

EPSS Expectations on Clients

(For contracts beginning April 2022, onwards)

In order to maximise the effectiveness of EPSS's work, our clients will be expected to:

1. Ensure that all possible referrals are discussed and agreed with supporting EPSS professionals before a referral form is submitted.

These discussions should consider the complexity of the case in question, the most suitable Service response (consultation, assessment etc.), and the time required to complete this work. Shorter consultations (0.5 days) and assessments (1 day) are available in addressing discrete / specific difficulties. Extended consultations (1 day) and assessment (1.5 – 2 days) are also available for more complex* cases, and where a more comprehensive piece of work is required.

2. Ensure that referral forms are completed fully before submitting. This should confirm parental agreement and should include contact details for **both** parents / carers where appropriate (for example, for parents who live separately). As we rely on the information provided, parental responsibility will be assumed only for those parents whose details are included in the referral form.

All child-specific referrals should be made online, using the following link.

<https://www.norfolkepss.org.uk/our-services/epss-traded-services/making-a-referral/> .

Any referrals made via traditional referral forms will be returned to schools.

3. Ensure that all relevant information (such as reports from other professionals) is shared with EPSS members before or on the day of involvement.
4. Provide the EPSS professional with a suitable, quiet and private area when working with students, parents or school staff, when needed.
5. Ensure that key members of staff (e.g. subject teachers, learning support assistants) are available for consultations where this has been agreed as appropriate.
6. Inform EPSS staff (as soon as possible) of any unexpected student absence, or any other unexpected event that might interfere with the efficient delivery of the service. Unexpected, unavoidable cancellations will not ordinarily be charged for. However, this will depend on various factors such as how often it happens, and whether attempts have been made to contact the EPSS professional. EPSS staff will endeavour to deliver a substitute session within the contracted period. As diaries are usually filled at least a term in advance this might not always be possible.
7. Inform EPSS staff (as soon as possible) of any longer-term or planned arrangements that might interfere with the efficient delivery of the service, including for example, school trips, long-standing medical appointments, sports day etc. If appointments are cancelled with less than five (or fifteen working days in the case of training sessions or where additional costs such as venue hire and resources are involved) working days' notice, a full charge for that session will be made.

8. Inform EPSS staff of any safety issues felt likely to have an impact on their work; for example, safeguarding issues where home visits are planned, or significant medical issues where these are likely to be relevant to student outcomes, or the involvement of other professionals.
9. Arrange and pay for the use of professional translators where this is required (for example, in consultation meetings with parents / carers).

**The relative complexity of cases can refer to various factors, and should be discussed and agreed on a case-by-case basis. This might include for example, the range of professionals already involved, or the range of difficulties presented by the child or young person. With reference to the latter, pupils presenting difficulties in more than one of the four main 'areas of need' (i.e. communication and interaction; cognition and learning; social, emotional and mental health difficulties; physical and / or sensory needs) will typically be considered "complex".*