

## EPSS Expectations on Clients, 2024-25

(From April 2024, onwards)

In order to maximise the effectiveness of EPSS's work, our clients will be expected to:

1. Ensure that all possible referrals are discussed and agreed with the relevant EPSS professional (i.e. the professional who will be delivering the work) before a referral form is submitted. Ideally, these discussions should take place during regular planning meetings (e.g. Core Consultation and Planning Meetings). Where this is not possible, potential referrals should be raised with EPSS professionals via phone calls, emails, or through face-to-face discussions.

These discussions should consider the complexity of the case in question, the most suitable Service response (consultation, assessment etc.), and the time required to complete this work. Shorter consultations (0.5 days) and assessments (1 day) are available in addressing discrete / specific difficulties. Extended consultations (1 day) and assessments (1.5 – 2 days) are also available for more complex\* cases, and where a more comprehensive piece of work is required.

2. Ensure that referral forms are completed fully before submitting, including as much detail as possible, particularly regarding the strengths and difficulties experienced by the child / young person. This should confirm parental agreement and should include contact details for **both** parents / carers where appropriate (for example, for parents who live separately). As we rely on the information provided, parental responsibility will be assumed only for those parents whose details are included in the referral form.

All child-specific referrals should be made via the following link. Incomplete referrals may be returned to schools.

[EPSS information and forms - Educational Psychology & Specialist Support \(norfolkepss.org.uk\)](https://norfolkepss.org.uk)

3. Ensure that all relevant information (such as reports from other professionals) is shared with EPSS members before or on the day of involvement.
4. Provide the EPSS professional with a suitable, quiet and private area when working with students, parents or school staff, when needed.
5. Ensure that key members of staff (e.g. subject teachers, learning support assistants) are available for consultations where this has been agreed as appropriate.
6. Inform EPSS staff (as soon as possible) of any unexpected student absence, or any other unexpected event that might interfere with the efficient delivery of the service. Unexpected, unavoidable cancellations will not ordinarily be charged for. However, this will depend on various factors such as how often it happens, and whether attempts have been made to contact the EPSS professional. EPSS staff will endeavour to deliver a substitute session within the contracted period. As diaries are usually filled at least half a term in advance this might not always be possible.

7. Inform EPSS staff (as soon as possible) of any longer-term or planned arrangements that might interfere with the efficient delivery of the service, including for example, school trips, long-standing medical appointments, sports day etc. If appointments are cancelled with less than five working days' notice, a full charge for that session will be made. In the case of training sessions or where additional costs such as venue hire and resources are involved, we will require at least fifteen working days' notice to avoid us having to charge for the session.
8. Inform EPSS staff of any safety issues felt likely to have an impact on their work; for example, safeguarding issues where home visits are planned, or significant medical issues where these are likely to be relevant to student outcomes.
9. Ensure that contracted days are evenly spread throughout the year, across all three terms of your contracted period. EPSS cannot guarantee the capacity to deliver more than 1/3 of your contracted days during the final term of your contract, and additional days may therefore be lost. All work should be commissioned, with related referral paperwork with us, at least half a term before your contract period ends.
  - For September 2022 – August 2023 contracts, this deadline will be Friday, May 26<sup>th</sup> 2023
  - For April 2023 – March 2024 contracts, this deadline for referrals will be Friday, February 16<sup>th</sup> 2024
  - For September 2023 – August 2024 contracts, this deadline will be Friday, May 24<sup>th</sup> 2024

Again, we cannot guarantee that referrals arriving after these dates can be seen in the time available, and these days may therefore be lost.

10. Ensure that all intended referrals to professionals outside their allocated team (i.e. to access OT, SALT, CP, SEMH and Autism team support), are discussed and agreed in the first instance. Schools should aim to use no more than 10% of their contracted ECO time (or one 'case' for smaller contracts) to access these wider professionals. Exceptions should be discussed and agreed.
11. Arrange and pay for the use of professional translators where this is required (for example, in consultation meetings with parents / carers).

Failure to meet these expectations may mean that additional time is required to complete commissioned activities, and this may in turn incur additional costs.

*\*The relative complexity of cases can refer to various factors, and should be discussed and agreed on a case-by-case basis. This might include for example, the range of professionals already involved, or the range of difficulties presented by the child or young person. With reference to the latter, pupils presenting difficulties in more than one of the four main 'areas of need' (i.e. communication and interaction; cognition and learning; social, emotional and mental health difficulties; physical and / or sensory needs) will typically be considered "complex".*