Schedule 1: Service Basics

1. **Range of Services**
	1. The EPT promotes positive child development and inclusive learning through the application of psychology, with individuals, groups or whole settings. This can include assessment, planning intervention and training.
	2. Purchased time covers all work activity related to cases, initiatives or issues directly attributable to the customer. This includes:
* all activity in the setting itself,
* home visits,
* report writing,
* case conferences in and out of the setting,
* attendance at reviews at the request of the setting,
* reasonable parental/carer requests,
* work with children on roll but not attending,
* case liaison and support for transition.
	1. Purchased time also covers all miscellaneous work related to the customer and the work agreed, including visit preparation, multi-agency contacts, letter writing, record keeping, time and work management etc.
	2. The balance of this miscellaneous work will depend on the nature of the work negotiated. The EP and the customer will need to agree an allocation of time and the nature of activities such as report writing, to ensure sufficient time is available for this work to be carried out.
	3. The customer will agree with the EP when the additional time will be delivered.
	4. Whilst most of this work will take place on the customer’s site, when greater efficiency can be achieved by working away from the site, then this shall be agreed between the EP and customer.

Schedule2: Standard Terms

1. **General Conditions**
	1. A session is defined as 3 hours of EP working time.
	2. Each booked session should be of no less than 3 hours, unless by mutual agreement.
	3. All sessions will be carried out by a qualified Educational Psychologist or a Trainee / Assistant Educational Psychologist under the supervision of a qualified Educational Psychologist.
2. **Preparation for Appointments**
	1. The customer agrees to ensure the effective use of the EPT time by using strategies such as those shown below, to minimise time lost through failed appointments:
* checking pupil attendance prior to the visit and alerting the EPT if necessary
* reminding parents/carers of appointments,
* agreeing / preparing ‘fall back’ activity in the event of problems.
1. **Cancelled or Failed Appointments**
	1. Wherever feasible, the EPT will contact the customer before 9.30 a.m. on the day of an appointment in the event of any staff absence. Whenever possible, earlier notice of difficulties will be given. The EP will endeavour to rearrange any agreed activity as soon as possible on their return to work.
	2. Where feasible, the customer agrees to alert the EPT of any appointment difficulties before 9.30 on the day of the appointment. Whenever possible, earlier notice of difficulties will be given.
	3. If an EP arrives at a site to carry out work and is unable to carry out the expected or any prearranged alternative activity, the time available to the customer will be reduced by the time lost.
2. **Facilities Provided by the Customer**
	1. The customer agrees to provide suitable working facilities, in consultation with the EP. The EP will ensure that their requirements are established in advance and that these are congruent with the facilities and resources available to the school.
	2. Where individual work outside the classroom is undertaken, attention should be given by the customer and EPT staff to the UN Convention on the Rights of the Child and in particular, the child or young person’s right to privacy, personal safety, and a high quality individual consultation process, by ensuring that:
* Customers are aware that interruption of the EP’s activity can restrict the effectiveness of the EP’s work and invalidate standardised testing. Staff rooms and rooms with other regularly used facilities e.g. photocopiers, are generally inappropriate for an EP’s work unless access is strictly controlled.
* Where possible, the interior of the room should be potentially, but discretely, visible to other customers, ideally through a glass panel in the room’s door.
* The furniture in the room should be in place before the EP’s arrival and be appropriate for the intended clients and the planned activity.
1. **Feedback and Record Keeping**
	1. The nature of any feedback, oral or written, should be agreed at the time of the initial work agreement or during subsequent work planning. The effectiveness of different forms of feedback, their relative time cost and their ability to enhance the achievement of the desired outcomes will be considered by the customer and the EP.
	2. Appropriate records and recording systems will be discussed and agreed by the customer and the EP when work is initially agreed.
2. **Expectations of the Customer and the Educational Psychologist**
	1. The customer and the EP will endeavour to discuss and agree their expectations on how the EP and the customer’s work together should be conducted. In addition to issues raised previously in this schedule the following issues should be taken into account:
* When discussing and agreeing a piece of work the desired outcomes should be clearly identified and recorded. Wherever possible the desired outcomes should be pupil based.
* When a piece of work is concluded the actual outcomes should be evaluated in relation to the desired outcomes.
* How the EP’s work will be carried out and who will be involved should be agreed in advance so that logistical and other concerns can be identified and resolved. Whilst some adjustment to agreed plans is occasionally desirable, making arrangements ‘on the hoof’ should be avoided.
* Discussion with customer is often central and crucial to effective EP work as they are often the ‘person most concerned’ or have every day responsibility for a child or issue,. The customer and the EP should establish prior to any visit how these discussions will take place, whilst ensuring that the work of the customer is not disrupted.
* To maximise the effective use of customer and EP time, work that can be carried out prior to a visit e.g. collating the information available in the customer (particularly that relating to current and past attainment levels) and reading a child’s file should be identified.
1. **Resolving problems**
	1. Any concern with the operation of Purchased timecan be raised by the customer or the EP at any time during the year. Normally concerns should be raised directly with the EP or the member of staff concerned as soon as possible as delay in addressing concerns will make resolution more difficult. The Principal Educational Psychologist (PEP) and the customer should be informed of any failure to resolve these concerns.
	2. On being informed of a concern, the PEP and customer will make contact and agree an appropriate course of action.
	3. If it is not possible to resolve the issue, a formal complaints procedure is available on the Bradford Council website.

Schedule 3 Charges

1. Standard Charges

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| Annual Subscription 2019 - 20 | Description | Unit cost (per session) |
| **Basic Subscription** | Up to 18 x 3 hour sessions per year | £271 (£258 Early Bird) |
| **Standard Subscription** | Between 19 and 38 x 3 hour sessions a year | £261 (£247 Early Bird) |
| **Enhanced Subscription** | Over 39 x 3 hour sessions a year | £256 (£242 Early Bird) |

Invoicing arrangements

1. Invoicing Arrangements
	1. The full amount agreed will be invoiced and payable in accordance with the terms of the contract.
	2. Full account details will be provided on any invoice submitted;
	3. Any queries about the invoice should be directed to the EPT Business Manager, who can be contacted on: 01274 439444
2. General Payment Terms
	1. Any time unused by the customer at the end of the period is non-refundable.
	2. In the event of the Educational Psychologist (EP) being unable to deliver the additional time, the EPT will negotiate with the customer a suitable replacement. If the customer does not wish to accept a replacement, the agreement may be terminated and the customer will only be invoiced for the time actually delivered. An adjustment at the end of Purchased time will be made via a credit note.
	3. Whilst every attempt will be made to deliver agreed additional time as stated above, the EPT may not be in a position to deliver this additional time in the event of sustained illness, maternity leave or other circumstance. In such an event, any undelivered sessions will be refunded or credited to the customer at the end of the Contract.
	4. Additional time purchased by the customer cannot be sold on to any other third party or organisation without the prior written agreement of the EPT.
	5. All charges quoted in this contract may be subject to VAT depending on the service/goods provided.

Mandatory Policies

1. **Overall Quality of Service to the Customer**
	1. All EP activity will be in accordance with the standards issued by the Health Professions Council.
	2. The quality of the service delivered will be monitored, maintained and developed using the processes outlined in the document Bradford Educational Psychology Team: Quality Assurance Policy. The following quality standards will guide the EPT quality assurance processes:
* Quality Standards for Educational Psychology Services, British Psychological Society (2000)
* HCPC standards for Educational Psychologists.
	1. The EPT staff will present and conduct themselves in a professional manner, with due regard to a customer or organisation’s ethos and policies.
	2. All activity will be governed by relevant Bradford MBC policies.
1. **Carer / Student Permission and Information**
	1. The EP will discuss individual children or young people on the understanding that parents/carers have given informed consent and will be given feedback by the customer.
	2. The EP can only undertake work directly with an individual child or young person on receipt of either of the following, which can be found on the EPT section of Bradford Schools Online:
* Parent/Carer Consent Form, appropriately completed, with the parent/carer’s signature. The customer should ensure that the parent/carer is giving informed consent and understands the nature of the service offered.
* Student Consent Letter, appropriately completed. The customer should ensure that the student is giving informed consent and understands the nature of the service offered.
	1. The EPT cannot work with a child or young person where ‘consent’ has been obtained as a condition for action to be carried out by the customer or another agency. Such ‘consent’ cannot be regarded as freely given and any work carried out under such ‘consent’ would be in contravention of the standards governing professional conduct as set out by the Health Professions Council.
	2. The Student Consent Letter cannot be used as a substitute for obtaining parental/carer consent unless the student, in the opinion of the EP, is competent to give their consent and there are clear and relevant reasons why permission should not be sought from the parent/carer.
	3. When obtaining the parent/carer consent for their child to be seen, if necessary individually, the customer should ascertain if the parent/carer wishes to be present. If the parent/carer wishes to be present, the customer is responsible for informing the EP.
	4. Unless otherwise agreed, the customer agrees to contact the parent/carer, informing them of any arrangements for a child or young person or parent/carer to meet with the EP in the setting.
	5. The EP is responsible, unless otherwise agreed, for contacting the parent/carer and informing them of any arrangements for a child or young person or parent/carer to meet with them outside the setting.
1. **Confidentiality**
	1. The service offered by the EPT is confidential to children and young people and parent/carers, subject to child safeguarding and public protection considerations. Information is only divulged to third parties with the consent of the child or young person and/or the parent/carers.
	2. Information provided by the EPT should only be divulged to other parties with the express permission of the child or young person and/or the parent/carers.
2. **Safeguarding**
	1. All members of the EPT work within Bradford’s guidelines on safeguarding children. If at any point the EP becomes concerned they will speak to you about this and take appropriate action.
	2. Informed parent/carer or student consent is required for work agreed and undertaken using additional EPT time.
	3. To facilitate continuity, records of the work undertaken will be held by the EPT in the same way as work agreed and undertaken using core time. This will include the opening and holding of individual case files.
	4. The EP is required to provide objective advice in line with the Health Professions Council Standards and that, on occasion, this may differ from views held by customers.
	5. In line with the requirements of the Health Professions Council all work carried out by the EP is supervised and managed by the EPT.
	6. The services provided will be carried out in accordance with the expectations of Bradford Children’s Services and in particular must follow understood safeguarding procedures.