

# Leicestershire Educational Psychology Service

## Information for parents and carers

about the **Educational Psychology Phone Helpline** and  
Educational Psychology Assessments and Statutory Advice

### **Leicestershire Educational Psychology Service Helpline**

You can call the helpline if you want to speak to an Educational Psychologist.

Telephone **0116 305 5100** or email [psychology@leics.gov.uk](mailto:psychology@leics.gov.uk)

**Monday to Friday, between 9am and 11:30am** including school holidays.

The Educational Psychology Helpline is available daily for parents and carers during the current coronavirus pandemic.

- The Helpline is a free telephone helpline, available for all education providers, professionals and parents/carers in Leicestershire. Usual call charges apply.
- The purpose of the Helpline is to support the caller to develop their understanding and confidence in dealing with a concern or problem they are facing.
- This Educational Psychologist will ask questions, provide information and advice and support with finding solutions together.
- The Educational Psychologist may signpost when it is thought that another service is better placed to help.
- It is discrete, anonymous involvement that does not lead to further, direct work. It is not a referral route into the service.

Here is a list of examples of possible topics parents and carers may wish to discuss:

- Supporting children and young people to maintain positive mental well-being
- Talking to your child about the Covid 19 pandemic (what and how to share information)
- Developing healthy routines whilst schools/educational settings are closed
- On-going concerns regarding your child's development

Educational Psychologist Assessments and Statutory Advice  
as part of Statutory Education, Health and Care Needs Assessments and Tribunals

Educational Psychologists will continue to complete Education Health and Care Needs Assessment reports as part of the Statutory Procedures.

Following Government Guidelines in response to the Covid 19 pandemic, the Educational Psychology Service is no longer making visits to schools, settings or homes when undertaking Assessments.

However Educational Psychologists are continuing to gather information by phone from schools, settings and families where possible.

Educational Psychologists will highlight any potential limitations of their assessment, within their report, due to the current situation.

The manner in which information is gathered will continue to be reviewed and adjusted in accordance with further guidance from the Government.