

Xenzone is based in Manchester and London and was founded in 2001 to break down the stigma associated with mental health.

Kooth is XenZone's flagship service and is an online counselling and wellbeing support service for 11-18 year olds in Essex.

Kooth operates in approximately 100 local authorities across the UK.

Kooth has won awards for delivery and works best as a fully integrated service.

It attracts the 'hard to reach' and 'under the radar' YP.

Online Counselling and wellbeing support

Young people can sign up themselves – no referral is required.

Kooth is available 365 days a year; 12-10pm weekdays and 6-10pm weekends. Outside of these hours, a young person can email a member of the team and they will respond as soon as they are back online.

It offers a range of therapeutic tools and activities.

Kooth.com is a website that young people can use to get advice, support and guidance from qualified counsellors ([UKCP](#) and [BACP](#) accredited) via a live chat service or from young people of their own age via moderated forums for any problem, no matter how big or small.

Kooth.com is available on any internet enabled device.

It is an anonymous service and the only details a young person needs to enter to 'Sign up' are;

- The place where they live
- Gender
- Ethnicity
- Year and month they are born

The young person then chooses a username and password and where they heard about Kooth.

Other things the young person can do on the website are; post messages in the moderated forums, connect with other young people feeling the same as them and receive messages of advice and support.

All messages are checked before they go live so the young person is guaranteed to receive a helpful and positive response.

Live forums

These take place every Mon, Wed and Fri from 7.30-9pm and every forum has a different theme.

The young person can participate in as many forums as they wish and all forums are hosted and moderated in the moment by Kooth staff.

Articles

There are countless articles on so many different topics. The young person can find answers, gain information and learn helpful coping strategies. Young people can also write their own articles and upload to the site.

To summarise

- Everything is moderated and confidential.
- No personal details or real names required.
- All the counsellors are trained, qualified and used to working with YP.
- If needed, Kooth can talk to the YP about face-to-face services as well as talking online.