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Surrey and Borders

Partnership with Surrey and Borders Partnership NHS Foundation Trust (Kooth, 11-18)

Surrey and Borders Partnership NHS Foundation Trust commissioned Kooth Digital Health as part of its integrated Children and Adolescent Mental Health programme. Kooth was commissioned to use and promote the web-based platform across the county. Kooth was used as a front door for children and young people that:

- a) reduced demand on CAMHS and Primary Care services by providing high quality intervention in a lower cost digital setting
- b) increased early intervention and prevention
- c) increased accessibility of mental health services
- d) reduced the time it took for a young person to access immediate support

Together, the service is promoted across the county to schools, mental health teams, primary care and broader stakeholders.

During our partnership together we have:

- Had **85,927** logins to the Kooth platform; with **76%** of young people returning to the site on multiple occasions.
- Helped **13,567** children and young people.
- Conducted **6,069** chats with Kooth counsellors.
- Exchanged **41,469** therapeutic messages.
- Had **29,961** article views and **47,978** forum views.
- And helped **71%** of users outside traditional service hours.

During the COVID-19 crisis, Kooth actively supported responses across Surrey delivering four bespoke webinars to approximately 120 professionals outlining the importance of mental health signposting and the Kooth offering in their area. A 20% uplift in service capacity and an expansion to 10 year olds was quickly utilised by young people, meeting a need within the county to provide additional support for CYP.

“Working together with Kooth colleagues has enhanced the support and care that we are able to offer to Surrey Children and Young People. Kooth understands the issues that impact the emotional wellbeing and mental health of children and young people.”

Justine Leonard
Director of Children and Young People's Services,
Surrey and Borders Partnership Trust