

Comments, Compliments, Complaints

Sometimes parents like to tell us about the service they have received. Please talk about this with your Educational Psychologist, school/setting or ask to speak to the Principal Educational Psychologist (contact number below).

Leicester City Psychology Service
Education Services
New Parks House
Pindar Road
Leicester
LE3 9RN

Telephone: 0116 454 4650

Email: psychology@leicester.gov.uk



Psychology **SERVICE**

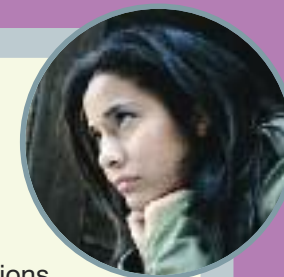
Information for parents and carers

Who we are:

Educational Psychologists are trained to advise on the education, development and emotional well being of children and young people. We work in partnership with parents, education and community settings and other services. From our study of psychology and our ongoing practice, we know about children's and young people's learning and language, sensory and physical development and social and emotional development. We are supported by a small team of bilingual staff, who also have special training in these areas.



- The Educational Psychologist will talk to other services already working with your child.
- You can stay with your child during individual work if you wish but most parents choose not to.
- The Educational Psychologist will make notes of conversations and observations which are kept in the child's file. You can ask to see your child's file. A young person can see their own file.
- Records of conversations and other notes are confidential and, except in certain circumstances, will only be shared with your consent.
- If you or your child needs bilingual support, please let us know.



What we do:

Educational Psychologists work with children and young people from 0 to 25 years of age. We work in schools, colleges and further education settings, early years settings and family homes. We work with parents, foster carers and in specialist settings such as Community Homes.

An Educational Psychologist becomes involved when advice is needed about how to help the child's learning, behaviour or emotional well being.

Psychologists may like to observe your child in the classroom or nursery, talk to you, the child's teacher or others who may be working with your child. They may want to give the child some things to do individually or talk to a young person alone. They may assess or work with a child over a period of time. Sometimes a psychologist will work with a group of children.



How we are contacted:

- Parents and young people can telephone or e-mail the service for advice (*see over*).
- Most referrals come from SENCo's in schools, colleges and further education settings or early years settings, specialist teachers in other services or other professionals e.g. speech and language therapists.
- You will usually have signed a referral form but a doctor or paediatrician may write a letter to us.



How we work

The Special Educational Needs Co-ordinator (SENCo) or key worker will let you know when advice from an Educational Psychologist is requested and when the Educational Psychologist will meet with you.

We can visit you at home if you prefer.



Records and reports

- The Psychologist may provide you with a handwritten record of your meeting.
- When a more detailed report is needed you will be sent a copy.
- The report will explain why your child was discussed or assessed. It will suggest ways your child can be helped to make progress and enjoy and achieve in their early years setting, school or college/FE.
- A report can be translated into other languages, if needed.

