

cool2talk

Is a website that responds to young people's questions with empathy, accuracy and without judgement. The one2one online chat allows young people to discuss any issues in real time with a counsellor.

Adolescence is a time of significant development. Changes in relationships, responsibilities and environments often result in young people requiring information, advice and support for their health and wellbeing.



Insight

cool2talk provides insight into the issues that are affecting young people through questions and consultation informing workforce development. Training has been designed in response to feedback from young people. The health Info zone provides information on current topics informed by local insight and research.

Resilience

Young people can access a service, get validation and early intervention to address their issues.

Collaboration

Working together with three health boards to provide a service to young people. On line work reduces costs and opens doors for collaborations across wide geographical areas.

Safe space

Addresses vulnerabilities, provides anonymity, trust and respect and supports building of confidence to share feelings.

Stigma

Addresses stigma by acceptance of what young people bring to the table. Cool2talk challenges values for example culture, bullying, sexual pleasure, body image, pornography use.

Empowerment

Young people have control over how they seek help and choose to look for further help.

Questions

I don't know what's wrong with me atm but I just cry all the time, I feel isolated and left out..... I also hadn't harmed myself for a couple months but that started again too.I feel physically sick and I think I'm doing it to myself by being so stressed and upset.... I just don't know what to do....thanks

How do I shave my pubes ??? I just want to shave them because they are annoying and will it be itchy for me every time I do ? Or is it only the first time. I've been wanting to for ages but I dot know how you know like just in case I cut myself

I'm not sure how I feel. I think I might be trans but I'm just not sure at the moment. My thoughts are all over the place. I jut feel like I need to speak to someone one to one in person but I'm not comfortable just yet talking to my parents about this. Who do you suggest I talk to?

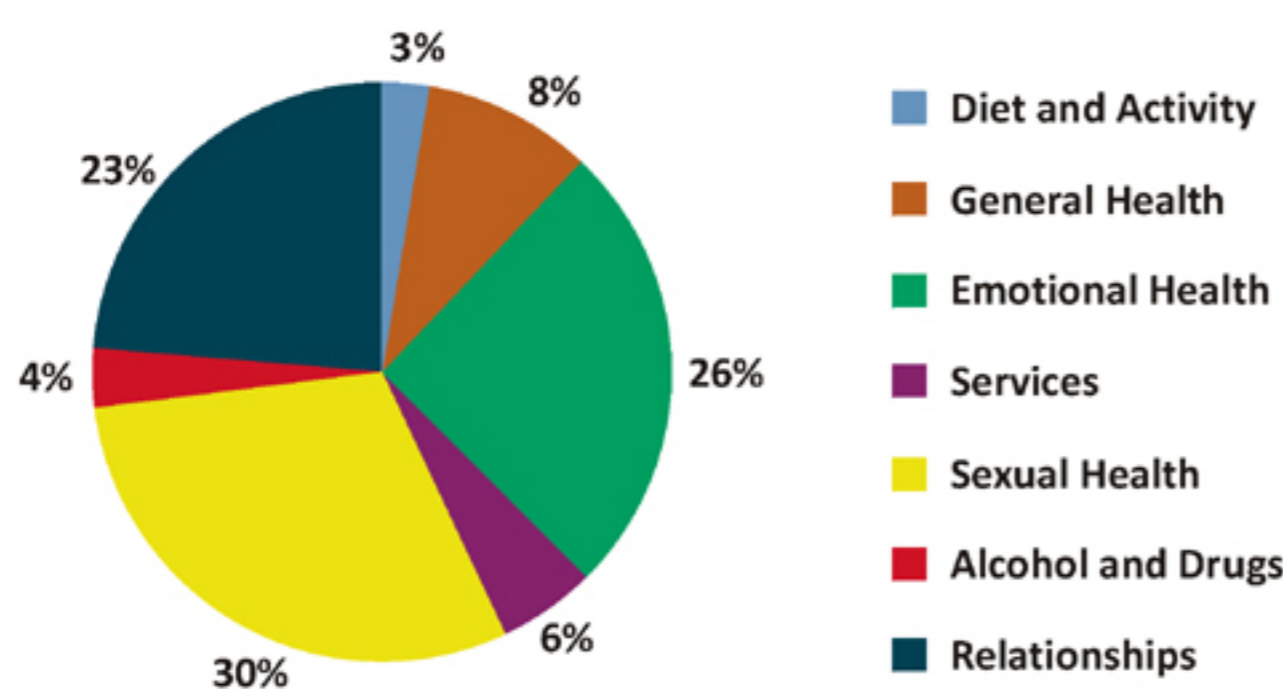
Feedback

Thanks for your help, cool 2 talk. I recently asked about how to cope with my anxiety, depression and self harm. Your help was fantastic and it felt great to have people to rely on when times got too tough. I am very thankful to have this service

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'I feel more at ease now that I have spoken to you I cannot tell you how thankful I am thank you so much for the advice you have given me and I will be sure to come back if I have any problems'

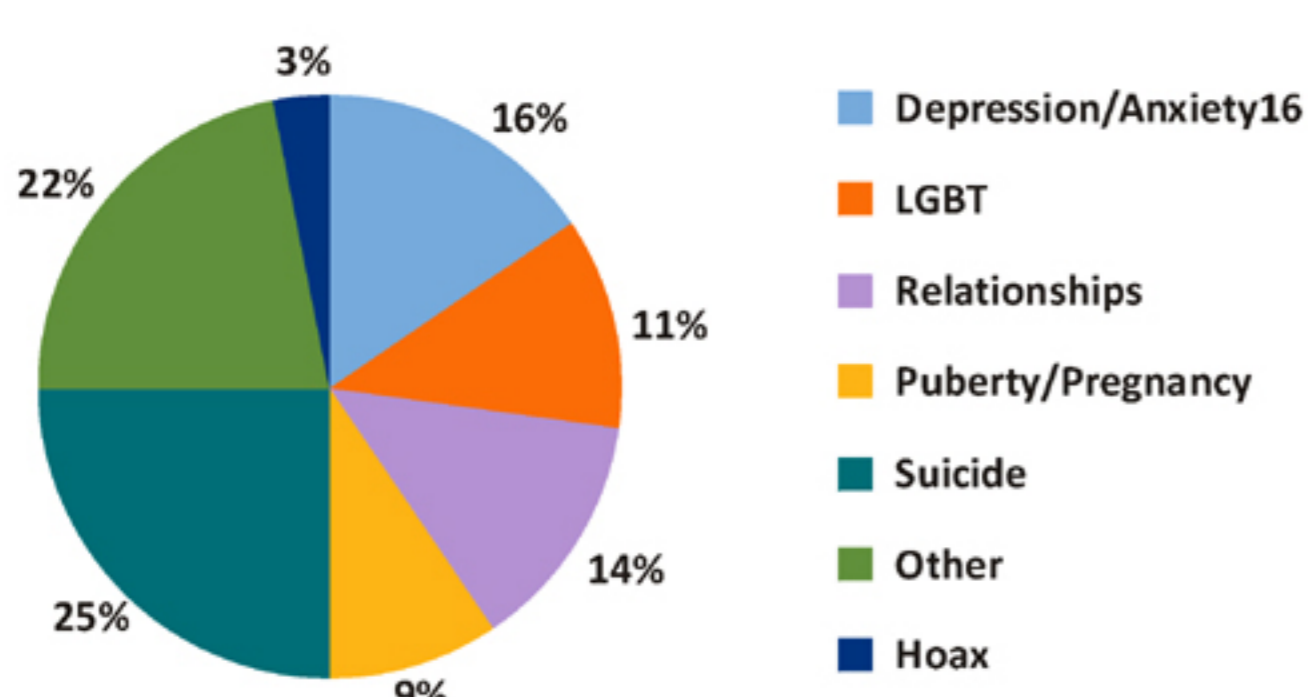
I have used this website multiple times when i am down or need advice. Good job everyone:)

cool2talk questions by topic (April 2016-17)



60% 12-16 years old
24,367 visitors (58% first time)
2350 questions
30% young men

121 Issues overall



500 users
96 sessions
35% young men