

Educational Psychology Service

Neurodiversity Practitioners



Service Level Agreement 2026/27

Introduction from Service Lead

Dear Headteacher, SENDCo, Chair of Governors and School Business Manager,

Welcome to the Service Level Agreement for the Neurodiversity Practitioners (NDPs) which contains all the information you will need about our service. The NDP Team are now a permanent Team within the Shropshire Educational Psychology Service (EPS) following a successful pilot project from January 2024 - March 2025.

For the 2026-2027 academic year, we are thrilled to share that the NDPs will continue to be able to support children and young people (CYP) across the 0-25 age range with the ethos of supporting CYP on a needs-led, as opposed to a diagnosis-led, basis across the constellation of neurodivergence.

The NDP systemic support in schools / settings continues to be valued by the those they are supporting. A coaching approach enables schools / settings to identify and move towards their own neuroinclusive goals, thereby working with schools / settings on where they feel their priorities are. This may lead to supporting specific areas within the school / setting, coaching staff within specific classes and/or providing training to groups or to the whole school. The latter may also include providing awareness sessions on particular topics for CYP as well as facilitating interventions alongside school staff to enable them to lead the intervention in the future.

For individual casework, this includes enhancing the awareness, understanding and empathy of pupils presenting as being neurodivergent, promoting an assess, plan, do, review cycle, and building knowledge, skills and capacity to support pupils both individually and systemically. Individual work through the traded support offer will be aimed at pupils who do not have an Education Health and Care Plan (EHCP) or are in the EHC Needs Assessment process, as these pupils will already be undergoing / have undergone a holistic assessment of needs and receiving additional support.

The NDPs will also be continuing the core systemic roles they are currently involved in, i.e., the Pupil Voice projects, the development of the Shropshire-wide inclusive practice documents and being part of the Specialist Outreach and Neuroinclusive Training Offer teams. Moreover, the NDPs have collated resources and information that could be supportive of your school which can be found on their Learning Gateway page: [Neurodiversity Practitioners | Shropshire Learning Gateway](#)

We very much look forwards to being able to work with you to provide additional support to our neurodivergent CYP and their schools / settings, families and communities in Shropshire.

Best wishes,



Dr Lisa Taylor
Principal Educational Psychologist
and Preventative Lead



Dr Kathryn Morgan
Specialist Senior Educational
Psychologist for Neurodiversity

Description of our service

1. Who we are

We are a team of Neurodevelopmental Practitioners (NDPs) and are part of the Shropshire Educational Psychology Service (EPS). We are former, experienced teachers and special educational needs and disabilities coordinators (SENDCOs).

We have a passion and enthusiasm for raising the profile and understanding of neurodivergence and promoting neuroinclusive and neuro-affirming practice. Our aspirations are:

- For neurodivergent children to have the reasonable adjustments that they need.
- For neurodivergence to be seen as an asset: embraced and celebrated by all, and for this culture to start a ripple effect from schools through society.
- For neurodivergent children to understand themselves better and confidently communicate their needs.
- For neurodivergent children's strengths and areas of need to be recognised and supported.

Please see our flyer which details more about who we are as Practitioners: [ndp-flyer-about-us.pdf](#)

2. How we can support you

We work with schools / settings systemically through:

- Coaching, e.g., for SENDCOs, senior leadership and classroom staff.
- Facilitating joint consultations with those who know CYP best.
- Facilitating and enabling group interventions / support programmes.
- Modelling strategies / interventions that promote neuroinclusive practice.
- Providing training / other CDP opportunities to further build and develop knowledge and skills within schools / settings.
- Helping schools / settings to move towards their neuroinclusive goals and monitoring and celebrating change over time.
- Supporting CYP in schools / settings across the 0-25 age range.

We support children and young people aged 0-25 years on a needs-led (not diagnosis-led) basis through:

- Facilitating group consultations between school / setting staff and parents / carers.
- Enabling pupil voice to enhance understanding and contribute to action planning.
- Planning shared actions.
- Contributing to Assess, Plan, Do, Review Cycles.
- Facilitating group interventions.

To enable us to support those CYP who do not already have support in place, we do not work directly with CYP who have an Education, Health and Care (EHC) Plan or are in the EHC Needs Assessment process as part of our traded offer. However, we can support all CYP through more systemic support (e.g., specific class support).

3. Our offer

Website: [Shropshire NDP Brochure 2025 2026](#)

Traded Package Request Form: [Shropshire NDP Package Request Form 2024 25](#)

Form 1: [NDP Form 4 May 2025](#)

4. Testimonial examples:

"The NDP bespoke package of support has enabled our teachers to engage in professional development coaching sessions and the targeted focus on support in the classroom has provided an alternate lens to view how support is being delivered and accessed in the classroom. The team have worked with us to support transition for SEND pupils in Year 6 and are currently supporting behaviour management in a high need class. The time and space teachers have to reflect and learn, alongside the targeted in-class support is invaluable. Our allocated NDP has classroom experience, and an empathy for our roles in school." **Primary Head Teacher and SENDCO**

"What a joy and privilege it has been to work with Hollie Jones, our NDP. She has supported us with strategic level work, including looking at our whole school approach to supporting neurodiversity, and with more bespoke areas, such as exploring how to make social times and activities accessible and inclusive. Hollie also worked with our young people and their families, building understanding and trust in developing strategies that promoted inclusion and focused on improving progress now, rather than a dependence on diagnostic routes. She was able to give balanced advice on the diagnostic pathways and provided an integral part of our co-production of APDR targets and reviews. We are currently working on some joint training ideas, and awareness raising sessions for students and their families. Importantly, Hollie allowed students, parents and staff to feel that their voice was valued and validated, and she acted as a powerful and positive catalyst for collaborative work and progress. Hollie helped our whole community to embrace and celebrate the breath of the neurodiversity umbrella, find the rainbows and dance in the rain." **Secondary SENDCO**

"I feel that Rachel's input has been invaluable. Her knowledge and what I have learned about my student has really helped me understand him and also how to notice the triggers and to be able to prevent the outbursts." **Secondary Support Assistant**

"It makes such a difference to have someone who is trained to teach these things. My son also feels really comfortable with her and looks forward to their sessions..." **Parent**

"Great to have the opportunity to discuss school-based SEND issues to devise an action plan to support the growing number of neurodivergent children at our school. Great facilitator to enable staff members to open a debate about key issues which have been identified by the school. A flexible approach when working with the school and parents." **Primary SENDCO**

5. Contact us

Donna Price & Jeanette Vivers – EPS Admin

Tel: 01743 258414

Email: eps@shropshire.gov.uk

Individual responsibilities of our staff

Roles	Responsibilities
Principal Educational Psychologist and Preventative Lead	<ul style="list-style-type: none">Overall management and development of the Educational Psychology Service, with adherence to Health and Care Professionals Council (HCPC) and British Psychological Society (BPS) ethics and code of conduct.Clinical supervision of team.Operation and development of core and traded services.
Specialist Senior Educational Psychologist for Neurodiversity	<ul style="list-style-type: none">Line Manager and Supervisor of the NDP Team.One of the Strategic Leads on the Neurodiversity Workstream.Supervision of educational psychologists within the service.Development of core and traded services.Responsible for quality assurance.

Our obligations and requirements

What we will do for you:

Ref.	
P1	Provide a named link Neurodiversity Practitioner (NDP) to your school / setting.
P2	The NDP will apply their skills and knowledge to arrange appropriate involvement which will best meet the needs of the school / setting and/or the child or young person at the centre of the request.
P3	The NDP will negotiate mutually agreed activities commensurate with their role, training and competency. The NDP may draw on the skills and expertise of the broader team.
P4	In the event that the request is not seen to be appropriate, e.g., if the child / young person has an EHC Plan or in the Needs Assessment process, the NDP will explain the reasons for this in clear language and endeavour to explore alternative ways of effectively supporting.
P5	The NDP will make direct contact with schools and may use a combination of the support offer described above.
P6	Whenever possible, the NDP will provide brief verbal feedback after the visit.

P7	The NDP will provide written feedback. Written feedback will be submitted within 20 working days via secure email (dependent upon available admin support).
P8	The NDP will arrive punctually and behave courteously. In the event of illness or a Critical Incident, the school should be notified prior to the appointment and a further date agreed.
P9	The NDP will return telephone calls as soon as possible and usually within 2 working days.
P10	All activities conducted on behalf of the child or young person, including liaison with the Bee U Mental Health Service, Sensory Inclusion Service, Speech and Language Therapy Service and other agencies, is a professional responsibility and will be deducted from the package time as will any written feedback.
P11	Time taken to complete casework / a project within a school / setting will be agreed with school prior to starting. In the case that it takes longer, the NDP will negotiate this additional time with the school.
P12	The sessions apply to the academic year.
P13	Unused time cannot be carried over into the following academic year.
P14	The NDP will comply with the Equality Act 2010 and all other relevant anti-discriminatory legislation. Advice and support will be provided in the best interests of the child or young person.

What we require from you:

Ref.		Date required (if applicable)
C1	Purchase a realistic level of support, to meet the needs of your school / setting and inform the team by the earliest opportunity. The service is on a first-come first-serve basis and has a finite capacity.	
C2	Complete and submit the Form 4 with informed parental consent from the person/s with parental responsibility before any NDP involvement commences. .	
C3	Provide realistic outcomes for involvement.	
C4	Provide a suitable, quiet, comfortable room for the consultation and/or direct work.	
C5	Contact the CYP's parent / carer / parent carer to meet with the NDP at a specified time.	
C6	Ensure time so that key members of staff are able to meet with the NDP and that they have the non-contact time to do so.	
C7	Maintain any confidential reports and documents in a secure location.	
C8	Prepare the CYP, where appropriate, for meeting the NDP. The NDPs have One Page Profiles which can be shared with CYP beforehand.	

C9	Provide information about other external agencies involved with the child or young person, including provision maps, PEPs and Bee U reports.	
C10	To ensure payment is made to allow work to be completed.	
C11	Aim to use the sessions equally across the three terms, where possible.	
C12	Distribute the parent / carer / parent carer copy of the NDP report.	

Days/times during which Services are to be available

Full service available during term time, with a reduced service available during school holidays.	Service operating hours Monday to Friday 09:00 – 17:00
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Contact information

For more information	
Contact name	Donna Price
Role	Business Support Manager
Telephone	01743 258 414
Email	eps@shropshire.gov.uk
Website for Neurodiversity Practitioners	Neurodiversity Practitioners Shropshire Learning Gateway
Websites for Educational Psychology Service	Educational Psychology Service Shropshire Learning Gateway https://www.shropshirelg.net/supporting-send-early-help-and-pupils-with-additional-needs/educational-psychology-service/

Charging and enquiries

For details on the various sessions available for this service or if you have any queries or issues regarding your service arrangements, please contact the service on 01743 258414 or via email to eps@shropshire.gov.uk.

The following sessions are available to buy. A session is 3 hours. The pricing guide below will enable you to calculate the cost you require.

	Sessions	Cost
<u>Package A</u> Three coaching sessions	3	£300
<u>Package B</u> Three coaching sessions and two CPD sessions	5	£500
<u>Package C</u> Three coaching sessions and three individual casework	12	£1000
<u>Package D</u> Three coaching sessions, two CPD sessions and three individual casework	14	£1200
<u>Package E</u> Bespoke package agreed with school / setting	Bespoke packages are priced individually	

Any NDP sessions that are bought direct from the Educational Psychology Service after 1st April 2025 will be charged at the session rate of £100.

If you require a bespoke package, then please contact the service for a further discussion: eps@shropshire.gov.uk

Your link NDP will be able to guide you in relation to how much time a piece of work will take. For individual casework, this consists of individual work with the pupil, consultation with staff, parents / carers / parent carers and any other outside agencies and a written report.