



16 December 2020

South West London Health and Care Partnership: Online Counselling Service for 11 – 22 years and crisis helplines in Croydon

Dear Head Teacher

As we look towards the holiday period, the NHS wants to remind young people about Kooth's online counselling service, and local mental health crisis lines available for them in Croydon to provide extra support during this difficult time.

All year round, there are simple ways for children and young people to get support if they are struggling with emotional wellbeing and mental health concerns. These holidays may be difficult for a lot of people and it is important that local children and young people can easily reach out if they need help to cope.

We need your support

I would be very grateful if you would communicate to parents, carers and young people the attached messages and/or flyers and help spread the word about the services which are always there for them, even on Christmas Day, Boxing Day and New Year's Day.

- These flyers can be sent to parents, carers and young people: [Kooth festive flyer](#), [Crisis Support Line flyer](#)
- A short video has been produced for young people to explain how the service can help: <https://youtu.be/Yn8r5tkArzM>
- There are template messages below for parents, carers and young people. These messages have been provided in letter format, but they could also be incorporated into your normal communications – for example parent mail, newsletters, website or online portals.

More information on Kooth

Kooth is accredited by The British Association of Psychotherapy and Counselling (BACP) and a trusted delivery partner of the NHS. It's anonymous, free and open up until 10pm 365 days a year. There are no waiting times and it integrates with face-to-face local services to ensure a seamless transition when needed.

Qualified counsellors, therapists and support workers provide guided, outcome-focused help for each individual. Children and young people can visit www.Kooth.com to chat to professional counsellors, read articles written by young people, receive peer-to-peer support and keep a daily journal.

Mental health crisis lines

NHS urgent mental health helplines are in place to provide 24-hour advice and support, help to speak to a mental health professional, or an assessment to help decide on the best course of care. In Croydon, children and young people, their parents or carers can call:

0203 228 5980 – Mon to Fri 9am to 5pm, and 9am to 9pm on weekends
0800 731 2864 (Option 1) 24 hours, 7 days a week

Get to know Kooth

Free Discover Kooth Webinar sessions are available for you and your colleagues in the new year to get to know how Kooth works, view the site and ask questions. [Register for a Kooth webinar](#) or get in touch with Jenny Fennessy, Kooth's Integration and Participation Worker, to learn more about the benefits for children and young people jfennessy@kooth.com. For more information regarding the service, please visit the XenZone website; www.xenzone.com.

More resources for schools and families

South West London's COVID resource hub has plenty of information and advice to help you support children and young people at this difficult time. It has resources to use, such as videos and guides, and tells you where you can get all sorts of support. It has been created within input from senior clinicians and mental health professionals from across South West London's health and care services. Visit: <https://swlondonccg.nhs.uk/your-health/mental-health/covid19-resource-hub/>

Please do not hesitate to contact the South West London Health and Care Partnership programme team with any queries by emailing SWL.EmotionalWellbeing@swlondon.nhs.uk.

Yours faithfully,



Dr Brinda Paramothayan
GP, and Clinical Lead for the South West London Children and Young People's Mental Health programme

A template message for young people

Please use your school's letter format and stationery

dd-mmm-yyyy

Dear pupils,

Kooth Online Counselling Service for 11 – 22 years in Croydon

We know this will be a strange and difficult time for you. We hope you know that your teachers are here for you if you need to talk.

We also wanted to share information about a free online counselling service called Kooth, which the NHS offers for all young people aged 11-22 in Croydon.

You can search 'Kooth' or visit kooth.com and get support for anything that's on your mind.

It's a free online chat service that works on your phone or computer. There are no waiting lists and it's totally anonymous – you just make up a name.

You can find out more by watching this video on YouTube:
<https://youtu.be/Yn8r5tkArzM>

There are also urgent helplines you can call:
0203 228 5980 – Mon to Fri 9am to 5pm, and 9am to 9pm on weekends
0800 731 2864 (Option 1) 24 hours, 7 days a week

Free advice and support are there if you need it.

Yours faithfully,

Teacher's name

A template message for parents and carers

Please use your school's letter format and stationery

dd-mmm-yyyy

Dear parents and carers,

Kooth Online Counselling Service for 11 – 22 years in Croydon

The NHS wants to remind young people that an online service called Kooth is available for them in Croydon, which can provide extra support during this difficult time.

Kooth is an online counselling and emotional well-being service for children and young people aged 11-22. Young people can search 'Kooth' or visit kooth.com and get support for anything that's on their mind.

The service was introduced following feedback from young people that it is something they would find useful.

A short video has been produced for young people to example how Kooth can help – you and your child can watch it on YouTube at <https://youtu.be/Yn8r5tkArzM>

Urgent helplines for children and young people

There are also urgent helplines you or your child can call to talk about their mental health:

0203 228 5980 – Mon to Fri 9am to 5pm, and 9am to 9pm on weekends
0800 731 2864 (Option 1) 24 hours, 7 days a week

More information on Kooth

Accredited by the BACP, and as a trusted delivery partner of the NHS, Kooth has supported over 250,000 children and young people across the UK since 2004. For more information about the service, you can visit the XenZone website www.xenzone.com.

It's anonymous and free at the point of use. Children and young people can chat to professional counsellors, read articles written by young people, receive peer-to-peer support and keep a daily journal.

Qualified counsellors, therapists and support workers provide guided and outcome-focused support for each individual. Kooth is accessible through any connected device - young people can log on wherever they are to access professional counselling up until 10pm 365 days a year.

Yours faithfully,

Head Teacher