



Barking and Dagenham Educational Psychology Service

Parent/ Carer Support Helpline



Who are we, and what do we do?

We are a team of trained Educational Psychologists (EPs) who work with schools, nurseries, and families to help children and young people (from 0 to 25 years old). We use what we know about how young people think and learn to support them to do their best.

How does this helpline work?

Parents and carers can talk to an EP about things at home that might be tricky for their child and explore helpful ways to support their child.

- All the calls are on Tuesday mornings during term time
- You have to book a timeslot in advance
- The calls can last up to 45 minutes.
- Discussions are confidential.



Will the EP see your child after the call?

No. This is a one-off consultation service for parents and carers. The EP will not work directly with your child, talk to their nursery/ school/ college, or write a report/ letter. This is not a referral route into school-based support or statutory assessment work.

What can you talk to the EP about?

Here are some examples of what you can talk about

- You want help to make your child feel happy and calm.
- You want ideas to help your child learn at home.
- You're worried about your child making friends or following routines.
- Your child gets very upset or has strong feelings that are hard to manage.
- Your child feels worried about going to school.



Who could you talk to about other issues?

- If you're worried about how your child is being helped at nursery, school, or college, it's a good idea to talk to someone who works there first, such as the Special Educational Needs Coordinator (SENCo) or the Inclusion Manager. They will know what help can be given in school and can talk to you about it.
- If you have a question about an Education Health Care (EHC) Needs Assessment, it's a good idea to look at [Barking and Dagenham Local Offer](#).

How can you book a session?

- ❖ If you want to talk to an EP, you can pick a time by filling out a form here: <http://bit.ly/42E9YgC> or by using the QR code on the side. An EP will call you at the time you choose.
- ❖ New timeslots will come out at the start of each school term.
- ❖ If there aren't any timeslots available and you want to be notified of the new timeslots when they come out, fill out this other form here: <https://forms.office.com/e/iU8CrzbACE>

