

## **Hampshire and Isle of Wight Educational Psychology Frequently Asked Questions for Parents and Carers**

### **Who are educational psychologists?**

Psychology helps us understand how people learn, develop, feel and get along together. Educational psychologists use psychology to help children and the adults who work with them.

All educational psychologists have experience of working with children and young people and have a specialist postgraduate degree in educational psychology. They are registered as practitioner psychologists with the Health and Care Professions Council.

There is more information about educational psychologists and the other kinds of psychologists on the British Psychological Society website: [www.bps.org.uk](http://www.bps.org.uk)

### **What do educational psychologists do?**

Our goal is to identify and overcome barriers that prevent children from achieving. These barriers may be due to the learning environment or to difficulties involving learning, social, emotional, behavioural, physical or sensory needs. We work with parents, carers and teachers to give all children the best chance to learn and achieve.

We have a key role to play in the statutory assessment of special needs. We provide the County Council with psychological advice about a child's needs.

### **What if I have concerns about my child's progress?**

As a first step you should talk to your child's teacher, key worker or another member of staff. For most children education staff will be able to identify and meet children's needs without involving an educational psychologist. Most Hampshire schools have a Service Level Agreement (SLA) with Hampshire and Isle of Wight Educational Psychology which allows them to draw on support from us.

If you would like to speak to an educational psychologist, you can use our telephone contact line. The telephone contact line is available to all parents, carers and professionals. We can offer advice and problem solving by telephone:

- North Hampshire (Basingstoke and Deane, Test Valley North): 01252 814835
- East Hampshire (East Hants, Rushmoor, Hart): 01252 814727
- South Hampshire (Fareham, Gosport, Havant, Isle of Wight): 023 9244 1496
- West Hampshire (Winchester, Eastleigh, New Forest Test Valley South): 01962 876239

### **How do educational psychologists work?**

Most of our work is through problem solving with schools, staff and parents. In exceptional cases we may work with a child to inform the problem solving.

### **If my child works with an educational psychologist, what is likely to happen?**

First of all, you need to give your permission for this. Depending on what concerns are being raised and the age of your child there are a number of things we might do.

These include:

- talking with you
- talking with key adults who support your child
- looking at what support is already in place and assessing its effectiveness
- observing your child and/or talking with him or her
- using a range of approaches to understand your child's strengths and weaknesses, progress, thinking skills, feelings and motivation.

Generally, if a child attends a school, we work with him or her at school. If your child is of pre-school age, we may work with him or her in the pre-school group or at home.

### **If I have agreed that an educational psychologist may meet my child, what do I tell them:**

Talk to a member of school staff about the best way to prepare your child, but rest assured that educational psychologists have your child's best interests at heart and will do all that they can to make your child's time with them comfortable and enjoyable.

### **Finally**

We regularly ask parents and carers about the service we have provided and we welcome your comments. We like to hear if you are pleased with what we have done. If you are dissatisfied, please talk with the psychologist involved as soon as possible. Many difficulties can be sorted out on the spot. If this is not possible, then you may wish to speak to the educational psychologist's manager or you can use the Children's Services Complaints Procedure, accessible at [www3.hants.gov.uk/cs-complaints](http://www3.hants.gov.uk/cs-complaints)

**Contact details for Hampshire Educational Psychology:**

All our community teams have administration support staff available to answer the telephone during normal work hours (8.30 a.m. – 5.00 p.m. Monday – Thursday 8.30 a.m. – 4.00 p.m. Friday).

Basingstoke Office: 01252 814727  
Farnborough Office: 01252 814727  
Winchester Office: 01962 876239  
Havant Office: 023 9244 1496

General email: [hiep.enquiries@hants.gov.uk](mailto:hiep.enquiries@hants.gov.uk)