



# Stoke-on-Trent

## Educational Psychology Service

### Service Level Agreement 2026-2027

#### Welcome

This document outlines the service level agreement (SLA) between Stoke-on-Trent Educational Psychology Service (EPS) and service commissioners. Below are details of the services available to commission, operational details and an outline of service pricing, as well as service quality assurance.

#### Description of the Service

Stoke-on-Trent Educational Psychology Service (EPS) provides professional psychological services for children, young people and families, primarily within educational settings across the city. We are a small but developing service with a clear vision and strong commitment to supporting inclusion, learning, development and wellbeing.

The EPS team includes a Principal Educational Psychologist, Senior and Specialist Senior Educational Psychologists, Educational Psychologists, Trainee Educational Psychologists, Assistant Educational Psychologists and Specialist Inclusion Support Officers. Trainee and Assistant Educational Psychologists are integral to the service and support delivery under the supervision of experienced Educational Psychologists. Specialist Inclusion Support Officers play a key role in the effective administration of the service.

We are a values-driven service, with Inclusion, Innovation, Accessible and Together at the centre of our work. These values guide how we work with children, families, schools and partners across the city.

The EPS sits within Education and Family Support in the Children and Families Services Directorate of Stoke-on-Trent City Council. We contribute to the Council's Corporate Strategy, including priorities around supporting families and working towards a fairer city by improving educational access, experiences and outcomes for children and young people.

Although a relatively small, but growing, service, we have strong and positive working relationships with schools, council services and partner agencies. Collaboration is central to our approach as we work to support effective, joined-up support across Stoke-on-Trent.

## Traded Offer

Through the SLA, schools and settings will be able to commission Stoke-on-Trent EPS to provide the following: group consultation; direct work related to children and young people (i.e. casework); staff development, such as training and/or workshops.

### Group consultation

Through the SLA, schools and settings will be able to commission Stoke-on-Trent EPS to provide group consultation, either within their single school setting school, Multi-Academy Trust (MAT), or in some circumstances with partner schools.

#### What is group consultation?

Group consultation is a meeting where SENCOs or other teaching or support staff bring individual CYP cases to discuss and engage in group problem-solving with others. Group consultation is led and facilitated by an EP, including contributions to formulating the problem and recommendations for next steps.

#### How does group consultation take place?

- Group consultation will be a session which lasts for 3 hours
- Sessions are most effective when attended by between 3-5 participants
- One group consultation session can include a maximum of 3 cases, which are discussed for approximately 45 minutes each.

#### Who will be in my group consultation?

##### MATs

Schools which are in MATs are encouraged to purchase and attend group consultation jointly. However, there may be need to give consideration of numbers in attendance (see above), with a rota system for SENCOs to join and bring cases in larger MATS.

##### Maintained Schools

We suggest that you may want to join together for group consultation with a partner setting that you have an existing relationship with in order to purchase and attend group consultation. Alternatively, if appropriate, the EPS may be able to suggest a geographically neighbouring consultation group that you are able to join.

##### Single settings, secondary or special schools

In some instances, it may be preferable for schools to purchase and attend group consultation as a single setting. It is recommended that group consultation within your single setting is attended by multiple stakeholders (e.g. SENCO, subject teachers).

For special schools, group consultation as a single setting may be preferable due to the more specialist requirements of your consultations.

Secondary schools may wish to purchase and attend group consultation with your primary MAT or linked settings or as a single setting.

What will I need to do before, during and after group consultation?

Everyone who is bringing a case or problem situation to discuss is expected to fill in a pre-consultation preparation form and email this to Stoke-on-Trent EPS a week before the meeting.

During the session, time will be allocated for each new case. You will talk through your concern and the EP will facilitate discussions with the other members present.

As part of the group consultation process, it will be the presenter's responsibility to complete a group consultation record, including a summary of the discussion, agreed actions and sharing this record/information with the EP, class teacher and parents/carers in a timely manner.

## Direct work related to children and young people

Schools and settings will be able to commission Stoke-on-Trent EPS to provide direct work with and/or related to children and young people (i.e. casework), which may include the following activities:

- Consultation with setting staff, parents or professionals
- Observation within the classroom
- Pupil views and voice
- Direct assessment, such as dynamic assessment, play-based assessment, learning assessment or cognitive assessment.

Prior to work commencing, all activities for direct work will be agreed with an Educational Psychologist from Stoke-on-Trent EPS and parent/carer and/or the young person's consent will have been gained.

## Whole Staff Development

New staff development packages are being developed all the time and bespoke packages are also available; please contact Stoke-on-Trent EPS to discuss your training needs. Examples of training currently available include Emotionally Based School Non-Attendance; Bereavement and Loss; Supporting young children with complex communication needs, Introducing Solution Circles and Psychological Safety.

# Operational Details for Service Commissioning

## Commission requests submitted to EPS

Schools or commissioners can request to purchase a package of sessions (as outlined in the Packages section below) for individual school settings or request a bespoke package to meet their specific needs and priorities.

## Graduated approach suggested

We suggest a maximum of 6 sessions (e.g. 2 per term) per school or setting for the academic year. We also recommend that a graduated approach is taken in which cases go through a group consultation, review, before then moving to direct casework as needed. However, use of sessions will be agreed with your Educational Psychologist during the planning meeting.

## Planning meetings

Planning meetings will be conducted either in person or remote meeting (such as Microsoft teams) and will last for approximately 30-60 minutes. The work, tasks and activities for direct work and group consultation sessions will be discussed and agreed collaboratively, in advance, with an EP from Stoke-on-Trent EPS during a planning meeting. It is also important to highlight that a completed parent/carer consent form will need to be returned before all work where concerns about an individual or young person are to be discussed, including those discussed in group consultation.

## Rearrangements or cancellations

If there is a need to cancel or rearrange agreed sessions, then a minimum notice of 48 hours before the planned session will need to be given. If notice is not given, the session will be charged at the full rate. In exceptional circumstances, such as last-minute staff absence, there may be an option to carry over a maximum of one session to the next academic year. However, this will be dependent upon EP availability and the discretion of the Principal Educational Psychologist. If Stoke-on-Trent EPS requests to cancel a session, the commissioner will be given the option to rearrange the session to a mutually agreed date. A record of purchased and completed sessions will be updated at least termly by the EPS, which will outline the time used and any time remaining.

## Activity types

Activities that can be purchased include:

- Group consultation
- Direct casework
- Whole staff development

## Group Consultation Session Details

- Group consultation is typically undertaken in a three-hour session block of time (a session is typically 9:30am until 12:30pm). The exact times of sessions can be negotiated.

- One group consultation session can include a maximum of 3 cases, which are discussed for approximately 45 minutes each. Sessions are most effective when attended by between 3-5 participants.
- Cases or problem situations will be agreed in advance with Stoke-on-Trent EPS. The person who is bringing a case or issue to discuss is expected to fill in a pre-consultation preparation form, as well as gain relevant consent, and email this to Stoke-on-Trent EPS a week before the meeting.

## Direct Work Session Details

- Sessions for direct work are typically undertaken in a three-hour block of time (a session is typically 9:30am until 12:30pm). The exact times of sessions can be negotiated.
- The total number of sessions bought will include both in-school work and offsite support work. Offsite support work may include: analysing data, psychological formulation, liaising with other professionals, preparation of materials, referrals to other services, record and report writing. The level of EP involvement agreed with school or commissioner will determine the amount of onsite and offsite work undertaken for each activity request.
- Each 3-hour session in school will be able to cover the following: consultation, observation and pupil voice/work. If further work is need (e.g. further consultation, cognitive assessment, learning assessment or additional meetings) this can be discussed with Stoke-on-Trent EPS and commissioned in addition to a 3-hour session.
- All activities undertaken for direct work will be agreed in advance with Stoke-on-Trent EPS. The person who is bringing a case, such as the Special Educational Need Coordinator (SENCO) is expected to fill in a pre-consultation preparation form, as well as gain relevant consent, and email this to Stoke-on-Trent EPS a week before the direct work.

## Whole staff development commissions

Please contact Stoke-on-Trent EPS to discuss your training requirements and session details.

## Service Pricing

### Group Consultation

Table 1. Group Consultation pricing

<b>Group Consultation</b>	<b>Time allocation</b>	<b>Cost</b>
Group Consultation session	1 session (x3 hours)	£378

### Direct Work

Table 2. Direct work regarding children or young people pricing

<b>Onsite time allocation</b>	<b>Offsite support time allocation</b> e.g. report writing	<b>Total time allocation</b>	<b>Cost</b>
1 session (x3 hours)	1 session (x3 hours)	2 sessions (x6 hours)	£756

Table 3. Example of additional time direct work hourly rate\*

<b>Onsite hour(s)</b>	<b>Offsite support hour(s)</b>	<b>Total hours</b>	<b>Cost</b>
1	1	2	£252
2	2	4	£504

\*All additional work and activities will be agreed with an EP prior to work commencing.

### Whole Staff Development

Table 4. Training and staff development pricing

<b>Activity</b>	<b>Onsite/contact time</b>	<b>Offsite preparation</b>	<b>Cost</b>
Full day	6 hours	30 mins per hour	£756*
Half day	3 hours	30 mins per hour	£378*
Twilight	2 hours	30 mins per hour	£252*
Workshop	1 hour-1.5 hours	30 mins per hour	£126-£189*

\*based on up to 30 delegates. For each extra 10 delegates the price increases by £56.17.

## Packages

### Academic Year

Sessions can be purchased in advance and then used throughout the academic year. Sessions use and planning work will be jointly agreed with the Educational Psychologist supporting your setting.

Table 5. Packages of sessions for academic year 2026-2027

Session number	Time allocation*	Price
1	3 hours	£378
2	6 hours	£756
3	9 hours	£1,134
4	12 hours	£1,512
5	15 hours	£1,890
6	18 hours	£2,268

\*Depending on the activity requested, time may be delivered onsite (direct work) and offsite (report writing)

### Deciding your package

A free planning meeting will be held to agree the work according to the needs of each school. This can include a combination of either group consultation sessions or direct work sessions. It is important to note that these two activity types involve a different number of sessions.

Table 6. Example of work activity combinations

Session number	Time allocation	Example of work combinations
2	6 hours	<ul style="list-style-type: none"> <li>• 1 Direct Work</li> </ul> Or <ul style="list-style-type: none"> <li>• 2 Group Consultations</li> </ul>
3	9 hours	<ul style="list-style-type: none"> <li>• 1 Group Consultation and 1 Direct Work</li> </ul> Or <ul style="list-style-type: none"> <li>• 3 Group Consultations</li> </ul>
4	12 hours	<ul style="list-style-type: none"> <li>• 2 Direct Work</li> </ul> Or <ul style="list-style-type: none"> <li>• 4 Group Consultations</li> </ul>

5	15 hours	<ul style="list-style-type: none"> <li>• 1 Group consultation and 2 Direct Work</li> </ul> Or <ul style="list-style-type: none"> <li>• 5 Group Consultations</li> </ul>
6	18 hours	<ul style="list-style-type: none"> <li>• 3 Direct Work</li> </ul> Or <ul style="list-style-type: none"> <li>• 6 Group Consultations</li> </ul>

### As and When purchasing

A very small number of sessions will be reserved each term for schools and settings to purchase on a 'As and When' basis. Purchasing of 'As and When' session(s) will only be available following discussion and through pre-agreement with the Educational Psychology Service via Dr Katherine Lee [Katherine.lee@stoke.gov.uk](mailto:Katherine.lee@stoke.gov.uk)

It is important to note that the EPS capacity for 'As and When' sessions will be very highly limited and numbers of sessions bought by schools or settings will be restricted. Depending on demand there may be a waiting list system in operation for 'As and When' sessions.

Table 7. 'As and When' pricing

Session number	Time allocation*	Price
1	3 hours	£462
2	6 hours	£840

## Purchase and Payment Arrangements

In this round of commissioning, sessions can be bought in the Spring/Summer Term 2026 for the academic year starting in September 2026 through to July 2027. Purchased sessions will be delivered in this period unless otherwise agreed by Stoke-on-Trent EPS.

Table 8. Academic Year dates 2026-2027

<b>Term</b>	<b>Start Date</b>	<b>End Date</b>
Autumn 1	01/09/2026	23/10/2026
Autumn 2	02/11/2026	18/12/2026
Spring 1	04/01/2027	12/02/2027
Spring 2	22/02/2027	25/03/2027
Summer 1	12/04/2027	28/05/2027
May Day	03/05/2027	
Summer 2	07/06/2027	21/07/2027

Sessions will be delivered across the academic year. Session dates will need to be booked in advance (even if just provisionally), during an initial planning discussion with Stoke-on-Trent EPS, which will take place either in the Summer term 2025-2026 or Autumn term 2026-2027.

To request to purchase a package of sessions, commissioners will need to:

1. Contact Stoke-on-Trent EPS via email or our Traded Service Enquiry Form for an initial discussion of requirements
2. If your request is agreed by the EPS then a Purchase Order will be sent to you by Stoke-on-Trent EPS
3. Complete and sign the Purchase Order Form and return to Stoke-on-Trent EPS [ed.psychology.admin@Stoke.Gov.Uk](mailto:ed.psychology.admin@Stoke.Gov.Uk)
4. Once fees have been paid then a Service Level Agreement with Stoke-on-Trent EPS will be in place

Payment for a package of sessions will need to be made as a single payment, due on receipt of an invoice. Invoices will need to be settled within 14 working days of receipt or unless agreed otherwise with Stoke-on-Trent EPS.

# Service Quality Assurance

## EP Standards

In addition to the ways of working set out above, Stoke-on-Trent EPS will provide quality assurance by:

- Monitoring the work of EPs through regular high-quality professional supervision.
- Ensuring EPs access appropriate continuous professional development (CPD) to support their practice.
- Reviewing, when appropriate, agreed action plans and monitoring outcomes.
- Completing evaluations of the individual Group Consultation as part of each session.
- Annual evaluations of Group Consultation as a process with all schools and settings who have commissioned services.

If you have concerns regarding the quality of the service you have received please contact Dr Michele Perry-Springer, Principal Educational Psychologist [Michele.Perry@stoke.gov.uk](mailto:Michele.Perry@stoke.gov.uk). If you wish to raise a formal complaint please contact SEND Customer Feedback [sendcustomerfeedback@stoke.gov.uk](mailto:sendcustomerfeedback@stoke.gov.uk) or alternatively follow the link to [Complaints, comments and compliments procedure | Stoke-on-Trent](#)

## Expectations of Commissioners

By entering a service level agreement with Stoke-on-Trent EPS, it is important that commissioners act in partnership to support effective EP work. They can do this by:

### Making organisation arrangements

It is requested that there is a nominated staff member who will liaise directly with Stoke-on-Trent EPS in order to plan and agree work.

- For group consultation, this staff member, or staff team, will have responsibility for:
  - obtaining parental consent for a CYP to be raised at Group Consultation
  - arranging attendance at the Group Consultation (e.g. other SENCOs in the MATs, inviting teachers or learning support practitioners)
  - ensuring that staff are released for sufficient time to meet with the EP (e.g. at least 45 minutes for 1 case or 3 hours for the full session)
  - will ensure there is an appropriate space (e.g. quiet room with table and chairs) for the Group Consultation to take place.
- For direct work with a CYP, this person will have responsibility for:
  - obtaining parental consent
  - fulfilling the agenda of activities agreed with the EP by arranging appointments with stakeholders (e.g. parents/carers, teachers, child or young person)
  - ensuring staff are released for sufficient time to meet with the EP (e.g. at least 45 minutes)

- will ensure there is an appropriate space (e.g. quiet room with table and chairs) for the EP to work with a child or young person.
- Completing and providing all requested documents within agreed time frames. This will include consent forms, pre-consultation forms and consultation record forms, as well as information from school-based assessments or reports from other professionals when required.
- Feedback outcomes, and agreed actions, from the group consultation or direct work to relevant stakeholders, and ensure they are implemented.

### Seeking informed consent

- The EPS is a consent-based service. This means that we need to have consent from the individuals in receipt of our service before work commences. In the vast majority of cases this will mean that parents, carers or those with parental responsibility for a child or young person are informed by the commissioning service (e.g. school or setting) why they are requesting EP support, what that involvement will include and will ask them to sign a written consent form.
- Young people, if they are over 16 years, in accordance with the HCPC 'Standards of Conduct Performance and Ethics (2024)' and General Data Protection Regulation (2018), should also be provided with sufficient information about EP involvement asked to give written informed consent prior to work commencing.
- All completed and signed consent forms should then be returned to the EP team member undertaking the work or to the main service email address.

## Privacy and Confidentiality

At Stoke-on-Trent City Council we take data protection and privacy seriously and the Educational Psychology Service will only use personal information to provide psychological assessment and support interventions to meet the special educational needs of the children and young people we support and for purposes required or allowed by law. Stoke-on-Trent Educational Psychology Service will share information with schools/settings, health or education services as appropriate. You can find information about how we handle personal information by visiting [stoke.gov.uk/gdpr](http://stoke.gov.uk/gdpr).

## Our contact details

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