

Service Level Agreement 2022-2023

Southampton Academies

Educational Psychology

1. Introduction

Southampton Psychology Service is committed to applying psychological theory to educational practice in order to make a measurable difference to the behaviour, learning, and emotional well-being of all children. As Educational Psychologists (EPs) we believe in the potential of psychology to help children and adults feel more positively about themselves and to bring about change for organisations and individuals.

Southampton Psychology Service delivers three types of work – statutory duties, centrally-funded work (both of which are currently free of charge) and additional services which are available to purchase. These are outlined in more detail in Section 2 and online in the Southampton Psychology Service Purchased Services and Professional Development Opportunities Brochure <https://search3.openobjects.com/mediamanager/southampton/directory/files/training-brochure.pdf>

All psychological casework is delivered according to an 'Assess, Plan, Do, Review' model of service delivery. This means that casework will involve as a minimum:

- An initial consultation discussion lasting 45-60 minutes.
- Joint review meeting conducted some time later to review the outcomes of the interventions put in place.

We will allocate a named Educational Psychologist to work with the school. However, sometimes it may be necessary for other team members to carry out some of the work, either due to certain staff members having particular areas of expertise, or where a member of staff is absent due to illness, etc. In the event of a staff member reporting in sick, we shall endeavour to re - arrange the school visit to a convenient date.

During certain times of the year the service may experience unusually high statutory demands and therefore we will have to prioritise these. We will endeavour to meet all other demands but because of these statutory demands we may have to re-arrange or postpone certain non-statutory work. This will be done in negotiation with the school/service involved.

Dates for EP visits to schools will not be changed without good reason. Reasons for rearranging a visit might include: pupil being absent from school, key member of staff with whom the EP is due to consult being absent from school, EP absent from work through illness, EP required to attend an emergency interim Annual Review or a Tribunal meeting as part of their statutory duties or a response to a Critical Incident. Under such circumstances, the school will be notified as soon as possible and an alternative visit will be arranged as soon as is practicable.

In order to conduct the work agreed between the EP and the school, the following is required:

- Informed, written parental consent before any casework is undertaken. A Request for Consultation form is provided for this purpose. This should be completed in full, along with any supporting information (such as

Individual Education Plans, etc) and provided to the EP before any casework can commence.

- An appropriate member of staff to be available to consult with the EP for 45-60 minutes during the visit to the school.
- School staff are responsible for informing parents of the date of the EP's visit.
- School staff are responsible for letting the EP know at the earliest opportunity if the visit needs to be rearranged (e.g. if the pupil is unexpectedly absent from school).

2. SERVICE DELIVERY

These service options are designed to provide a comprehensive service delivery model. However, should you have a specific requirement that is not covered in the options listed below, please contact Education Support Services.

Education.supportservices@southampton.gov.uk.

Services can be purchased by individual schools, or by clusters of schools. All work includes: direct work in schools, planning and preparation time, liaison with parents, staff and other agencies, review meetings, record completion and related administration and travel time.

CORE WORK – STATUTORY SERVICES

EP contribution to the statutory assessment of a child or young person's special educational needs

Educational Psychologists are employed to deliver a statutory function on behalf of the Local Authority (LA), as outlined in The Children and families Act 2014. These statutory duties must be carried out within the statutory timescales and include:

- Providing a contribution to the statutory assessment process to identify a child or young person's special educational needs (SEN) and the educational support that would best meet those needs. This incorporates all casework that contributes to the EP writing the Appendix K as part of the statutory assessment process and includes visit to school to observe child, consult with staff and parents, carry out individual assessment, liaise with other professionals and write the report.
- Monitoring the progress of pupils with Education Health and Care Plans (EHCPs) through the statutory Annual Review process,
- Provision of specialist advice and support to professionals (such as school staff, Early Years professionals etc) on meeting the needs of children/young people with special educational needs.

Casework with children/young people with Education Health and Care Plans

- EPs are required to monitor the progress of pupils with EHC plans and this takes place through the statutory Annual Review process. EPs will focus on pupils where there is a change of need, or where schools feel they are unable to meet

pupils' needs as outlined in the EHC plan, and will be prioritised by the EP on a needs-led basis.

- Work can include: attendance at the Annual Review meeting, casework and written report completed in preparation for the Annual Review, or casework/written report completed following issues raised at the Annual Review.

All the above core work is provided to schools free of charge.

CENTRALLY FUNDED SERVICES

Southampton City Local Authority chooses to centrally fund an additional amount of Educational Psychology time in order to deliver non-statutory functions. These are as follows, and are currently also free of charge:

Link Educational Psychologist (EP) for all Southampton schools

- All Southampton Schools are able to have a named Link EP to act as a point of contact for the School. The Link EP can be contacted by phone or email for general queries and advice.
- Link EPs will contact Southampton schools in the Autumn term to negotiate their work.

EP staff surgeries

- School staff can book a session with an EP to discuss a specific issue with which they would like a psychological perspective (e.g. managing the behaviour of a specific child within the classroom, meeting the needs of a specific group within the classroom, managing a child with Autism, specific literacy difficulties, etc). This has proved to be a very effective way of meeting both staff and pupil needs, and has been added to our list of core services by popular demand. One staff surgery session (half a day) will be held in each setting. The surgery can take place term throughout the year as negotiated with the Link EP. These discussions will be anonymous and therefore no parental consent will be required. No report will be written. These discussions can be used for problem solving around individual pupils, or for managing more systemic issues.

Telephone Consultations

- The Educational Psychology Service will be offering bookable telephone consultations throughout the academic year. These discussions will be anonymous, with no parental consent required. Please contact Jackie Holgate by e-mail Jackie.holgate@southampton.gov.uk to request a telephone consultation.

Due to the exceptional demand and popularity of the bookable telephone consultations settings are permitted to book two consultations per term.

Challenging Behaviour Consultation

- Academies who purchase a minimum of 5 days through the SLA will also have access to challenging behaviour consultation support at no additional cost. For those pupils whose behaviour can be challenging despite the normal range of interventions having been put in place, the Educational Psychology Team offer a specialist consultancy service. This consists of a half-day session for key staff to jointly develop an understanding of the pupil's needs and produce a support plan. Qualifying settings can access one CBC per academic year. Additional CBCs can be purchased.

Emotional Based School Absence (EBSA) Consultation

- From September 2020, the Educational Psychology Service will also be offering extended problem solving consultations for pupils who are demonstrating EBSA. Academies who purchase a minimum of 5 days through the SLA will also have access to EBSA consultation support at no additional cost. Qualifying settings can access one EBSA consultation per academic year. Additional EBSA consultations can be purchased.

Critical Incident Response

- As part of the Local Authority response to a Critical Incident, Educational Psychologists can provide short term support to school staff and pupils.
- Head Teachers wishing to request Critical Incident support should call 02380833272 and say you are calling regarding critical incident support. You will be put directly in touch with a Senior Educational Psychologist.

All the above work is provided to schools free of charge.

3. ADDITIONAL PURCHASED SERVICES

Schools are now able to purchase a number of additional (non-statutory) services through the Psychology Service. Requests for EP services can be discussed with the Link EP at the Autumn term planning discussion. Schools can purchase EP services as individual schools or as a cluster of schools. The prices are listed below:-

Time	No of days	Day charge	Charge to school
0.6	114	490	55,860
0.4	76	510	38,760
0.2	38	530	20,140
0.1	19	550	10,450
SLA day rate £630-£935			

The wide range of services that we offer are outlined below with further information available online in the Southampton Psychology Service Purchased Services and Professional Development Opportunities Brochure

<https://search3.openobjects.com/mediamanager/southampton/directory/files/training-brochure.pdf>

EP consultation at SEN Support/Early Years Support

Professionals can request a consultation with an EP regarding a child/young person who is receiving SEN support. Requests for EP involvement from school staff should be discussed with the Link EP during planning discussions.

Individual Casework

Additional Educational Psychology time for individual casework can be purchased either on an individual school basis or by a cluster of schools in half day blocks, with a minimum purchase of 2 half-day visits to enable an initial consultation and a later review of the outcomes. Any assessments or typed reports agreed as part of the consultation will require additional time.

Bespoke Training

Training can be provided on a wide range of subjects including:

- Behaviour Management
- Challenging Behaviour
- Autism Spectrum Conditions
- Emotional Literacy Support Assistants (ELSA) training and registration
- Emotional Literacy/Emotional Well-being
- Nurture Group training
- Positive Psychology
- Attachment
- Child Development
- Self-esteem
- Learning Styles
- Literacy and Specific Learning Difficulties
- Precision Teaching
- Social Skills
- Friendship Skills
- MAYBO (crisis management and physical restraint training)

We also offer bespoke training which is developed to meet a school's specific needs and for a specific audience (e.g. support assistants, teaching staff, etc). Schools should discuss their specific training needs with their Link EP or contact Education Support Services. Education.supportservices@southampton.gov.uk

Staff Surgeries

Staff surgeries in addition to those available through the core offer can be purchased so that they can be delivered on a more regular basis. School staff can book a session with an EP to discuss a specific issue with which they would like a psychological perspective (e.g. managing the behaviour of a specific child within the classroom, meeting the needs of a specific group within the classroom, managing a child with Autism, specific literacy difficulties, etc).

Supervision for Head Teachers and Senior school staff

Those in more managerial positions in schools may prefer a different approach, drawing on psychological approaches such as Solution-Focused Thinking and Coaching to develop practice and enhance skills. This can also give those in school who are frequently dealing with difficult and challenging behaviour the opportunity to debrief, and in so doing to manage the stress that such situations can induce.

Specialist Group Work Interventions

EPs can offer a range of specialist interventions. Often these utilise the dynamics and influence of group processes in order to have a positive impact on behaviour. All group work delivered in schools will be co-delivered with school staff and will also have the aim of training up those members of staff so that they will feel confident and competent to run future groups in school.

Some examples of the Group Work we can offer include:

- Understanding anger
- Self esteem
- Therapeutic story writing
- Social skills
- Friendship skills

Nurture Group Training and On-going Support

- Educational Psychologists provide training and on-going support to schools wishing to set up Nurture Groups, based on the evidence-based Boxall model.
- Schools wishing to set up a Nurture Group, or those wishing to access continued support should contact Education Support Services or discuss with their link EP. education.supportservices@southampton.gov.uk.

Challenging Behaviour Consultancy

- For those settings who do not have access to Challenging Behaviour Consultations (as set out above), they can also be purchased. Please discuss with your link EP.

Research and evaluation

Educational Psychologists are applied psychologists and are trained and experienced in a range of research and evaluation methods. Schools may wish to make use of these skills in order to support them in measuring the impact of their practice or of a specific intervention. Projects will be tailored to the needs of the school.

Previous pieces of research and evaluation work undertaken include:

- Evaluating systemic project work promoting parental engagement with school,
- Evaluating the impact of the Prevention and Inclusion Social Work project,
- Evaluating the impact of Nurture Groups,
- Evaluating the impact of Coaching with Year 6 students in a school,
- Evaluating the impact of supervision with Family Support Workers.

4. Pricing and delivery of service

The daily rate for an Educational Psychologist is £630 with a sliding scale available for larger purchases. Whole day training is charged at £935 and includes the cost of preparation, basic handouts, administration and travel. The minimum purchase for Educational Psychology Services is half a day.

If the EP arrives at school and the planned work is not able to be carried out because these requirements have not been met, the school will still be required to pay for any purchased time.

Time purchased through the SLA should be used within an academic year. Where a setting has purchased time, the EP Service will make every effort to offer work appropriate to the needs of the setting within this time-frame. It is the responsibility of the setting to ensure that the purchased time has been used by the end of the academic year. We regret that purchased time cannot be carried forward. In the highly unlikely event that the EPS is unable to deliver work that has been negotiated, we may consider carrying a small amount of purchased time over on a case by case basis.

In the event of a further lockdown situation, or if similar restrictions are imposed that limit face to face contact, we will continue to offer a purchased service to schools alongside our statutory and link EP roles. We will work creatively to offer work appropriate to the needs of the setting for example: virtual consultation, online/virtual training, virtual child/young person assessment, supervision, review consultation, systemic project work etc. Settings will therefore continue to be responsible for ensuring that their purchased SLA time is used within the academic year.

5. Service Contacts and Performance Review

The contacts for the service are:

Caroline Carpenter
Joint Principal Educational Psychologist
Email: Caroline.carpenter@southampton.gov.uk

Dawn Slattery
Joint Principal Educational Psychologist
Email: Dawn.slattery@southampton.gov.uk

Angie Barrett
Senior Educational Psychologist
Email: Angie.barrett@southampton.gov.uk

Anna Hutchinson
Senior Educational Psychologist
Email: Anna.hutchinson@southampton.gov.uk

We monitor the performance of the service by reviewing individual interventions, evaluating training delivered and seeking regular feedback from pupils, parents and school staff and other professionals.

Any queries, concerns or complaints about the overall operation of the scheme should be addressed to:

Dawn Slattery / Caroline Carpenter
Joint Principal Educational Psychologists
Children and Families
North Block
Civic Centre
Southampton
SO14 7LY

Tel: 023 8083 3272