

# Educational Psychology Service



## Service Level Agreement 2019/20

## Introduction from Service Lead

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Dear Headteacher, Chair of Governors and School Business Manager

Welcome to the Service Schedule for the Educational Psychology Service (EPS), which contains all of the information you will need about our service.

Please note our new brochure to support the development of **'Mental health and behaviour in schools'**, DFE guidance November 2018 and Green paper-July2018

We are delighted to congratulate our newly qualified EP Dr Amalia Dîrnu. We will continue to support the training of educational psychologists from the Doctoral training programmes and thank you for your support with this.

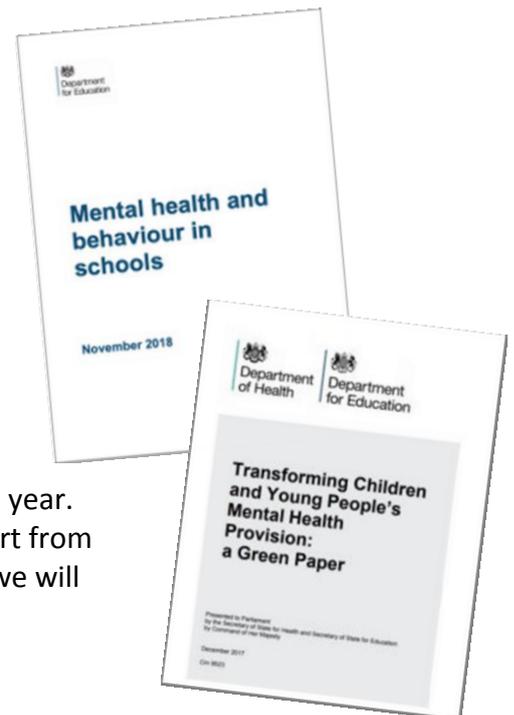
We have had an unprecedented demand for the Service this year. We always aim to meet any additional requests for support but it is really difficult to recruit part way through the year. I would urge you all please to buy a realistic package of support from September 2019. This is the only way we can guarantee that we will have enough staff to support you.

Critical Incident Bereavement support continues to be free to maintained schools following a traumatic incident. Academies can access this service through an insurance policy and details are outlined on the final page of this document. Without insurance, the cost of support from the Educational Psychology Service following a critical incident would typically be between **£2000 and £3000**.

We look forward to working with you.



**Poppy Chandler**  
Principal Educational Psychologist



## Description of our service

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### 1. Who we are

A team of Educational Psychologists who are registered with the Health and Care Professional's Council

<https://www.shropshirelg.net/services/educational-psychology-service/meet-the-team/>

### 2. How we can support you

We work with children and young people aged 0-25 years. We provide:

- Development of Mental health and behaviour support in schools (DFE, November 2018) and (Green Paper, July 2018)
- Assessments e.g. cognitive, mental health and well-being, early years and behaviour
- Statutory advice to the Local Authority to support Education Health and Care Plans
- Interventions
- Therapeutic support
- Training
- Counselling
- Critical Incident advice and support
- Support to the Virtual Team for Looked After Children
- Contributions to the Early Years Multi-Disciplinary Assessments for children pre-school

### 3. Our offer

Website: <https://www.shropshirelg.net/services/educational-psychology-service/>

Brochure: <https://www.shropshirelg.net/media/605872/Educational-Psychology-Service-Brochure-September-2018-August-2019.pdf>

Form 1: <https://www.shropshirelg.net/services/educational-psychology-service/how-to-access-the-service/>

### 4. Testimonial

*"Excellent, honest, committed and professional. Able to be flexible with approach and technique which was important"*

*"Very useful strategies suggested"*

*"Kind, gentle approach, which is what my daughter needed"*

*"Was made to feel comfortable and felt like I was listened to well"*

*"The EP's work allows us the opportunity to meet the needs of the most vulnerable pupils"*

*"Very productive, we felt listened to"*

*"Felt like something is finally being done to help"*

*"Practical tips and help for the students"*

### 5. Contact us

Donna Price – Senior Administrator

Tel: 01743 258414

Email: [eps@shropshire.gov.uk](mailto:eps@shropshire.gov.uk)

Website: <https://www.shropshirelg.net/services/educational-psychology-service/contact-us/>

## Individual responsibilities of our staff

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Roles	Responsibilities
Principal Educational Psychologist	<ul style="list-style-type: none"> <li>• Overall management and development of the Educational Psychology Service, with adherence to Health and Care Professionals Council (HCPC) and British Psychological Society (BPS) ethics and code of conduct.</li> <li>• Clinical supervision of team.</li> <li>• Operation and development of core and traded services.</li> </ul>
Assistant Principal Educational Psychologist	<ul style="list-style-type: none"> <li>• Supervision of newly qualified EPs and newcomers to the service.</li> <li>• Responsible for EPS response to children in care.</li> <li>• Development of core and traded services.</li> </ul>

## Our obligations and requirements

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### What we will do for you:

Ref.	
P1	Provide a named link educational psychologist (EP) who is a Health and Care Professionals Council (HCPC) registered practitioner psychologist.
P2	The EP will act within the standards of practice, conduct, performance and ethics as set out in the HCPC Standards of Proficiency.
P3	The EP will apply their psychological skills and knowledge to negotiate appropriate involvement which will best meet the needs of the child or young person at the centre of the request.
P4	The EP will negotiate mutually agreed activities commensurate with the EPS role, training and competency. For specialist work, the EP may draw on the skills and expertise of the broader team.

<b>P5</b>	In the rare event that the request is not seen to be appropriate, the EP will explain the reasons for this in clear language and endeavour to explore alternative ways of achieving the desired outcome.
<b>P6</b>	The EP will make direct contact with schools and use one or a combination of the following assessments, <ul style="list-style-type: none"> <li>a) Standardised attainment data</li> <li>b) Psychometric test results where appropriate</li> <li>c) Psychological formulation or opinions on the presenting difficulty</li> <li>d) An interview and/or observation of the child/young person</li> <li>e) An appreciation of the child/young person's views and assessment of psychological or emotional difficulties</li> <li>f) Consultation with school staff</li> <li>g) Consultation with parents/carers</li> <li>h) Advice and recommendations on strategies and support for interventions appropriate to the presenting difficulty</li> </ul> Other interventions and therapeutic support as per the current brochure.
<b>P7</b>	Whenever possible, the EP will provide brief verbal feedback after the visit.
<b>P8</b>	The EP will provide written feedback. This may range from brief consultation notes to a longer assessment report. Written feedback will be submitted within 15 working days (dependent upon available admin support)
<b>P9</b>	The EP will arrive punctually and behave courteously. In the event of illness or a Critical Incident, the school should be notified prior to the appointment and a further date agreed.
<b>P10</b>	The EP will return telephone calls as soon as possible and usually within 2 working days.
<b>P11</b>	All activities conducted on behalf of the child or young person, including liaison with CAMHS and other agencies and written feedback, is a professional responsibility and will be deducted from the package time.
<b>P12</b>	The packages apply to the academic year.
<b>P13</b>	Unused time cannot be carried over into the following academic year.
<b>P14</b>	The EP will comply with the Equality Act 2010 and all other relevant anti-discriminatory legislation. Advice and support will be provided in the best interests of the child or young person.

## What we require from you...

Ref.		Date required (if applicable)
C1	Purchase a package to a realistic level of support, to meet the needs of your institution and inform the team by the deadline to ensure adequate staffing capacity.	
C2	Complete the Form 1 with informed parental consent from the person/s with parental responsibility.	
C3	Provide realistic outcomes for involvement.	
C4	Provide a suitable, quiet, comfortable room for the assessment or interview.	
C5	Contact the child or young person's parent or carer to meet with the EP at a specified time.	
C6	Ensure time so that key members of staff are able to meet with the EP and that they have the non-contact time to do so.	
C7	Maintain any confidential reports and documents in a secure location.	
C8	Prepare the child or young person where appropriate for the assessment by telling them what to expect. There are 3 leaflets for this purpose on the Inspire to Learn web site together with photographs of the team, so that the child or young person is well prepared.	
C9	Provide information about other external agencies involved with the child or young person including provision maps, PEPs and CAMHS reports.	
C10	The work cannot be initiated until payment has been received.	

## Days/times during which Services are to be available

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Full service available during term time, with a reduced service available during school holidays.	Service operating hours Monday to Friday 09:00 – 17:00
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## Contact information

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For more information	
Contact name	Donna Price
Role	Senior Administrator
Telephone	01743 258 414
Email	eps@shropshire.gov.uk
Website	www.shropshirelg.net/services/educational-psychology-service

## Statutory Requirements

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Compliance with all the following legislation:

- HCPC statutory requirements
- BPS code of conduct.

West Midlands Quality Standards Plus.

## Charging and enquiries

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For details on the various packages available for this service, including pay-as-you use options, or if you have any queries or issues regarding your service arrangements please contact Donna Price on 01743 258414 or via email to eps@shropshire.gov.uk.

The following packages are available, based on the purchase of school-based sessions. A session is 3 hours.

Package	Sessions	Cost	Session Rate
Gold	18	£4,500	£250
Silver	12	£3,120	£260
Bronze	6	£1,620	£270
Copper	3	£900	£300
Hourly rate		£100	

In addition to the above standard packages a bespoke 'Platinum' package can be purchased tailored to your individual requirements. These bespoke packages have become popular

with larger schools and federations of smaller schools. They can represent very good value if a group of schools purchase together.

A Copper package (i.e. 3 sessions) would usually equate to one EP assessment. This consists of individual work with the pupil, consultation with staff, parents and any other outside agencies and a written report.

Our therapeutic interventions include Cognitive Behaviour Therapy and other interventions such as support for PTSD post -traumatic stress disorder. We estimate an intervention to require approximately 6 sessions (Bronze Package). This includes liaison with parents and school as well as direct work with the young person.

## The Bereavement & Critical Incident Response Team

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- This service continues to be **free** for **maintained** schools
- Can continue to be accessed by **Academies** via an **insurance** fee

Head Teachers and Senior Managers are accustomed to managing a huge variety of different situations. However, the sudden death of a pupil or a member of staff is devastating and can have a wide-reaching impact on both the school and the local community.

For nearly 15 years a specialist team of Educational Psychologists within the Educational Psychology Service, known as “The Bereavement & Critical Incident Response Team”, has been supporting schools following a tragic event. Over the past 7 years the team has supported approximately 90 schools within Shropshire in the following ways:

- Immediate (same day) phone advice to Senior Managers. This includes step by step guidance as to the tasks which need to be undertaken that day to ensure that the institution is supporting its students and the wider community in ways which promote emotional health.
- A staff meeting within days of the incident to advise staff on how best to support students and one another.
- Structured Group Support/Debriefing where young people or staff have witnessed a traumatic event.
- Further access to a specialist individual assessment, arising from a traumatic bereavement or where events have hindered healthy grieving, as agreed by the team.

Educational Psychologists are uniquely placed to support schools in such situations with their familiarity with education and schools, their knowledge of child development, bereavement, trauma and their skills in therapeutic approaches, including CBT (Cognitive Behaviour Therapy) and trauma-focused rewind.

Despite stringent cost savings within Shropshire, **the Council has remained committed to funding this service for maintained schools**. If Academies would like to continue to have access to such support, they can do so by paying a small insurance fee each year ranging from £75 depending on the size of the Academy. The fees are greater for larger Academies as there is more likelihood of them drawing upon this service. The fees are as follows:

£75 for NOR under 100	£175 for NOR 301-500	£325 for NOR 1501-2000
£100 for NOR 100-200	£225 for NOR 501-1000	£375 for NOR 2001-3000
£125 for NOR 201-300	£275 for NOR 1001-1500	£425 for NOR 3001-4000

Without insurance, the cost of support from the Educational Psychology Service following a critical incident would typically be between **£2000 and £3000**.