

EDUCATIONAL PSYCHOLOGY SERVICE

Summer Term 2020

Family Telephone Support Line

To support our families during the COVID-19 pandemic at a time when schools are closed, Enfield's Educational Psychology Service is providing a telephone consultation service for parents and carers.

The service is available for families who live in Enfield and/or whose children attend Enfield educational settings and is available 5 days a week from 10am to 9pm.

You might want advice or help with:

- Looking after your own and/or your child's emotional wellbeing and mental health.
- Talking with your children about COVID-19 and their worries related to this.
- How to support your child with their learning at home.
- Managing your child's behaviour at home.
- Concerns about your child's general learning, development or wellbeing.
- Accessing information and resources.
- Signposting to other services.

Educational psychologists (EPs) are professionals who work with parents and carers, education staff and other professionals to support the learning, wellbeing and mental health of children and young people up to the age of 25.

The EPS is the main provider of psychological services to Enfield schools and early years settings. They have direct links to services in education health and social care which provides a co-ordinated approach.

Trainee EPs work in the service under supervision of an HCPC registered EP.

If you would like to arrange a consultation by filing in a brief form, click on this [LINK](#)

You will be asked to provide the following information:

Your name

The age of your child

Setting that your child attends

Your telephone number

E-mail address

If an interpreter is needed (and what language)

Preferred time for a call:

- 10am to 12pm
- 2pm to 4pm
- 7pm to 9pm

Following completion of this form, the responses will be kept on a spreadsheet document on an encrypted server, only accessible to the EPs involved. There will be recorded outcomes on this document, to ensure process is followed. At any point you can request to have this removed.

Do not provide any confidential information if you do not wish to.

Only provide the setting name if you feel this may be important to follow up.

Phone calls **will not** be recorded.

If any **safeguarding issues arise**, they will have to be passed on to the appropriate parties.

The EPS aims to respond to all requests for calls within **3 working days**.