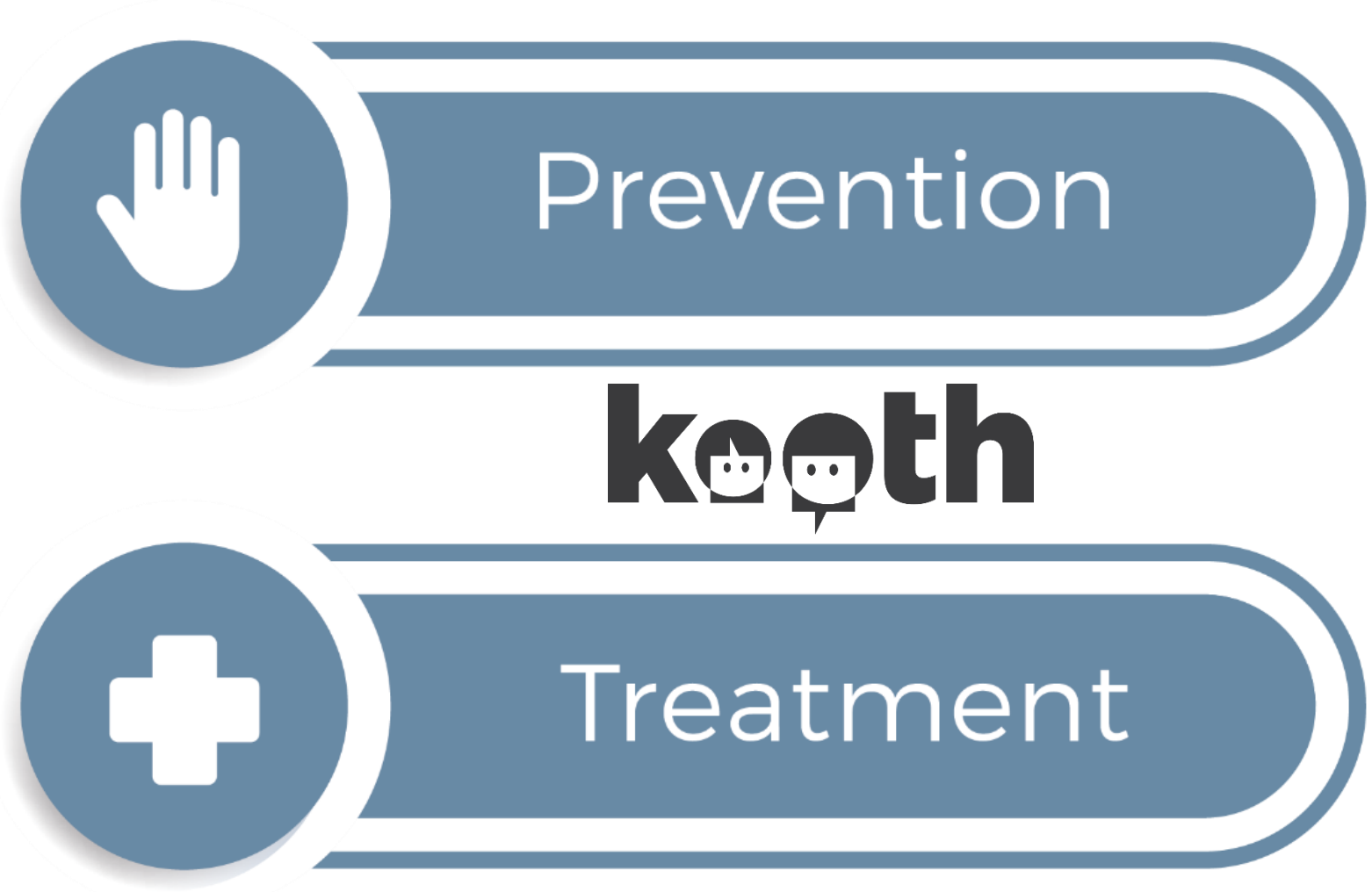
kooth
Outcomes in a Digital World

*"I love how this conversation is **easier** to have behind a computer screen than it would be with a person I could see"*

True early intervention



- A prevention & treatment service
- Early help for mild, moderate & complex needs
- Universal self-help & peer-to-peer services reduce escalation

Thrive Framework and Kooth

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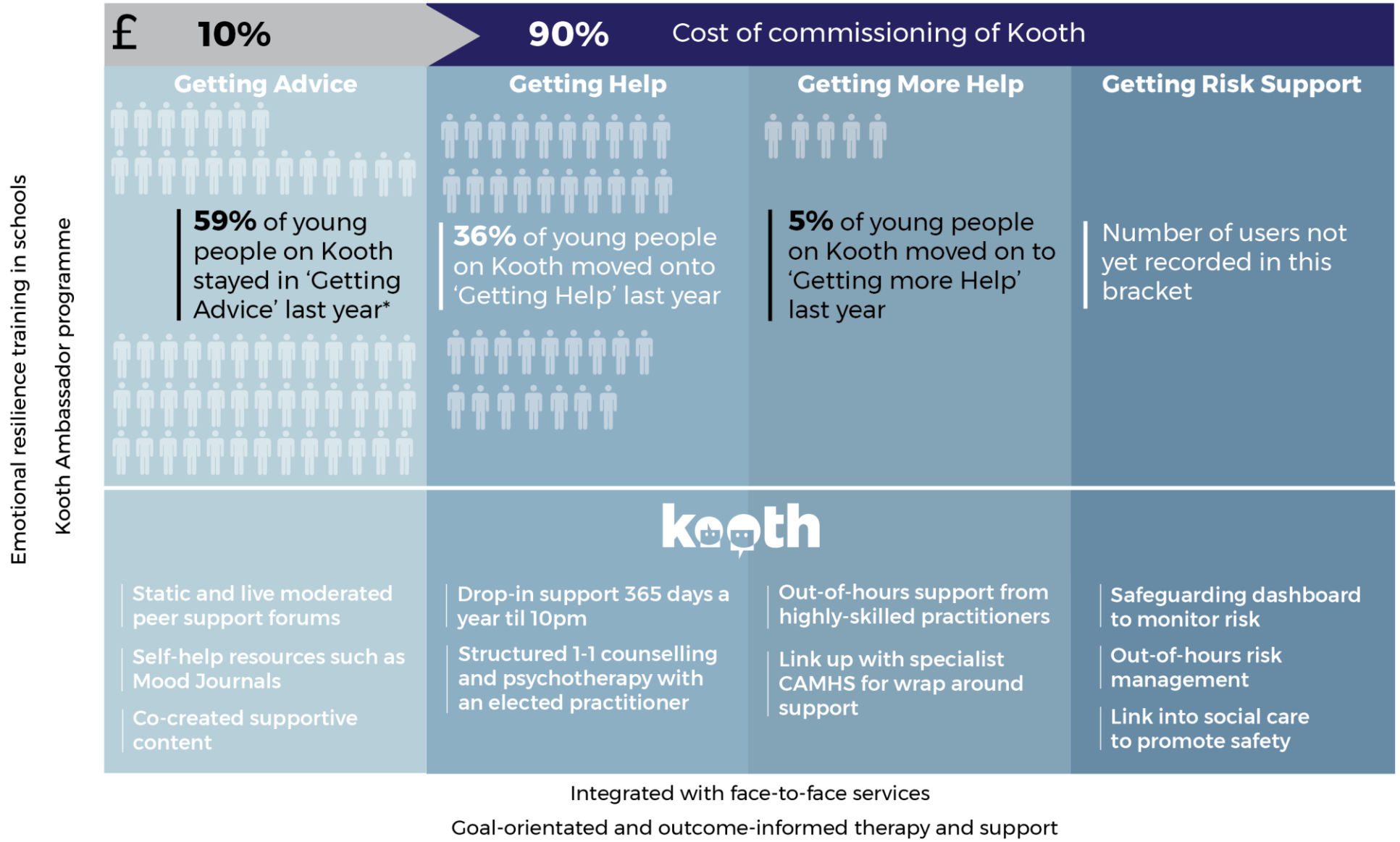
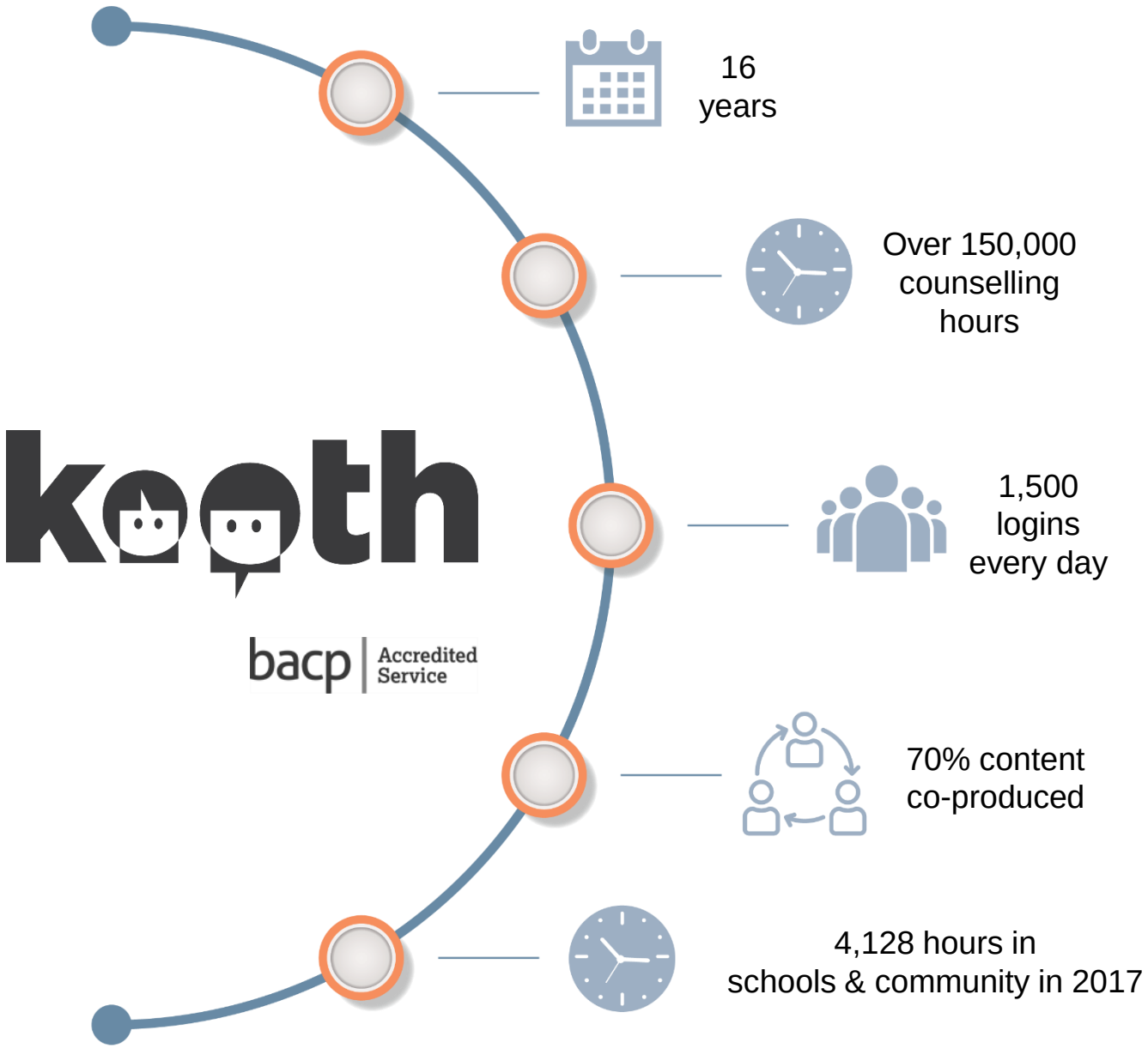


*April 2017-18 from over 65,500 young people

About us

XenZone
FUTURE THINKING FOR MENTAL HEALTH



From Cumbria to Cornwall

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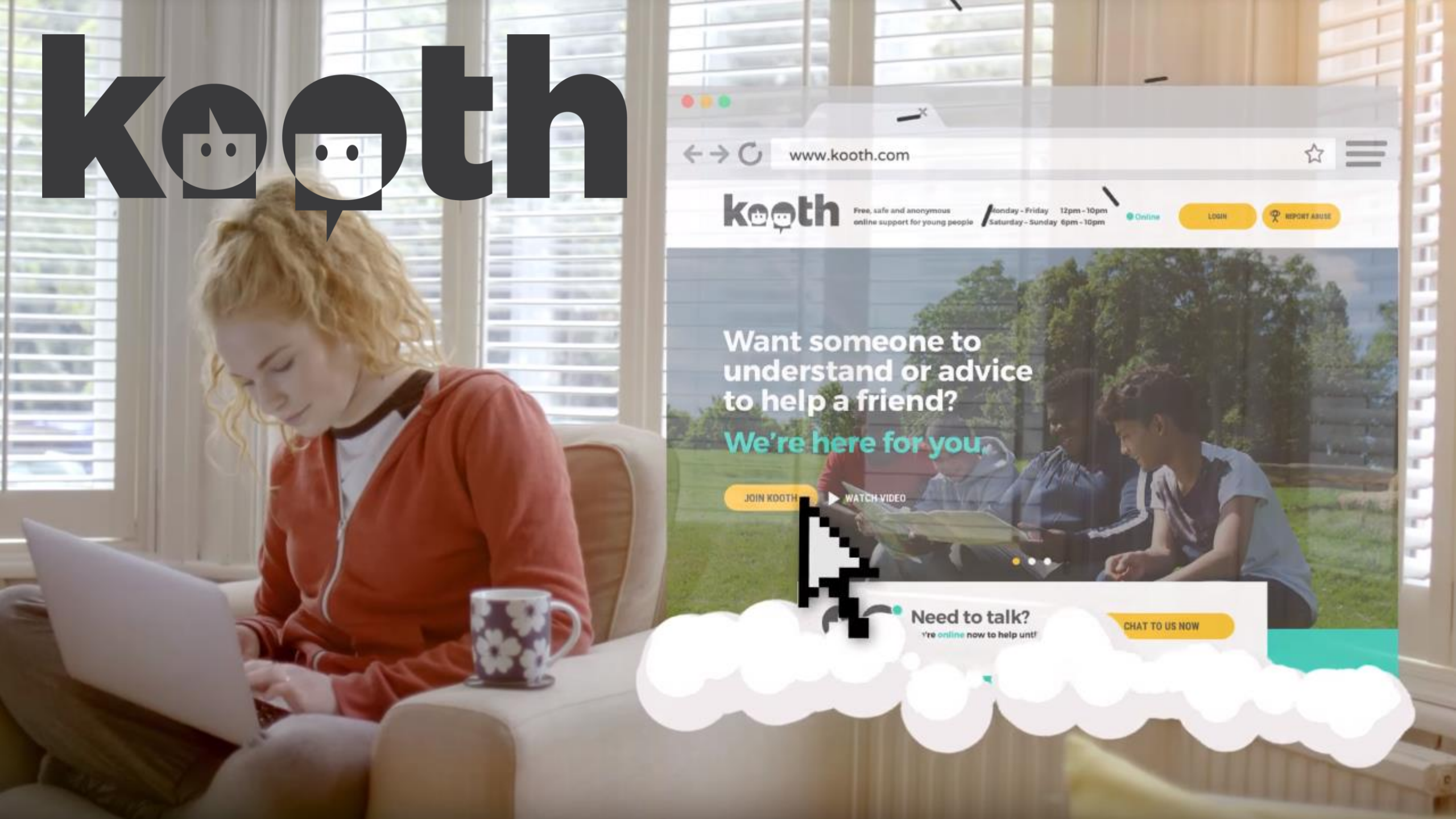
Barking & Dagenham
Bath & North East Somerset Council
Bracknell Forest Council
Bristol City Council
NHS Cambridgeshire and Peterborough Clinical Commissioning Group
Cardiff Caerdydd
Cheshire East Council
Cornwall Council
Cumbria County Council
Devon County Council
Dudley
Halton Borough Council
Hertfordshire
NHS Heywood, Middleton and Rochdale CCG
NHS Kingston Clinical Commissioning Group
Knowsley Council
Leicestershire County Council
Lewisham
Lincolnshire
NHS Manchester Clinical Commissioning Group
North East Lincolnshire Council
NHS Nottingham City Clinical Commissioning Group
Nottinghamshire County Council
Oldham Council
Plymouth City Council
Powys
Rochdale Borough Council
Sandwell
Shropshire Council
Slough
Surrey and Borders Partnership NHS
NHS Somerset Clinical Commissioning Group
Telford & Wrekin Council
Wakefield Council working for you
Walsall Council
Warrington Borough Council
West Sussex County Council
Wiltshire Council
Windsor and Maidenhead
Wirral


kooth
www.kooth.com
kooth
Free, safe and anonymous online support for young people
Monday - Friday 12pm - 10pm
Saturday - Sunday 6pm - 10pm
Online
LOGIN
REPORT ABUSE
Want someone to understand or advice to help a friend?
We're here for you.
JOIN KOOTH
WATCH VIDEO
Need to talk?
CHAT TO US NOW

Clinically driven

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"You have pulled me through situations others didn't even know were occurring. You kept me alive and **safe** when others couldn't" **Kooth User**

"I'm so glad you're anonymous since it's makes me feel **safe**. I wanted to thank you. I really appreciate this website." **Kooth User**

Anonymity

Safeguarding

Clinical Governance

1,000 Kooth Users

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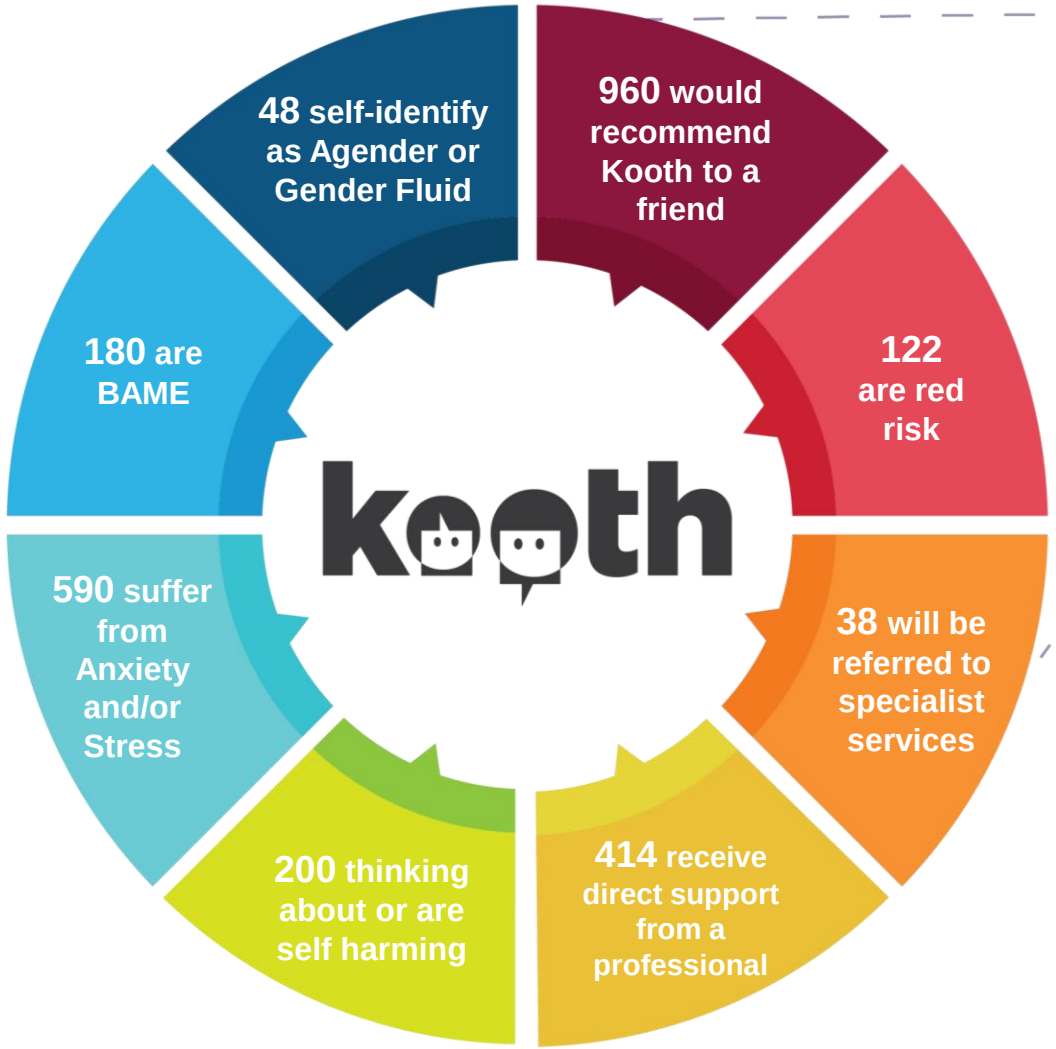
Snapshot of 1,000 CYP on Kooth: a model for Early Intervention across the Thrive model



65,000 unique CYP (Apr 17-18)

10 mins
Avg. waiting time for counselling

68%
Out of hours support 365 days a year

NHS
MHSDS compliant

Reporting Insights

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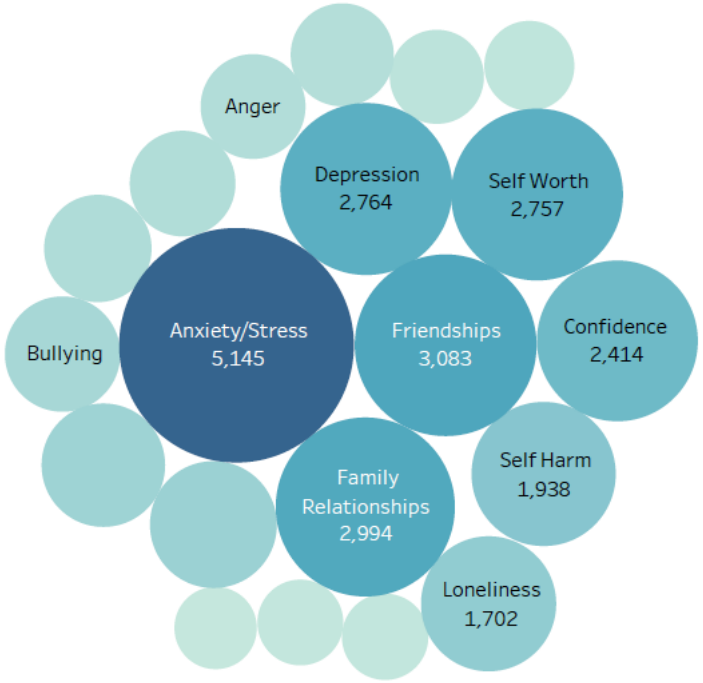
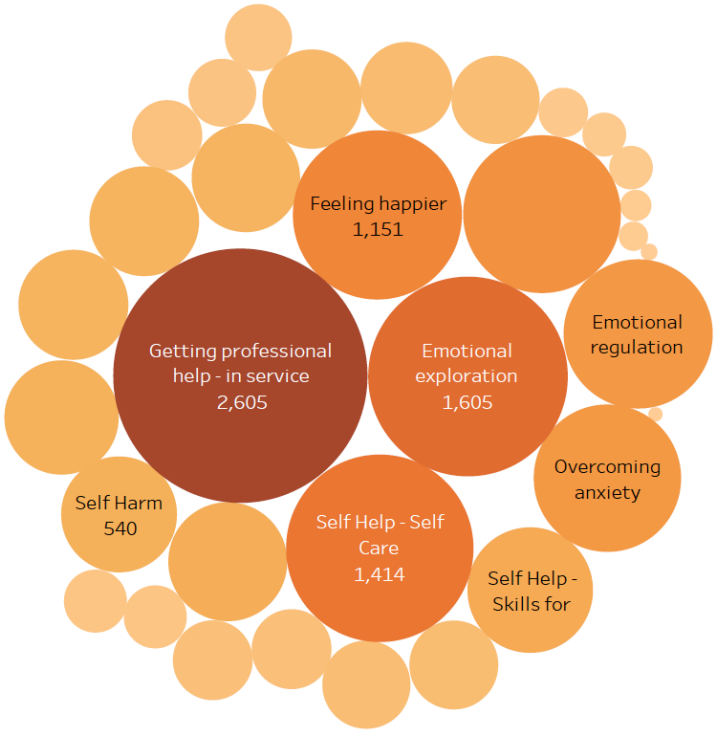
Presenting Issues



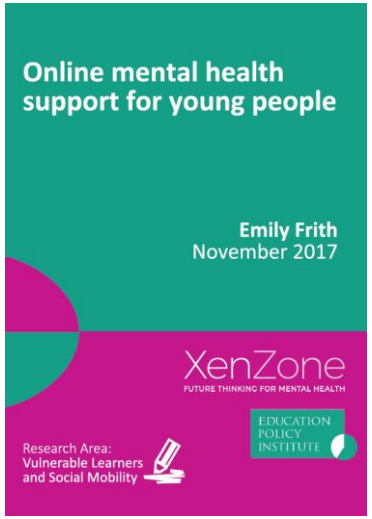
Source

	Q1	Q2	Q3	Q4	Total
School	5,974	6,314	4,203	8,324	24,815
School or teacher	1,624	1,651	1,109	2,433	6,817
Friend	784	1,101	943	1,381	4,209
GP	738	963	989	1,422	4,112
CAMHS	646	882	826	1,061	3,415
Internet	645	845	761	965	3,216
Other	600	750	648	972	2,970
Parent	254	297	301	422	1,274
Youth Service	215	285	278	334	1,112
Social Worker	209	297	259	289	1,054
Other worker	116	168	148	240	672

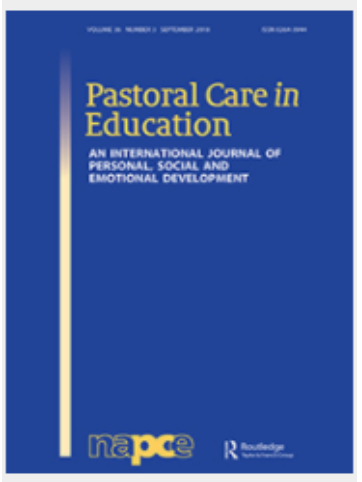
Goals



Research and Evaluation on Kooth



- Utilising Routine data
- Practice based Evidence
  - *Therapeutic Alliance*
  - *Use of Outcome Measures - CoGS*
  - *Peer-Support*
- Challenge of anonymity
- Measuring different levels of support / engagement



External Evaluation

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Figure 3.10 Distance moved towards goals by percentage of total goals set.

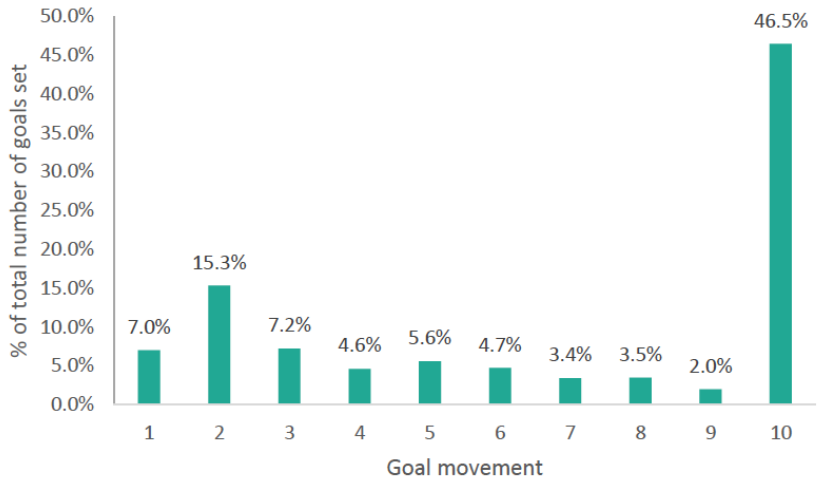
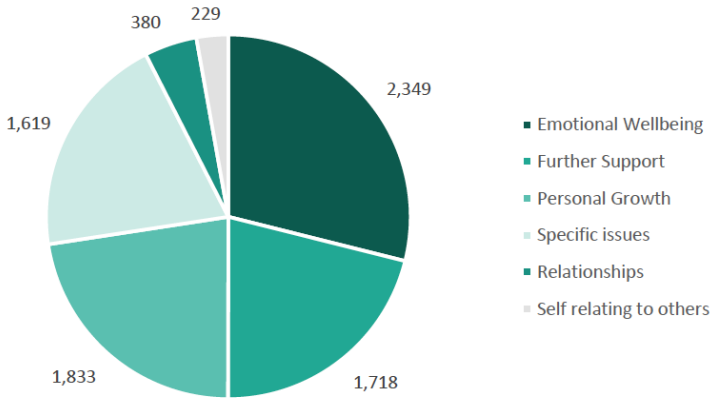


Figure 3.11 Total number of goals set by category



EDUCATION POLICY INSTITUTE

Figure 3.19: Main reasons why young people use online counselling

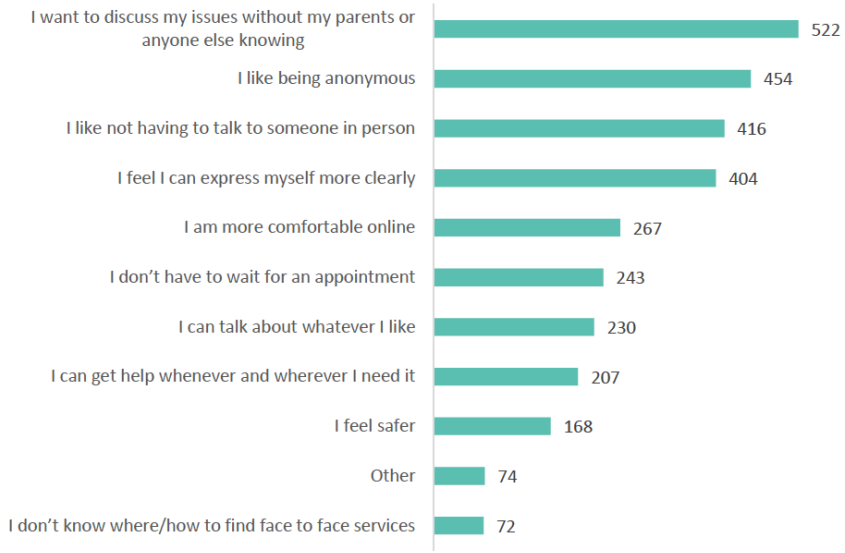
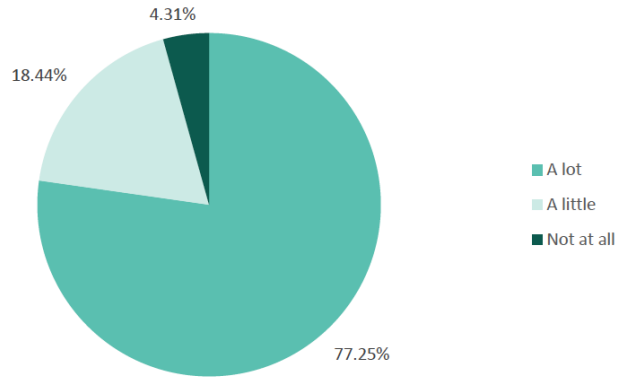
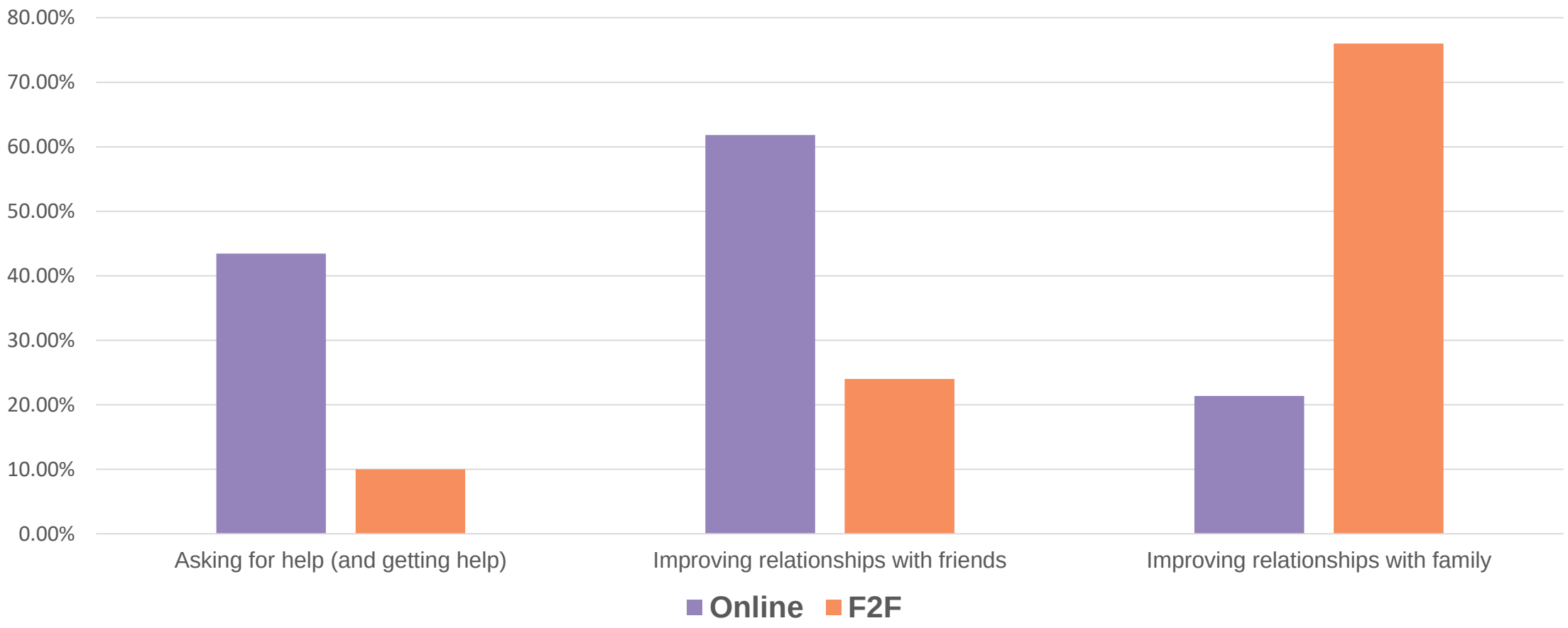


Figure 3.17: Kooth clients' response to the statement "Overall the session was right for me"



Goal based Outcomes



Future Outcomes of Online Therapeutic Support

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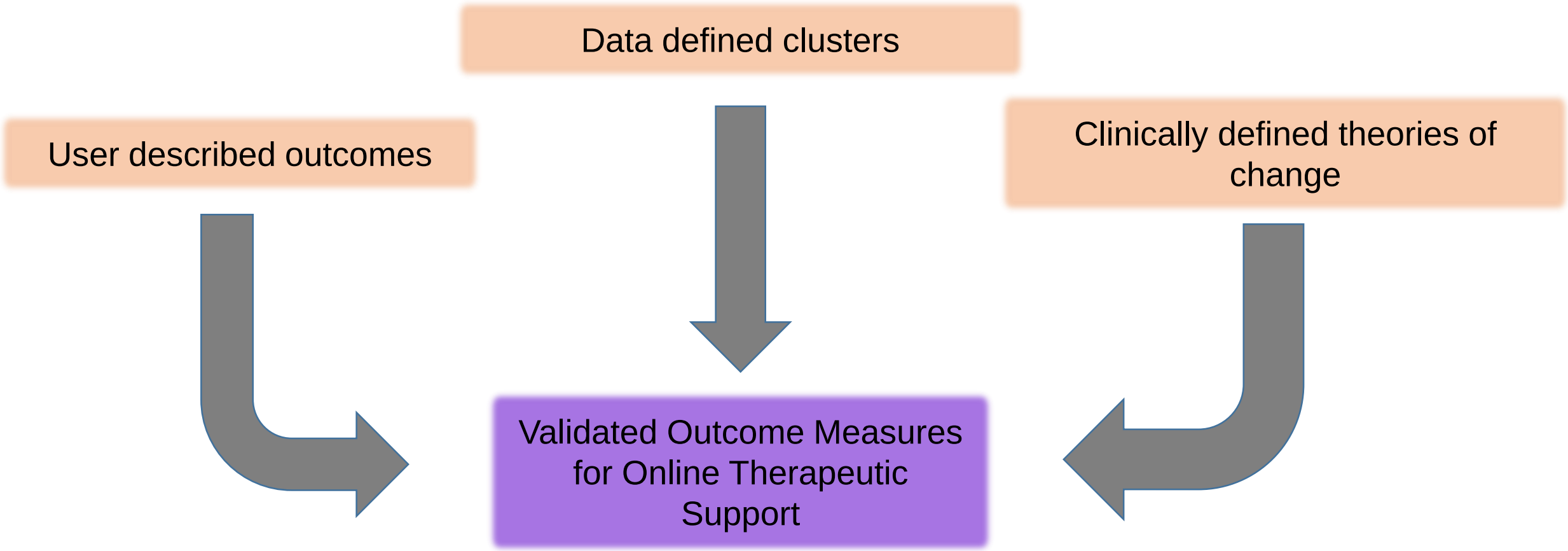

Green Paper Alignment

- Developing our integration model
- Embedding digital support into MHSTs
- Kooth as integrated early help in schools across spectrum of need
- Supporting School staff in managing emotional wellbeing of students

“Maybe I don't want you to involve other services. Maybe I don't want you to DO anything. Maybe I just want someone to listen to me. Nothing more, nothing less. Being listened to goes a long way. Being listened to makes you feel like you aren't alone and being alone is literally the worst thing possible when you're in a state like this. I guess what I'm trying to say is Kooth is aware it is part of the system and it has its’ policies but will still take note of the more implicit things people say to avoid the consequences of saying it explicitly, which other places won't do. I respect the people here for acknowledging the implicit things instead of ignoring it. Only Kooth does this. Only Kooth has the 'along side you' feeling”.

Any Questions?

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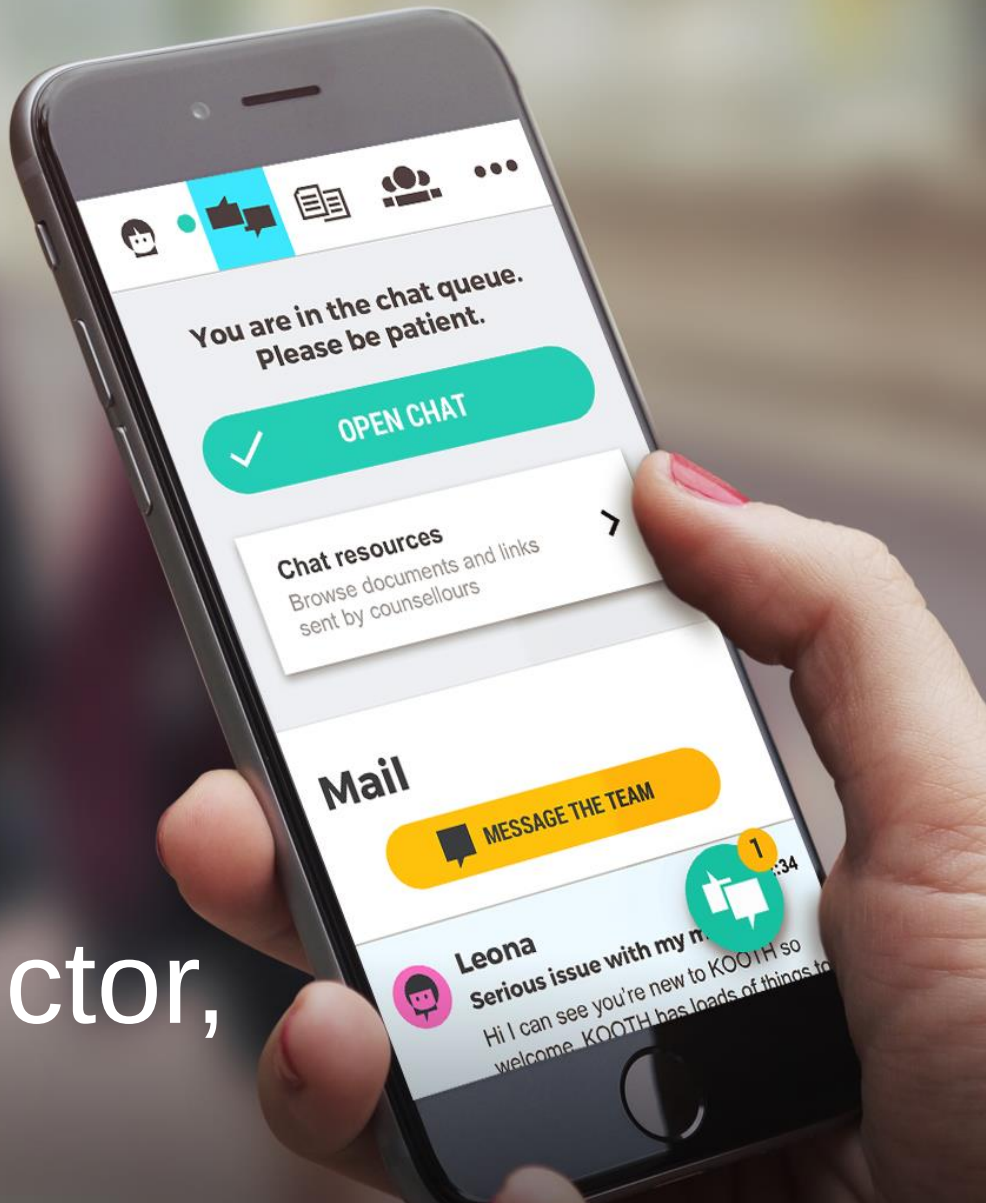
@aaronsefi

Research and Evaluation Director, XenZone