**Nottingham City Educational Psychology Service (EPS)**

**Service Level Agreement – 2025/26**

**1. Purpose of Service Level Agreement**

The Service Level Agreement (SLA) describes and defines the type of service Nottingham City Educational Psychology Service (EPS) provides and the rights and responsibilities of purchasing organisations. Organisations can either purchase an EP package or purchase sessions on an ad hoc basis.

Organisations[[1]](#footnote-1) who would like to purchase a package are advised to use the SLA arrangements outlined in this document to purchase the level of service needed at the beginning of the financial year in order to guarantee access to the EPS. ‘Financial year’ in this sense refers to:

* April to March for maintained schools
* September to August for academies

Organisations who purchase EPS services, as part of the SLA, will have the time purchased provided within the financial year. Requests for ‘ad hoc’ services later in the year will be subject to availability and dependent upon the service’s availability.

A range of different packages are available to meet the individual needs of organisations, including: Platinum, Gold, Silver and Bronze.

If an organisation does not wish to purchase a package (5 sessions and above) then individual ad hoc sessions can be purchased, subject to availability. There is a minimum purchase of 1 session (3 hours).

Organisations who purchase packages of support are provided with a contact Educational Psychologist (EP). Each new package will start with a planning meeting. The purpose of this meeting is to identify priorities, plan the most effective response and to agree the scheduled delivery of time across the year.

**2. Who We Are**

Nottingham City EPS are a group of qualified Educational Psychologists (EPs). EPs use their training in Psychology, Education and child development to help organisations to include children and young people effectively. By ‘include’ we mean that pupils are able to understand what is taught in lessons and are given tasks that are presented in the right way for them as well as for them to make progress in their education. It also means that pupils have good relationships with other pupils and staff at their organisation, so that they feel part of the organisation community.

All EPs are registered with the Health Care and Professions Council (HCPC), adhering to their codes of working and ethics. All EPs are subject to an enhanced DBS check and attend regular safeguarding training.

Trainee Educational Psychologists (TEPs) are Doctoral students who are supervised jointly by their University and an experienced EP from within the service. TEPs have had extensive experience working with children and young people in a wide range of settings prior to their Doctoral training.

**2.1 Our Vision, Mission and Values**

All Nottingham City EPS Educational Psychologists adhere to the following core framework which underpins all assessment, intervention and engagement:

**Vision:** Enabling positive change

**Mission:** Using Psychology to bring people and ideas together

**Values:** Collaborative, Understanding**,** Valuing Difference**,** Integrity

**2.2 Contact Information**

Nottingham City Educational Psychology Service

Dragon Court

1 Woolsthorpe Close

Nottingham

NG8 3BP

Telephone: 0115 876 1774

E-mail: cepstraded@nottinghamcity.gov.uk

Website:www.nottinghamcity.gov.uk/educational-psychology

**2.3 Core Functions**

EPs engage in a wide range of work aimed at promoting inclusion, psychological wellbeing and raising standards across the full range of age (0-25) and abilities.

Nottingham City EPS is commissioned by either organisations within the community (i.e. educational settings) or by the Local Authority (LA).

**2.3.1 Work in educational settings or other organisations**

EPs work to support children and young people or adults in schools or organisations, and sometimes in the home, in order to improve educational outcomes, emotional wellbeing and personal development.

Dependent on the context, this can be through the application of psychology through: consultation, assessment, training/advice and/or intervention as well as the facilitation of psychological processes to effect positive change. The EP will work with key stakeholder to plan the most appropriate EP involvement to enable progress to be made in a particular situation.

**2.3.2 The Local Authority**

Work that is commissioned by the Local Authority may include:

* contributing to assessments following a request for an Education, Health and Care Plan (EHCP);
* Early Years casework with young children not yet attending settings;
* providing independent advice following a disagreement around an Education, Health and Care Assessment or Plan;
* support for organisations following a traumatic incident;
* assessments with young people who are new to the city/UK.

This work would not typically be commissioned by organisations.

**2.4 Levels of Service**

The EPS brochure provides detailed information on the range of EPS tasks and activities, together with guidance about the number of sessions of time this could involve.

The brochure reflects the different levels of focus in which the EP may work, including: the individual, group, class and organisational level.

**3. How to Buy Our Service**

**3.1 Purchasing Options**

Purchasing from our service can be accessed through the Eduserve website or through contacting us through [CEPStraded@nottinghamcity.gov.uk](mailto:CEPStraded@nottinghamcity.gov.uk) .

Table 1 outlines the packages that are currently available.

|  |  |  |
| --- | --- | --- |
| **Title** | **Sessions** | **Hours** |
| Bronze | 5 | 15 |
| Silver | 10 | 30 |
| Gold | 15 | 45 |
| Platinum | 20 | 60 |
| Ad-Hoc | No Package | 3 hours per session |

**Table 1: Packages offered by Nottingham City EPS**

Up to date prices for each package are available through directly contacting our team or via Education Services:

[http://www.eduserve.co.uk/additional-needs/educational-psychology](http://www.eduserve.co.uk/additional-needs/educational-psychology  )

**3.2 Payment schedule**

Schools are invoiced in September, for the whole amount of their package. Academies are invoiced in 12 monthly instalments. Any order for less than £1,000 is invoiced in full, in September – or the next available month, if received later.

Ad hoc work (e.g. for other organisations) and package top-ups are invoiced, in full, on the next available invoice run, once the order has been confirmed. Queries related to packages and payments can be raised via email ([CEPStraded@nottinghamcity.gov.uk](mailto:CEPStraded@nottinghamcity.gov.uk)).

**4. How we Operate**

**4.1 Involvement of parents/carers**

Parents/Carers must give informed consent before a referral to the EPS is made. Referrers can use our parent/carer leaflets as well as the children and young people’s leaflet as part of this process. Parents should also be given the EPS privacy statement prior to a referral being made.

When a referral has been accepted, to build a holistic understanding of a young people’s areas of strength and needs, an EP will typically gather information from parents/carers. Parents/Carers may also be asked to be part of action planning to ‘co-construct’ and agree the support that will be put in place for their child or young person.

If a parent/carer who is unknown to the service contacts the EPS directly (i.e. no referral has been made for their child/young person), they will be redirected to discuss their concerns with an appropriate staff member in their child’s setting.

If a parent/carer who is known to the service contacts the EPS directly, the EP may engage in a short conversation (taken from administration time for the setting), however longer conversations will need prior agreement from the setting (as part of traded casework).

**4.2 Requesting EP involvement for traded services**

EP involvement is agreed through consultation with the commissioning setting. This will typically be between the EP who is linked to that setting and the Special Educational Needs and Disabilities Coordinator (SENDCo). Referrals cannot be made without prior discussion with the link EP.

All referrals must now be made through the online EPS referral form; [Nottingham Schools - Nottingham City Council (eduserve.co.uk)](https://eduserve.co.uk/esn/additional-needs/educational-psychology/)

The EP should receive the completed form at least a week before they commence their involvement, to allow time to plan and check on any previous involvement. SENDCos should ensure that any relevant information is provided with the referral. Once the referral is accepted an EPS confidential file will be created and EP involvement can commence.

With a setting’s agreement, young people aged 16 and over are able to request EP involvement through the SENDCo at the educational setting that they are attending.

**4.3 Equalities**

Nottingham City EPS will take all reasonable steps to ensure that good equal opportunities practice, as detailed in the Nottingham City Council Equality and Diversity Policy (under the Equality Act, 2010), is observed in all aspects of its service.

**4.4 Contact and non-contact time**

The EP and commissioning organisation will agree numbers of sessions that each piece of work will take at the planning stage. The EP will notify the organisation if it is anticipated that this will change.

Contact (time spent in organisations) and non-contact time (time spent out of organisations but completing activities on behalf of them) is negotiated between the EP and the organisation commissioning the work. The balance of this is dependent upon the work agreed and how this work will be recorded (e.g. a photograph of a graphic vs. a detailed report).

10% of the total EPS package purchased may be used by the link EP for administration and communication tasks such as sending emails, contacting other agencies, short phone calls and making arrangements for appointments. This is separate to the time used for report writing. Less than 10% of the package time may be required, where fewer of these activities are necessary – this is at the discretion of the link EP.

**4.5 Length of agreement**

The length of agreement is specified within the package that is purchased by individual organisations. This will vary between local authority, school and academy settings.

**4.6 Obtaining informed consent for EP involvement**

When requesting support for an individual child/young person, the organisation will complete an EPS Referral Form and provide the Privacy Statement to parents/carers. Parents/Carers should also receive the EPS ‘Information for Parents and Carers’ leaflet. The referrer is responsible for ensuring that informed consent is gained from parents/carer.

Informed consent entails full knowledge of the nature and purpose of the involvement. If organisations wish to seek further guidance around this, they should contact their link EP so that arrangements can be made to ensure that informed consent can be given.

For pupils over the age of 16 years, we will ask the organisation to obtain a young person’s informed consent, prior to any individual work.

Information about the child/young person will be held on file securely until the child/young person is 35 years old. For young people with ‘looked after’ status, this information will be held until the person is 75 years old.

**4.7 Appointments procedure**

Appointments will be arranged by the EP and key adults at the commissioning setting. Where an appointment needs to be changed or cancelled, the EP should be informed at least 48 hours prior to the appointment to avoid charges. If an EP attends an appointment that has subsequently been cancelled or consent is not obtained, the setting will be charged an amount up to the intended session.

**5. Responsibilities of the Parties Entering the Agreement**

**5.1 Responsibilities of the commissioner**

Organisations will:

* provide a key contact for the Educational Psychology Service. This will normally be the SENDCo if the commissioning organisation is a school;
* negotiate the work required with the link EP;
* obtain parental/carer consent for involvement, using the EPS referral form, information leaflets and privacy statement;
* obtain young person consent (if over 16) for EPS involvement;
* complete in full the EPS Referral Form including date of birth, previous agency involvement, purpose of EP involvement and any relevant professional reports, Routes to Inclusion records and academic data;
* plan for the effective use of time for each visit to the school or setting, keeping to the agreed timetable wherever possible and spreading sessions as much as possible across the academic year;
* make available key members of staff for consultations with the EP where appropriate;
* oversee the implementation of strategies and actions agreed with the EP where possible;
* provide rooms or spaces appropriate to the agreed programme of work, for example for the assessment of young people or meetings with parents/carers;
* inform the EP as soon as possible if changes to dates of visits is needed, for example because the young person is absent;
* share information containing personal data in a secure way.

With specific regard to written reports and records:

* Organisations will provide copies of written reports to parents/carers. Young people who have attained the age of 16 years will assume their own rights with regard to access to reports. In order to comply with the Data Protection Act (DPA 2018), EPs will send reports using secure email.
* Organisations will discuss, with their link EP, how they would like EP work to be recorded. EPs work collaboratively in generating and agreeing psychological hypotheses and developing ideas, action and strategies. This work is normally reflected in a record of involvement.

**5.2 Responsibilities of the Provider**

The Educational Psychology Service will:

* act professionally in accordance with the Code of professional practice for ‘Practitioner Psychologists’ registered with the HCPC (Health and Care Professionals Council 2016);
* provide a service that fits with our vision, mission statement, core values and service principles as outlined;
* provide reports and consultation records within 3-4 weeks of the work being completed;
* arrive punctually, notifying of any delays promptly;
* inform the organisation as soon as possible if any visit has to be cancelled or rearranged;
* provide psychological and evidence-based support and intervention, keeping abreast of current and relevant research and professional practice based on local, regional or National developments.

**5.3 Data Protection**

**5.3.1 Organisations and EPS as joint ‘Data Controllers’**

**As per the GDPR 2016/679 the Data Protection Act (2018), organisations *and* EPS own the report and are ‘controllers’ of this data.** As the ‘data controllers’, the organisation and EPS determine the purposes for which and the manner in which any personal data are, or are to be processed. Both parties decide which items of personal data to collect, i.e. the content of the data, and the purpose or purposes the data are to be used for. **Therefore, overall responsibility for this data remains with both parties as the organisations with this statutory responsibility.**

As the data controllers, both parties have responsibilities under data protection legislation to make decisions around the areas noted below. EPS has measures in place to do this; it is important that the organisation also has measures in place within their organisation covering the following:

* To collect the personal data in the first place and the legal basis for doing so
* Which items of personal data to collect (i.e. the content of the data)
* The purpose or purposes the data are to be used for
* Which individual(s) to collect data about
* Whether to disclose the data, and if so, who to
* Whether subject access and other individuals’ rights apply (i.e. the application of exemptions)
* How long to retain the data or whether to make non-routine amendments to the data
* What IT systems or other methods to use to collect personal data
* How to store the personal data
* The detail of the security surrounding the personal data
* The means used to transfer the personal data from one organisation to another
* The means used to retrieve personal data about certain individuals
* The method for ensuring a retention schedule is adhered to
* The means used to delete or dispose of the data
  + 1. **How EPS sends reports or records to organisations**

Reports/records can be sent to organisations only via an encrypted email method. It is the responsibility of the organisation/educational setting to share EPS reports/records with parents/carers. Supporting documents (e.g. observation record) can be made available to organisations on request.

**5.3.4 How organisations send personal data to EPS**

EPs can receive personal information in one of the following ways: in person; via post; or secure email. (Please negotiate this process with your link EP).

When referring to a young person in an email, steps should be taken to anonymise the young person’s identity.

EPS will not accept unsecure emails from settings regarding individual pupils.

* + 1. **How EPS shares information between other relevant professionals/agencies**

Information held by the EPS may be shared with professionals who are involved with the young person and where it is appropriate to do so (e.g. the Behaviour Support Team). Everyone working for the Local Authority and the National Health Service has a legal duty to keep information about young people confidential. All services working with young people need up to date information. We will only ever use or pass on information if there is a real need to do so.

**5.3.6 How EPS will store information**

* All records, reports and supporting documentation will be stored on a database located within the Nottingham City Council (NCC) secure server. This database has controlled access and is limited to EPS team members.
* Any paper-based records will be held securely within the NCC secure filing system.
* These records will be stored in line with NCC guidance until the young person is 35 years of age and extended to 75 years for looked after young people, after which time they will be permanently deleted from the database.
* All records are held in line with the NCC Information Assets Register.

**6. Monitoring and Evaluation**

Traded evaluation reviews are completed with service users on an annual basis. However, there are regular opportunities to review ongoing EPS support with the school’s or setting’s Link Educational Psychologist.

**7. How Exceptions are Dealt With**

**7.1 Changes to SLA**

Organisations will be notified of any changes to the SLA. Organisations who are not in agreement with changes to the SLA will be permitted to abide by the existing SLA until the end of the current contract that had been signed.

Where EPS consider that this action is not appropriate (e.g. the change in SLA reflects changes in law/EP code of conduct), EPS has the right to cancel the contract, reimbursing the organisation of money paid for work that has not yet been completed.

**7.2 Risk management and business continuity: sick leave/absence/maternity leave**

In the rare event that EPS are unable to provide work that has been agreed (e.g. through staff medium-long term absence; significant staff turnover), alternative arrangements will be made to ensure that the organisation is not financially penalised.

These arrangements would be negotiated between the setting and a member of the management team at EPS.

**7.3 Where to go when things go wrong/Complaints procedure**

If the organisation is concerned with any aspect of the services provided by EPS they are encouraged to initially raise the issue with the Educational Psychologist who provided the service. Most concerns can be resolved informally at this stage. If concerns are not resolved, the organisation can raise the issue with the Educational Psychologist’s line manager.

**8. Key Contacts**

**Principal Educational Psychologist:**

* Lisa DeSouza: [Lisa.Desouza@nottinghamcity.gov.uk](mailto:Lisa.Desouza@nottinghamcity.gov.uk)

**Senior Educational Psychologist:**

* Dr Becky Drew [Becky.Drew@nottinghamcity.gov.uk](mailto:Becky.Drew@nottinghamcity.gov.uk)

**Business Support (Traded Services):**

* Lucy Longman: [CEPStraded@nottinghamcity.gov.uk](mailto:CEPStraded@nottinghamcity.gov.uk)

Please contact us with any questions or queries about this Service Level Agreement. By purchasing services, we assume that you have read and will adhere to the Service Level Agreement.

1. Organisations refers to, and is not exclusive of, schools, educational settings, LA agencies, NHS [↑](#footnote-ref-1)