

Psychology and Therapeutic Service Specification

1. SERVICE SPECIFICATION

The purpose of the services is to:

- 1.1. To provide consultation, assessment and intervention planning and / or delivery aimed at supporting the emotional well-being, communication and learning of children and young people

Key services provided by the Psychology and Therapeutic Services are:

- Educational Psychology Service
- Analysis of Additional Needs Consultation Service
- Counselling and Therapeutic Services

The service is provided in a variety of ways. For example, working with individual, group or whole establishment:

- Consultation
- Assessment
- Intervention planning and delivery
- Therapeutic work
- Person Centred Planning and Collaborative Problem Solving
- Strategic Development
- Training
- Research
- Supervision
- Counselling.

2. SERVICE AVAILABILITY

- 2.1 Schools' Choice will supply the service on Business Days between 08:30 and 17:00.

3. SERVICE LEVELS

- 3.1 The following response times will apply in respect of Customer enquiries relating to the Service:

Communication	Response time
letter	within five Business Days of receipt;
email	within three Business Days of receipt;
telephone	if made within the times referred to in paragraph 2.1, calls will be answered as soon as possible;
telephone voicemail message	within two Business Days of receipt of the message.

4. MONITORING SUCCESS

- 4.1 To monitor the success of the Service, representatives of Schools' Choice and the Customer shall:
- 4.1.1 hold regular meetings during the term of the Service; and
- 4.1.2 conduct an annual review of the Service.