**
- ▶ with **FRIENDS**
- ▶ with **RELATIONSHIPS**
- ▶ with **BULLIES**
- ▶ If you feel **LOW** and **DEPRESSED**

...You can talk to us about anything

Counselling and more....

- ▶ **MESSAGE FORUMS** - Get support from other young people
- ▶ **SELF HELP TOOLS**- Lots of things that you can do to help yourself
- ▶ **MESSAGING** – send messages to a worker through our message service
- ▶ **ONLINE MAGAZINE** – read articles written by others or write your own
- ▶ **ONLINE GAMES, BLOGS & MORE**

First... You'll need to sign up

The screenshot displays the Kooth.com website interface. At the top left, the logo 'KOOOTH.com' is shown in blue, with the tagline 'FREE ONLINE SUPPORT FOR YOUNG PEOPLE' below it. A 'Change wallpaper' button is located at the top right. A red 'REPORT ABUSE' button is positioned in the upper right corner. The main content area is a blue-bordered box. On the left side of this box is an image of a person with their hands covering their face, sitting at a desk with books and a pen holder. To the right of the image, the text reads 'Online Chat' followed by 'Get real time help with friendly, qualified counsellors.' Below this text is a prominent red button with the white text 'Join Kooth Now'. Underneath the button, it says 'Free. Safe. Anonymous.' To the right of the main sign-up box, there is a white speech bubble containing the text 'Need to talk? We're offline at the moment'. Below the speech bubble, the text 'Who can use Kooth.com?' is followed by three input fields: 'Username', 'Password', and 'Location'. A 'Login' button and a 'Forgot password' link are also present. At the bottom left, under the heading 'What can i do on Kooth?', there is a blue button that says 'Chat to our friendly counsellors' next to an icon of two people. At the bottom right, under the heading 'What's hot', there is a blue-bordered box with the text 'KOOOTH Live Forums: N...'. The entire page has a light blue and white background with a subtle pattern.

KOOOTH.com
FREE ONLINE SUPPORT FOR YOUNG PEOPLE

Change wallpaper

REPORT ABUSE

Online Chat
Get real time help with friendly, qualified counsellors.

Join Kooth Now

Free. Safe. Anonymous.

Need to talk?
We're **offline** at the moment

Who can use Kooth.com?

Username

Password

Location

Login Forgot password

What can i do on Kooth?

Chat to our friendly counsellors

What's hot

KOOOTH Live Forums: N...

Choose the Area You Live In.....

The area I live in

We need to know this so we can charge the correct local authority.

Lewisham



I am from

We need to know your local area to help us see which places need more marketing.

Catford South



I am...



Choose the one you most identify as.

Tell Us Something About YOU

My ethnicity is

Knowing your ethnicity helps us to understand who uses Kooth.

White British



I was born in the year

Kooth is only available to a limited age group, that's why we need to know the year you were born.

1998



My star sign is



Capricorn

Dec 22 - Jan 20



Aquarius

Jan 21 - Feb 18



Pisces

Feb 19 - Mar 20



Aries

Mar 21 - Apr 19



Taurus

Apr 20 - May 20



Gemini

May 21 - Jun 20

A few more details....

I would like this username



It's best to use a mix of letters and numbers. Needs to be at least 6 characters and less than 20.

Don't use your real name (people will know who you are)

My password will be



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.

Re-type your password



.....Don't use your real name

Now You're In.....

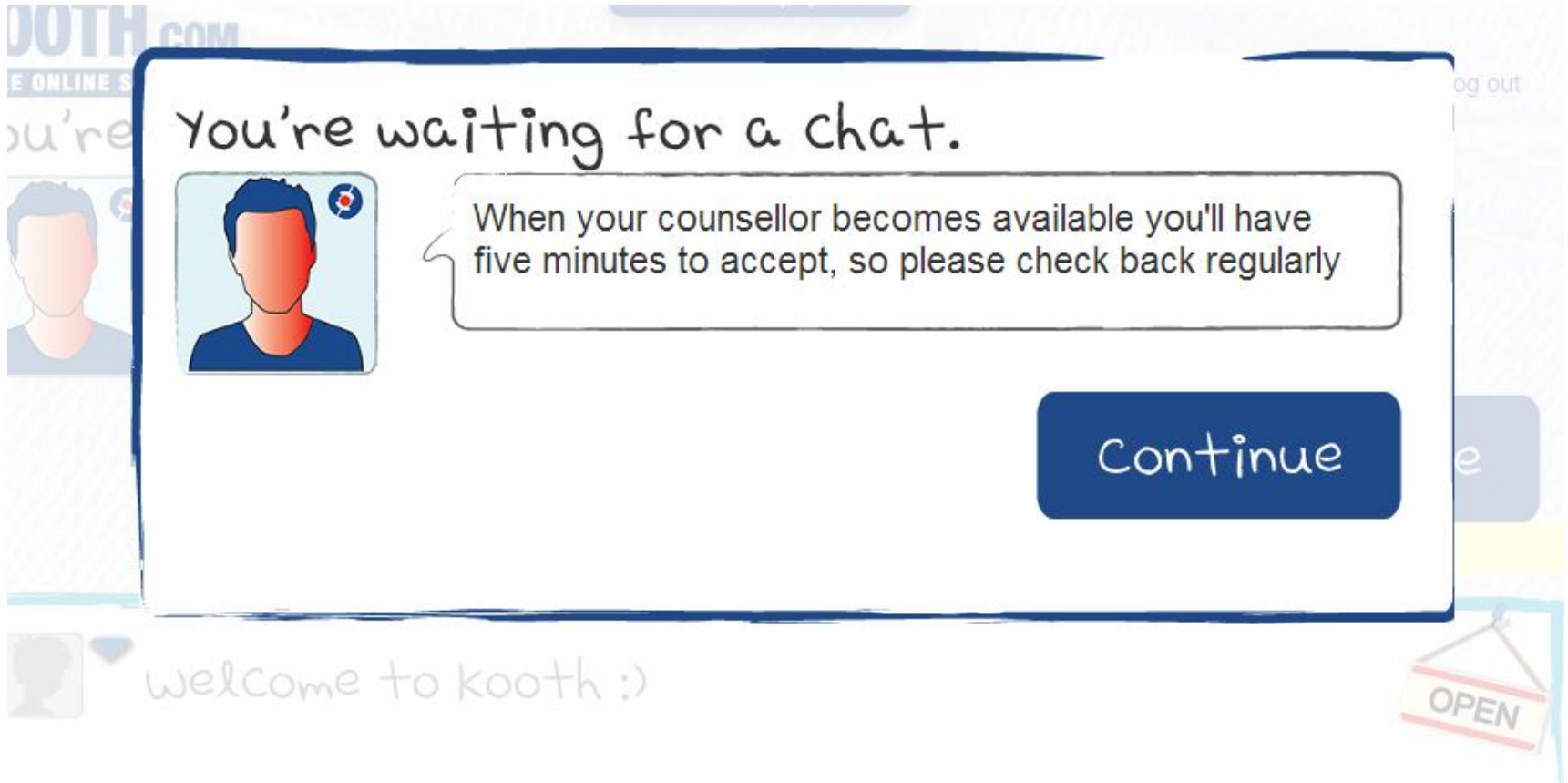
The screenshot shows the Kooth.com website interface. At the top left is the logo "KOOOTH.com" with the tagline "FREE ONLINE SUPPORT FOR YOUNG PEOPLE". To the right of the logo is a "Change wallpaper" button. In the top right corner, the user's location "LINCOLNSHIRE" and name "DaisyBelle" are displayed. A navigation menu includes "Home", "Messages", "Magazine", "Forum", "Links", and "Log out".

The main content area is framed in a hand-drawn style and contains a welcome message "welcome to kooth :)" next to a user avatar. A large red button labeled "Chat now" is prominent. Below the chat button are four icons with labels: "Meet the Team" (a person icon), "Read our magazine" (a magazine icon), "Take part in our forums" (a speech bubble icon), and "Activities" (a game controller icon). An "OPEN" sign is hanging in the top right corner of this section.

Below the main content area are three hand-drawn boxes:

- My magazine:** Contains the text "when you follow magazine articles you'll see them here" and a small thumbnail of a magazine page.
- My forum:** Contains the text "when you follow forum posts you'll see them here" and a small thumbnail of a forum post.
- My goals:** Contains an icon of three interlocking gears.
- My journal:** Contains the text "I feel" next to a yellow smiley face icon.

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



Remember.....

- ▶ A counsellor/support worker 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
- ▶ The counsellors are available from 12 midday to 10pm Monday to Friday and 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 to the team if you prefer.

Send a Message

Message the team Old Messages

New Message To: The counselling team ✕

Please type your message to The counselling team

6000 characters left

We try our best to respond as soon as possible

Send

Don't forget to press **send message** when you've finished!

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

Forums.....to help other young people and get advice yourself

KOOTH.com
FREE ONLINE SUPPORT FOR YOUNG PEOPLE

Home Messages Magazine Forum Links Log out

Forums	Views	Last comment
▶ Relationships		
▶ Bullying		
▶ Eating Disorders		
▶ Depression		
▶ Self Harm		
▶ Health		
▶ Friends		
▶ Family		
▶ Ideas for Kooth		

Top 10 discussions

- Different to other Girls?
- Do I have depression
- Self - Injure
- Anxiety
- my depression and family
- This guy
- What is self harm?
- Coping
- My 'friend'

Latest Comments

- Results day
- Continuing from

Lots of different articles...

The screenshot shows the Kooth.com website interface. At the top left is the logo 'KOOOTH.com' with the tagline 'FREE ONLINE SUPPORT FOR YOUNG PEOPLE' and a globe icon. To the right are navigation links: 'Home', 'Messages', 'Magazine' (underlined), 'Forum', 'Links', and 'Log out'. Below the navigation is a 'MAGAZINE' header with a barcode. A blue button with a pencil icon says 'Write an article'. The main content area features a featured article titled 'KOOOTH Live Forums: New members welcome!!...' with a photo of a stage performance and a text block. To the right is a 'Categories' sidebar with a star icon for 'Favourite articles' and a list of topics: 'Ask Kooth', 'Bullying', 'Creative & fun', 'Drugs & alcohol', 'Family & friends', 'Health & Wellbeing', 'Law & crime', 'Mental health', 'School & work', and 'Self help'. At the bottom left, there is an 'Ask kooth' section with a user question: 'I don't know what to do. One of my closer friends has started smoking and drinking and she is trying to get me to join her. I haven't done ...'.


KOOOTH.com
FREE ONLINE SUPPORT FOR YOUNG PEOPLE

Home Messages Magazine Forum Links Log out

MAGAZINE

[Write an article](#)

KOOOTH Live Forums: New members welcome!!...



The KOOOTH forums have become a popular place to come and have a chilled chat and share tips, advice and support on a whole raaaange of topics! (click each night below for more info). We have some regular users attending a...

Ask kooth

I don't know what to do.
One of my closer friends has started smoking and drinking and she is trying to get me to join her. I haven't done ...

Categories

Favourite articles★

- Ask Kooth
- Bullying
- ▶ Creative & fun
- ▶ Drugs & alcohol
- ▶ Family & friends
- ▶ Health & Wellbeing
- ▶ Law & crime
- ▶ Mental health
- ▶ School & work
- Self help

Make your own magazine by adding to your favourites

KOOTH Live Forums....



- ▶ We have live forums every Mon, Wed and Fri from 7.30–9pm
- ▶ 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

KOOTH.com
FREE ONLINE SUPPORT FOR YOUNG PEOPLE 

Lots of info and things to do

KOOTH.com
FREE ONLINE SUPPORT FOR YOUNG PEOPLE

Home Messages Magazine Forum Links Log out

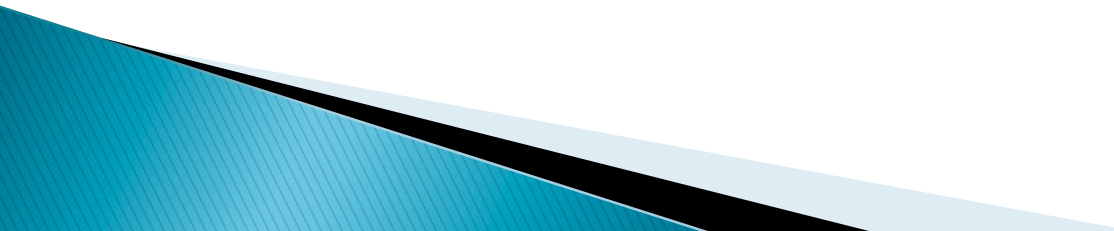
Information and Exercises

- ▶ Bullying
- ▶ Creative & fun
- ▶ Drugs & alcohol
- ▶ Family & friends
- ▶ Health & wellbeing
- ▶ Law & crime
- ▶ Mental Health
- ▶ School & work
- ▶ Sex & relationships
- ▶ Your body

Games

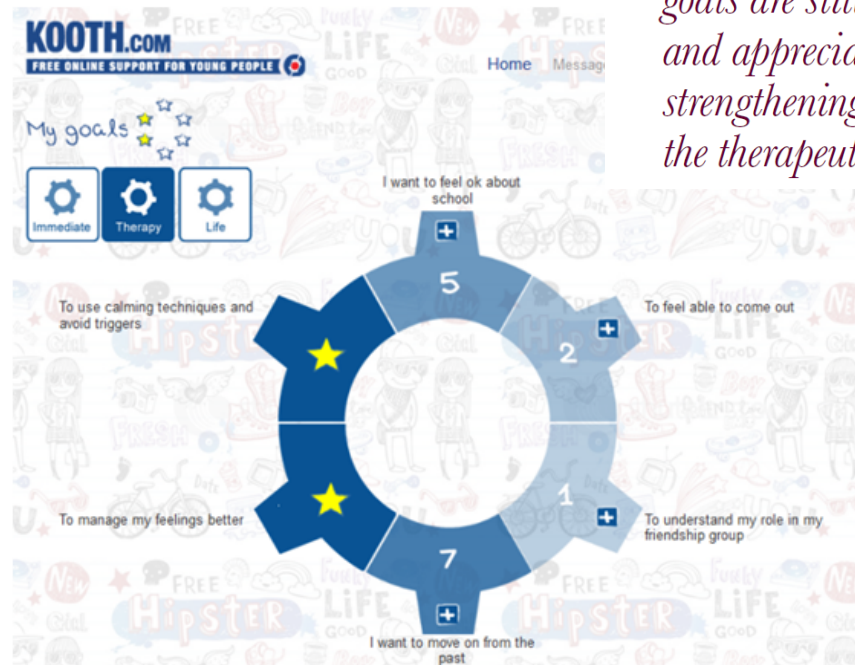
- Shopping Mall Parking
- Gravity Guy
- Reel Gold
- Zed

KOOTH.com 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
- 

CoGS on KOOTH...

CoGS in action on KOOTH.COM



The young person can score where they are up to in achieving this goal at any time (in chat with a counsellor or simply when they are logged onto their home page on KOOTH.COM). When they score 10, it indicates that the goal has been achieved, and this is illustrated by a gold star.

The young client has a space to reflect on how the process is going – for instance, whether the goals are still relevant and the tasks are helpful and appreciated. All this can feed in to strengthening the bond, and can enhance the therapeutic alliance as a whole

'Setting goals for myself means I can help myself and not rely on anyone else! I think it's really good so everyone can help other people and they can set their own goals!'

Why online? Young people tell us that what they like about KOOTH is that it is anonymous, confidential, accessible and that they have control

- ▶ Which in turn, Reduces barriers for them, enabling earlier intervention by us.
- ▶ It is also, cost effective
- ▶ As well as a medium that young people know and use



Key Opportunities

- ▶ Anonymity
- ▶ ‘Disinhibition effect’
- ▶ Power balance – sense of control
- ▶ Fantasy –sense of unreality



Young persons quote....”You can’t see me so I can talk freely”.



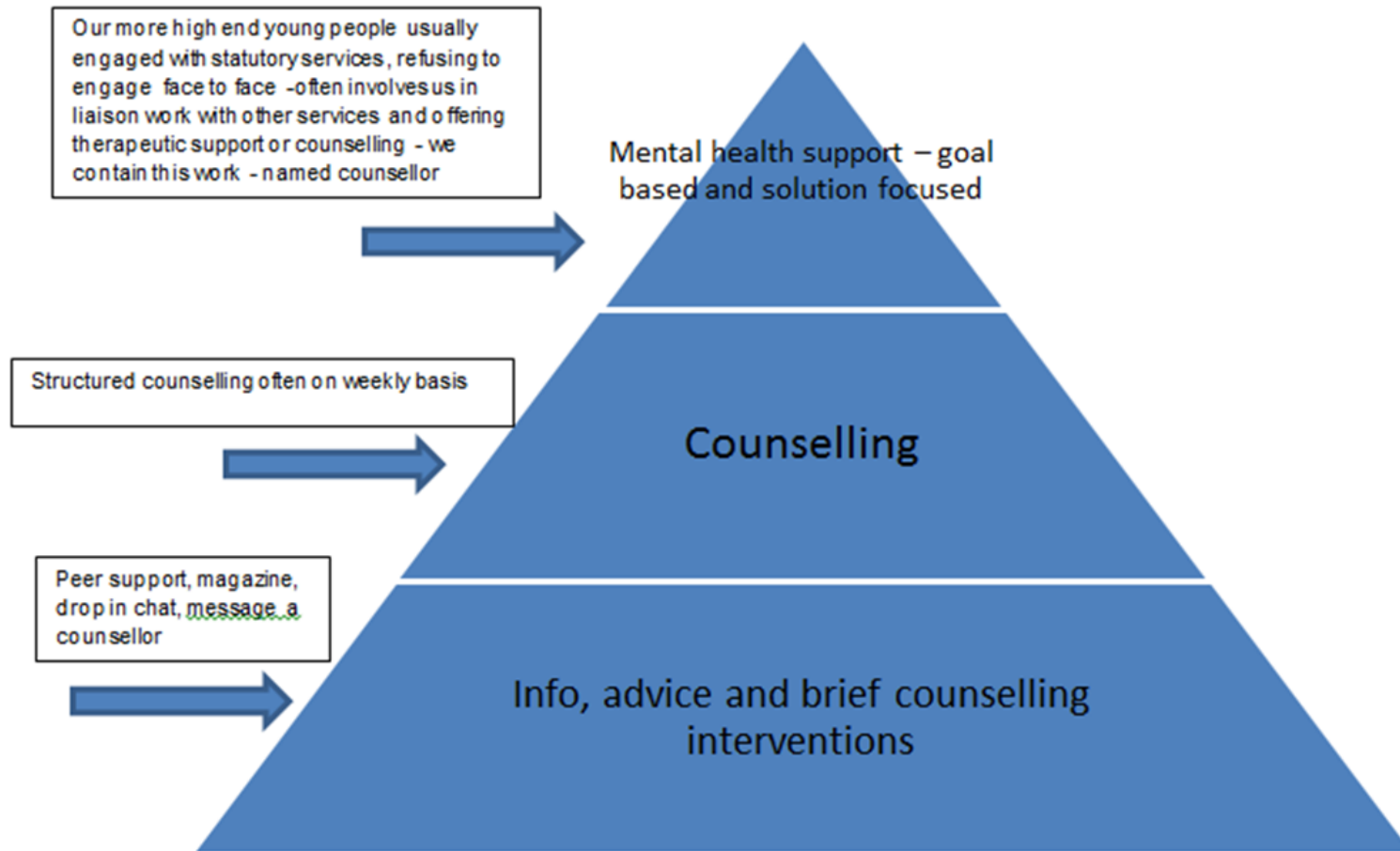
KOOTH- The Value of Online Relationships



- ▶ 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."

Stepped Care Approach



The development of this triangle of interventions on KOOOTH has been a direct result of being Outcome-Informed – looking at what works for whom, where, why and how. Now we are informed by this framework, our use of outcome measures has been adapted to suit these levels of interventions.


Managing Risk on KOOTH.com

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	

<p>Notes Add note</p> <input type="text"/> Search	 <p>cornwalltest</p>	<p>Presenting Issues/CAF + Add</p> <p>Wednesday 17-09-2014 at 13:00 by Sarah</p> <p style="padding-left: 20px;">Aspirations Family Relationships</p> <p>Friday 20-06-2014 at 12:58 by Andy</p> <p style="padding-left: 20px;">Anxiety/Stress Self Worth</p> <p>Friday 14-03-2014 at 16:45 by steved</p> <p style="padding-left: 20px;">Criminal Behaviour</p>
--	---	--

Safeguarding Dashboard

KOOTH.COM

Home

Schedule

Chat

Messages [2]

Moderation [16]

Casenotes

Profile

F2F

Manager



User aaron (Logout)

Manager Dashboard

Reports

Manage Workers

Pathways

View Policies

Write Policies

Write Pathways

Significant Incidents

Users at Risk

Update
flag
Knowsley

feelscaredandalone -26 days ago

Wirral

abbieee -20 days ago

alwaysbehappy16 -35 days ago

BrokenAngel -44 days ago

Thedoors -45 days ago

save

Casenotes flagged as important

Update
flag
Wirral

13clarkk -Yesterday

BrokenAngel -3 days ago

ugly01 -4 days ago

veggiedelight -7 days ago

shanxx -7 days ago

14jonese -9 days ago

save

Serious Incidents

Update
flag
Wirral

x_mindgames -14 days ago

alwaysbehappy16 -21 days ago

alwaysbehappy16 -27 days ago

Moderation left for manager

Now you can go to.....



.....See for Yourself how Easy it is!