

# Educational Psychology and Specialist Support

## Traded Service Offer

2024 - 2025



**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
- Autism Practitioners
- Clinical Psychologists
- Critical Incident Lead Officers
- 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 Behaviour Support
- Coaching and Brokering

## Where? EPSS Traded Services and wider EPSS support

EPSS is uniquely positioned within the Local Authority, actively engaged in strategic SEN developments and providing professional advice to decision-making panels. EPSS is 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 believes in prevention and early intervention support, and EPSS professionals are involved in the delivery of **Core Consultations Plus (CC+)** in most schools throughout the county. These are delivered in partnership with the School and Community Teams (SCTs) as part of the Local First Inclusion (LFI) Strategy [Link to CC+ Quick Guide](#). All schools engaged in Core Consultations receive

regular professional meetings, advising on systemic and whole-school matters, discussing individual pupils who fall under Local Authority priorities, and signposting to relevant services and provision for specific cases.

Schools who trade with EPSS can access enhanced, termly Core Consultations, or **Core Consultation Plus and Planning Meetings (CCPMs)**. Like School Consultation and Planning Meetings (SCPMs) before them, CCPMs allow the opportunity to plan work for the term ahead, and to review the work already completed through trading. Specialist Learning Support Teachers assigned to work with schools (through trading) will continue to coordinate this process. Since April 2023, assigned Educational Psychologists have also attended one CCPM per year at no extra cost to the school.

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 Contacts Available

All contracts involve the purchase of a number of EPSS days. 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/>

### Enhanced Core Offer (ECO)- Minimum 1 day

EPSS assigns 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. A wide range of remote options have been developed over the last two years and can be accessed as circumstances and preferences dictate. These services / activities might include:

- Individual, pupil-specific casework, including assessment and consultation
- Training, tailored to meet identified needs
- Tailored, evidenced-based interventions, including learning and therapeutic 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 SEND, addressing bullying and supporting pupils with Autism

## Autism Support Team (AST)- Minimum 3 Days

The AST team provides a range of services to support children with Autism or social communication differences. Working collaboratively with settings (typically teachers and teaching assistants assigned to work with specific pupils) the AST team looks 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 AST team focuses 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©
- Lego Based Therapy ©
- 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 to 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 include but are not limited to:

- Observation, assessment and advice
- Practical strategies for managing challenging behaviour with individuals and whole classes
- Use of CBT and solution focussed approaches
- Direct intervention with individuals and small group work for building self-esteem, anxiety management, resilience, mindfulness, anger management / emotional regulation and the development of social / relational skills
- Input into behaviour plans, pastoral support plans and family support plans

## Critical Incident Support

The Critical Incident Support Service is funded centrally for all LA schools. Academies can access the Service by paying an annual subscription.

We provide support to settings in a Critical Incident as well as consultations in relation to bereavement and recent trauma. We have recently also started peer group supervision sessions relating to bereavement. Training on managing critical incidents and bereavement for senior leaders and supporting bereaved children in educational settings is provided to support staff develop their competence and confidence. You will find the latest courses [here](#). We encourage settings to attend training and to prepare for Critical incidents (Red Book procedures).

LA schools and subscribing settings are also welcome to access advice / consultation in relation to bereavements and recent traumatic events affecting individual members of their school community. A range of resources are also made available to settings.

Please contact us if you would like further information or to discuss a request for support: Dr Bianca Finger-Berry and Cherie Pointon (Critical Incident Specialist Support Leads): [Cs.criticalincidentservice@norfolk.gov.uk](mailto:Cs.criticalincidentservice@norfolk.gov.uk) Tel: 01263 739064 or 01603 222041

## Contract Summary and Costings

In response to the ongoing financial pressures faced by schools and settings, and the clear need for consistency during these uncertain times, EPSS have chosen to **freeze our prices** for the seventh 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>	1-99	✓	✓	✓	✓	EP & SLST
ECO Platinum	<b>378</b>	Min 99	✓	✓	✓	✓	EP & SLST
ASD / SEMH	<b>200</b>	Min 3	✓	✗	✓	✓	Typically, 3 days = 6 sessions
Bespoke	<b>TBC</b>	TBC	✓	✓	✓	✓	Tailored to school needs

## 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 most recent customer satisfaction survey, 92% of respondents felt EPSS involvement helped school staff to better understand and meet the needs of children and young people.

On a scale ranging from 1 (unsatisfactory) to 5 (excellent), schools rated their working relationship with EPSS professionals at 4.4, and the quality of service that EPSS provides at 4.1. Specific feedback included the following:



*"Very approachable and helpful."*



*"Our SLST goes above and beyond to support my schools."*

*"The team have been very supportive and nurturing. They are always professional and effective."*

*"We feel incredibly well supported by our EP, and have been incredibly grateful for all of their support."*

*"Recommendations that have been suggested have been really beneficial to the children."*

*"Reports really capture the child, and challenging conversations with parents are written skilfully."*

*"Staff and parents often feel nervous before an EP visits, but always report how relaxed and supported they were made to feel."*

# 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 / clusters have decided on the contract they would like, they can purchase this directly via the S4S website at <https://www.s4s.norfolk.gov.uk/Services/2066> .

## 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 seventh 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  
Principal Educational Psychologist  
Email: [james.thatcher@norfolk.gov.uk](mailto:james.thatcher@norfolk.gov.uk)  
Tel: 01603 307562



Dr Lucy Kimber  
Senior Locality Educational Psychologist  
Email: [lucy.kimber@norfolk.gov.uk](mailto:lucy.kimber@norfolk.gov.uk)  
Tel: 01603 307581



Helen Keer  
Senior Specialist Learning Support Teacher  
Email: [helen.keer3@norfolk.gov.uk](mailto:helen.keer3@norfolk.gov.uk)  
Tel: 01603 679296



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

General enquiries can be made by contacting:

Educational Psychology and Specialist Support  
County Hall, Norwich, NR1 2DH  
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/>

