

Access to Files

When the educational psychologist becomes directly involved with you and your child a file is created by the Psychological Service in your child's name. This is to keep copies of notes and any letters or reports. This file is kept safe and confidential by the Psychological Service. You can arrange to see the contents of this file by writing to the principal psychologist at the Irvine office.



Quality Assurance

The Psychological Service operates within the priorities and standards of North Ayrshire Council and has a range of quality assurance procedures. In addition, the service is subject to inspection by Her Majesty's Inspectors of Education, in the same way that schools are. Inspectors have full access to all service documents and records including individual files. Confidentiality is of course maintained by inspectors and no details about individuals would ever be discussed publicly.

Suggestions / Complaints

We value feedback and suggestions from our clients. Should you wish to comment on the service you have received from the Psychological Service you can speak directly to the psychologist involved. You can also contact the principal psychologist.

Alternative Formats

If it would be helpful, you can request a copy of this leaflet on audio tape, in large print and in other languages.

Principal Psychologist
Psychological Service
North Ayrshire Council
6A Kilwinning Road
Vineburgh Park
IRVINE
KA12 8RU
telephone: 01294 272427

Psychological Service
North Ayrshire Council
5 Montgomerie Crescent
SALTCOATS
KA21 5BX
telephone: 01294 463495



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What is the Psychological Service?

The psychological service is a statutory part of North Ayrshire Council's education services and is staffed by educational psychologists who use their knowledge of psychology, learning and education to provide a service through schools and pre-five establishments. They work together with teachers, parents and other professionals to help children and young people make the most of their lives.

What will Educational Psychologists do?

Where there are concerns for a young person, the psychologist may:

- consult with young people, parents and teachers about learning and behaviour;
- gather information, sometimes by observing in the classroom or nursery;
- work with young people, parents and others to identify strengths and areas where help is required;
- link with parents and other professions to ensure collaboration;
- advise parents and others about the support needs of children and young people.

How does the psychologist become involved?

Contact with an educational psychologist is usually made through the young person's school or nursery, each of which has an identified psychologist who visits.

For very young children, the first point of contact may be health or social services staff who can link with the educational psychologist.

- Staff concerned about a child can consult with the educational psychologist who may provide some initial advice.
- If it is thought that a more detailed consultation with the educational psychologist would be helpful, staff discuss this with the parent/carer (and young person when appropriate), to obtain agreement for this to take place.

What if I have concerns about my child's learning/behaviour in school?

- In the first instance you should discuss your concern with the head teacher or head of centre.
- In most instances, staff will be able to deal with your concern.
- If appropriate, a consultation with the educational psychologist will be arranged.



How will I be involved?

- If the educational psychologist is to be involved with your child you will be invited to a consultation meeting.
- Alternatively, if your child is at secondary school, this meeting may be part of a Joint Support Team meeting which you will always be invited to.
- An action plan for your child will be agreed and you will receive a copy of this plan.

