



Dear Parents/Carers,

Xenzone would like to provide you with information on our free online counselling and support service, Kooth, which is available to all children and young people across the Hull, East Riding and North Lincolnshire area from 11-25 years of age.

As a service, fully commissioned across the area by Hull, North Lincolnshire and East Riding of Yorkshire CCG, Kooth.com is a safe, confidential and non-stigmatised way for young people to receive advice, support and optional counselling on-line. Staffed by fully trained and qualified counsellors and available until 10pm each night, 365 days per year, it provides a much needed out of hours' service for young people.

Available in more than 100 Clinical Commissioning Group areas in England, the service offers easily accessible mental health and emotional well-being support to young people, covering a wide range of topics and issues such as exam stress, bullying, friendship issues. On Kooth, young people can learn effective coping strategies to be able to deal with day to day life.

Kooth is anonymous and free to use, making it a powerful early prevention and treatment resource which young people are keen to use: more than 95% of end of session questionnaires show young people would recommend Kooth to a friend. With no specific criteria required to access the service, all young people are supported no matter how small or big their issue may be.

If you require any further information to enable you to learn more about our service and to feel confident in discussing Kooth.com with young people, please contact us at

[parents@xenzone.com](mailto:parents@xenzone.com)

You can also find further information about our service on our website:

<https://xenzone.com/kooth/>

Kindest regards,

*Malcolm Connelly*

Integration and Participation Worker  
Xenzone