

**Educational Psychology Service
Service Statement**

Document Information

Title	Inverclyde Council Educational Psychology Service
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Description	This document summarises the Services provided, commitments and contacts.

Document History

Version	Status	Date	Author	Changes from Previous Version
1.0	Final	6 th Feb 2017	G McGovern	NA
2.0	Final	4 th Feb 2019	G McGovern	Updated with reference to the IOIP and the Corporate Plan 2018/22

Overview of the Service

Inverclyde Educational Psychology Service (IEPS) works with children and young people from birth up to the age of 24. Our functions are as follows:

- to advise the education authority, school staff and, importantly, parents on the needs of children and young people with additional support needs and the educational provision made for them;
- to provide direct support to individual children and young people;
- to work with and through others to enable more children and young people to benefit from educational psychological skills and knowledge;
- to undertake research and contribute to the professional development of, for example, teachers.

The wide statutory role includes the study of children with additional support needs and provision of advice to the Children's Reporter on the needs of vulnerable children and young people, including those who commit offences or are in need of care and protection as outlined in the Education (Additional Support for Learning) (Scotland) Act 2004 and 2009 amendments.

The five core educational psychology functions are as follows; consultation and advice; assessment; intervention; professional development and training; and research and strategic development.

IEPS contribute to the key drivers in the National Improvement Framework (see SHANARRI diagram).

Service Objectives

The Service objectives are to:

- Create conditions in which individual children and their families can achieve their potential, by working collaboratively with parents, teachers and others to prevent or overcome challenges.
- Develop and implement early action initiatives. Early action are forms of intervention at all critical life stages where many individuals can benefit from and welcome support to grow, develop and achieve.
- Promote understanding and development of effective learning and teaching approaches, at whole school level and at authority wide level, which can enhance the experiences of children and families.
- Support and deliver research and evaluation studies that have the potential to further the priorities of the council, and to provide research support and advice to education, health and social work colleagues.
- For those children and young people where Inverclyde Council has a Corporate Parent role, IEPS ensures that the educational needs are appropriately met both within Inverclyde and out of the authority.

The focus of the Service is on developing a culture within Inverclyde of valuing children and families thus creating a nurturing environment and helping to deliver the Council's corporate vision of Getting it Right for Every Child, Citizen and Community. The principles of social justice are central to the service's work.

The service contributes to the delivery of the strategic priority in the Inverclyde Outcomes Improvement Plan to reduce inequalities:

1. Inequalities

There will be low levels of poverty and deprivation and the gap in income and health between the richest and poorest members of our communities will be reduced.

In addition, the Service contributes to the delivery of the following priorities outlined in the Inverclyde Council Corporate Plan 2018/22.

Corporate Plan Organisational Priorities

- ❖ **Organisational priority 2:**
To work collaboratively to enable strong, connected and empowered communities, particularly in areas of deprivation, so that residents have influence and control over the things that matter to them
- ❖ **Organisational priority 4:**
To reduce the prevalence of poverty in our communities, with a particular focus on reducing child poverty
- ❖ **Organisational priority 5:**
To safeguard, support and meet the needs of our most vulnerable families and residents
- ❖ **Organisational priority 6:**
To improve the health and wellbeing of our residents so that people live well for longer
- ❖ **Organisational priority 9:**
To deliver services that are responsive to community needs and underpinned by the culture of innovation, continuous improvement and effective management of resources.
- ❖ **Organisational priority 10:**
To develop motivated, trained and qualified employees who deliver quality services that meet current and anticipated service needs

A diagram showing how the Service contributes to *Getting it Right for Every Child, Citizen and Community* and how the Service will promote the development of the key wellbeing indicators that the Council wishes to 'get right' for all Inverclyde's citizens is provided in Appendix 1.

Customer Commitments

We are committed to:

- Providing high quality psychological practice which meets the standards of the British Psychological Society Code of Conduct and Health Care Professional Council.
- Providing a service that is approachable, courteous, and sensitive.
- Working collaboratively and building effective, constructive relationships with carers, their families and partners to deliver better evidence based outcomes for children and young people.
- Providing a service that our customers and colleagues regard as effective and would recommend.

What You Can Expect From Us

- At the outset, you will know the name of the psychologist who will be working with you, how to contact them and what our Service's involvement will be in relation to your child.
- You will receive feedback within an agreed timescale.
- We will respect the confidentiality of you and your family.
- If you have any questions or concerns, you will be advised of when you can expect a response.
- You will be treated in a manner that is responsive to equality issues in service delivery and provision.

How You Can Help Us

In order to ensure that we are meeting the above standards and providing you with a quality Education Psychology Service, you can help us by:

- Telling us if we have exceeded your expectations or have not delivered a service to your satisfaction
- Letting us know if you no longer require our service, or wish to cancel an appointment that we have made with you
- Informing us of any changes in your circumstances
- Treating us with courtesy and politeness

How You Can Contact Us

General Enquiries by contacting the Customer Service Centre on 01475 717171 or e-mail customerservices@inverclyde.gov.uk

Alternatively contact Educational Psychology Service Tel No: (01475) 715430 Email: psychological.service@inverclyde.gov.uk

If you require this information in another language or format, such as large font or Braille, please contact us on 01475 717171 or for hearing impaired 01475 717677 (office hours) or email us at customerservices@inverclyde.gov.uk

If You Make a Complaint to Us

Complaints will be dealt with in accordance with the Council's Corporate Comments, Compliments and Complaints Policy. Information can be found on the Inverclyde Council website at:

<http://www.inverclyde.gov.uk/council-and-government/complaint>

You can complain in person at any of our offices, premises (e.g. libraries, museums, customer service centre etc.), by phone, in writing and email.

By telephone to the relevant department.

By email at comments@inverclyde.gov.uk or download and complete the complaints form on our website.

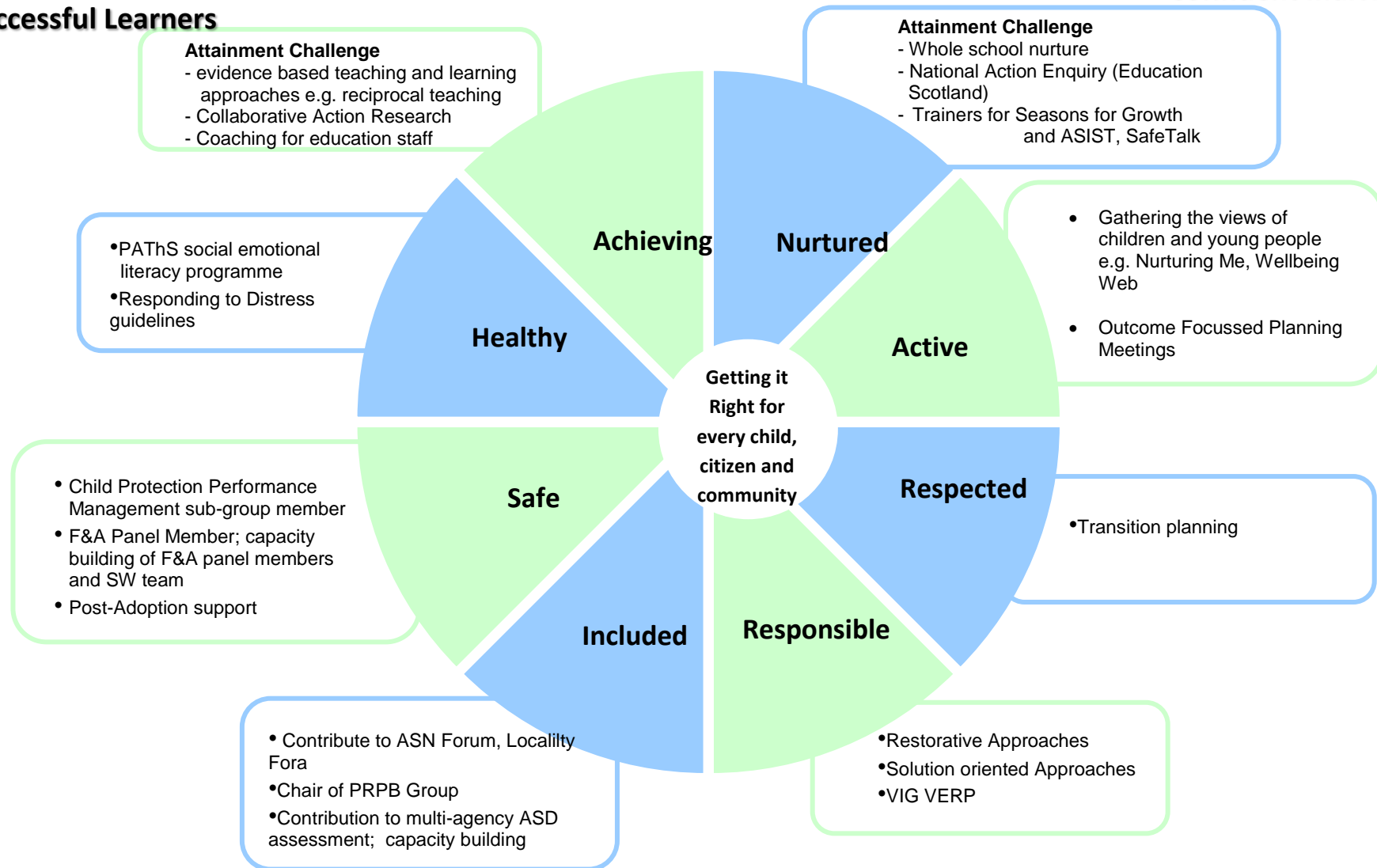
Send your complaint by post to:

Complaints
Inverclyde Council
Municipal Buildings
Greenock
Inverclyde PA15 1LY

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot.

Confident Individuals

Successful Learners



Effective Contributors

Responsible Citizens