

EDUCATIONAL PSYCHOLOGY SERVICE

Summer Term 2020

Education Staff Telephone Support Line

To support our colleagues in educational settings during the COVID-19 pandemic, Enfield's Educational Psychology Service is providing a telephone consultation service for all teachers, school staff and early years practitioners.

The service is only available to staff working in Enfield schools and settings and is available 5 days a week from 10am to 9pm.

You might want advice or help with:

- Looking after your own emotional wellbeing and mental health.
- Talking with the children accessing school about COVID-19 and their worries related to this.
- Supporting children's learning who are at home or who are accessing school.
- Maintaining contact with your class through 'lockdown'.
- Managing behavioural concerns.
- Accessing information and resources.
- Signposting to other services.
- Do not provide any confidential or identifiable information about individual children/young people without parental consent (see below).

Educational psychologists (EPs) are professionals who work with parents and carers, education staff and other professionals to support the learning, wellbeing and mental health of children and young people up to the age of 25.

The EPS is the main provider of psychological services to Enfield schools and early years settings. They have direct links to services in education health and social care which provides a co-ordinated approach.

Trainee EPs work in the service under supervision of an HCPC registered EP.

Children and Young People with identified SEN/D (staff should liaise with the setting's SENCO in the first instance).

Regarding children/young people with identified special educational needs and disability and who are known to the EPS (i.e. those with an EHCP or the EPS is in receipt of the EPS request for involvement form).

- **The SENCO (or equivalent) should plan a remote consultation with their allocated EP** (as part of the statutory or traded services arrangement). A joint call with the parent/carer and relevant school staff can be arranged (where practical). Further consultations can be planned as required. Face to face psychological assessment is not provided at this time. A written Summary of the Consultation will be provided as agreed by the SENCO and EP.
- If the SENCO or member of school staff wishes to talk to an EP about specific children/young people who are **not already known to our service** the parent will need to complete our revised online consent form. [Link here](#)

If you would like to arrange a consultation **complete a brief request form** by clicking on this [link](#)

You will be asked to provide the following information:

Your name

The setting you work in

Your role

Your telephone number (if this is a personal number, this will only be used for the purpose of this consultation).

E-mail address

Preferred time for a call:

- 10am to 12pm
- 2pm to 4pm
- 7pm to 9pm

Following completion of this form, the responses will be kept on a spreadsheet document on an encrypted server, only accessible to the EPs involved. There will be recorded outcomes on this document, to ensure process is followed. At any point the parent/carer can request to have this removed.

The EPS aims to respond to all phone calls within **3 working days**. Phone calls **will not** be recorded.

If any **safeguarding issues** arise, they will have to be passed on to the appropriate parties.