



Free, safe and anonymous online counselling and wellbeing support



Available for young people aged 11-18



Counsellors are online every day of the year



Available through any connected device



What is Kooth?

Kooth is an online counselling and wellbeing support service for young people. It gives young people easy access to an online community of peers and a team of experienced counsellors.



What are the features?

- live peer-to-peer moderated forums
- self-help articles
- drop-in or booked live text-based counselling session
- self-help tools including mood tracking and goal setting
- links to further support and crisis lines



When are Kooth counsellors online?

Monday - Friday	12pm to 10pm
Saturday - Sunday	6pm to 10pm
Public holidays	4pm to 8pm

During these times users can click the 'request a chat' button and they will enter the chat queue to speak to a member of the Kooth team.



How to access Kooth's services

Access to Kooth is free of the typical barriers to support: no waiting lists, no thresholds, no cost and completely confidential. It's available for 11-18 year old dependants of current and former bank employees.

- 1 Go to bwc.kooth.com
- 2 Click 'Join Kooth'
- 3 Complete sign up form and use Kooth's services

