

## **Hampshire and Isle of Wight Educational Psychology Service Promise**

Our educational psychologists are committed to applying psychology to support the development of an inclusive education system where every child and young person can achieve well in their educational, social and emotional development.

### **Who we are and what we do:**

- We are a dedicated team of professional educational psychologists, with a long-established national reputation.
- We are a dynamic, forward-looking team with a commitment to person-centred strengths-based approaches, systemic work and achieving sustainable change.
- We provide advice, support and training to over 550 schools and other organisations in Hampshire and the Isle of Wight, offering a wide range of skills and expertise
- Our goal is to identify strengths and overcome barriers to learning by assisting parents, carers and teachers to develop effective, evidence-informed approaches for children and young people.
- Most children and young people's learning needs can be met by staff in their educational setting and a key focus is working with these staff. We work collaboratively with staff, families and children and young people to problem solve together and help ensure children's needs can be met.
- We provide an independent perspective working closely with families and other professionals
- We have good links with other education, health and social care services
- All our educational psychologists are registered with the Health and Care Professions Council (HCPC) and our work is underpinned by their standards of conduct, performance and ethics.

### **Our commitment to you:**

We will:

- Provide open access to educational psychologists by telephone at published times (see website).
- Ensure that requests are dealt with by the right person, speedily and effectively.
- Provide a clear explanation of how we work.
- Obtain parent/carer consent prior to having conversations about a named child and before working directly with an individual child.
- Obtain direct consent from a young person aged 16 years or over prior to working with them.

- Provide an ethical, competent and professional service, underpinned by integrity and respect.
- Provide a clear explanation about the goals that the educational psychologist is working towards.
- Ensure our services are delivered in line with the County Council policies of Hampshire and Isle of Wight.

## **Quality assurance**

The needs of children and young people are central in all we do. We aim to highlight and draw on the strength and capabilities of children, young people, families and other professionals when working with them to create the best achievable outcomes. We are committed to providing excellent customer service. Our staff are our most important resource and have the opportunity to make a positive difference to children and young people. All our educational psychologists are registered with the Health and Care Professions Council and receive regular supervision and continuing professional development.

## **Service user feedback**

We welcome any customer feedback whether it is complaints, compliments or comments. By letting us know how we are doing you can help us improve our service.

## **What happens if there is a problem?**

Our staff will always do their best to ensure that the service we provide meets and, we hope, surpasses your expectations. We know that sometimes this may not happen. Be reassured that we will always do our best to put things right and most importantly, we promise always to treat you with respect.

Any concerns or complaints about the quality of service should first be made to the member of staff providing the service.

Service users who consider they have not received an adequate response from the member of staff should contact the relevant Area Senior Educational Psychologist:

North Area Team – Dan Taylor  
Tel: 01252 814835; [dan.taylor@hants.gov.uk](mailto:dan.taylor@hants.gov.uk)

East Area Team – Rachel Ingram  
Tel: 01252 814729; [rachel.ingram@hants.gov.uk](mailto:rachel.ingram@hants.gov.uk)

South Area Team – Dr Rebecca Murphy  
Tel: 02392 441497; [rebecca.murphy@hants.gov.uk](mailto:rebecca.murphy@hants.gov.uk)

West Area Team – Dr Anna Nolan  
Tel: 01962 876239; [anna.nolan@hants.gov.uk](mailto:anna.nolan@hants.gov.uk)

If there are still matters to be addressed please contact Julian Radcliffe, Head of Educational Psychology, Children's Services, Hampshire County Council, County Office, Queen Elizabeth II Court, Winchester, SO23 8UG, or via email to: [hiep.enquiries@hants.gov.uk](mailto:hiep.enquiries@hants.gov.uk)

**For further information about Hampshire and Isle of Wight Educational Psychology, including times of the Telephone Contact Line, please refer to our website.**

<https://www.hants.gov.uk/educationandlearning/educationalpsychology>