



# 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.



## The services we offer you

- 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?

<b>Monday - Friday</b>	12pm to 10pm
<b>Saturday - Sunday</b>	6pm to 10pm
<b>Public holidays</b>	4pm to 8pm

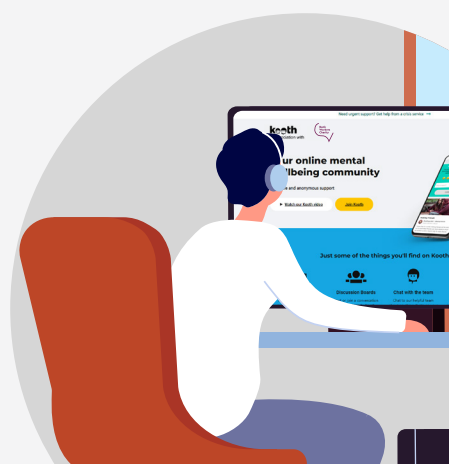
During these times users can click the **'request a chat'** button and they will enter the chat queue to speak to a member of the Kooth team.



## 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 [kooth.com/bwc](https://kooth.com/bwc)
- 2** Click 'Join Kooth'
- 3** Complete sign up form and use Kooth's services



## Supporting the banking community past and present