



**NHS North Central London Clinical Commissioning Group (CCG):  
Kooth Online Counselling Service for all 11 – 19 years in Enfield**

Dear

NHS North Central London Clinical Commissioning Group (CCG) has commissioned the online counselling service **Kooth**, a service delivered by XenZone. **Kooth** is part of the suite of mental health services for young people in Enfield and **Kooth** will work closely with Barnet, Enfield and Haringey NHS Trust to deliver the service.

**Kooth** is a free online counselling and emotional well-being support service providing young people aged 11-19 years in Enfield with a free, safe and secure means of accessing support with their emotional health and wellbeing from a professional team of qualified counsellors.

**Kooth** is a well-established, award winning online counselling service and is accredited by The British Association of Psychotherapy and Counselling (BACP). Founded in 2001, they are leading pioneers of online counselling in the UK, having won a number of prestigious awards.

**Kooth** has no referrals or waiting lists. Young people can access this service anonymously by signing onto the **Kooth** site (Please refer to the attached **Kooth** guide to signing up for CYP). **Kooth** provides unique out of office hours' provision and is open 7 days per week, 365 days a year from noon until 10pm weekdays and from 6pm until 10pm on Saturday and Sundays, with reduced cover Christmas Day, New Year's Eve, New Year's Day and Bank Holidays. **Kooth** provides added value with moderated, scheduled forums to facilitate peer led support and self-help articles (many written by service users) to provide self-help support.

**Kooth** helps to reduce waiting times for young people seeking help, removes stigma around mental health and accessing services. **Kooth** integrates with face-to-face local services to ensure a seamless transition for young people.

**Kooth's** team of qualified counsellors, therapists and support workers provide guided, outcome-focused help for each individual. **Kooth** take safeguarding and clinical governance extremely seriously. The safety and well-being of all **Kooth** users is an upmost priority. Our trained Integration & Participation workers work within the region to raise the profile of the service with professionals and young people.

Please contact **Kooth** by emailing [enfield@xenzone.com](mailto:enfield@xenzone.com) to discuss arranging a digital presentation, electronic resources or to discuss the benefit of promoting the **Kooth** service to young people.

For more information regarding the service, please visit the XenZone website; [www.xenzone.com](http://www.xenzone.com).

Please do not hesitate to contact us with any queries.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'Peppa', with a large, stylized flourish at the end.

Peppa Aubyn  
Assistant Director of commissioning