

Information for Parents/Carers

West Lothian Council's Educational Psychology Service



West Lothian
Council

Who are we?

Educational Psychologists work to improve the wellbeing and educational achievements of children and young people. We work mainly through schools and nurseries with each establishment having an Educational Psychologist.

Educational Psychologists follow professional standards as determined by the British Psychological Society and the Health and Care Professions Council

What do we do?

We work with others who are trying to help children and young people make the most of their lives. We will always seek the views of parents/carers, children and young people.

Using our knowledge of psychology, child development, learning and education we provide support, training and advice.

When do we become involved?

We can only become involved with your permission.

A member of school or nursery staff may ask for your permission if they have tried their usual strategies and are looking for further advice and support to help improve things for your child.

Another professional may request your permission if they are concerned about an area of your child's development that could affect their educational progress.

You may have concerns which you wish us to address. If this is the case you should discuss this with a member of staff in your child's school/nursery.

Once you have given permission for someone to speak to us about your child they should get back to you telling you what was discussed and agreed.

What will we do?

If your child is not yet in school or nursery, we will start by discussing the situation with yourself. Otherwise, we will usually meet with a member of staff in school. In most cases, we will then meet with you and the key professionals who know your child. Your child may be invited too if everyone thinks it is a good idea. At the meeting we will want to hear from everyone how things have been recently, what is going well and what the worries are. Following this meeting, we will be in a position to give our view of the situation and offer to do one or more of the following:

- offer advice to you and the school/nursery
- meet your child's teacher to discuss their progress
- look at existing assessment information
- observe your child
- meet/work with your child
- suggest a referral to another service
- talk to other professionals who may know your child

You can contact us at any time to discuss how things are progressing.

You will always be kept informed of the work being done and you will receive feedback, usually at a meeting held in school/nursery.

We will always send you a copy of any reports we write about your child. We will also add a 'copy to' list at the end of our reports which will confirm who else the report has been sent to.

If your child is referred to our Service we will sometimes share information with other agencies, in line with Getting it Right for Every Child (GIRFEC) guidance, so that your child gets the best possible support.

What records do we keep?

We usually need to record information about your child and any discussions that take place at the Consultation stage of our Service's Involvement. This is to ensure that useful information shared about your child by those at meetings, and what has been planned to support him or her, is easily accessed and can be referred to in later review meetings. The information will be stored electronically, on a secure system, by our Service for a period of up to 12 months, or until it is clear that we are unlikely to be involved again, before being deleted. However, a paper copy will be stored permanently in your child's file in school, and you will also receive a copy for your own records.

In some situations we may need to collect more detailed information about your child or be involved over a longer period of time. In these cases, your child will be formally referred to our Service. Children and young people referred to our Service will have basic details such as their name, date of birth and contact details stored on a secure database. More detailed information will also be stored in a confidential electronic file system accessed within our Service. When we cease to be involved this file will be marked as 'closed' but still stored securely within Service's electronic data system. However, all records will

be permanently deleted when your child reaches 23-years old. You or your child can request to see the information held by our Service on them at any time by writing to the Principal Educational Psychologist at the address on the back cover.

If your child is over 12 years old, they would normally also need to give their consent to our Service's involvement and management of their data. This will be discussed with you and your child as and when required.

Our full privacy statement can be accessed by visiting www.westlothian.gov.uk/EducationPsychologyService

Attending a meeting with a member of our Service

Prior to meeting with a member of our Service it is helpful for us to know about your child's strengths and areas of their life which are going well, both within and outside of school. It is also helpful for us to understand your specific worries, if any. It may be useful to use the space below to take some notes.

What's Working Well?: (E.g. Strengths and strategies that work at home)

Summary of Concerns:

Additional Notes:

How can you contact us?

**You can contact us by writing to the Educational Psychology Service, West Lothian Civic Centre, Howden South Road, Livingston EH54 6FF
Or by phoning us on 01506 283130**

We constantly work to make our service better and so welcome all comments and suggestions. You can do this by speaking to your child's Educational Psychologist or by contacting the Principal Educational Psychologist using the details above.

You can also find more information about the Educational Psychology Service and view our GDPR guidelines by visiting our website:

www.westlothian.gov.uk/EducationPsychologyService

Information is available in Braille, tape, large print and community languages. Please contact the interpretation and translation service on 01506 280000. Text phones offer the opportunity for people with a hearing impairment to access the council. The text phone number is 01506 591652. A loop system is also available in all offices.

