



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough



SENCo Network Meeting

8th October 2025

Welcome

Laura Goodfellow

On the Agenda

3:30pm - Welcome: Angela.

3:35pm - Kooth

3:55pm - Health update

4:05pm - Laura Goodfellow Service Delivery Manager: SEND and Personalisation

4.20pm - TA Breakout - 'Raising awareness of SEND Support and the EHCP offer.'

4:25pm - Student voice

4:35pm - Secondary Breakout

Primary	Secondary
4:40 AI in primary	4:40 Local Offer/LISO update and next steps
5:10 Local Offer/LISO update and next steps	5:05 EHE prevention support



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough



Kooth

Ellie Siviter Engagement Lead



Welcome

Training session for public and voluntary sector

Free, safe and anonymous digital mental health support





First some housekeeping



Please mute your
mic to minimise
noise



Feel free to
turn off your
camera



Please ask
questions at
the end



Follow-up
resources
via email



This session covers

Kooth as a mental health support service



Keeping young people safe



Where we fit in the care pathway



How we support you to refer young people to Kooth



Tips when talking to young people about feelings



Q&A





Who are Kooth Digital Health?

Founded in 2001, Kooth is a trusted online mental health platform

- Local Authorities and NHS Boards commission us to provide free, anonymous mental health support at Kooth.com
- Depending on the local authority, we can support children as young as 10, and young people as old as 26
- Kooth is accredited by the BACP; the leading association for counselling professionals in the UK
- All our practitioners are real people, not bots





Who are Kooth Digital Health?

Founded in 2001, Kooth is trusted and proven at scale to support the nation's young people



BACP accredited service

Kooth have delivered **1.1** million hours of mental health support and moderated **1.4** million messages



We're a trusted partner of the NHS

Kooth is available free to **7.0M** people in **73%** of England, **22%** of Wales & **42%** of Scotland

24 years of data

Our experience with the NHS has allowed us to deliver support in line with Long Term Plan (LTP) priorities. Kooth is the No 1 contributor to NHS England Digital MHSDS



Areas where Kooth is commissioned today for young people

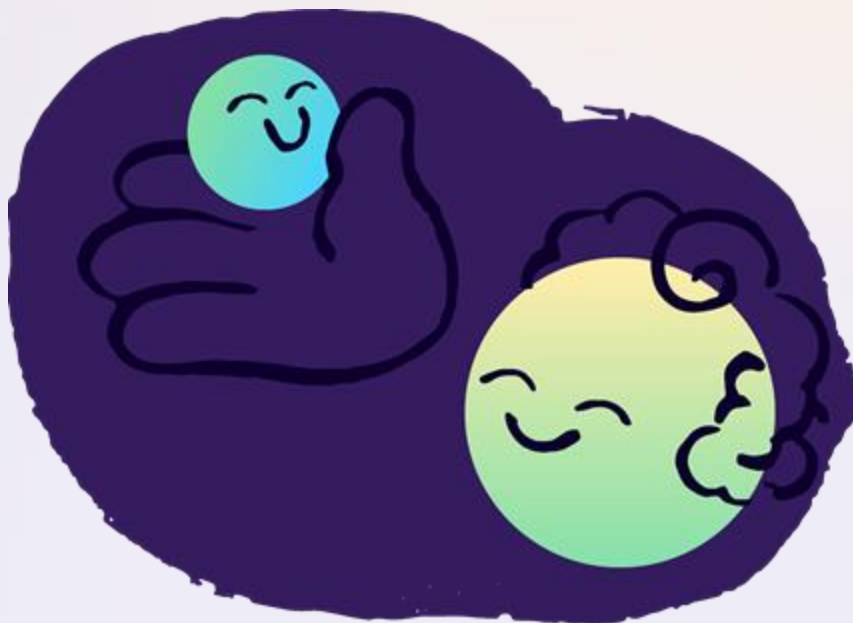
Access to all

No referral is needed, and there's no waiting list or threshold to meet

While access to Kooth.com is 24/7, 365 days a year, chats with a practitioner are during set times:

- 12pm -10pm, weekdays
- 6pm - 10pm, weekends

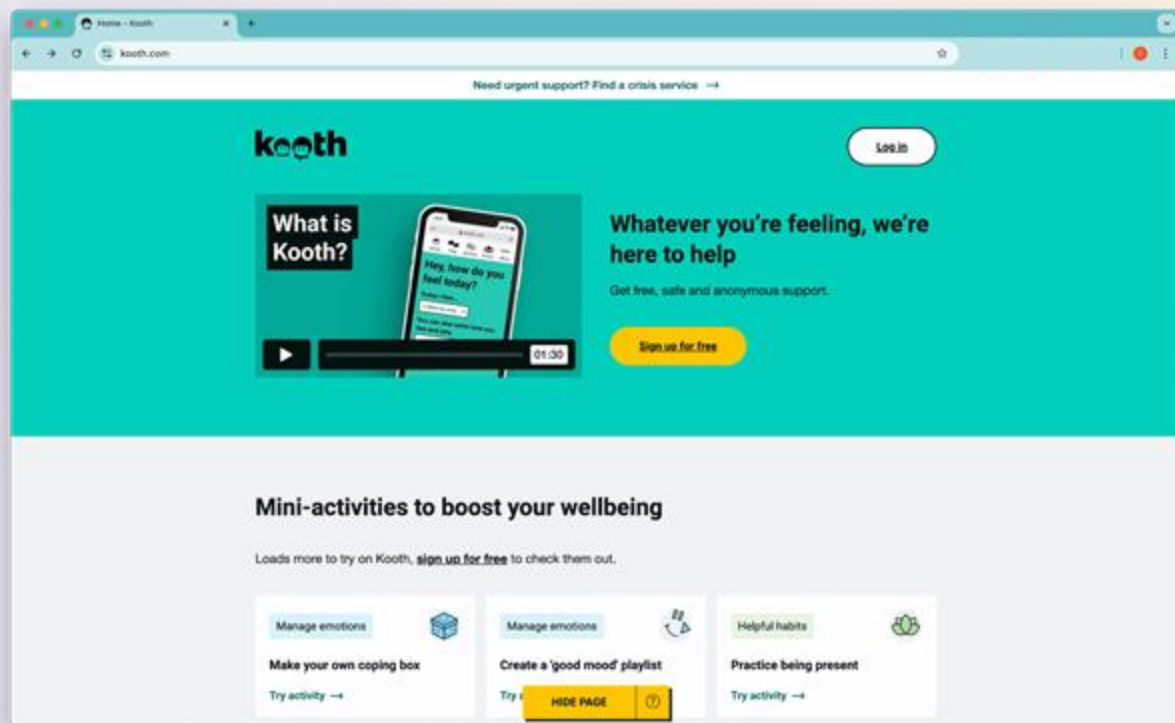
There can be wait times during busy periods





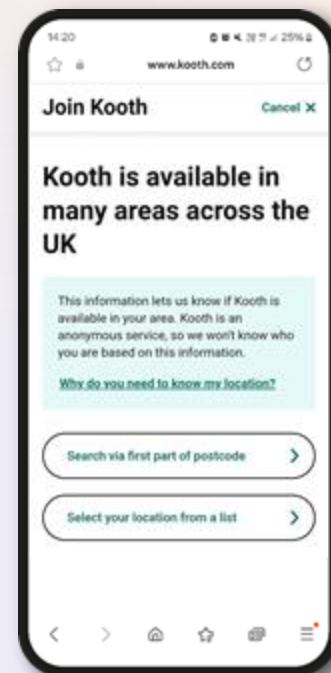
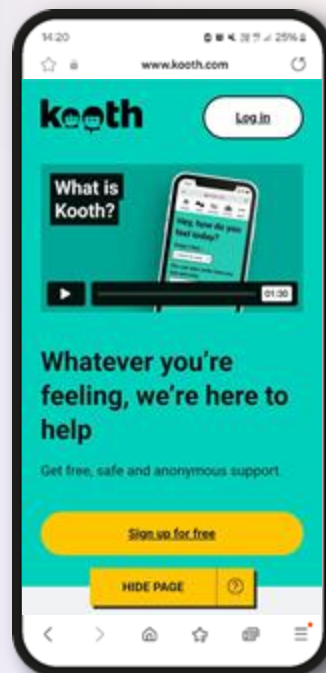
Sign up

Click on the 'Sign up for free' button to get started (from any internet-enabled device)



Sign up - Mobile

- All they need to do is click on the 'Sign up for free' button to get started (from any internet-enabled device)
- They can sign up by postcode or select a location from our dropdown list





Sign up - Mobile

- They can enter the first part of their postcode of home address

OR

- Choose their area from the dropdown lists provided

14:20 www.kooth.com

Join Kooth Cancel X

Step 1 of 6

Select your location

[Why do you need to know my location?](#)

The area I live in is

Choose from this list

The place I live in is

Choose from this list

Next step

[Find your location using a different option](#)

This screenshot shows the 'Select your location' screen. It features two dropdown menus for selecting the area and place of residence. A yellow 'Next step' button is at the bottom, along with a link to find the location using a different option.

14:20 www.kooth.com

Join Kooth Cancel X

Step 1 of 8

Search via first part of postcode

[Why do you need to know my location?](#)

Enter the first part of your postcode

For example - M41

Next step

[Find your location using a different option](#)

This screenshot shows the 'Search via first part of postcode' screen. It has a text input field for the first part of the postcode, with 'M41' as an example. A grey 'Next step' button is at the bottom, along with a link to find the location using a different option.

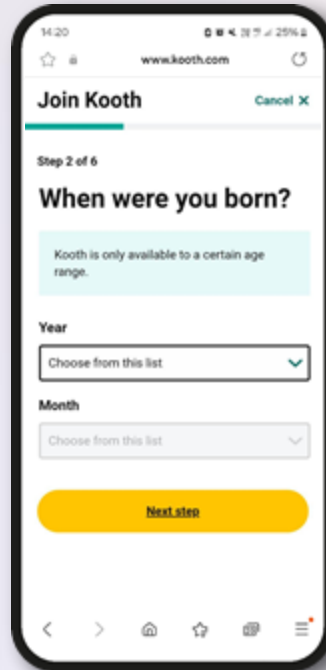


Sign up - Mobile

- They can select the month and year of birth
- Select their gender and ethnicity

However much or little they decide to share regarding their gender or ethnicity will not affect the support offered at Kooth

- They can create an anonymous username and secure password



14:20 www.kooth.com

Join Kooth Cancel X

Step 2 of 6

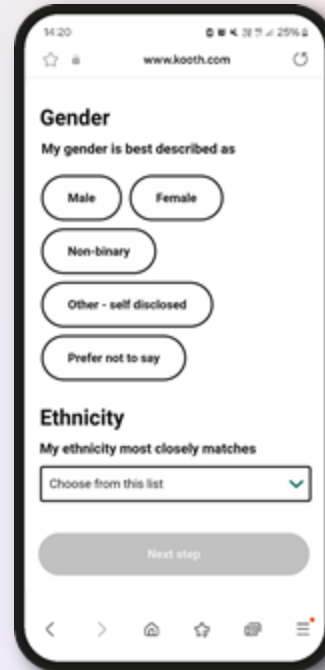
When were you born?

Kooth is only available to a certain age range.

Year
Choose from this list

Month
Choose from this list

Next step



14:20 www.kooth.com

Gender

My gender is best described as

Male Female

Non-binary

Other - self disclosed

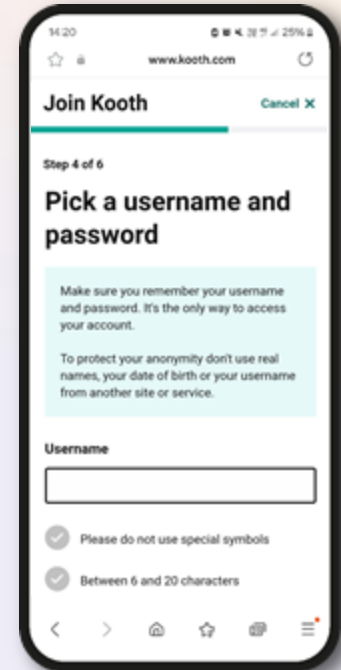
Prefer not to say

Ethnicity

My ethnicity most closely matches

Choose from this list

Next step



14:20 www.kooth.com

Join Kooth Cancel X

Step 4 of 6

Pick a username and password

Make sure you remember your username and password. It's the only way to access your account.

To protect your anonymity don't use real names, your date of birth or your username from another site or service.

Username

Please do not use special symbols

Between 6 and 20 characters



Culturally competent support



We're mindful of the barriers some individuals may face around gender, ethnicity, or other identity-related concerns

Ensuring the **safety** and **wellbeing** of every user is a shared responsibility. We collectively support **diversity in practice** through tailored training, regular audits, and expert oversight

This ensures our care remains responsive, inclusive, and grounded in the realities of the people we support



Personalised, accessible support

Anonymity:

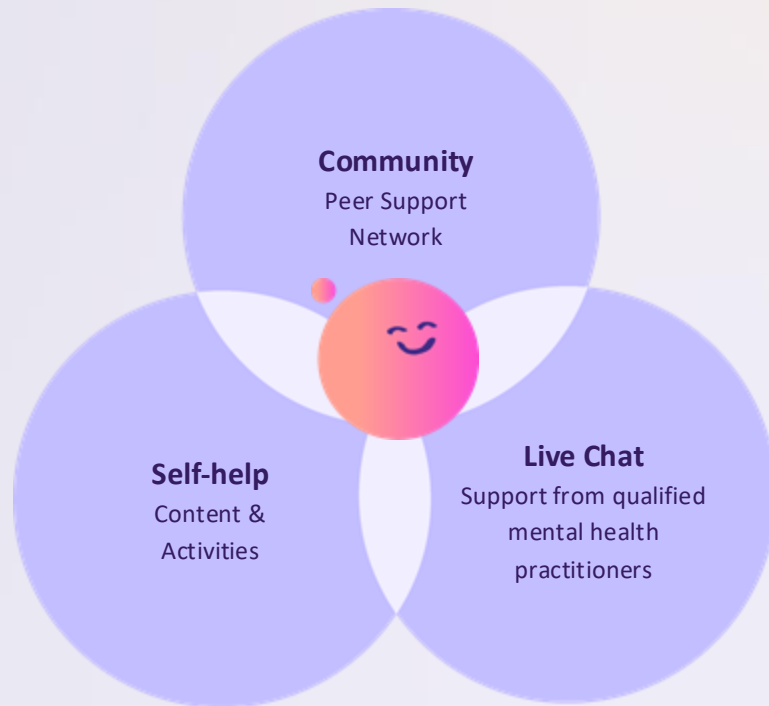
Removing stigma and barriers

Speed of support:

Accessible with no referral needed, no thresholds

Autonomy:

Users empowered to choose support options



Democratise access at scale:

A free service accessed via any internet-enabled device

Safety:

Embedded throughout the platform with clinically sound and fully moderated content

Accessible:

Designed to provide an inclusive experience for people with disabilities in line with WCAG 2.1



Support centred around you

Community Support

Discussion Boards

Our vibrant community interacts with other users via our peer to peer support forums

Magazine & Podcasts

Thousands of articles with a majority being user generated



Support centred around you

Community Support

Discussion Boards

Our vibrant community interacts with other users via our peer to peer support forums

Magazine & Podcasts

Thousands of articles with a majority being user generated

Self-help

Activities

Our inclusive and accessible mini-activities support in building a range of healthy habits and valuable life skills

Goal Setting

Personal goals can be set and monitored in a safe, moderated environment

Journal

A private yet simple and effective way to track mood



Support centred around you

Community Support

Discussion Boards

Our vibrant community interacts with other users via our peer to peer support forums

Magazine & Podcasts

Thousands of articles with a majority being user generated

Self-help

Activities

Our inclusive and accessible mini-activities support in building a range of healthy habits and valuable life skills

Goal Setting

Personal goals can be set and monitored in a safe, moderated environment

Journal

A private yet simple and effective way to track mood

Professional Support

Live Chat

Access to qualified practitioners through drop-in or pre-arranged online chat

Messaging

Message any time of the day and receive a response from a practitioner within 24-48 hrs

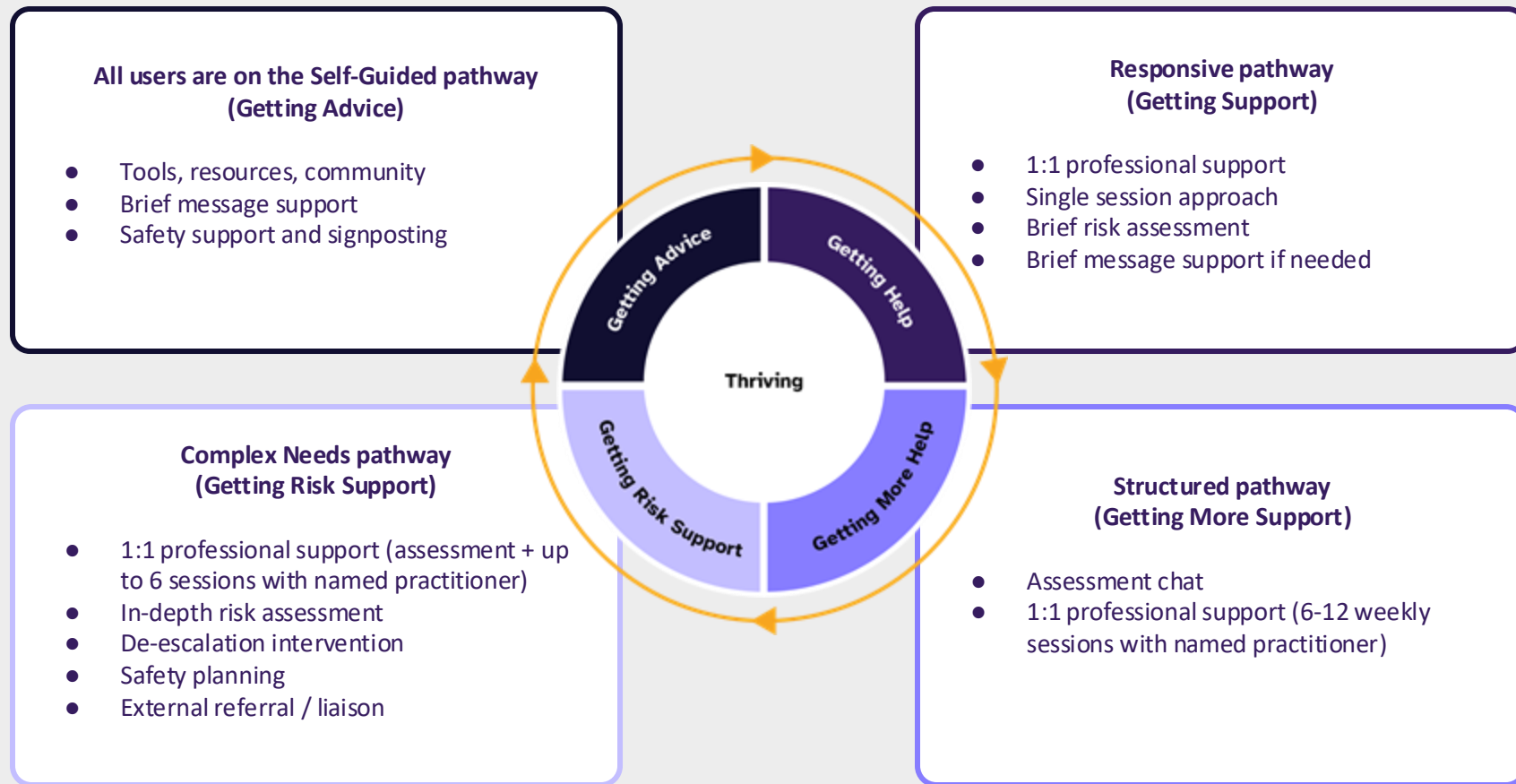


We have four pathways of support based on different needs. All users begin on the self-guided pathway and our moderation team will make contact to offer further support if needed

Users can also message our mental health practitioners at any time and choose one-to-one support. Users can move freely between pathways depending on what support they need



Tailored support pathways aligned with iTHRIVE





Professional support

Live Chat

When a user first comes to chat, we will talk to them about:

- Understanding a little bit about them
- Exploring their current difficulties and what's brought them to Kooth
- Thinking together about the best way we can support them

Messaging

Many users in our community message our practitioner team - an option open to them anytime. Responses are within 24-48 hours



Safeguarding: Our duty of care

If a user is considered a risk to themselves or from others, our practitioner will ask for their personal details and their consent to share with external services.

Even if consent is not given, if our practitioner feels there is a safeguarding issue then we will still refer, letting the user know who we are passing details to and why.

When we feel a person is in danger we collaborate with emergency services, letting the person know who we are passing details to and why.





Safeguarding without identifiable information



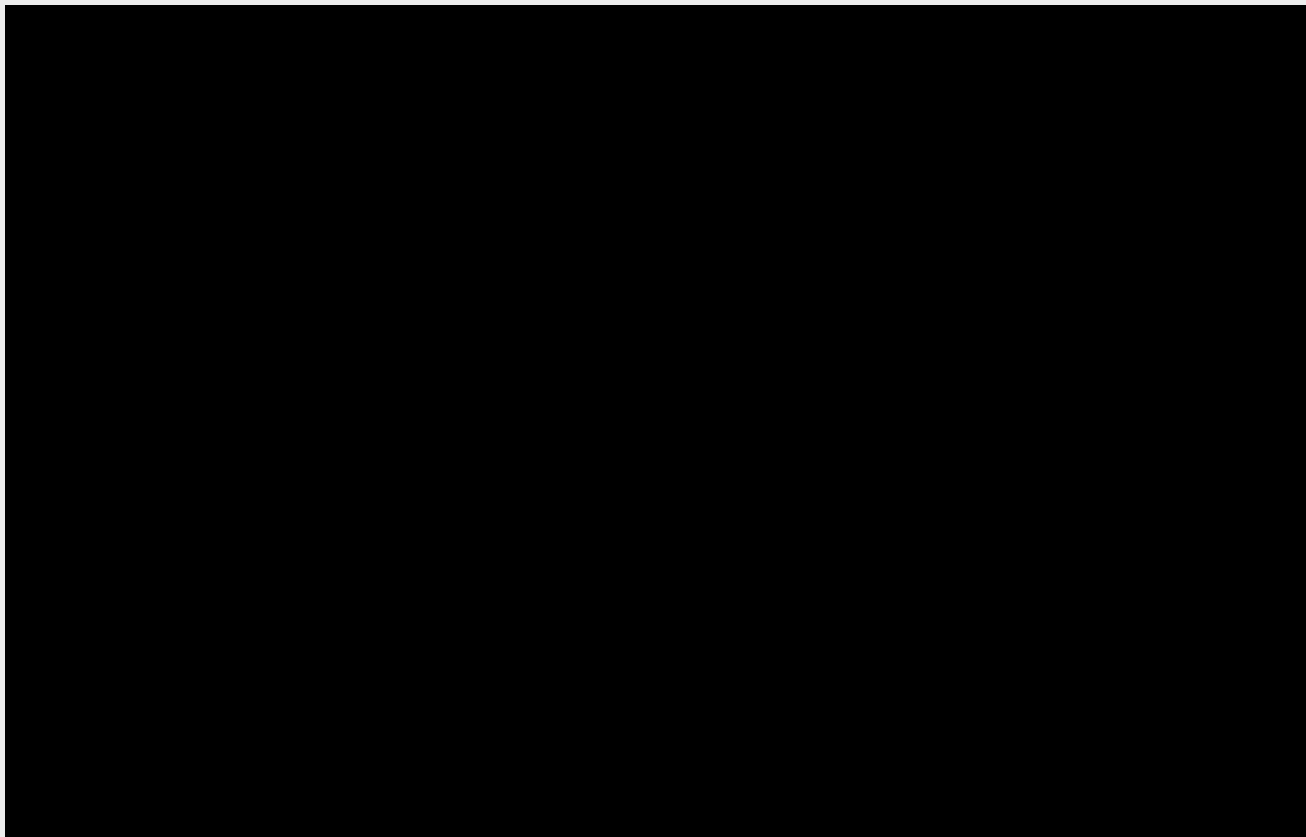
We work with a user to reduce risk and develop a safety plan, whilst attempting to understand and address barriers to accessing other services.

We'll also provide psychoeducational materials and signpost them to other relevant services.

Our anonymity supports effective safeguarding rather than acting as a barrier. We believe someone who is actively choosing to seek help is taking a really positive step for themselves.

Our users consistently tell us that the anonymity aspect enables them to share things that they wouldn't otherwise.

A trusted 'front door' for those who might not otherwise seek support



Turning the tide on a growing crisis



No problem is ever too big or small at Kooth



If it's on someone's mind, we're here to help

Some of the feelings or difficulties we support with include:

- Stress
- Anxiety
- Confidence
- Friendships
- Exam pressures
- Eating difficulties
- Loneliness
- Body image concerns
- Anger
- Moving schools
- Social media
- Suicidal thoughts

Fit for the Future

The NHS' 10 year plan projects a clear direction for the future centred around working towards 3 key shifts:

- Analogue to **digital**

Kooth delivers digital, clinically-governed mental health support accessible via any device without the need for referrals or waiting lists. By offering scalable and stigma-free support, Kooth exemplifies how digital innovation can transform mental healthcare delivery

- Sickness to **prevention**

Kooth offers early intervention and prevention designed to reduce escalation. However, our open access means we do see young people who need immediate support. Early intervention and prevention are crucial in providing safe spaces to talk, and digital services can effectively work with people to create harm reduction strategies and develop safety plans

- Hospital to **community**

Kooth Engagement Leads are embedded in local communities to work alongside and alleviate pressures on the wider system. We are collaborative partners to support mentally healthier populations. We help de-stigmatise conversations around mental health and broaden access to support, enabling young people to safely connect to and support one another at [Kooth.com](https://kooth.com)

connect.kooth.com/Kooth-in-the-community

The role of education and the wider community

While the primary focus of *Fit for the Future* is on healthcare, the plan does highlight the role of education. In aiming to improve access for CYP, expanding support and reducing waiting times, the plan commits to all schools and colleges having MHSTs by 2030

The plan underlines the importance of collaboration between the NHS, local authorities and education to deliver preventive and community-based support





Inclusive and accessible

We ensure our service meets the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.

Following these guidelines makes content more accessible to a wider range of people with disabilities, including accommodations for:

- Visual and hearing loss and impairments
- Limited movement
- Language and speech disabilities
- Photosensitivity
- Learning disabilities and cognitive limitations



Inclusive and accessible

We look to adapt our approach to a user's strengths and explore ways to accommodate their needs in a collaborative way:

- How we present information
- Allowing for more processing time and in-session breaks
- Enhanced use of psychoeducational material
- Interventions in smaller steps
- Use of simple language (in line with WCAG level AAA, making it readable for 10 year olds)
- If a user consents, we can liaise with external agencies to ensure joined up care





Inclusive and accessible

We have Clinical Team members with expertise in evidence-based interventions, and we provide ongoing guidance and training to our practitioners.

Kooth does rely on text-based interactions, and this may mean that we might not be the most suitable platform. If this appeared to be the case, we would signpost to other services that may be better suited.

Ultimately, we always prioritise what we feel will best support each service user based on their unique needs.



How we work alongside other support services

We offer support for those who:

- wish to remain anonymous
- wish to safely connect with others who have similar experiences
- are on waiting lists or don't meet thresholds/criteria for other referrals
- would like 'out of hours' support
- face barriers accessing support services
- want a space to 'try it out'





Tips on how you can start a conversation

1. Is the setting right? Is it the best time? Sometimes talking when you're not face to face can feel less intense - perhaps when out walking or in the car together
2. Try starting with a simple "How are you?" or "I've noticed you're a bit down/ upset/ angry today, do you want to talk?"
3. Try to ask open questions e.g. "Tell me what's worrying you about X" as opposed to "Is X worrying you?" which may only get a one word answer
4. Sometimes sharing your own feelings can help e.g. "My day's been really tough because..." then ask "How about you?"
5. Listen.... and then acknowledge their feelings
6. Ask them what they need from you
7. Even if they don't want to talk now, do make the offer again as it may take 2 or 3 invitations before they open up
8. Suggest visiting [kooth.com](https://www.kooth.com) if they want to speak to someone neutral



Signposting

- Signpost a self-referral to kooth.com with a printed pocket card or A5 leaflet
- Signpost in your discharge letters and waiting list letters
- Place [printed posters](#) in public spaces (including backs of toilet doors) and load a digital poster on waiting room screens
- Promote Kooth in your newsletter, social media and website
- [Sign up](#) to our free monthly newsletter



Booking
form

We have an engagement team who can provide you with free resources and training about Kooth

Please email kel@kooth.com to contact your local KEL



Thank you

Any questions?





Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough



Health (stw.send@nhs.net)

ICB SEND Team update

Hilary McGlynn | SEND Change Programme Partner (Health)

NHS Shropshire, Telford and Wrekin

SEND is a priority for Shropshire, Telford and Wrekin's Integrated Care Board (ICB).

Duties

- Organise and deliver NHS services to meet the needs of children and young people with SEND and address inequalities. This includes identifying health-related commissioning gaps, commissioning new services and where appropriate joint commissioning with local authorities.
- Oversee the health contributions to Education, Health and Care Plans, working in close partnership local authorities to ensure health assessments, planning, and support are delivered according to the SEND Code of Practice.
- Coproduction: ensure that the voice of SEND families and children and young people is respected, valued and central to decision making.
- Support information provision for families, specifically the Local Offer.

Every ICB must have executive lead responsible for SEND who is accountable for how well SEND support by partners/commissioned services is delivered.



Introducing the ICB SEND Team



Vanessa Whatley

- Chief Nursing Officer and Executive Lead for SEND



Laura Powell

- Designated Nurse for Safeguarding Children & ICB Senior Responsible Officer for SEND



Jennifer Griffin

- Designated Clinical Officer for SEND



Carrie James

- Associate Clinical Officer for SEND



Hilary McGlynn

- SEND Change Programme Partner (Health)



Commissioned service updates

CAMHS service

- CAMHS procurement process is ongoing but near completion
- Details of the provider who has been awarded the contract will be shared in mid October

Speech and Language Therapy (SLT) Service Developments for mainstream schools and attached nurseries

In response to feedback from SENCOs, parents and learning from ELSEC (Early Language Support for Every Child program) the following has been agreed:

- completing assessments for CYP already on the SLT waiting lists in schools rather than in clinics, parent carers will be invited to attend the assessment sessions in school
- trialling shorter reports to enable clearer targets, recommended interventions, strategies and next steps.
- providing a link therapist for each school to offer in person / via Teams discussion to raise potential referrals and urgent reviews prior to referrals being made
- continuing access to the SLT advice line and training
- promoting resources publicly available including (see later slides)



SLT Service Developments for mainstream schools and attached nurseries (cont.)

- Updates have been communicated to schools via
 - Education bulletin
 - Directly from SLT to SENCo, and school admin email address
- Updates have been communicated to parents via
 - SEND newsletters / Parent Carer Forums (PACC/PODS)
 - SLT Facebook page
 - Direct letters to families of CYP on the waiting list who are being offered appointments

Any questions or feedback you have can be shared with us and we can take them back to the service

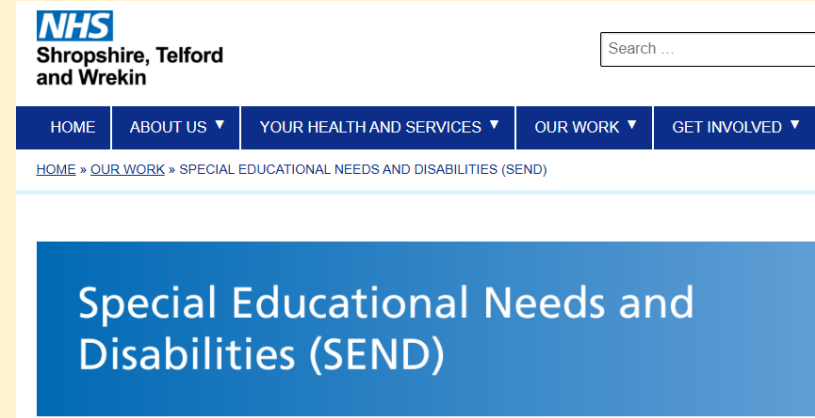


Information provision – ICB website

Information provision is an area we are continuing to develop and have made significant progress over the past couple of years.

SEND page on ICB website

- Includes position statements for Learning Disability diagnostic pathway and Sensory Processing support
- [Health Ordinarily Available Provision document](#)
- SEND team contact information



Website link

[Special Educational Needs and Disabilities \(SEND\) - NHS Shropshire, Telford and Wrekin](#)

Information Provision – Healthier Together

Healthier Together website

National and local (Shropshire & Telford) health information for those caring for babies, children and young people. Clear information on common childhood illnesses for both physical and mental health, long term conditions, and details of where to go for more help.

Key support pages we have developed

- Support while waiting for a health appointment
- Neurodiversity and Speech Language and Communication Needs (SLCN) support pages



Healthier Together website links

[SEND \(Special Educational Needs and Disability\)](#)

[Neurodiversity](#)

[Support for Speech, Language and Communication Needs \(SLCN\)](#)

Local Offer and other useful sources of information



- Telford Local Offer – recent pages developed including Reasonable Adjustments
- FAQs for the Neurodevelopmental assessment service on BeeU website (link in box at bottom of the page)
- Shropshire Community Health Trust website has lots of useful information and resources for Speech and Language Therapy and OT

Health

On this page, you will find information and guidance about health services available for children and young people with SEND in Telford and Wrekin. Universal services are accessible to everyone, while specialised services support children and young people with SEND who may require more targeted health services.

Where can I find more information and support?

Healthier Together Telford and Wrekin provides advice for parents, young people and pregnant women, as well as clinical resources to support healthcare professionals – which means that your child can receive consistently high-quality care, irrespective of which healthcare professional they see.

Healthier Together

Healthier Together: Support available while waiting for your appointment

Universal Services

Specialist Services

Emotional Health and
Wellbeing

Neurodiversity

Reasonable Adjustments



Questions and future SENCo network meetings

Any questions ?

Ideas for future network meetings

- DCO and School Nursing to present on Individual Healthcare Plans
- Health Visiting and School Nursing to present on their service offer
- Please share any further suggestions for topics





Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough



West Midlands
SEND and AP
Change Programme

Laura Goodfellow
SEND Service Delivery Manager (SDM)

National Updates

Recent publications

RISE Support for Inclusive Mainstream Education

Published on **19 September 2025**, this guidance outlines the DfE's **RISE programme**, which aims to improve inclusivity in mainstream schools. It includes:

- Free CPD units and autism training
- Spotlight sessions and national events
- Case studies and an emerging insights report from the *Inclusion in Practice* initiative
- Collaboration with the Ambition Institute, Confederation of School Trusts, and others

You can access the full guidance [here](https://www.gov.uk/guidance/raising-standards-for-inclusive-mainstream-education). [\[www.gov.uk\]](https://www.gov.uk/guidance/raising-standards-for-inclusive-mainstream-education)

National Updates

Recent publications

Ofsted's new inspection framework, launching in **November 2025**, places inclusion and SEND at the heart of school evaluations:

Across all phases, inclusion will be threaded through every part of the inspection.

Inspectors will:

- Look at how well **disadvantaged and SEND learners** are supported.
- Examine **curriculum accessibility** and whether adaptations are meaningful.
- Ask leaders about systems for **early identification and support**.
- Gather **the views of learners**, parents, and staff on inclusion.
- Pay close attention to behaviour and attitudes, especially around **belonging and equity**.

For schools in particular, this means SEND and inclusion leads will play a key role during inspections. Inspectors will want to see evidence of impact, not just paperwork;. They'll want to see how inclusion is felt in the classroom, playground, and outcomes.

Local Updates

Phase transition dates

School Age: Admissions preference deadline - 31st October.

Please ensure parents are providing their preference for school placement via the admission portal.
You should be having an Annual Review soon.

These must be sent into the SEND Team no later than **14th Nov.**

If we do not receive preferences, we will consult with local appropriate settings so we can name a setting, which we consider appropriate for each child by the statutory deadline – **15 February 2025**

For Year 11's and Post 16 (if leaving their current setting):

This year we will be consulting with Post 16 providers as soon as we have received the review paperwork and preference.

All preferences to be returned to SEND Team by 20th December.

Post 16 placement will be confirmed by 31st March 2025

Any Questions?





Support Team

4:25 SEND Support and the Local Offer

4:45 The EHCP Offer

5:05 Networking conversation

TA/LSP Breakout (move on to slide 60 for student voice)

'Raising awareness of SEND Support and the EHCP offer.'

Gwen Nutting SEND project Lead

Sharonjit Sandhu SEND Team Lead



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough



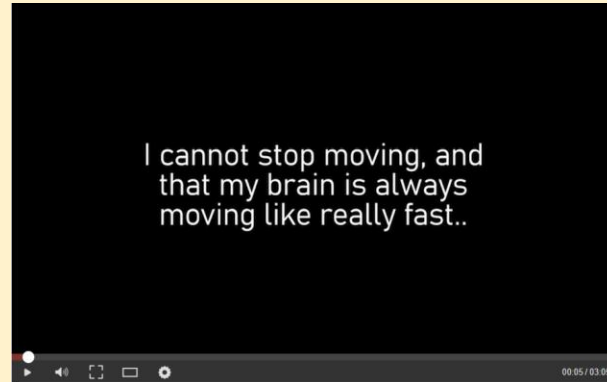
Student Voice

Natasha Mistry. SENCo Madeley Academy

Student Voice

To develop staff CPD, each year I work with our neurodivergent students to create a video explore their need.

- It gives our students the opportunity to be express the difficulties they have in school.
- It provides staff with examples from our own students.
- It develops empathy, understanding and review of support.
- It highlights the variation of need.



Any Questions?



Secondary SENCOs

Please move rooms with Vicki





Secondary Breakout:

Secondary

4:45 Local Offer/LISO update and next steps

5:05 EHE prevention support



Primary SENCO's:

Using AI to support students with SEND.

Primary

4:45 AI in primary

5:10 Local Offer/LISO update and next steps

Local offer updates and next steps re Local Specialist Support Offer

Improving Accessibility and Navigation:	It organises resources, services, and contact information in a clear and structured way, making it easier for internal and external stakeholders to find what they need quickly.
Enhancing Efficiency:	reduces confusion and duplication of efforts, all things in one space
Supporting Strategic Goals:	Helps align LA services and improving collaboration between schools, settings, and support services.
Strengthening Communication: Forum area	Fosters better communication between internal teams and external partners.
Facilitating Updates and Maintenance:	Most up to date resources, allows for better management of current and accurate information.
Promoting Transparency:	A school facing website with a clear overview of services, policies, and procedures

Access to information for all E&S Service, in one place.



Education & Skills

- Achievement & Enrichment
- Skills
- Virtual School
- Access & Sufficiency
- SEND
- Alternative Provision
- Commercial Services

Education and Skills

Empowering communities through quality education and skills development for a brighter future.

Latest News



May 15, 2023

New Digital Skills Program Launched

Our new program aims to bridge the digital divide by providing essential tech skills to underserved communities.

Our Services



Achievement & Enrichment

Programs designed to enhance academic achievement and provide enriching educational experiences.

[Learn more >](#)



Skills

Vocational and practical skills training to prepare individuals for the workforce and career advancement.

[Learn more >](#)



Virtual School

Online learning platforms and resources for remote education and digital classroom experiences.

[Learn more >](#)



Access & Sufficiency

Ensuring equal access to educational resources and sufficient support for all learners.

[Learn more >](#)



SEND

Special Educational Needs and Disabilities support services tailored to individual requirements.

[Learn more >](#)



Alternative Provision

Specialized educational programs for students who require an alternative to mainstream education.

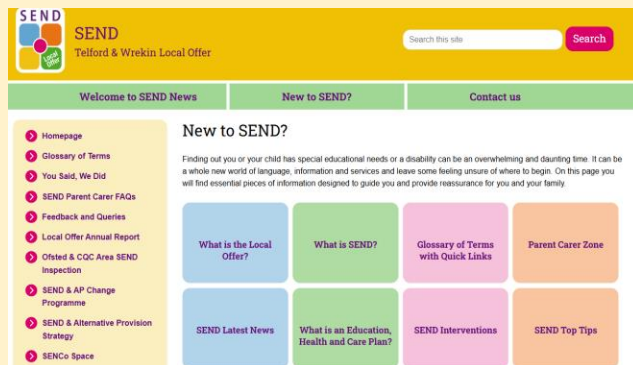
[Learn more >](#)

Communications

SEND Local Offer next steps, update for SENCO's



New to SEND



SEND News – Local Offer

Questions



Next meeting:

Wednesday 5th November 2025 – online 4-5pm

Wednesday 4th February 2026 - Face to Face Southall School

