

Designing mental health services with users at the heart

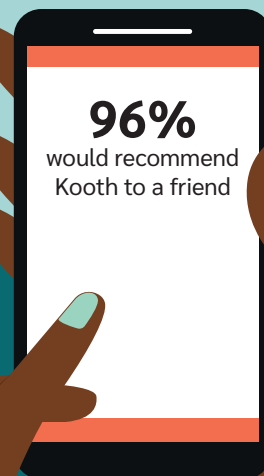
Kooth is a critical element of the mental health eco-system. We are constantly making updates and improvements based on both data insight and direct feedback. Our User Voice Survey is designed to check that we're meeting expectations and delivering what people want. Here's what they said.



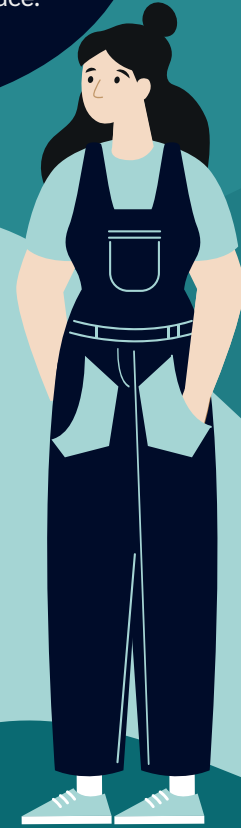
98% said it was important or very important that they had a choice in what they did on Kooth

81%
of professionals said they would be very concerned if Kooth was no longer available in their area

88%
of professionals surveyed would recommend other professionals to signpost to Kooth



"As someone who is experiencing mental health issues as well as being neurodivergent, it's really great to have someone external from all my problems to talk to; they have no judgement, and it is a safe place."
Young person



97%
of young people said it was important that they did not need a referral to access Kooth

"I probably wouldn't go anywhere else for support, because I don't know of any platforms as easily accessible and private as Kooth."
Young person

"I would not be able to get support anywhere else. I rely on Kooth heavily."
Young person



"It was the first place I came for help [and] meant I had someone to tell about my anorexia before I got put in treatment. It's a very isolating disease and there wasn't a single person who knew about it at first, but Kooth was there, be it through the journal or messages. The anonymity made me feel safe and able to be more open about it as well. I can't thank you guys enough."
Young person



"It is precisely because we're so in tune with young people that we've been able to create a service they want and need, becoming a critical part of the wider mental health ecosystem - helping thousands of young people who would otherwise be asking for more intensive help from an already overburdened system."

Brian Rock, consultant clinical psychologist and Kooth's clinical director

62%

of young people on Kooth demonstrated a severe level of psychological distress

9 in 10

young people rated content on Kooth as helpful

"You don't need referrals to access this. Nobody had to know, and it's anonymous. It's a great way of getting your feelings out there and getting the support you need right away for free, before it progressively gets worse."

Young person

88%

of professionals agreed or strongly agreed that they would recommend Kooth to be available in other areas

95%

of young people surveyed said it was important or very important to them that there were no long waiting lists to chat with a counsellor

96%

of young people said it was important that they could access Kooth after school or work

"You can access it whenever you need it, for example after a hard day of school you can talk to someone on a live chat, find out ways to cope and have a much better night."

Young person

"The team at kooth is so helpful and always have been supportive with anything no matter how big or small. For someone who wants help but isn't ready to tell someone they know, it's a great option. Also Kooth doesn't need a referral and you can start using it straight away."

Young person