

## **EPSS Service Standards**

(For contracts beginning April 2022, onwards)

In delivering the service, EPSS will have regard to the following professional, systemic and evaluative factors in order to ensure high standards of practice:

1. EPSS will employ only qualified staff, eligible for membership of relevant professional bodies and adhering rigorously to the related professional codes of ethics, such as those outlined in the British Psychological Society (BPS) and the Health and Care Professionals Council (HCPC).
2. All EPSS members access a comprehensive programme of Continuing Professional Development, and regular supervision and line management input.
3. EPSS professionals will endeavour to use evidence-informed practice in assessments and interventions wherever possible, referring to this evidence in reports.
4. EPSS will ensure that case-specific decisions (i.e. relating to suggested responses / interventions) are made with best interests of the child / young person in mind.
5. EPSS are committed to meeting standards set out in the NCC Customer Care Standards, including the expectations that:
  - a. Emails and phone calls are replied to within 3 working days
  - b. Appointments are made (or arranged) within 3 weeks of having received as referral
  - c. Reports are received (by schools and parents) within 3 weeks of having visited the school

Whilst exceptions exist (for example through absence, or part-time working), these exceptions should be clearly communicated and agreed with traded partners.

<http://inet.norfolk.gov.uk/services/Customer-Service/Customer-services/Customer-care-standards/index.htm>

6. EPSS employ a rigorous, systematic programme of quality assurance, gathering and utilising evaluative feedback from schools, parents, children and young people. This will inform strategic and operational decisions, helping to maintain the highest quality possible and ensuring continuous improvement. Summary information will be shared with key stakeholders through various means, including the EPSS website and Traded Brochure materials.
7. EPSS will arrange and pay for the translation of EPSS professional reports where this is agreed as appropriate.

8. Provided parent / carer consent has been provided (e.g. via the EPSS referral form), EPSS staff may share information from their consultation / assessment with other professional services if that is felt in the best interests of the child.