



Educational Psychology
Service
City of York Council

Educational Psychology (EP) Support Line

A confidential telephone support service, staffed by Educational Psychologists, to talk through questions or concerns about children and young people's **wellbeing** or **learning**.

Open to **all** parents/carers of children with additional needs or SEND living in the City of York (who have not had recent EP involvement), and any practitioners working with children who live in/attend an educational setting in York.

"It's
invaluable"

"Great service.
Very easy to
arrange"

"I feel confident
in the next steps
we can take"

"I felt really
listened to and
supported"



Calls of up to 30 minutes, available during term time:

Wednesday mornings 9.30am-11.30am

From **5th September 2022** onwards (**term time only**)

To book a slot, please e-mail: EPsupportline@york.gov.uk

with your name and a contact telephone number.

On the following Tuesday, we will e-mail you with a time slot for your consultation. Booking for each week will close on Mondays at 5pm. Spaces are allocated on a first come, first served basis. This is a one-off consultation provided by City of York Educational Psychologists on a rota basis

Please note: the helpline offers short slots to talk with a psychologist about specific concerns; unfortunately, within the time available, we cannot advise on complex situations where different agencies need to work together to support a child or young person.