

Frequently Asked Questions for Parent and Carers

What services can my child's school access from within the council?

- Educational and Child Psychology Service
- Advisory Teaching Service (QUEST)
- Mental Health in Education Team
- Visual/Hearing Impaired (VI/HI) Teams

What is the purpose of these services?

- They are advisory services. They help schools to understand what needs a young person has and give advice to school about what they should do to support
- They also work to develop schools' skills and confidence in supporting and including all students, e.g. through training

How do these services provide their advice?

- Through talking to people who know the child
- Where they need to, they may observe a child or do some direct assessment work
- Advice can be given in writing but is also sometimes verbal
- They may give a little advice and provide more advice once school have tried this

How do schools decide which students to ask for help with?

- Schools are expected to ask for advice where they do not fully understand the student's needs or how to support them.
- If school feel confident that they know your child's need and how to support they may not need specialist services
- Schools will often prioritise which students they need advice for

We want to keep this information relevant so if you think of other questions we can answer for you please let us know via the QR code below and we will update this document periodically.

Parent/carer questions about specialist services



What should school do with the advice from specialist services?

- Wherever possible it should be put into place and evaluated at the next review meeting as part of the assess-plan-do-review cycle.
- If more input is requested from the service, professionals will want to know how the advice has been used and evaluated before giving more advice.

A health professional has told us we need involvement from the Educational Psychologist (EP), what should I do?

- Ask the school SENCo to speak to the EP to find out if there is a role. The EP will be best placed to know if they can help

My child has an EHCP and I've been told an EP needs to be at the annual review, is this true?

- Ask the school SENCo to speak to the EP to find out if there is a role. The EP will be best placed to know if they can help

I think I need an EP to see my child

- EPs work to professional guidelines and have to have a clear purpose for being involved with students. Ask the school SENCo to speak to the EP to find out if there is a role. The EP will be best placed to know if they can help

Will I get a diagnosis if they are involved?

- Educationally based specialist services are not able to diagnose any conditions

How do the services support EHC assessments and plans?

- Services help schools to make sure they understand a student's needs, have tried the right things and evaluated this before asking for an EHC needs assessment
- Services can help schools to know if the level of support needed might be at an EHCP level but advising on what your child needs
- EPs provide advice as part of the EHC assessment process. If they have already been involved they may not provide any additional advice

How can I access services directly?

- Only the Educational and Child Psychology Service can be accessed directly by parents. This is by requesting a consultation session. This is virtual and must be jointly attended by school/setting. Please speak to your child's setting for more information

Will I always get a report if a service is involved?

- Not always. The priority is to give advice and in order to do this for as many children as possible it can be better if this advice is verbal or summarised briefly.

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