



[www.kooth.com](http://www.kooth.com)

We are writing to inform you of a free, safe and anonymous online mental health and emotional wellbeing service available to young people (aged 10-18) living in Bradford and Craven called **Kooth**. We know that there are times when life can feel like a struggle and that, especially right now as we head into our third national lockdown, some extra might be needed. Recognising this, Kooth has been commissioned by **Bradford Districts NHS Clinical Commissioning Group** to provide free, anonymous and safe online support for young people.

Kooth is an online community ([www.kooth.com](http://www.kooth.com)) that is accessible 24/7, 365 days of the year and provides access to chat sessions with BACP-accredited counsellors and qualified emotional wellbeing practitioners. All our chat sessions are done via text, and last up to an hour. Chat is available from 12pm to 10pm on Monday-Friday, and 6pm-10pm on Saturday-Sunday, providing a much needed 'out of hours' service. Kooth is accessible from any device that can access the wifi, allowing young people to seek help and support at a time and location that is suitable for them.

But Kooth is so much more than just having chat sessions. Young people can get peer-to-peer support, as well as get involved with activities designed to improve emotional wellbeing and resilience. They can participate by reading/ writing magazine articles, keeping a journal, setting goals and engaging in discussion boards and live forums. We allow young people to share their experiences safely, and everything contributed to the community is thoroughly moderated by the online team so that we can guarantee there won't be any trolling, bullying or judgement – they also won't be allowed to share any personal details with each other.

Kooth is not a replacement for any in person support for a young person; rather it is an additional means of accessing further support. There is no such thing as a problem that is too big or too small at Kooth. Our team reflects all communities and walks of life, so no matter what issue you come to us with there is somebody at Kooth who can and will help.

[www.qwell.io](http://www.qwell.io)



In addition to Kooth, Bradford Districts NHS Clinical Commissioning Group has also commissioned **Qwell** ([www.qwell.io](http://www.qwell.io)) to provide online access to BACP-accredited counsellors and qualified emotional wellbeing practitioners for adults over the age of 19. Like children and young people, us adults can also find life challenging and may benefit from some additional support from time to time.

Qwell provides the same model of care as Kooth; you have access to BACP-accredited counsellors and emotional wellbeing practitioners via a text based chat session 365 days per year. These chat sessions are available 12pm to 10pm on Monday-Friday, and 6pm-10pm on Saturday-Sunday, and can be accessed from any device that can access wifi. This allows you as parents and carers to seek help and support at a time and location that is suitable for you – especially as the rest of the community is available 265 days-a-year, 24/7. Qwell also provides a community of peer-to-peer support, as well as access to online forums, a journal, the ability to set and reach goals, along with a wide range of articles.