

Hampshire and Isle of Wight Educational Psychology (HIEP) Local Offer

1. Who is Hampshire and Isle of Wight Educational Psychology (HIEP)?

- We are a team of over 60 professional Educational Psychologists (EPs), with a long established national reputation.
- All Educational Psychologists working for Hampshire County Council have experience of working with children and young people and a specialist degree in educational psychology, at masters or doctorate level.
- All our Educational Psychologists are registered as practitioner psychologists with the Health and Care Professions Council (HCPC). Working with us, we often have trainee Educational Psychologists and psychologists who are in the process of registering with the HCPC (following completion of the doctorate programme in educational psychology). The work of all psychologists who are not registered with the HCPC is supervised by an HCPC registered Educational Psychologist.

2. What does HIEP do?

- Psychology helps us understand how people think, learn, feel and develop. The work of HIEP is often concerned with learning, social, emotional, behavioural, physical or sensory strengths and needs.
- We work with children and young people in the 0 to 25 year age range.
- We apply psychology to help all children and young people to flourish, and to support the development of effective inclusive practices and teaching and learning approaches in schools. We work in collaboration with parents/carers and school staff to promote positive relationships, well-being and resilience, and learning, motivation and achievement.
- We use our skills and expertise to find solutions, offering advice and support in a broad range of areas including:
 - attainment and performance
 - parenting
 - anti-bullying
 - emotional wellbeing
 - challenging behaviour
 - looked after children
 - organisational development
 - children struggling with learning for various reasons including special educational needs
- Educational Psychologists provide an independent perspective and work closely with:
 - groups of school staff to develop ways of working with children as individuals and in groups
 - head teachers, inspectors, advisory teachers and education officers to develop approaches to teaching and learning
 - schools to provide guidance on managing whole school issues, such as reducing bullying, improving playground behaviour and teaching children to read
 - individual children and/or their parents/carers
 - other professionals from health authorities, social services and voluntary organisations
 - pre-school providers, parents and carers for children under school age.

3. Where is HIEP located and which areas does it cover?

We are organised within four area teams, based in four main local offices as follows:

North Area Team (Basingstoke and Deane, Test Valley North)

Based at Dame Mary Fagan House, Chineham Court, Lutyens Close, Basingstoke, RG24 8AG

East Area Team (East Hampshire, Rushmoor and Hart)

Based at Rushmoor Borough Council Offices, Farnborough Road, Farnborough, GU14 7JU

South Area Team (Fareham, Gosport, Havant, Isle of Wight)

Based at The Public Services Plaza, Civic Centre Road, Havant, PO9 2AX

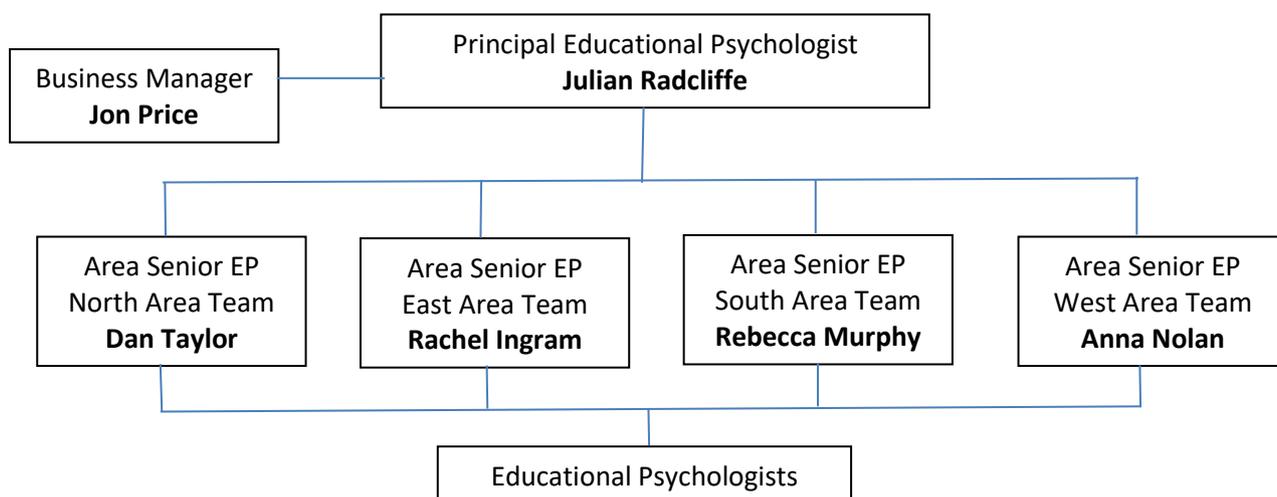
West Area Team (Winchester, Eastleigh, New Forest, Test Valley South)

Based at Winchester Local Office, Clarendon House, Monarch Way, Winchester, SO22 5PW.

Map of Hampshire and the Isle of Wight (excluding the cities of Portsmouth and Southampton which are covered by their own unitary authorities)



Structure of HIEP



County borders

Where a child is living in one county but attending school in another, the school should initially seek advice from their local Educational Psychologist. However, if an Education, Health and Care needs assessment (<http://documents.hants.gov.uk/childrens-services/sen-ehc-assessment-procedures.pdf>) is agreed the psychology service from the child's home area has responsibility for completing the psychological advice.

Looked After Children

It is recognised that Looked After Children (children in the care of the Local Authority) may change residence frequently. Every effort is made to ensure these children do not lose opportunities as a result of this. Whilst remaining the responsibility of their home authority, special arrangements are often made to involve the local psychology service.

4. Who does HIEP provide a service for?

The purpose of the service is to work with families, schools, preschools, colleges and the local authority to identify the best way to support the learning and emotional needs of children and young people.

Schools, preschools, colleges, educational settings

The majority of Hampshire schools and academies purchase educational psychology time from HIEP and decide how best to prioritise the work in discussion with the Educational Psychologist.

Local Authority

HIEP provides a statutory service for the local authority. When an Education, Health and Care needs assessment (<http://documents.hants.gov.uk/childrens-services/sen-ehc-assessment-procedures.pdf>) is made by the Special Educational Needs (SEN) Service based on specific criteria, an Educational Psychologist will provide the psychological advice to contribute to this process.

HIEP also provides support following critical incidents and sad events in Hampshire schools, pre-schools and colleges.

Parents/carers/young people

Parents/carers and young people can also access advice through our telephone contact line. This is available regularly during term time and enables callers to speak directly with an Educational Psychologist.

5. How can families start using HIEP?

- If you are concerned about your child, speak to your child's school, preschool or college in the first instance. We are a targeted service and for most children, education staff will be able to assess and meet children's needs.
- If an Educational Psychologist is required, ask whether your school has a service level agreement with Hampshire and Isle of Wight Educational Psychology (the majority of schools do).
- If you would like to speak directly to an Educational Psychologist, you can use our telephone contact line, regardless of whether your school has a service level agreement or not. The telephone contact line is available to all parents, carers and professionals. We can offer advice and problem solving by telephone.

Telephone Support Line

(90 minutes three times a week, term time only; call or see our website for times)

[Telephone Support Line \(hants.gov.uk\)](http://hants.gov.uk)

North Area Team: 01252 814835

East Area Team: 01252 814729

South Area Team: 023 9244 1496

West Area Team: 01962 876239

6. How are decisions made about who can access HIEP?

- The Telephone Support Line is available to all
- Schools that have purchased educational psychology time make the decision about how the service is used to support the children/young people in their care, in consultation with the Educational Psychologist.
- The local authority SEN service decides which requests for Education, Health and Care (EHC) needs assessments are agreed, and may also ask HIEP to provide support for certain children/young people who already have Education, Health and Care Plans (EHCPs). <http://www3.hants.gov.uk/childrens-services/specialneeds/sen-home.htm>

7. How does HIEP communicate with service users?

- The service we offer is tailored to the situation and the individual child/young person. Communication will therefore differ, but may include one or more of the following:
 - Face to face meetings
 - Letters
 - Reports
 - Advice
 - Records of observation/meetings/consultations
 - Telephone conversations
 - Emails
- The type of communication will also depend on what has been negotiated with a school that has purchased EP time.
- We will see your child if they are the subject of an Education, Health and Care (EHC) needs assessment, or if work has been commissioned by the school and your explicit consent has been obtained.
- There are times when we support staff by giving general advice without specific children being discussed or named.
- Direct involvement with children and young people under the age of 16 years takes place with written parental consent. For young people over the age of 16, informed student consent is sought, and parent/carer awareness is encouraged prior to EP involvement.

How are service users involved in decision making/planning?

- We work together with children and young people, their families and/or the staff/professionals working with them.
- We always try to agree actions together using a joint problem-solving approach.
- We may not work with your child directly, but work out solutions together with the people who know the child best (parents/carers and/or school/care staff) because they are closest to the child and will be able to make any changes.
- We are not involved in decisions about placement [<http://www3.hants.gov.uk/childrens-services/specialneeds/sen-home/sen-assessment-statement/sen-schools-resources.htm>]

8. Is the service fully accessible?

- We tend to deliver our service in the community, usually in the educational setting or at a child's home. Every effort is made to make sure our service is as accessible as possible, utilising the resources available through Hampshire County Council.
- Please let us know about any requirements and we will do our best to meet any additional needs you may have.

9. What training have Hampshire Educational Psychologists had, and what training are they having?

- All Educational Psychologists working for Hampshire County Council have a psychology degree, experience of working with children and young people and a specialist degree in educational psychology which may be at master's or doctorate level.
- A comprehensive continuing professional development programme takes place and all Educational Psychologists have professional supervision.
- All Educational Psychologists in Hampshire are registered with the Health and Care Professions Council. Working with us, we often have trainee Educational Psychologists and psychologists who are in the process of registering with the HCPC (following completion of the doctorate programme in educational psychology). The work of all psychologists who are not registered with the HCPC is supervised by an HCPC registered Educational Psychologist.

10. Who can I contact for further information?

All our area teams have administration support staff available to answer the telephone during normal work hours (8.30am to 5pm, Monday-Thursday, 8.30am to 4.30pm, Friday).

Basingstoke Office (North Area Team) 01252 814835

Farnborough Office (East Area Team) 01252 814729

Havant Office (South Area Team) 023 9244 1497

Winchester Office (West Area team) 01962 876239

General email: hiep.enquiries@hants.gov.uk

11. How will I know that my child will be safe using this service?

- All our Educational Psychologists have received an enhanced police check (Disclosure and Barring Service, DBS) and are registered with the Health and Care Professions Council [<http://www.hcpc-uk.org.uk/>] (HCPC). Our work is underpinned by HCPC standards of conduct, performance and ethics.
- All our Educational Psychologists also have child safeguarding training and we prioritise the child's well-being throughout our work and are responsive to a child's needs in our meetings.
- We always request parental consent before working directly with a child under the age of 16 years. If you as a parent have particular concerns then please discuss these with us. For post-16 work we seek informed student consent and encourage the young person to keep their parents/carers fully informed and involved.
- Our services are delivered in line with Hampshire County Council's policies and are compliant with the Data Protection Act.