

Appendix 2

Service Standards

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

1. All members of staff of EPSS will work to the standards set by their professional bodies, and conform to Norfolk County Council's standards. Their work is based upon an explicit values framework (e.g. that child/children's needs and welfare are paramount) and is supported by a requirement for qualified staff, by a comprehensive CPD programme, and by regular supervision. A draft EPSS Dashboard sets performance standards and a framework for regular evaluation of performance.
2. In professional practice there is intent to use evidence-informed practice in assessments and interventions wherever possible, and to reference evidence in reports.
3. At the evaluation level, there are two complementary programmes that serve to provide evidence about the effectiveness of practice. These are a programme of quality visits and questionnaires that seek the views of customers and consumers about the service received, and evaluations of the impact (on pupil progress or adjustment) of particular interventions.
4. This effectiveness programme is complemented by an explicit reporting framework which gives customers feedback on the measured effectiveness of the Service, and a commitment to take customer and client feedback into account in planning services.
5. The service commits to facilitating strategic planning meetings at cluster and school levels at a mutually convenient time and location, with the expectation that the first meeting will take place within 3 months of service commencement or earlier if requested by the customer.
6. The service commits to ensuring appropriate staff are available for operational planning meetings at regular intervals as agreed with the customer.
7. The service commits to expediting the delivery of agreed interventions and reports. Specifically the service commits to the following timescales:
 - a. responses to 'Requests For Intervention' will be made within three weeks of receipt of the request:
 - b. written reports will be provided within a further three weeks.
8. Ensure that staff attend as planned where possible and to communicate any changes to agreed arrangements in a timely and appropriate manner. Recognising the disruption that can occur when plans change, the Service commits to offering suitable alternative staff where possible.