

EP SERVICE CONTRACT – Commissioned Work

1st April 2018 to 31st March 2019

Leicestershire Educational Psychology Service

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1. TERMS AND CONDITIONS WITH RESPECT TO THE PROVISION OF SERVICES FROM LEICESTERSHIRE EDUCATIONAL PSYCHOLOGY SERVICE (LEPS)

DEFINITIONS OF TERMS

'LEPS practitioners'	Includes all professional staff within the Leicestershire Educational Psychology Service providing a service: Trainee Educational Psychologists (TEPs); Educational Psychologists (EPs); Senior Educational Psychologists (SEPs); Principal Educational Psychologist (PEP).
'LEPS Senior Managers'	The Management and Leadership Team - Principal and two Senior Educational Psychologists.
'Organisation'	The body named above.
'Organisation Senior Staff'	Principal and two Senior EPs.
'The Service Contract'	This document.
'Service'	Those activities described in Section 5 of this document.
'The Educational Psychologist's Professional Judgement'	The professional judgement of the Educational Psychologist applied in relation to Health & Care Professions Council (HCPC) regulations and core principles, standards, conduct and ethics.

2. NATURE OF THIS DOCUMENT

- This Contract describes the level and type of Service that will be provided to the Organisation between the dates specified, as set out in Section 2 of the separate 'Commission' part of this Service Level Agreement.
- The Service will be provided by the Leicestershire Educational Psychology Service (LEPS), which will be responsible for supervision and quality standards.
- LEPS practitioners may include Trainee Educational Psychologists supervised by a named Educational Psychologist.
- Organisations structured around the academic year which commit funding as part of a Service Level Agreement (SLA) **by 31st July 2018** will have their Service prioritised within the academic year. Requests made after this date can only be delivered if staffing is available.

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- All work should be completed within the academic year of the commission and only exceptionally can work be carried forward beyond that, with THE agreement OF THE Locality Manager.
- The charges for Services which have been procured for a period of more than 12 months shall be as specified above for the whole term of the Contract.
- For 'one-off' commissions, dates will be identified as soon as possible from the date of the SLA, subject to the priorities of the Local Authority (reference Children and Family Services Departmental Plan 2017 - 2020).

3. CRITERIA FOR SERVICE DELIVERY

- The child or young person is in the age range birth to 25 years and attending school/academy/college, or subject to a current Education, Health and Care Plan (EHCP) or undergoing assessment and will usually be engaged in education or recognised training.
- The Service Managers' professional judgement and the published core principles and priorities for local children and families (set out in Leicestershire's Children and Family Services Departmental Plan 2017 - 2020) will be applied when considering requests for commissioned work. Agreement for Service delivery is through negotiation between the commissioning agency and the LEPS, subject to Service capacity.
- LEPS practitioner involvement with individual children / young people requires informed and signed consent either from those with parental responsibility or from the young person, if 16 years or older. For work with young people 'in care' to the local authority signed consent will be required from the responsible adult e.g. Social Worker.

4. CURRENT LOCAL AUTHORITY PRIORITIES FOR THE LEICESTERSHIRE EP SERVICE (LEPS)

For 2018 - 2019 the Local Authority (LA) has agreed a Service Level Agreement with LEPS for a range of SEND priorities, funded centrally, or via separate commissioning arrangements e.g. with 'The Fox Academy'; 'SENA Service'; 'Youth Offending Service' & local Health Services.

We aim to provide high quality, evidence-based, timely support for all vulnerable young people, with five behaviours underpinning all that we do:-

- ✚ **Voice** – listening to and talking with children and families.
- ✚ **Signs of Safety** – 'doing with' and not 'doing to'.
- ✚ **Outcome Focused** – improving the lives of vulnerable children with their families.
- ✚ **Leadership** – everyone is accountable and responsible
- ✚ **Solution Focused, Problem-Solving** - building on 'positives' and relative strengths.

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Examples of LA commissioned work:-

- Young people for whom the Local Authority requests Statutory Psychological Advice.
- Consultation, assessment and/or advice for children and young people with an EHCP, where there are concerns about progress towards outcomes or the appropriateness of educational provision, as requested by LA Officers.
- 'First Day Responses' to critical incidents (with follow up support available)
- Support to Leicestershire pupils educated within independent special schools, Out of County, where there is a risk of placement breakdown and for Safeguarding / progress monitoring purposes.
- Contributions to decision making for SEND; CMN & Early Years Allocations Panels
- Attendance at First Tier Tribunal hearings and other legal functions requiring formal 'SEND Expertise'.
- Specialist Support for Pre School Children - including diagnostic assessment and intervention
- Research and strategic work for SEND purposes with partner Services.
- Multi Disciplinary Team meetings for diagnostic purposes (with Health colleagues).

Work requested by schools and other settings, including staff training and development and child assessment work (SEND Plan stage), will require commissioning by schools, settings and other organisations. Costs are set at a competitive, 'not for profit' rate.

5. NATURE OF SERVICE PROVIDED THROUGH COMMISSIONING

LEPS offer psychological support to promote inclusion in local schools by enhancing the social, emotional and mental health of vulnerable children, given that reliable research shows the short and longer-term benefits to be accrued from improvements to academic resilience and psychological well-being. This is part of the Local Authority's commitment to improving attainments, especially in literacy, across the full range of age and abilities.

The focus of the work undertaken may be at one or all of the following levels:-

- individual child/young person
- group and class level
- strategic systems level
- organisational level.

5.1 At the **individual level**, LEPS practitioners provide professional knowledge and skills of:

- Solution-focused, person-centred planning through professional consultation, which may involve holistic assessment so that measurable Outcomes are identified for monitoring by consultees / customers.
- Psychological interventions and advice that is evidence-based and focuses upon 'narrowing gaps' in attainment and improving academic progress at individual level.

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- Advice on psychological interventions for and with families as part of a multi professional team response to the assessment of complex needs.
- Contributions to multi-agency meetings called by Health colleagues for children and young people when there is a possibility of a developmental 'difference', with the eventual aim of reducing barriers to learning and educational achievement.
- Depending upon the service agreed, casework EPs will be available to provide email / telephone support for 'active' cases throughout the duration of the SLA, by agreement with the commissioning Organisation.

5.2 At the **group and class level**, LEPS practitioners can deliver services that:

- Provide psychological interventions aimed at removing barriers to learning by enhancing emerging potential and skills in making and keeping friendships; helping children make positive choices to improve emotional regulation; further developing thinking / problem solving skills and teaching children the skills required for happiness, for example.
- Provide psychological interventions and advice for planning purposes to enable young people to achieve their academic and personal potentials e.g. by enhancing well-being and emotional resilience via accelerated learning (precision teaching approaches).
- Provide training to groups of staff in managing a particular issue e.g. supporting children who have experienced trauma and/or disruption to family life at an early age.
- Provide parent/carer workshops - programmes to enhance adult well-being/parenting efficacy.
- Provide professional supervision and emotional support for adults who face professionally challenging circumstances - individual, group or whole class issues.
- Provide joint 'Problem Solving' and / or 'Solution Focused' consultation at strategic and systems levels, including to senior management groups.

5.3 At the **strategic, systems and organisational** levels, LEPS practitioners offer:

- Psychological support for schools undertaking a review of the efficacy of existing strategies and systems to build emotion / mental health and enhance pupil well-being so that 'school behaviour' is not a barrier to learning. This work may also include advice and recommendations arising from Ofsted inspection priorities.
- Provide Continuing Professional Development for staff on a published range of topics with a psychological, learning and child development basis, including bespoke training (from September onwards).

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- Provide support for and/or co-deliver bespoke project work; undertake research with commissioners e.g. around transition planning; evaluating interventions; ensuring 'pupil voice' informs Service delivery.
- Provide professional supervision to school/academy-based staff including senior teachers; adults in specialist positions such as SENCOs and those appointed to undertake 'designated' tasks e.g. Safeguarding & Looked After responsibilities at strategic, systemic and / or organisational levels.

6. LEPS RESPONSIBILITIES AND SERVICE DELIVERY

- The Leicestershire Educational Psychology Service has a duty to ensure that assessment and intervention practice is compliant with Health & Care Professions Council (HCPC) standards of proficiency and code of conduct/ethics regulations. This information is available online at www.hcpc-uk.org
- As County Council employees, LEPS management will ensure that all practitioners have successfully undergone all necessary pre-employment checks, including that they:
 - Are appropriately qualified for the work undertaken;
 - Have received enhanced DBS disclosures (Disclosure and Barring Service), as required, appropriate for regulated activities, including regular contact and unsupervised working with vulnerable children and adults and those who work with them;
 - Have and will display for inspection their County Council employer's photo-ID badge.
 - Are fully covered by the County Council's insurance for this work.
- LEPS operates within the Leicestershire Safeguarding Children's Board [LSCB] - and will take actions in accordance with published procedures.
- The LEPS practitioner providing the commissioned service may not be the school's allocated Educational Psychologist; LEPS reserves the right to identify the educational psychologist most appropriate for the delivery of the commission.
- All work carried out as part of a commission will be chargeable. The commission includes writing of reports and/or consultation records and all other case-related record keeping, research, scoring and activities integral to the service commissioned.
- Multi-agency / professional liaison time and contact with parents (including telephone consultation / liaison and home visits, where required), are included as part of the time commissioned by organisations, including when delivered off-site, such as home visits or visits to other professionals' bases.

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7. PLANNING

The Services delivered will be planned in consultation with the allocated educational psychologist whose professional work is overseen by their Line Manager/ SEP.

8. ARRANGEMENTS FOR THE CIRCULATION, RECORDING AND STORAGE OF RECORDS AND DOCUMENTS

- Reports about individual children / young people will be sent by AVCO anycomms+ and/or letter posted to both the commissioning school and those with parental responsibility. It will be the responsibility of the Organisation to notify the LEPS of the address(es) to whom the report should be sent.
- For local children / young people attending Early Years' settings, maintained schools, academies and / or FE colleges in Leicestershire, the storage of records and documents will be organised in accordance with the County Council and Service policies. All documents stored can be requested under the terms of the current Data Protection Act and are open to scrutiny by the subject of the file or those with parental responsibility.
- For independent schools within Leicestershire and other organisations outside Leicestershire, reports will be sent to those identified as having parental responsibility and to the commissioning Organisation. For young people of 16 years or above the report will be sent to the young person and the Organisation. All records will be kept within the LEPS systems under the same regulations as other confidential records.
- For all children and young people who have Education and Health Care Plans, maintained by Leicestershire County Council, records will be held in accordance with the County Council and Service policies.

9. MANAGEMENT, MONITORING AND REVIEW ARRANGEMENTS

The Service Level Agreement (SLA) and this contract will be reviewed and evaluated on an annual basis. The review will take account of information gained through written questionnaires/feedback and/or discussion with all customers receiving services/support.

10. ABSENCE LIABILITY (INCLUDING SICKNESS AND HOLIDAYS)

The professional context is that there continues to be an acute, national shortage of Educational Psychologists (EPs).

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Recruitment and cover for absent colleagues is challenging and Service capacity may run below the levels hoped for at certain times such as the departure from the Service of an EP, due to personal circumstances. Nevertheless, Service capacity is under continual review

and every effort is made to maintain the transformed staffing levels and recruit new staff to meet local needs.

- LEPS will endeavour to cover any short-term EP practitioner absences. Longer term absences may have to be reflected in a reduction in charges / support, unless other cover arrangements can be mutually agreed with LEPS managers.
- LEPS will use best endeavours to make up time 'lost' due to adverse weather or unexpected circumstances although this cannot be guaranteed.
- Should the Organisation **postpone** an appointment, LEPS will arrange another date as soon as mutually convenient although this may not be possible within the same half-term. Appointments that are cancelled or rearranged without notice (other than child absence) will only be rearranged if Service capacity allows and will be at the discretion of the Service Manager.
- In the case of training being cancelled by the Organisation, it shall be at the sole discretion of LEPS managers to provide an alternative date for the training or to provide a full refund (reference SLA for Commissioned Training).

11. RESPONSIBILITIES OF SCHOOLS / SETTINGS

- To ensure the EP receives a completed Referral form and all supporting documentation at least one week before a scheduled visit.
- To identify a member of staff for consultation, liaison and planning of EP work and activities.
- To work with the allocated EP in arranging appointments and promoting pupil participation and parent/carer attendance/involvement within the financial / academic year so far as practicable and possible. In exceptional circumstances please contact the Locality Manager for discussion.
- To obtain written, informed consent from all those with parental responsibility who will need to the involvement of the EP practitioner. In exceptional circumstances, a verbal agreement is allowable and signed by the Commissioner on behalf of named parents/carers.
- To ensure appropriate access to children and young people and staff for interview and observation.
- To ensure the EP is informed of pupil absence, including as soon as possible on the day of the absence.
- To provide appropriate space for the EP practitioner to work, including for parental meetings, when required.
- To provide access to all relevant records.

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- To ensure all staff commissioned independently of the Local Authority has successfully undergone all required pre-employment checks, that their professional development has been maintained and that they carry full professional indemnity.

12. GENERAL SERVICE ARRANGEMENTS

- If the school/setting is unhappy with any aspect of the services provided by the LEPS, discussions should always take place with the EP practitioner in the first instance.
- If the discussion with the EP practitioner does not resolve the matter, then the issue should be referred to the practitioner's Line Manager, the Locality Senior Educational Psychologist who may convene a three-way meeting to try and resolve the concern. This will occur within the context of Leicestershire County Council's policies and procedures.
- If the intervention of the Senior Educational Psychologist does not resolve the matter then the commissioner should contact the Principal Educational Psychologist.
- Schools/settings will be invoiced retrospectively. The final invoice of the financial year can include a prospective element, based on estimates of Service delivery by the end of the academic year. Only in very exceptional circumstances can commissioned work be rolled forward to the end of the first term in the next academic year (December).
- Any discrepancies will be rebalanced through the next invoice period, or by individual negotiation with the commissioner, in the spirit of partnership within a context of 'not for profit' working arrangements.

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