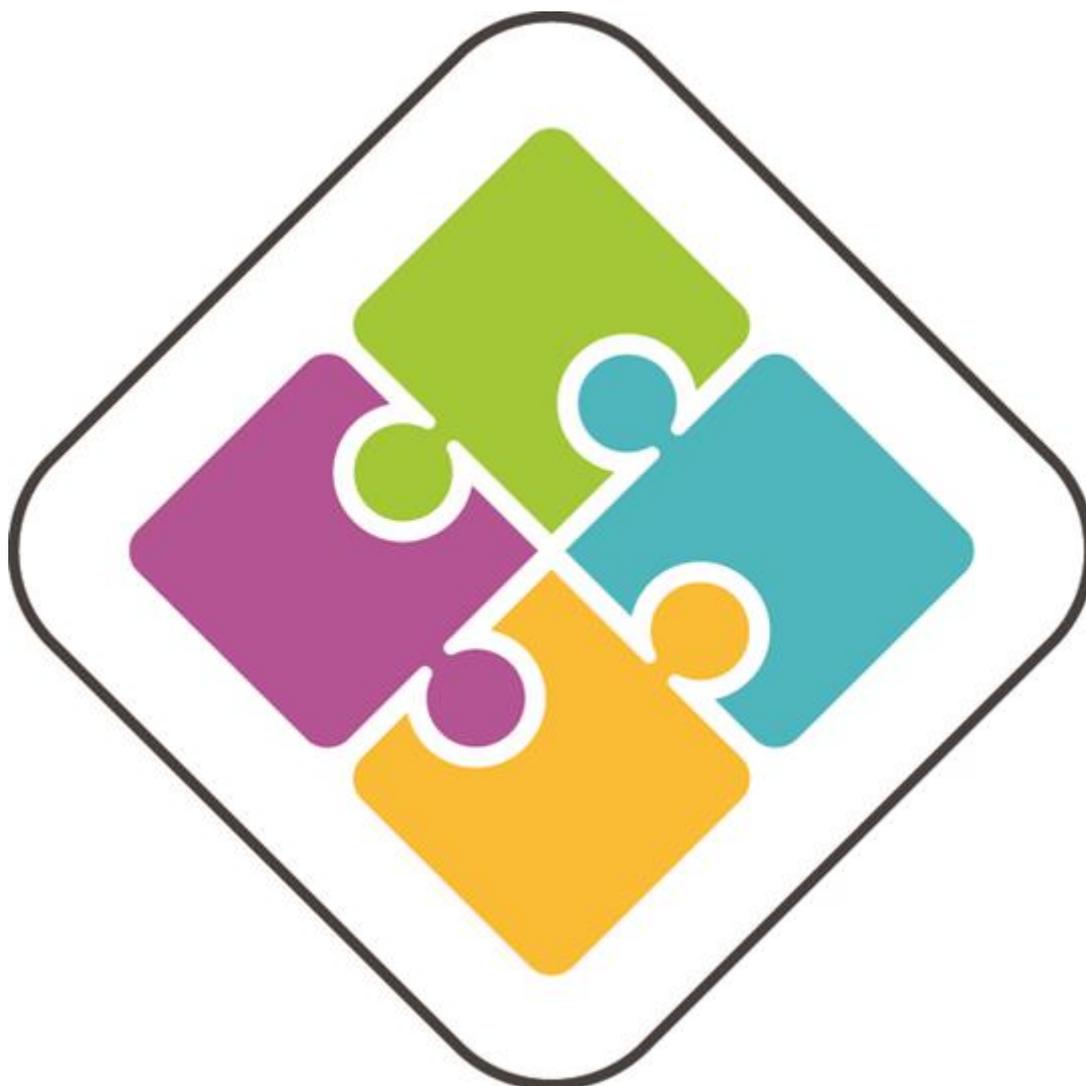


# Educational Psychology and Specialist Support

## Traded Service Offer

2020-2021



**Norfolk**  
County Council



**Educational Psychology  
& Specialist Support**

## Who?

Educational Psychology and Specialist Support (EPSS) is a large, multi-professional service. We work to improve the lives of children and young people, whatever their needs, in Norfolk schools and educational settings. The range of professionals within the EPSS team include:

- Educational Psychologists
- Specialist Behaviour Support Teachers
- ASD Practitioners / Specialist Assistants
- Clinical Psychologists
- Critical Incident Lead Officer
- Specialist Learning Support Teachers
- SEMH Practitioners / Specialist Assistants
- Speech and Language Therapists
- Occupational Therapists
- Trainee Educational Psychologists



## What?

Through flexible, collaborative work with settings, parents / carers, pupils and wider professionals, EPSS offers a range of activities supporting the following key areas:

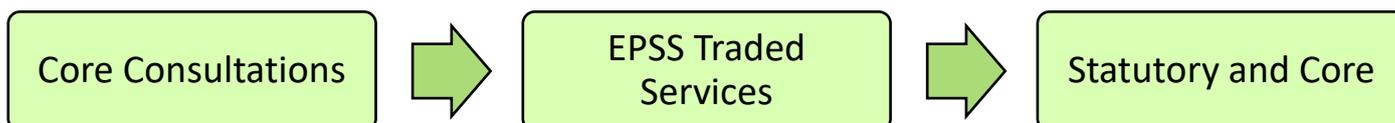
- Raising Standards
- Language and Communication
- Emotional Wellbeing / Mental Health
- Whole School / Cluster / MAT Activities
- Cognition and Learning
- SEN and Disability
- Social and Behavioural Difficulties
- Coaching and Brokering

## Where? EPSS Traded Services & wider SEN support

EPSS is uniquely positioned within the Local Authority, actively engaged in strategic SEN developments (e.g. Norfolk's SEND Transformation Project) and providing professional advice to decision-making panels. EPSS are commissioned by the Local Authority to complete **Statutory** and **Core** activities including EHCP assessments, attendance at EHCP planning meetings, and expert witness input to SEND Tribunals.

EPSS believe in early intervention support. As part of Norfolk's SEND Transformation Project, EPSS professionals are involved in the delivery of **Core Consultations** in many schools throughout the county. Schools engaged in this work receive regular professional meetings, advising on pupils who fall under Local Authority priorities, and signposting to relevant services and provision for specific cases.

EPSS professionals support Norfolk children and young people at various levels of intervention (summarised below). Our strategic position in Norfolk allows EPSS insight into SEN issues and developments beyond immediate trading contexts, and ensures a continuity of support / advice for pupils, parents and settings.



## How? Traded Contracts Available

All contracts involve the purchase of a number of EPSS days, and contracts differ according to the number of days purchased. These days can be used flexibly to help meet the particular needs of your school / setting / cluster. All contracts allow:

- Full access to the EPSS website: <https://www.norfolkepss.org.uk/>
- Discounted access to EPSS training sessions
- Free admission for one delegate at EPSS hosted conferences.

## Enhanced Core Offer (ECO)- Minimum 2 days

EPSS assign key coordinating professionals (typically Educational Psychologists and Specialist Learning Support Teachers) to each ECO contract, to provide a regular point of contact for the setting, and to discuss, coordinate and deliver the services required. This time can also be used flexibly to access the breadth of expertise and the range of professional activities available within EPSS. These services / activities might include:

- Regular School Consultation and Planning Meetings (SCPMs)
- Individual, pupil-specific casework, including assessment and consultation
- Training, tailored to meet identified needs
- Tailored, evidenced-based interventions, including learning (e.g. ARROW) and therapeutic (e.g. CBT, VIG) input, staff supervision, coaching and mentoring
- Systems change work at whole school / multi-school level
- Professional input at meetings

## Bespoke Packages

These are specialised packages, tailored to specific needs. Sessions are themed according to the needs within schools, clusters, MATs or federations. These might include, but are not limited to:

- Specialist interventions targeted at addressing mental health or learning needs
- Project work and training in a variety of areas, including raising school achievement for pupils with SEN, addressing bullying, helping pupils with ASD

## Annual Subscription

As well as the opportunities available to all contracts (see above), this package also includes one day of EPSS consultancy.

## Autism Spectrum Disorder (ASD) Team- Minimum 3 Days

The ASD team provide a range of services to support children with ASD or social communication difficulties. Working collaboratively with settings (typically teachers and teaching assistants assigned to work with specific pupils) the ASD team look to support staff in taking forward and developing the work provided. Through training, consultation, direct work with individuals and groups of children, and through advice regarding materials, strategies and approaches, the ASD team focus particularly on those practical aspects of the child's social communication skills that can limit their achievement in the setting. Key approaches include:

- Work to develop social skills
- Social Stories
- Construction of visual timetables and prompts
- Use of accredited approaches such as TEACCH and the Picture Exchange Communication System (PECS)

## Social, Emotional & Mental Health (SEMH) Team- Minimum 3 Days

SEMH colleagues provide a range of services for children and young people with social, emotional and mental health difficulties, when these difficulties have a significant impact on their ability to successfully engage with their learning. The SEMH team aims to offer support at the earliest opportunity and reduce exclusions. Working collaboratively with settings, they provide staff training, consultation with staff, direct work with individuals and groups of children, and advice regarding strategies and approaches. These approaches include but are not limited to:

- Emotional regulation, anxiety management, self-esteem building
- Conflict resolution and risk planning
- Resilience and mindfulness work to develop social skills
- Initiating and supporting Pastoral Support Plans, Behaviour Support Plans and Family Support Plans

- Providing reports for EHCPs, Specialist Research Base (SRB) applications and letters of support for Paediatric and CAMHS referrals

## Critical Incident

The Critical Incident Support Service provides support to settings in a Critical Incident, as well as consultations in relation to bereavement and trauma, and various training courses.

A Critical Incident is defined as:

*'An event or events, usually sudden, which involve the experience of significant personal distress to a level which potentially overwhelms normal responses, procedures, and coping strategies and which is likely to have emotional and organisational consequences'*

Examples of a Critical Incident might include the unexpected death of a child or an adult closely associated with the school, or an event causing injuries which result in temporary or long-term disablement. Procedures for dealing with a Critical Incident can be found in the 'Red Book'. This service is offered to all Norfolk schools, with academies paying an annual fee for accessing Critical Incident Support. You can find further information on our EPSS website (below) or you can contact Dr Bianca Finger-Berry (Critical Incident Lead Officer) directly for further information:

[bianca.finger-berry@norfolk.gov.uk](mailto:bianca.finger-berry@norfolk.gov.uk) Tel: 01263 739064, Mobile: 07887 832413

<https://www.norfolkepss.org.uk/information/schoolsacademies/critical-incident-trauma-bereavement/>

## Contract Summary and Costings

In response to the ongoing financial pressures faced by schools and settings, EPSS have chosen to **freeze our prices** for the fourth year running. These prices are summarised below. We are confident that we offer the best value for money in the market, and we are happy to discuss these options with you.

Type of Contract	£ per day	Duration (Days)	Access to ASD / SEMH Teams	Access to SALT / OT / CP	Website	Discounted Training	Other Information
ECO Gold	<b>398</b>	2-99	✓	✓	✓	✓	EP & SLST
ECO Platinum	<b>378</b>	Min 99	✓	✓	✓	✓	EP & SLST
ASD / SEMH	<b>200</b>	Min 3	✓	✗	✓	✓	Typically, 3 days = 6 sessions
Subscription	<b>600*</b>	1 year*	✗	✗	✓	✓	Includes 1 consultation
Bespoke	<b>TBC</b>	Min 2	✓	✓	✓	✓	Tailored to school needs

\*subscription price is for one year

## Quality Standards

Our quality standards are high to ensure we offer you the best service we can. EPSS staff adhere rigorously to the related professional codes of ethics such as those outlined by the British Psychological Society (BPS), and the Health Care Professionals Council (HCPC). In addition, all staff receive high quality CPD and supervision. Staff are expected to meet the standards set out in both the EPSS Service Offer and the NCC Customer Care Standards.

<https://www.norfolk.gov.uk/what-we-do-and-how-we-work/have-your-say/compliments-and-complaints/customer-care-standards-and-performance>

We regularly evaluate and act on your experiences via our quality assurance processes.

## Feedback from Schools

In our March 2019 customer satisfaction survey, we were rated on a scale of 0-10 (10- performing well, 0-performing poorly). Our results were:

Quality and usefulness of within-school work	<b>9.4</b>
Effective / efficient process for arranging referrals	<b>9.4</b>
Quality and usefulness of written record	<b>9.1</b>
Appointments are made promptly	<b>9.1</b>
Relationship with keyworker	<b>9.0</b>
Quality of response to an enquiry	<b>9.0</b>
Speed of response to an enquiry	<b>9.0</b>

*"[The EP] is amazing and we have a brilliant relationship which has been built up over a number of years"*

*"SCPMs are very valuable - a hugely important meeting"*

*"The advisory teachers are very experienced and ensure the advice they give reflects the work being done in school and that next steps are clear"*

*"Trainee Ed Psych has been superb"*

*"Reports are very helpful and clearly written"*

## Organising and Purchasing a Contract

Schools / clusters interested in organising a contract are welcome to discuss options with the EPSS Traded Team to help decide on the specific contract best suited to them. EPSS would provide schools with a quote for the contract requested.

Once schools / cluster have decided on the contract they would like, they can purchase this directly via Educator Solutions, at [www.s4s.norfolk.gov.uk/Search/Epss](http://www.s4s.norfolk.gov.uk/Search/Epss) .

## Why Choose EPSS?

### Service

- Unrivalled range of professional expertise
- Flexible, collaborative approaches
- Effective, evidence-based interventions

### Relationships

- Committed to long-term partnerships with settings
- Ongoing access to consistent, professional support and advice
- Reliable and trusted 'first point of contact'

### Quality

- Highly regarded by settings, parents and pupils
- Strict adherence to professional codes of ethics
- Rigorous quality assurance processes

### Price

- Highly competitive prices
- Non-profit making
- Prices frozen for the fourth year running

### Position

- Uniquely positioned within the Local Authority
- Consistency of support through a graduated SEN response
- Influential in strategic SEN developments

### Future

- Engaged in and committed to the training of Educational Psychologists
- Ongoing research throughout the EPSS team, informing professional practice
- Strong links with EP training programmes

## Contacts

Expressions of interest can be made by contacting the EPSS trading team:



Dr James Thatcher  
Joint Principle Educational Psychologist  
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Tel: 07775 221741



James Brooks  
Traded Services Support Officer (TSSO)  
Email: [james.brooks@norfolk.gov.uk](mailto:james.brooks@norfolk.gov.uk)  
Tel: 01603 306362

General enquiries can be made by contacting:

Educational Psychology and Specialist Support  
Carrow House, Level 1, 301 King Street, Norwich, NR1 2TN

Business Support: 01603 307550  
[cs.epss@norfolk.gov.uk](mailto:cs.epss@norfolk.gov.uk)

Further details on all the information contained here can be found at the EPSS website:  
<https://www.norfolkepss.org.uk/>

