



# Bi-Borough Inclusion Service

## Service Offer 2025-2026

# What support do we offer?

The Bi-borough Inclusion Service delivers specialist support to pupils with SEND, their families and schools / settings. We are an aspirational learning community and we embrace and respect the diversity and uniqueness of inner/central London.



**Support to settings for students with a range of SEND**

Hybrid model of delivery (online and face2face)



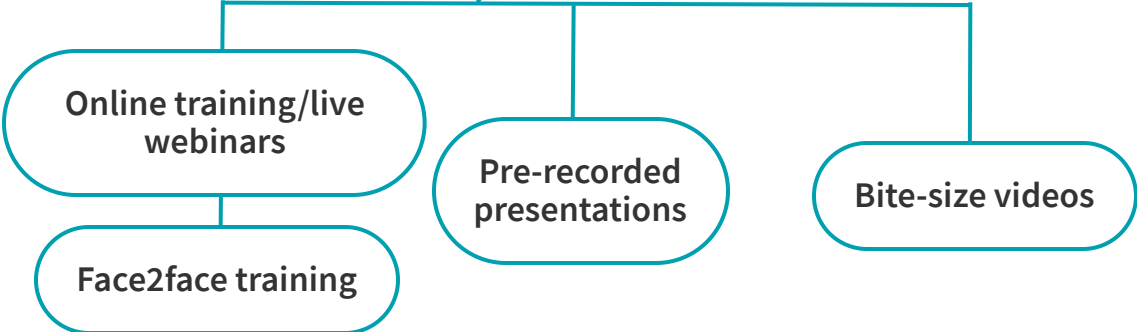
**Support for parents/carers and siblings of SEND children/young people**



**SENCO support and coaching**



**SEND training and consultancy**



# Our Mission and Vision



**Our Mission:** We are committed to transforming the lives of children and young people with SEND through the delivery of innovative, specialist, evidence-based support, high-quality training and celebrating neurodiversity.



**Our vision:** We are ambitious for our children and young people with SEND. We want them to experience an education system which is welcoming and inclusive whatever their needs. We want them to experience joy and achieve success in their early years, at school and in further education so that they feel valued and supported and can lead happy and fulfilled lives.



We thrive to deliver high quality, evidence-based, innovative and creative support, inspiring all who work and learn with us to aspire to excellence.

# Our Values

Learn more about our values [here](#)



**Integrity**



**Openness**



**Respect**



**Ambition**



**Resilience**



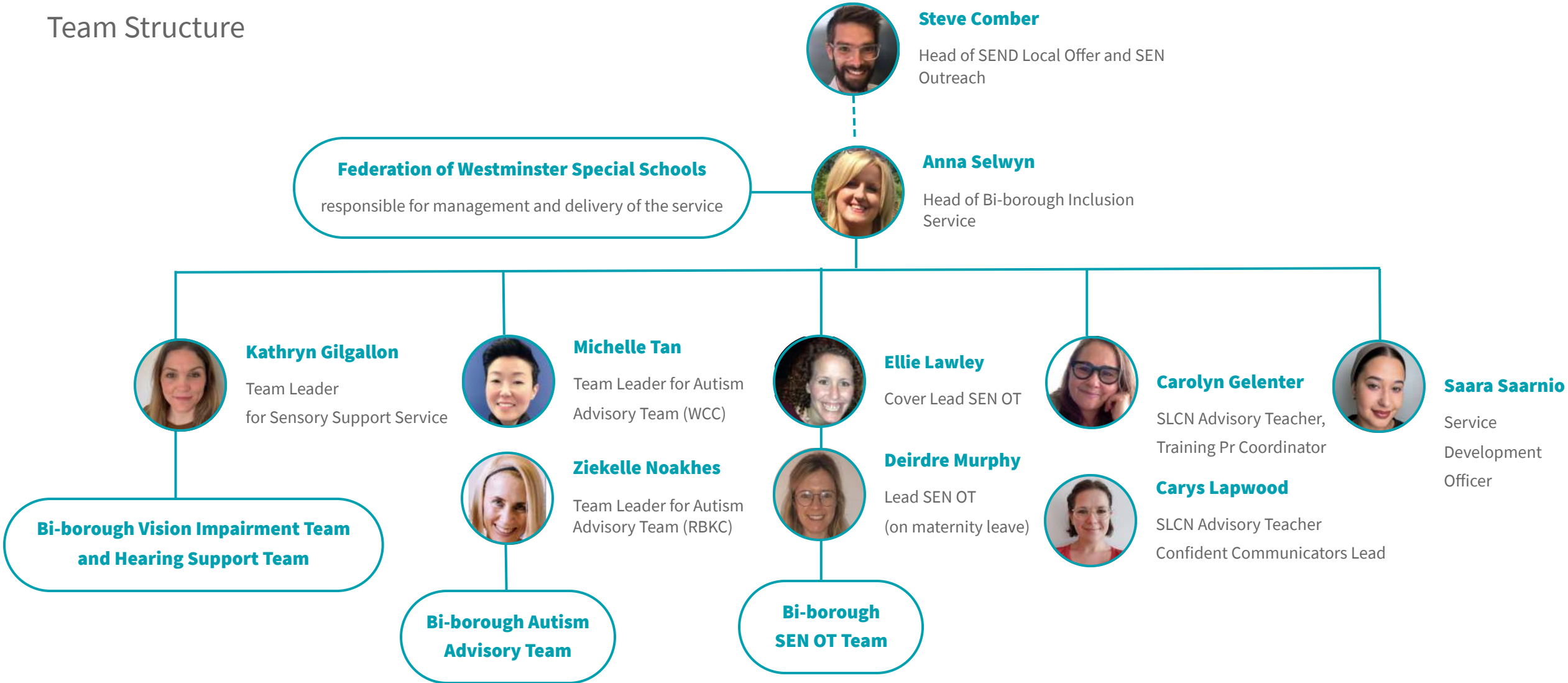
**Collaboration**



**Positivity**

# Bi-borough Inclusion Service

## Team Structure



# Bi-borough Autism Advisory Team



**Michelle Tan**  
Team Leader  
for Autism  
Advisory  
Service



**Ziekelle  
Noakhes**  
Team Leader  
for Autism  
Advisory  
Service



**Jenny  
Reeve-  
Williams**  
Autism  
Advisory  
Teacher



**Lilly  
Mackdonald**  
Autism  
Advisory  
Teacher



**Lucy Munn**  
Autism  
Advisory  
Teacher



**Patricia  
Slater**  
Autism  
Advisory  
Teacher



**Skye  
Sergeant**  
Universal  
Offer  
SEN OT

# Bi-borough Sensory Support Team

Vision Impairment Support



**Kathryn  
Gilgallon**

**Team Leader  
for Sensory  
Support  
Service**



**Christina  
Matawa**

QTVI



**Janee Hall**

QTVI  
(Edward  
Wilson)



**Jana  
Cerny**

QTVI  
(maternity  
cover from  
October)



**Lidia  
Lakhu**

QTVI



**Stephanie  
Bruce-  
Crampton**

QTVI  
(maternity  
leave from  
October)



**Viv Hollis**

QTVI

# Bi-borough Sensory Support Team

Hearing Support



**Kathryn  
Gilgallon**

**Team Leader  
for Sensory  
Support  
Service**



**George  
Andronic**

QToD



**Heather  
Eustace**

QToD



**Jeannine  
Malherbe**

QToD



**Julie  
Dellafiora**

QToD



**Lina  
Stathopoulou**

QToD



**Vacancy**

# Bi-borough SEN OT Team

The team is commissioned to deliver OT provision outlined in EHCPs



**Gwendoline Janot**

SEN OT



**India Ogun**

SEN OT



**Mariana Teixeira**

SEN OT



**Naiomi Rogers**

SEN OT



**Shakira Taylor**

SEN OT



**Shauna Hunt**

SEN OT



**Skye Sergeant**

SEN OT



**Vacancy**

SEN OT



**Ellie Lawley**

SEN OT Lead  
(covering maternity)



**Deirdre Murphy**

SEN OT Lead (maternity leave)

# Bi-borough SLCN Team

Speech, Language and Communication Needs support



**Carolyn Gelenter**

**SLCN Advisory Teacher  
Training Pr Coordinator**



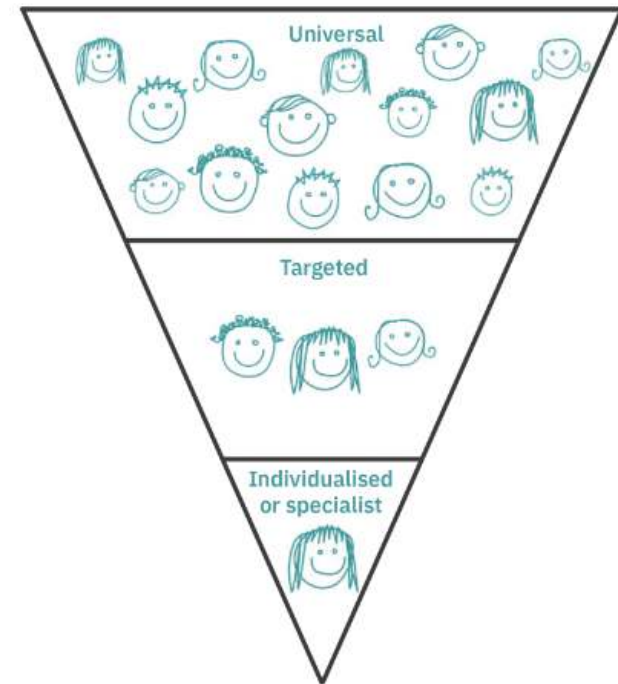
**Carys Lapwood**

**SLCN Advisory Teacher**  
Confident Communicators Lead

# How can we best support you?

- 1 There is growing recognition that **flying-solo-expert-model** does not led to significant improvement of practice
- 2 We are developing a more **collaborative working** based on schools' strengths and knowledge of a CYP
- 3 We use **coaching approaches and appreciative inquiry** with elements of mentoring (when needed / wanted)

- 4 We would like to get away from the deficit model and **celebrate neurodiversity**



# How to refer

All referral forms available on our website, please [click here](#)



## For Autism Advisory Team

: AEYIT@rbkc.gov.uk

## For SEN OT

senotreferrals@rbkc.gov.uk

## For training inquiries

Please contact Service Development  
Officer: Saara Saarnio  
ssaarnio@westminster.gov.uk

## For SLCN universal support

: cgelenter@westminster.gov.uk

## For Sensory Support (QTVI and QToDs)

qe2referral@qe2cp.westminster.sch.uk

## Confident Communicators

Please contact Confident  
Communicators Programme Lead:  
Carys Lapwood  
confidentcommunicators@rbkc.gov.uk

# How to book training?

To book specific training please click on the links below



Central training via  
**Services to School  
website**



External speakers  
(courses will be  
advertised on **Services  
to School website with a  
booking link to QE2)**



Bespoke training in your  
school/setting- speak to  
your advisory teacher



Parental autism training

Please email  
[AEYIT@rbkc.gov.uk](mailto:AEYIT@rbkc.gov.uk)

# Charging Policy

From 1st September 2024 the following charges will apply to independent schools and for those schools out of the borough

## Face-to-face central training delivered by the Bi-borough Inclusion Service

(for individual places)

The following charges will apply to independent schools in the Bi-borough and all out of borough schools and services

- **£50 per delegate for morning/ afternoon courses**
- **£90 per delegate for full day course**
- **£10 for parents** residing in other boroughs whose children do not attend Bi-Borough schools (subject to capacity, the Bi-borough parents given priority)

Courses delivered by outside trainers will be charged on an individual basis for all school services, organisations and individuals.

## Online central training delivered by the Bi-borough Inclusion Service

The following charges will apply to independent schools in the Bi-borough and all out of borough schools and services

• **£30 per delegate for morning/ afternoon courses**

We encourage all delegates to pay by WorldPay and ask their settings for reimbursement. Payment must always be made before your event.

# Charging Policy

From 1st September 2024 the following charges will apply to independent schools and for those schools out of the borough

## Bespoke support in your setting

Bespoke support schools or settings continues to be free only to state-funded Bi-borough schools (including academies and free schools).

Charges below apply to independent schools and all out of borough schools/settings:

- **£600 for one day training/consultancy** (it could be split into two sessions)
- **£350 for ½ day training/consultancy**
- **£350 2 twilight sessions**
- **£200 1 twilight session**
- **£85 per one hour consultation**

## Bespoke consultation / training online

If the bespoke training for a specific setting is delivered online the charges are as follow:

- **£175 for morning/afternoon training/consultancy**
- **£175 for two twilight 1 hour sessions**
- **£100 for one 1h twilight session**

We encourage all delegates to pay by WorldPay and ask their settings for reimbursement. Payment must always be made before your event.

# Additional Info



## Quality Assurance

Bi-borough Inclusion Service adheres to Quality Standards for Sensory Support Services in England, Occupational Therapy Standards and Code of Ethics, AET Competency Framework. These standards provide us with a framework for self-evaluation based on some of the key areas in the SEND Local Area Inspection. The team evaluates the impact of the service and reports to the Local Authority termly. All staff receive safeguarding training and are subject to safe recruitment and DBS checks.



## Do I need to pay?

The Bi-borough Inclusion Service provides consultation and bespoke training to maintained nurseries, primary, special and secondary schools as well as colleges in the Bi-borough. There is no routine service for school-aged C&YP attending independent schools unless the following applies:

- Where a student has specialist teacher identified in their EHCP
- Independent schools can purchase specialist advisory teachers' support for the whole school or an individual learner by referring to the service



# Contact us:

- **Anna Selwyn** - Head of Bi-Borough Inclusion Service: [aselwyn@westminster.gov.uk](mailto:aselwyn@westminster.gov.uk)
- **Kathryn Gilgallon** - Team Leader for Sensory Support Service: [kgilgallon@westminster.gov.uk](mailto:kgilgallon@westminster.gov.uk)
- **Michelle Tan** - Team Leader for Autism Advisory Service (link for WCC schools) [mtan@westminster.gov.uk](mailto:mtan@westminster.gov.uk)
- **Ziekelle Noakhes** - Team Leader for Autism Advisory Service (link for RBKC schools) [znoakhes@westminster.gov.uk](mailto:znoakhes@westminster.gov.uk)
- **Ellie Lawley** - Lead SEN OT: [ellie.lawley@rbkc.gov.uk](mailto:ellie.lawley@rbkc.gov.uk)
- **Carolyn Gelenter** - SLCN Advisory Teacher [cgelenter@westminster.gov.uk](mailto:cgelenter@westminster.gov.uk)
- **Saara Saarnio** - Service Development Officer (for training and finance enquiry) [ssaarnio@westminster.gov.uk](mailto:ssaarnio@westminster.gov.uk)
- **Carys Lapwood** - Confident Communicators Programme Lead [carys.lapwood@rbkc.gov.uk](mailto:carys.lapwood@rbkc.gov.uk)