

# Kooth Frequently Asked Questions

A quick introduction for  
children and young people



We've put this together in the hope that it helps you understand the many ways we can support your mental wellbeing with our free, safe and anonymous service.

To sign up to Kooth, simply visit [kooth.com](http://kooth.com) today.



# What is Kooth?

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

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

# What's on Kooth?

## Kooth.com offers a wide range of therapeutic tools to help young people and support your mental wellbeing.

### Chat with our team

Our team of accredited counsellors are here to provide safe and effective support to you. Your chat session can be up to 1 hour long and be used to talk about whatever issues are on your mind.

### Send us a message

We know some of you may prefer to engage in support via messages instead of chat. Our Kooth counsellors are well-trained professionals who will assess your needs and provide you with the required support. The support you get through messages varies according to your needs.

### 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, you can start a discussion about a topic about anything you're interested in, such as asking for advice or just having a rant about something on your mind! By starting a new discussion, you can share your 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 you able to see all content on the site?

A There are restrictions in place to ensure that when using Kooth, you only see what is age-appropriate for you. This also helps us to ensure you find the content that is most useful to you.

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

### Q Can you create content on Kooth?

A You can submit content and post on the discussion boards to share your experiences and to support others within the Kooth community.

We also encourage you to give us feedback by sharing your views of how we deliver our service. This will help us to keep improving Kooth.

# 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 users know the identity of any young person on the site. For many young people, this helps them to talk freely about their experiences without having to worry about being judged.

## Q Can you message other young people on Kooth?

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

# Accessing Kooth

## Q Do you need to be referred by a GP?

**A** You do not need to be referred to Kooth to access the service. You are invited and welcome to join as long as you fall within the age range that is available to your area.

# Talking to our team

## Q When can you talk to someone?

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

You can access the magazine, discussion boards and any other online content whenever you like, from wherever you are.

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

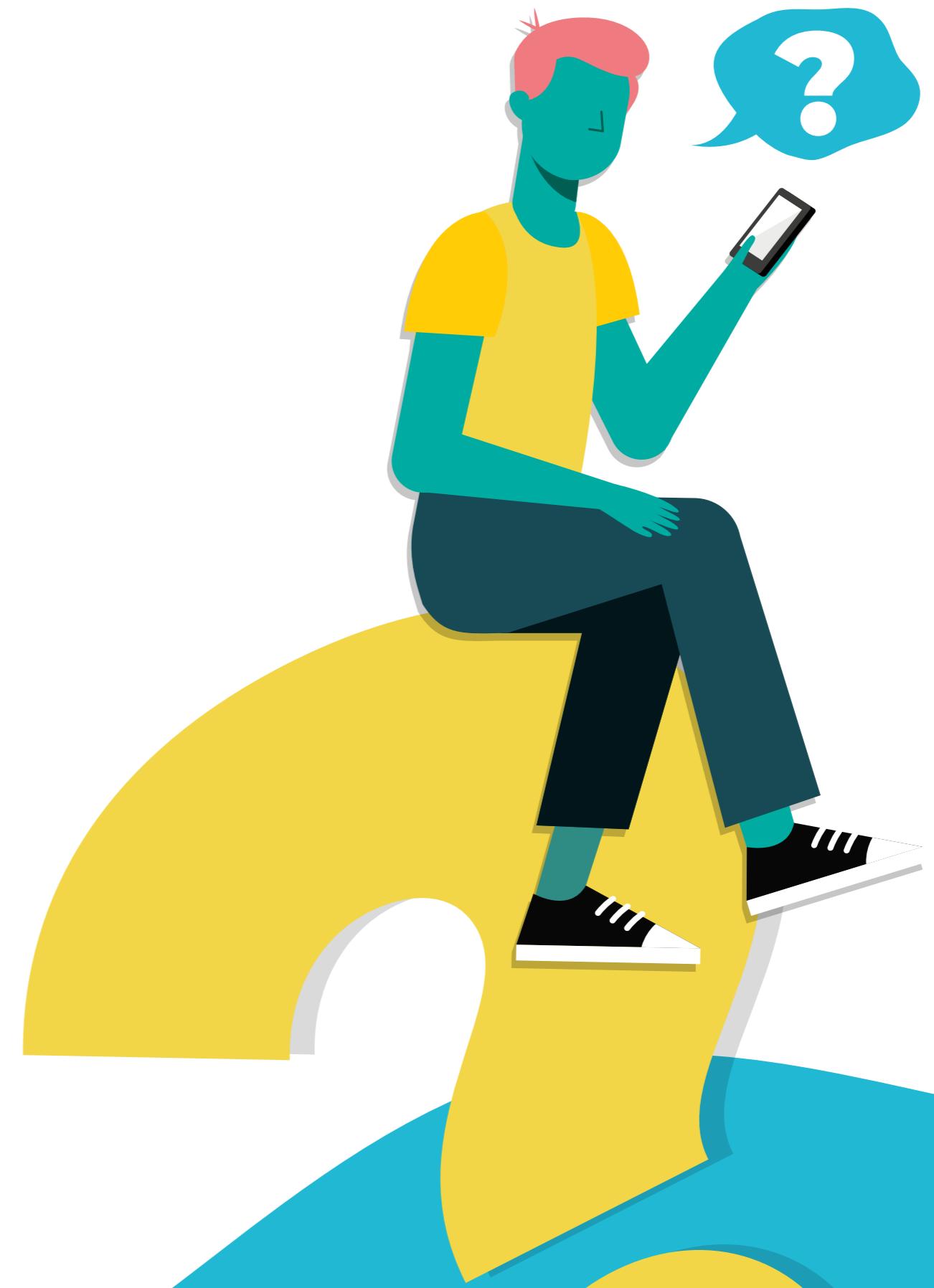
**From 12 noon until 10pm weekdays.  
From 6pm until 10pm weekends.**

To make sure we can support as many of you as possible, we do have a chat queue. How long you will have to wait in the chat queue depends on how busy the site is so please be patient with us!

You 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.



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