



24 April 2020

Introducing the Educational Psychology Service Telephone Support Lines for Parents/Carers and Education staff

Dear colleagues,

I hope that you and your families are remaining healthy and well. Thank you for your continued efforts to support vulnerable children and children of key workers in your schools and settings, whilst remaining connected with your wider School Communities staying at home.

You will be aware that there have been discussions at the weekly Headteachers meeting with Tony Theodoulou and Peter Nathan regarding adapting the EPS traded offer to provide easily accessible wellbeing support for our School Communities during this uncertain time.

We are aware that all members of your communities are impacted by the COVID-19 pandemic in various ways. We believe that offering a Community Psychology Support that is open to all parent/carers and education staff across Enfield School Communities is the right thing to do at this time.

1. To operationalise this service, the EPS has:

- a) **Liaised with stakeholders** via the weekly Headteacher/Council meeting and with Our Voice Parent/Carer Forum.
- b) **Produced leaflets** describing the service with links for parents/carers and/or school staff to request a telephone call back from an Educational Psychologist (EP) at a selection of time slots from 10am to 9pm five days a week.
- c) Developed a **shortened online parent/carers consent** form for a member of staff to talk to an EP about an 'identified' child/young person. Children/young people may not have SEN/D. **We ask that staff liaise with the SENCO** relating to concerns about children with SEN/D to support the continued co-ordination and provision for children with SEN/D in schools and settings (see 2a)
- d) Developed an **evaluation /feedback** tool for each telephone consultation.
- e) Provided **briefing workshops** for the EP team on principles and procedures relating to the telephone consultation service with ongoing structured group supervision.
- f) **Released EPs from 50% of their traded time** for the summer term with schools so that they have capacity to provide this community psychological offer.
- g) Ensured that the EPS is able to **cover all time slots** advertised.

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 If you need this document in another language or format contact the service using the details above.

2. We would be grateful if schools can:
- a) Ensure that their **SENCOs plan any traded and statutory work** with their allocated EP relating to identified children/young people with SEN/D. **We ask that they only plan 50% of their traded time for the summer term.** All work is currently undertaken remotely and there is no face to face contact.
 - b) Release **50% of EP traded time to be redeployed** and provide the Community Psychology Support that is available for:
 - o parents/carers of children/young people who attend Enfield schools or who are Enfield residents and attend schools out of borough.
 - o all staff who work in Enfield schools and settings.
 - c) **Send out the leaflets** to their school communities so all parents/carers and school staff can make use of this offer if they would like to.
3. The EPS will:
- a) Provide a **written summary of the telephone consultations planned with SENCOs** which can be submitted by schools and settings as evidence for requests for EHC Needs assessments, as appropriate.
 - b) **Advertise** the parent/carer offer through Our Voice Parent/Carer Forum, Every Parent and Child and Enfield National Autistic Society and Enfield Council Communications Team.
 - c) **Upload relevant information on the Enfield Traded Services Hub** for easy reference by schools.
 - d) Allocate an EP to provide a telephone consultation **within 3 working days of any request** received.
 - e) **Review** the **helpfulness and take up** of this offer and **communicate** this through a brief report initially shared with the Headteachers meeting with Tony and Peter and then to all Headteachers. The first report will be available by the start of the 2nd half of the summer term.
 - f) We will also **review this offer** in light of any **changes to government advice** regarding lockdown and the re-opening of schools.

I would like to thank you for your generosity and for supporting with the development of this service for our Enfield Communities at this time.

Yours faithfully,



Suzy Francis
Principal Educational Psychologist
Strategic Lead of Children and Young People's Emotional Wellbeing & Mental Health