

KOOTH Blended Partnership Tier 2 Service Delivery

XENZONE is delighted to present a seamless way of delivering essential Tier 2 counselling support to children and young people across the UK.

KOOTH.COM has been delivering effective, safe counselling support services across the UK for the past ten years. We are currently working in 20 Local Authority areas providing both online and face to face counselling services.

Depending on the needs of the local authority, we will either use our own **KOOTH.COM** team of specialised mental health practitioners and counsellors for both parts of the service (online and face to face counselling), or we will partner with existing local high quality face to face counselling services.

Whichever option is best for you, we have years of experience of working in close partnership with local face-to-face statutory and community services to ensure wrap-around support and seamless pathways for children and young people.

For an exploratory discussion about your commissioning needs and to find out how we could work most effectively in your area to deliver outcomes focussed counselling support for young people, please get in touch with Elaine Bousfield elaine@xenzone.com on 0845 330 7090

Please also visit the rest of our website for examples and case studies showing how we have provided successful and outcomes based Tier 2 services in different regions of the UK.

Why do we need Blended Partnership Counselling Tier 2 Services?

In our experience running services across the UK, we have seen again and again the need for a joined-up integrated and robust 'Tier Two' provision of services for children and young people. These services need a simple and accessible single point of entry, with clearly defined well-trodden pathways between services, with good links to Tier 3 CAMHS provision. Young People also need choice and autonomy, which is why we maintain an important self-referral pathway.

These services also need to be able to reach out to those children and young people most in need of support, especially children in care, or on the edge of care and those who are not engaged in education or other essential services.

What does a Blended Partnership Counselling Service look like?

The Blended model has three elements to it, firstly the highly developed **KOOTH.COM** model:

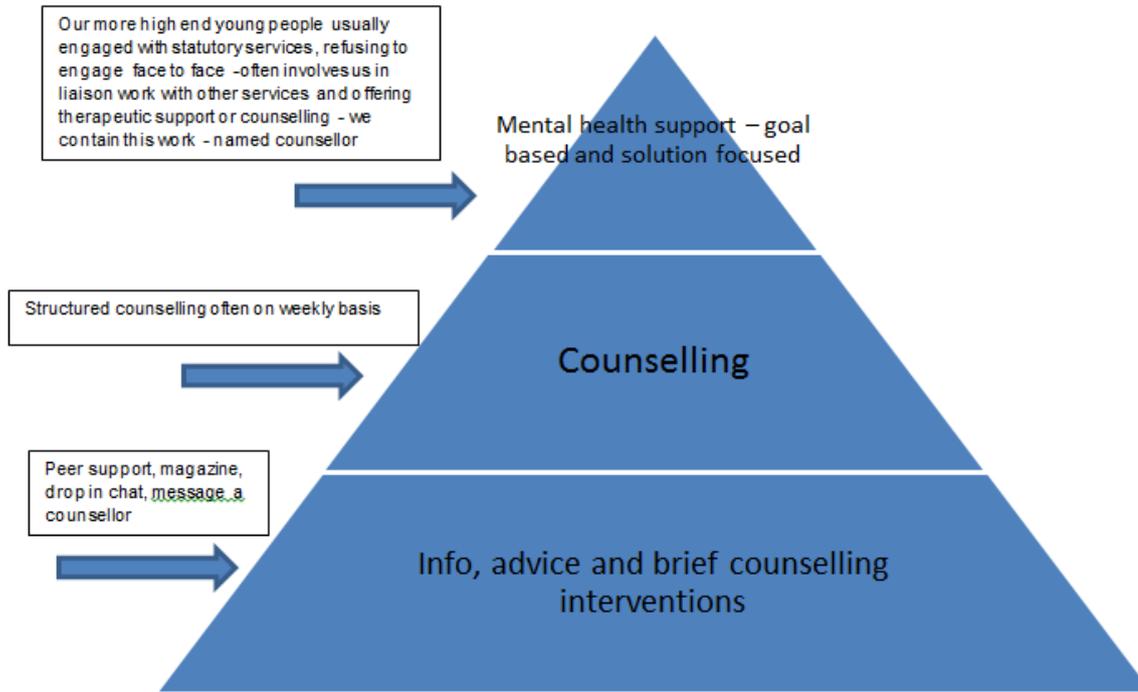
1. Online counselling, support and assessments:

Within the online service we offer outcome -focused interventions dependent on assessment and need

- Drop in – this is vital to provide immediate flexible support
- Structured counselling
- Key working – psycho-educational interventions

KOOTH.COM provides a vital non-stigmatised service for young people across the UK, with 10,000 active users utilising our flexible counselling service and range of therapeutic tools each year. The online service has a host of online self-help tools, peer support boards and interventions, self -referral to the online counselling team, and self-referral to the face to face team and a pathway system to other services.

Visit www.xenzone.com/kooth.html for more information on this service.



Number of user logins

Hour of day	MON	TUE	WED	THU	FRI	SAT	SUN	ALL
00:00 to 01:00	164	141	167	133	153	176	194	1128
01:00 to 02:00	88	71	69	81	74	95	124	602
02:00 to 03:00	55	30	44	47	56	48	62	342
03:00 to 04:00	21	32	22	19	27	34	52	207
04:00 to 05:00	17	21	15	10	12	14	17	106
05:00 to 06:00	8	14	12	4	11	7	9	65
06:00 to 07:00	45	39	43	32	49	28	23	259
07:00 to 08:00	67	93	122	105	88	85	44	604
08:00 to 09:00	179	207	160	201	179	114	103	1143
09:00 to 10:00	218	265	235	210	225	191	163	1507
10:00 to 11:00	297	330	265	237	262	325	197	1913
11:00 to 12:00	354	387	618	386	358	336	257	2696
12:00 to 13:00	514	530	525	495	608	314	293	3279
13:00 to 14:00	680	706	739	529	738	296	364	4052
14:00 to 15:00	683	684	645	454	495	340	344	3645
15:00 to 16:00	674	771	618	564	548	442	453	4070
16:00 to 17:00	935	1006	882	905	861	424	580	5593
17:00 to 18:00	972	1027	913	901	881	530	787	6011
18:00 to 19:00	1031	1084	1013	976	977	701	1083	6865
19:00 to 20:00	1028	1181	1083	1007	899	708	1049	6955
20:00 to 21:00	1018	1184	1059	1019	962	674	1050	6966
21:00 to 22:00	858	960	911	844	902	650	877	6002
22:00 to 23:00	531	525	534	542	600	454	536	3722
23:00 to 00:00	290	287	309	283	336	313	305	2123
	10727	11575	11003	9984	10301	7299	8966	69855

KOOTH.com provides essential out-of-hours support (the red hot-spots show 69% of our log-ins are outside office normal hours of 9am -5pm):

It provides a non-stigmatised service for BME communities (11% of our registered users are non-white)

Ethnicity	Number	Percent
White British	7526	81%
Any Other White	461	5%
White Irish	238	3%
Any Other	150	2%
Pakistani	123	1%
White & Asian	109	1%
Any Other Mixed	107	1%
White & Black Carribean	104	1%
Indian	87	1%
Bangladeshi	66	1%
Chinese	56	1%
Carribean	55	1%
White & Black African	54	1%
African	46	0%
Any Other Asian	37	0%
Any Other Black	35	0%
	9254	
Non White:	1029	11%

2. Face to face Interventions

These can comprise:

- Counselling for children and young people aged 11-25
- Therapeutic interventions for children aged 5-11
- Group work focused around self-harm using a DBT skills approach

Xenzone continues to deliver face-to-face interventions via our own KOOTH.com experienced counsellors and mental health professionals and we are happy to do this for your local authority/CCG, or we can work with local face to face providers to deliver this part of the blended model. We share our experience and expertise in delivering services with all our local partners, especially in reporting, routine evaluation and outcomes, and policies and procedures to ensure best clinical practice.

This shows our face-to-face referral system held on KOOTH:

Last Name	First Name	Ref Date	View Referral	Type	Account
Needful	Water	17/07/2013	View	Self	waterneedful5
Doug	Corn	17/07/2013	View	Assisted	corndoug14
Killington	Buzz	10/07/2013	View	Self	buzzkillington11

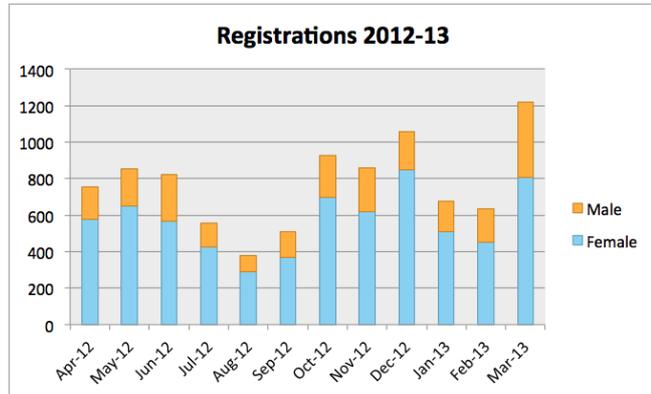
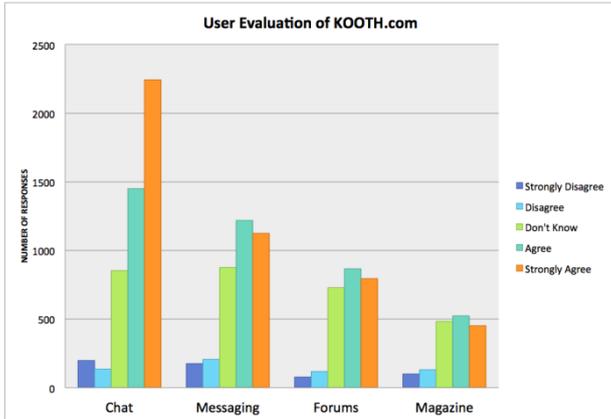
This screenshot from **KOOTH.com** demonstrates how easy it is for young people to self-refer into face to face services from within our online service:

3. Training and consultancy around mental health

This is delivered to schools and universal services and provides accredited training packages designed to equip workers in universal services to identify and support those children and young people who may need support around their emotional health. Where this is not already being done in a Local Authority area, we can provide this service through one of our partners.

Our Blended Service Reporting System

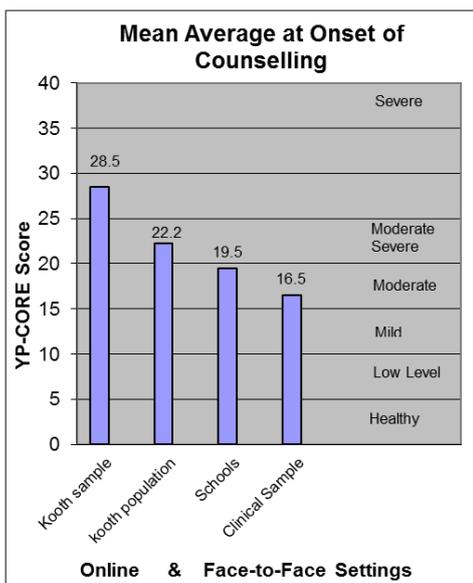
All the services described above have a full reporting system detailing what services are used, activity data, outcomes data and feedback and ratings from young people as partially demonstrated here (please contact us for full reports):



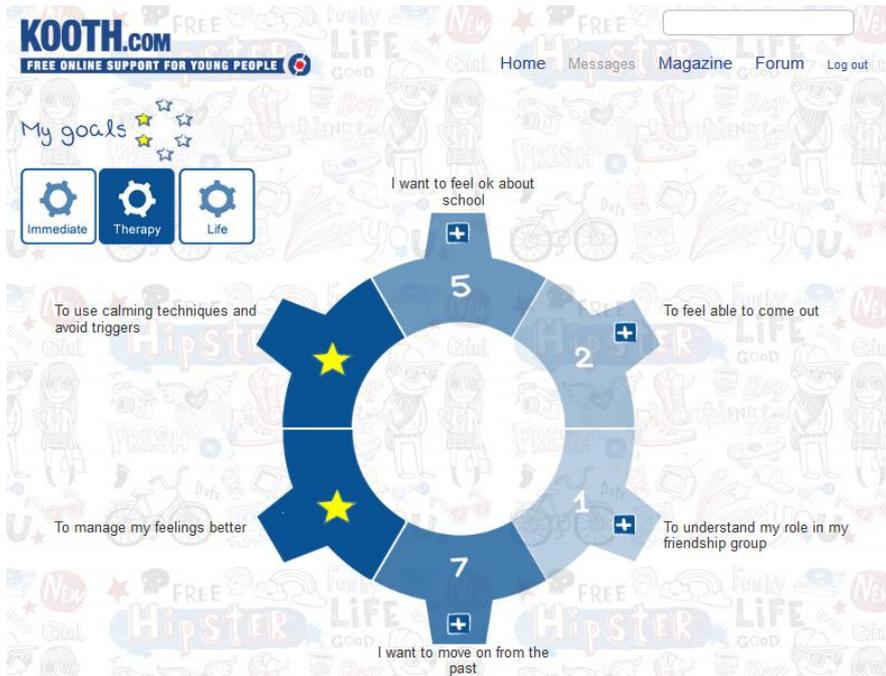
An Outcomes Focussed Service

We have always been committed to providing outcome-focussed services. In order to help develop an evidence-base for online counselling, and to show our commissioners what a big difference we make in the lives of children and young people, we have embedded routine evaluation into all our work. We use a range of measures for mental health and distress (YP-CORE); therapeutic alliance (systematic feedback scales) and to record personalised goals for life and therapy (a tailor made goal based outcome measure known as CoGS – Counselling Goals System).

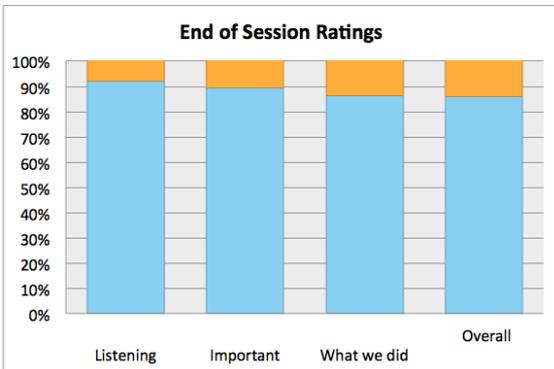
Through close collaboration with the University of Manchester, we have facilitated and coordinated numerous research projects to develop this evidence base, and provide detailed reports to our commissioners on our outcomes as demonstrated:



This table shows evidence from our early research work using the YP-CORE and comparing against face-to-face services. It indicates high onset scores (reflecting high level of distress) for online users.



This illustrates our tailor-made goal based outcome measure, which charts progress with young people led goals in a user friendly way. It is also the basis for a major research project investigating what online counselling achieves



	Listening	How Important	What we did	Overall
Number of scores	3385	3385	3385	3385
Average score (out of 10)	9.22	8.94	8.63	8.59
% of max possible score	92%	89%	86%	86%

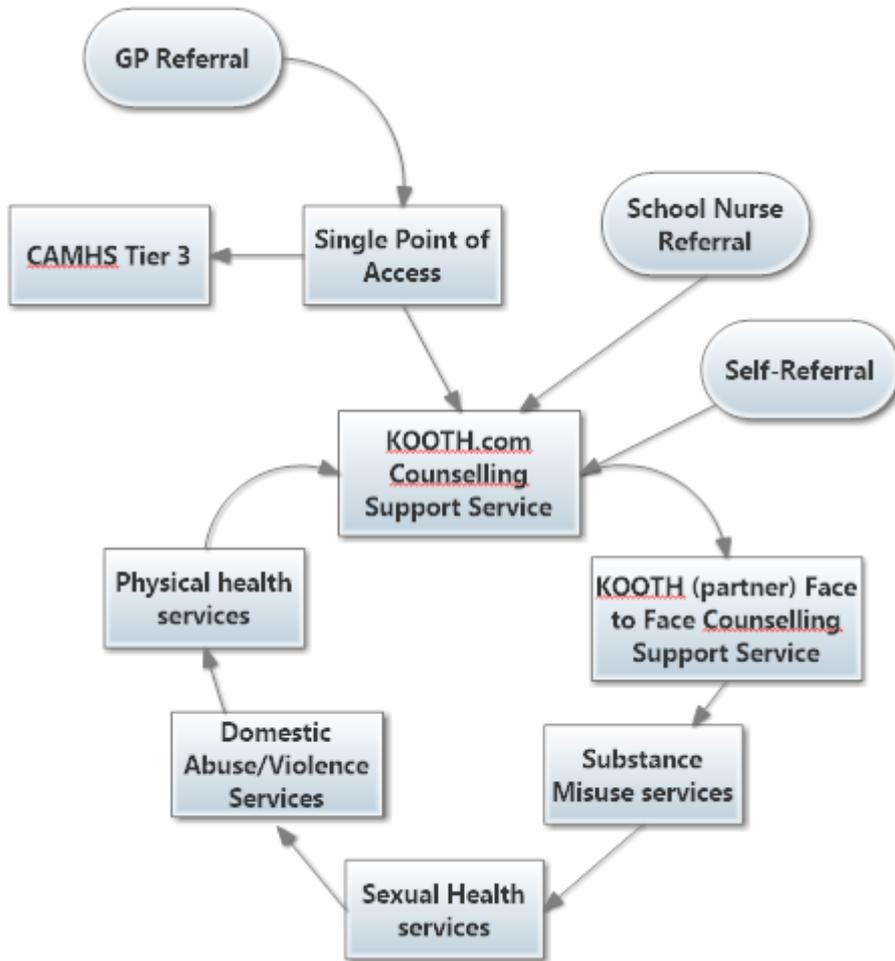
We use an end of session feedback form to record 4 key aspects of any therapy. These aspects focus around: *did you understand what was said, did you feel listened to, did you talk about what you wanted to and did it give your ideas for the future.*

If you would like to discuss how KOOTH.com might be able to work within your area, please contact:

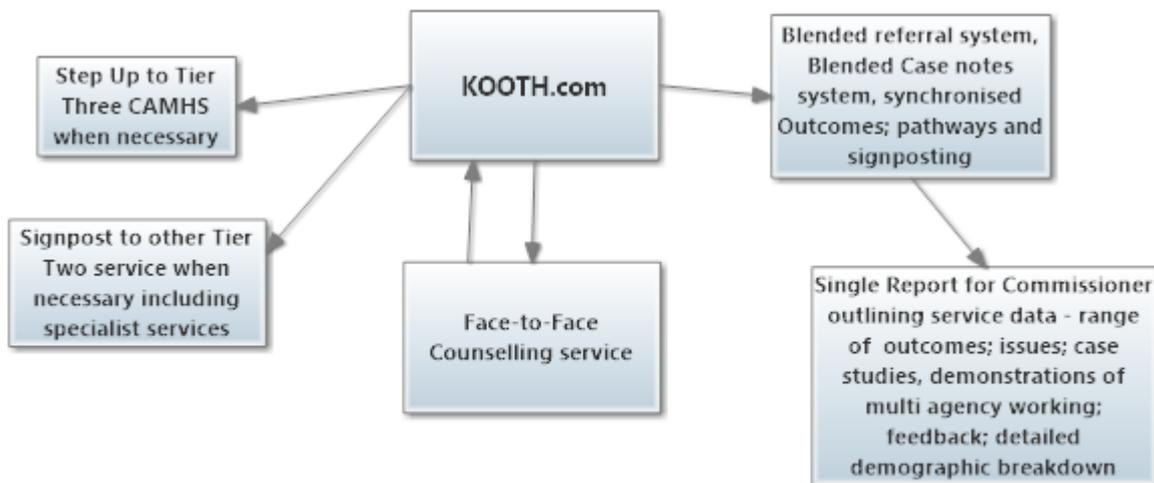
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How Tier Two Service Provision Can Provide Wrap-around care for young people



KOOTH services embedded in Case Management for Tier Two Service Provision



How Tier Two Services can work together to offer genuine choice and wrap-around provision