

Date: 20/6/17



Dear Colleague

Important Service Update

KOOTH.com

I am very pleased to be writing to introduce a new counselling, support and advice service that Cumbria County Council has recently commissioned from Xenzone Ltd.

What is new and exciting about this service is that it will be providing a county-wide **online counselling, support and advice** to *all* young people in Cumbria aged 11-18 years. This service, called KOOTH.com is a safe, confidential and non-stigmatizing way of young people accessing counselling, advice and support online. There is no referral process as young people access it themselves. This very popular service is used by large numbers of young people across the country. It is staffed by fully trained and qualified counsellors and emotional well-being practitioners. Available until 10pm each night, 365 days per year, it provides much needed in and out of hours service for advice and support.

For professionals who have day to day contact with young people, building strong relationships with them, it is important that they know about KOOTH.com and understand what it can offer. Training sessions for your staff are available to enable them to feel at ease with discussing the service with children and young people. This could be as part of training days, twilight sessions or even lunchtime sessions as it takes 30 minutes to give a presentation with a Q&A period.

In order to promote the service in your setting we have attached some flyers for you to download. We are also planning to hold a number of information sessions across the County from September, but if you would like more information or promotional material before then or to book free training, please contact Sophie Carr on 07930 532639 or email scarr@xenzone.com.

Please be aware that there is no cost to you for any of the above. We are aware of the need across our County to support the health and wellbeing, particularly the emotional and mental health, of our young people and hope that you will utilise this service as much as possible.

Kindest Regards

Lindsey Ormesher

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Children and Families Public Health Lead

Early Help and Partnerships / Children and Families Services / Cumbria County Council