



Educational Psychology  
Service  
City of York Council

## Educational Psychology (EP) Support Line

A confidential telephone support service, staffed by Educational Psychologists, to talk through questions or concerns about children and young people's **wellbeing** or **learning**.

Open to all parents/carers of children with additional needs or SEND, living in the City of York, and practitioners working with children who live in/attend an educational setting in York.

*"It's invaluable"*



*"I feel confident in the next steps we can take"*

*"Really friendly, useful service"*

*"I felt really listened to and supported"*

Calls of up to 30 minutes, available during term time:

**Wednesday mornings 9.30am-11.30am**

From 8<sup>th</sup> September - 20<sup>th</sup> October 2021

To book a slot, please e-mail: [EPsupportline@york.gov.uk](mailto:EPsupportline@york.gov.uk)

with your name and a contact telephone number.

On the following Wednesday morning, we will e-mail you with a time slot for your consultation. Booking for each session will close on Tuesdays at 5pm. Spaces are allocated on a first come, first served basis.

*Please note: the helpline offers short slots to talk with a psychologist about particular concerns; unfortunately, within the time available, we cannot advise on complex situations where different agencies need to work together to support a child or young person.*