

Educational Psychology Service



Service Level Agreement 2026/27



Introduction from Service Lead

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

Welcome to the Service Schedule for the Educational Psychology Service (EPS), which contains all of the information you will need about our service.

We are delighted to have Laura Shaw return to us as an Educational Psychologist, and we are happy that Ellie Harrison and Bella Lee remain with us to continue their trainee placements. We are looking forward to Bella joining us in September as she finishes her placement and begins her career as an Educational Psychologist in Shropshire. We also need to welcome Snah Islam to the service who will be covering a maternity leave. We continue to support the training of Educational Psychologists from the Doctoral training programmes and thank you for your support with this.

We are also supported by our team of Associate and Locum Educational Psychologists who have increased our capacity. Thank you for your patience and flexibility.

We continue to have an exceptionally high demand for the Service and have worked hard to respond to the increasing mental health needs of our C&YP. We always aim to meet any additional requests for support, but it is difficult to recruit part way through the year. I would urge you all please to buy a realistic level of support for September 2026 before the summer. This is the only way we can guarantee that you will have a link Educational Psychologist. Requests received after September will be charged at a higher rate and cannot be guaranteed.

I am pleased to inform you that Critical Incident Bereavement support will be free to all schools from this point forward.

We look forward to working with you.



Dr Lisa Taylor
Principal Educational Psychologist and Preventative Lead



Description of our service

1. Who we are

A team of Educational Psychologists who are registered with the Health and Care Professionals' Council

<https://www.shropshirelg.net/services/educational-psychology-service/meet-the-team/>

2. How we can support you

We work with children and young people aged 0-25 years. We provide:

- Assessments e.g. cognitive, mental health and well-being, early years and behaviour
- Statutory advice to the Local Authority to support Education Health and Care Plans
- Interventions
- Therapeutic support
- Training
- Development of mental health support in schools
- Counselling
- Critical Incident advice and support
- Support to the Virtual Team for Looked After Children
- Support to Stepping Stones
- Contributions to the Early Years Multi-Disciplinary Assessments for children pre-school
- Supervision support for Headteachers

3. Our offer

Website: <https://www.shropshirelg.net/services/educational-psychology-service/>

Form 1: <https://www.shropshirelg.net/services/educational-psychology-service/how-to-access-the-service/>

4. Testimonials

"Had a good reflective structure to the meeting, which everyone was able to contribute to in an open, positive and constructor manner. This produced clear ways of supporting and developing the child's needs and outcomes"

"I just wanted to feedback how skilled the EP is. She first assessed our daughter when she was 2. She observed and commented on little things we hadn't put much thought in to, but 3 years on those tiny details are still a bit part of our daughter's life. She then assessed her before she started school and the report she produced has helped us and school give her the absolute best chances. Life is hard for children like our daughter; there are challenges that are difficult to understand but the EP's observations and advice has meant she is thriving in many areas".

"I am so impressed with how the EP managed to understand our son and his needs. It proves just how well she knows her job. She made myself and my son feel at ease, listened to and respected which in his eyes is the most important thing"

"We were very impressed by the thorough assessment process, the feedback verbally on the day both to school staff and parents, and the detailed report which we received very promptly – a week after the assessment! This swift action is helping us to quickly put into place the actions needed"

5. Contact us

Donna Price & Jeanette Vivers – EPS Admin

Tel: 01743 258414

Email: eps@shropshire.gov.uk

Website: [Educational Psychology Service | Shropshire Learning Gateway](#)

Individual responsibilities of our staff

Roles	Responsibilities
Principal Educational Psychologist and Preventative Lead	• 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, statutory and traded services.
Senior Educational Psychologists	• Supervision of newly qualified EPs and newcomers to the service. • Responsible for EPS response to children in care. • Development of core and traded services. • Responsible for quality assurance. • Oversight of specialisms within the service.

Our obligations and requirements

What we will do for you:

Ref.	
P1	Provide a named link educational psychologist (EP) who is a Health and Care Professionals Council (HCPC) registered practitioner psychologist.
P2	The EP will act within the standards of practice, conduct, performance and ethics as set out in the HCPC Standards of Proficiency.
P3	The EP will apply their psychological skills and knowledge to negotiate appropriate involvement which will best meet the needs of the child or young person at the centre of the request.
P4	The EP will negotiate mutually agreed activities commensurate with the EPS role, training and competency. For specialist work, the EP may draw on the skills and expertise of the broader team.
P5	In the rare event that the request is not seen to be appropriate, the EP will explain the reasons for this in clear language and endeavour to explore alternative ways of achieving the desired outcome.
P6	The EP will make direct contact with schools and may use a combination of the following assessments, a) Assessment of the current interventions using Plan do Review

	b) Standardised attainment data c) Psychometric assessment for additional information to consider strengths and weaknesses, where appropriate d) Dynamic assessment models to explore how the child learns e) Psychological formulation or opinions on the presenting difficulty f) An interview and/or observation of the child/young person g) An appreciation of the child/young person's views and assessment of psychological or emotional difficulties h) Consultation with school staff i) Consultation with parents/carers j) Advice and recommendations on strategies and support for interventions appropriate to the presenting difficulty Other interventions and therapeutic support as per the current brochure.
P7	Whenever possible, the EP will provide brief verbal feedback after the visit.
P8	The EP will provide written feedback. This may range from brief consultation notes to a longer assessment report. Written feedback will be submitted within 20 working days via secure email (dependent upon available admin support)
P9	The EP 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.
P10	The EP will return telephone calls as soon as possible and usually within 2 working days.
P11	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.
P12	The Educational Psychologist will negotiate time it takes to complete their work with the school. Whilst much of our work can be completed within 3 sessions, some cases are much more complex and require longer to complete a competent piece of work in line with HPCP and BPS guidance. As a guide, if the pupil is LAC, has a Child Protection Plan, has complex mental health needs (including school refusal) and Bee U Mental Health involvement, the case will take 4 sessions and occasionally more.
P13	The sessions apply to the academic year.
P14	Unused time cannot be carried over into the following academic year.
P15	The EP 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 institution and inform the team by the deadline to ensure adequate staffing capacity.	
C2	Complete and submit the Form 1 with informed parental consent from the person/s with parental responsibility at least 5 working days prior to the appointment.	
C3	Provide realistic outcomes for involvement.	
C4	Provide a suitable, quiet, comfortable room for the assessment or interview.	
C5	Contact the child or young person's parent or carer to meet with the EP at a specified time.	
C6	Ensure time so that key members of staff are able to meet with the EP 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 child or young person where appropriate for the assessment by telling them what to expect. There are 3 leaflets for this purpose on the Learning Gateway together with photographs of the team, so that the child or young person is well prepared.	
C9	Provide information about other external agencies involved with the child or young person including provision maps, PEPs and Bee U reports.	
C10	Aim to use the sessions equally across the three terms where possible.	
C11	Distribute the parent/carers copy of the educational psychology 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	Educational Psychology Service Shropshire Learning Gateway https://www.shropshirelg.net/supporting-send-early-help-and-pupils-with-additional-needs/educational-psychology-service/

Statutory Requirements

Compliance with all the following legislation:

- HCPC statutory requirements
- BPS code of conduct.

West Midlands Quality Standards Plus.

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	Session Rate
15 - 18 x 3 hour sessions per year	18 sessions = £4860 17 sessions = £4590 16 sessions = £4320 15 sessions = £4050	£270
11 - 14 x 3 hour sessions per year	14 sessions = £3990 13 sessions = £3705 12 sessions = £3420 11 sessions = £3135	£285
7 - 10 x 3 hour sessions per year	10 sessions = £3000 9 sessions = £2700 8 sessions = £2400 7 sessions = £2100	£300
3 - 6 x 3 hour sessions per year	6 sessions = £1890 5 sessions = £1575 4 sessions = £1260 3 sessions = £945	£315

Any sessions that are bought direct from the Educational Psychology Service after 1st September 2026 will be charged at the session rate of £330 (e.g., 3 sessions will be £990).

If you require a bespoke number of sessions (e.g., more than 18 or less than 3) then please contact the service for a further discussion.

Your link psychologist will be able to guide you in relation to how much time a piece of work will take.

Any reports or additional activities linked to pieces of work must be costed in terms of 3 hour sessions. For example, three sessions would usually equate to one EP assessment. This consists of individual work with the pupil, consultation with staff, parents and any other outside agencies and a written report.

The Bereavement & Critical Incident Response Team

For the Children and Young People of Shropshire, there is free access to psychological support through the Bereavement and Critical Incident Response Team following a critical incident. Despite stringent cost savings within Shropshire, **the Council is committed to funding this service for all state-funded schools in the county.**

Head Teachers and Senior Managers are accustomed to managing a huge variety of different situations. However, the sudden death of a pupil or a member of staff is devastating and can have a wide-reaching impact on both the school and the local community.

For over 16 years a specialist team of Educational Psychologists within the Educational Psychology Service, known as “The Bereavement & Critical Incident Response Team”, has been supporting schools following a tragic event. Over the past 10 years the team has supported approximately 100 schools within Shropshire in the following ways:

- Immediate (same day) phone advice to Senior Managers. This includes step by step guidance as to the tasks which need to be undertaken that day to ensure that the institution is supporting its students and the wider community in ways which promote emotional health.
- A staff meeting within days of the incident to advise staff on how best to support students and one another.
- Structured Group Support/Debriefing where young people or staff have witnessed a traumatic event.
- Further access to a specialist individual assessment, arising from a traumatic bereavement or where events have hindered healthy grieving, as agreed by the team.

Educational Psychologists are uniquely placed to support schools in such situations with their familiarity with education and schools, their knowledge of child development, bereavement, trauma and their skills in therapeutic approaches, including CBT (Cognitive Behaviour Therapy) and trauma-focused rewind.