



West Sussex Educational Psychology Service Enhanced Telephone Consultation Offer for Children We Care For

The West Sussex Virtual School strives to champion the education of the children of West Sussex that are **cared for**, have **experience of care** or who are **known to Social Care**.

We work in partnership with the Educational Psychology Service who offer a [comprehensive training schedule](#) to support school staff to better understand the needs of children impacted by childhood adversity and developmental trauma, as well as an enhanced [telephone consultation service](#) specifically for Children We Care For. Through the application of psychology to consultation, our team of experienced Educational Psychologists are able to support the network of professionals involved in the child's care and education to develop a shared understanding of the child's strengths and needs, and utilise collaborative problem-solving to support the Team Around the Child to identify the positive and possible next steps to move forward together.



Dr Karen Sage



Dr Jerricah Holder



Dr Rebecca Hartley

Telephone consultations are available on selected Mondays, Tuesdays and Thursdays and can be booked [here](#). Consultees must come prepared to engage in joint problem-solving in next steps to support their young person. Consultations can take place via telephone or Microsoft Teams and must meet the following criteria:

- ❖ The child must be a **West Sussex Child We Care For**.
- ❖ The consultation must be **booked and attended by the education setting**.
- ❖ **Consent from someone with parental responsibility (e.g. foster carer, social worker) must be confirmed through the online link included in the booking confirmation. Consultations will be cancelled if the consent form has not been submitted by one week before the appointment.** If there are exceptional concerns in gaining this consent, please discuss this with the young person's Advisory Teacher from the Virtual School.
- ❖ **Attendance of other supporting professionals, e.g. foster carers and social workers is strongly encouraged** so that we can share a consistent narrative of the child. Please share the consultation date with the Team Around the Child, and **include email addresses in your booking form if you wish for the consultation to take place via Teams**. A **review** meeting is also encouraged and can be booked following the consultation.

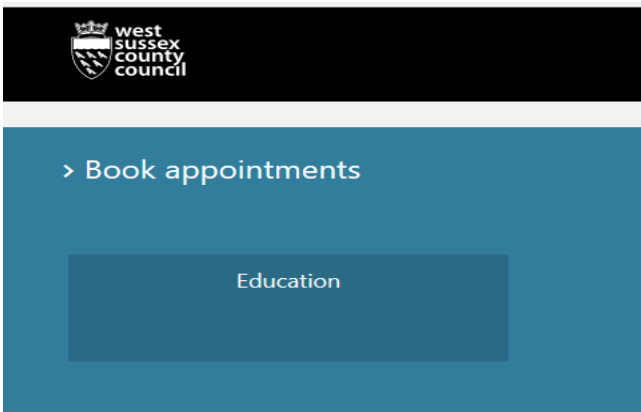
'How to Book' Guidance

Please ensure that you are using either the Chrome or the Edge web browsers to sign into the booking system. The system **will not** work on Internet Explorer, which is no longer supported.

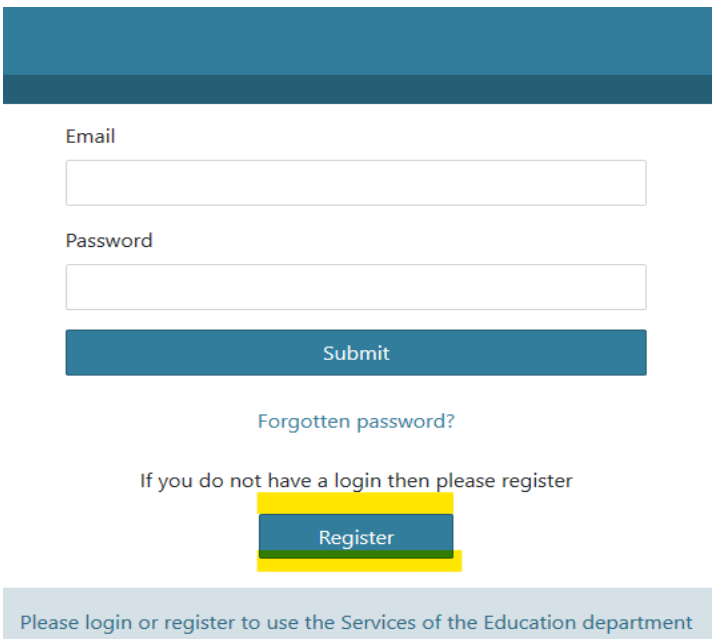


Link to the [booking system](#):

Click on the Education button which will take you to the login page.



If this is the first time that you have used the booking system, then you will need to register for an account.



The form contains the following elements:

- A blue header bar.
- An "Email" label above a text input field.
- A "Password" label above a text input field.
- A blue "Submit" button.
- A link for "Forgotten password?".
- A message: "If you do not have a login then please register".
- A yellow "Register" button.
- A light blue footer bar with the text: "Please login or register to use the Services of the Education department".

Once you have registered you will be able to log in to the booking system. If you have forgotten your password then please select 'Forgotten password', and you will be sent an email with instructions on how to get into your account.

Once you have logged in, the following webpage will open. Please click on the 'Virtual School Educational Psychology Service: support for schools and professionals for children looked after':

Pick a Service
Please choose from the available Services below

Welcome Jerriah My account | Sign out

Educational Psychology Service Telephone consultation: a service for West Sussex schools and parents
Book a consultation with an educational psychologist. Consultations last 35 minutes.

Virtual School Educational Psychology Service: support for schools and professionals for children looked after
Book a consultation with an educational psychologist. Consultations last 1 hour.

[Back](#)

Available times will then be displayed in the white boxes with **bold** numbers. Please click on the date to see available times. Select your time and click 'Next'.

Pick a Date and Time
Please choose from the available dates and appointment slots below

Welcome Jerriah

NOV 2023 Thursday 2 November

M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

09:00 11:00

13:30

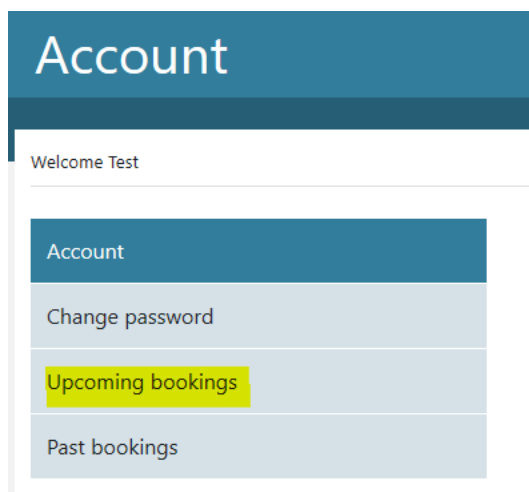
You will then be asked to complete your booking details, filling in the following:

- Your name
- School/nursery/preschool
- Your role in the setting
- What you wish to discuss drop down – Select 'child issue'.
- Provide the name and date of birth for the child
- Some details about the issue that you wish to discuss
- Contact details

Click the 'next' button at the bottom right of the screen. You will be shown a page with the details of your booking. If you wish to change anything, please click on the 'back' button. You need to agree to the privacy and data storage conditions by ticking the box for your booking to proceed. The system will automatically send you a copy of your booking information. You will also receive a reminder about your booking 3 days before the appointment. **Booking confirmation will also include a link to the online consent form that must be completed by the person requesting the consultation. The consultation will not be able to take place if consent has not been received by one week before the booked date.**

Amending or cancelling your booking

Once you have logged in to the system select 'My account' at the top right of the 'Pick a Service' page. You will be taken to the 'Account' page where you can see and edit your details. You also have the option to change your password and check your bookings. You can amend or cancel your booking up to 1 hour in advance of your consultation.



Upcoming bookings

Welcome Test

- Account
- Change password
- Upcoming bookings
- Past bookings

Service: Educational Psychology Service Telephone consultation:
a service for West Sussex schools and parents

Date: 29th September 2020

Time: 10:00

- Amend
- Cancel
- Details



Trouble-Shooting Guidance

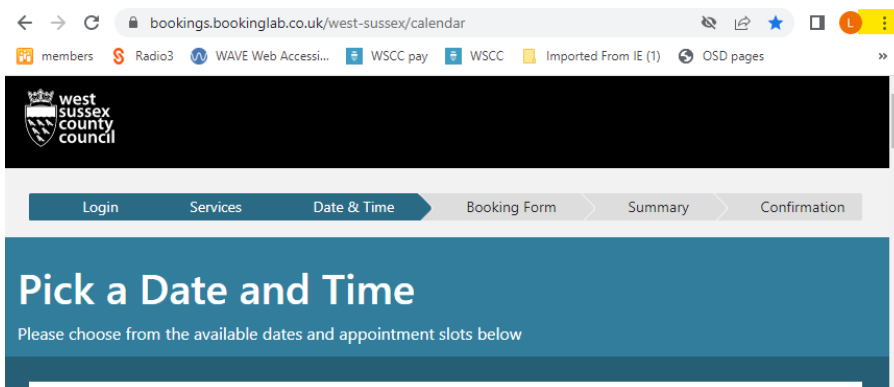


Please ensure that you are using either the Chrome or the Edge web browsers to sign into the booking system. The system **will not** work on Internet Explorer, which is no longer supported.

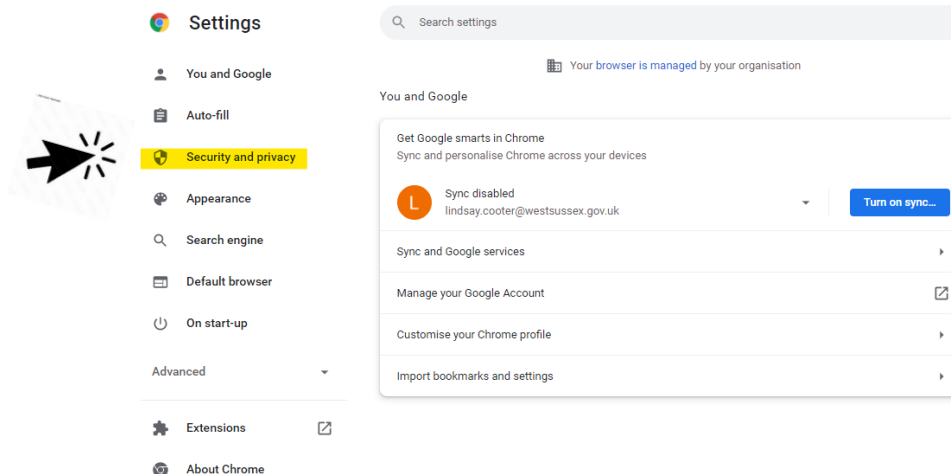
Please give the system a few minutes to load; calendar slots may appear empty for the first minute while loading. Once properly loaded, you should see available bookings for the next 2 months. If you are still having problems and you have used the booking system in the past, then you may need to empty your browser cache. Here's how to empty it.

Emptying the cache in the Google Chrome browser

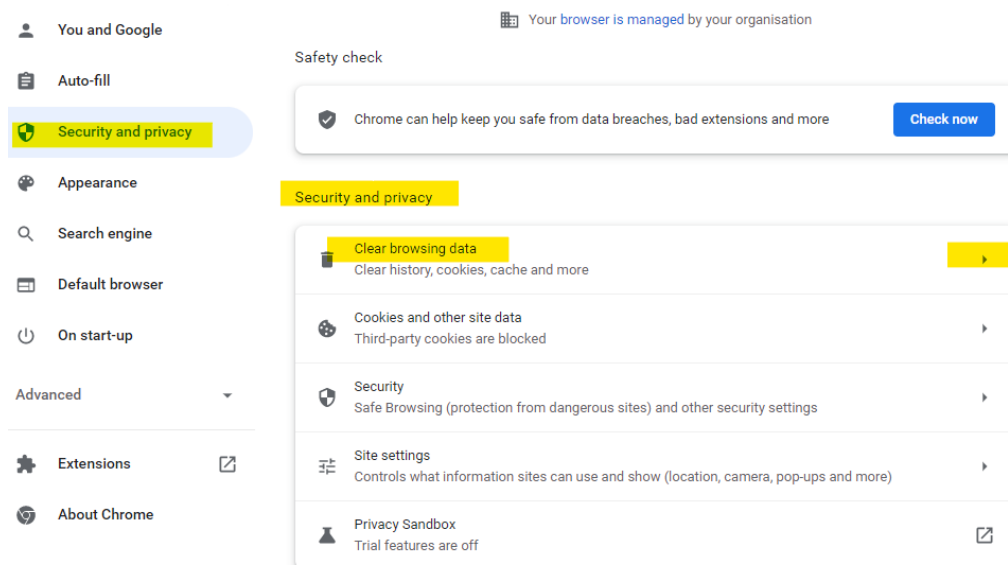
At the top right of your screen, click on the 3 little dots.



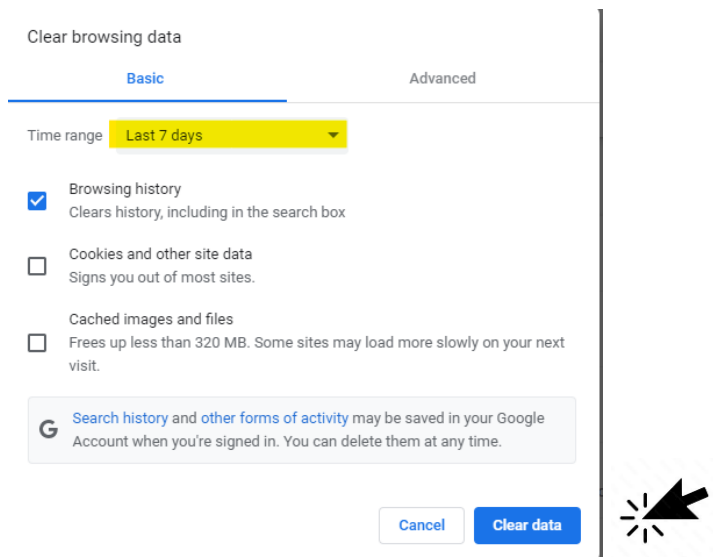
This will open a list/menu. Towards the bottom of the list it says 'Settings'. Click on this and the settings page below will open. On the list on the left click on 'Security and privacy'. This opens up a section in the middle of your screen that shows the security and privacy settings.



On the section that says 'Clear Browsing data', click on the little arrow.



Ensure that the only box that is ticked is 'Browsing history' and that the time range is set to last 7 days. Then click the button that says 'Clear data'.

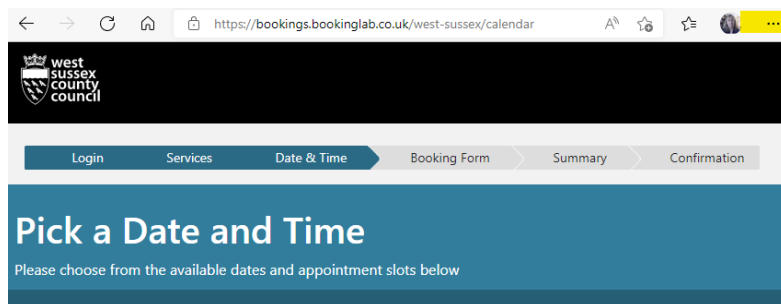


Now you need to log out of the booking system and log in again. You should then be able to see all the available bookings.

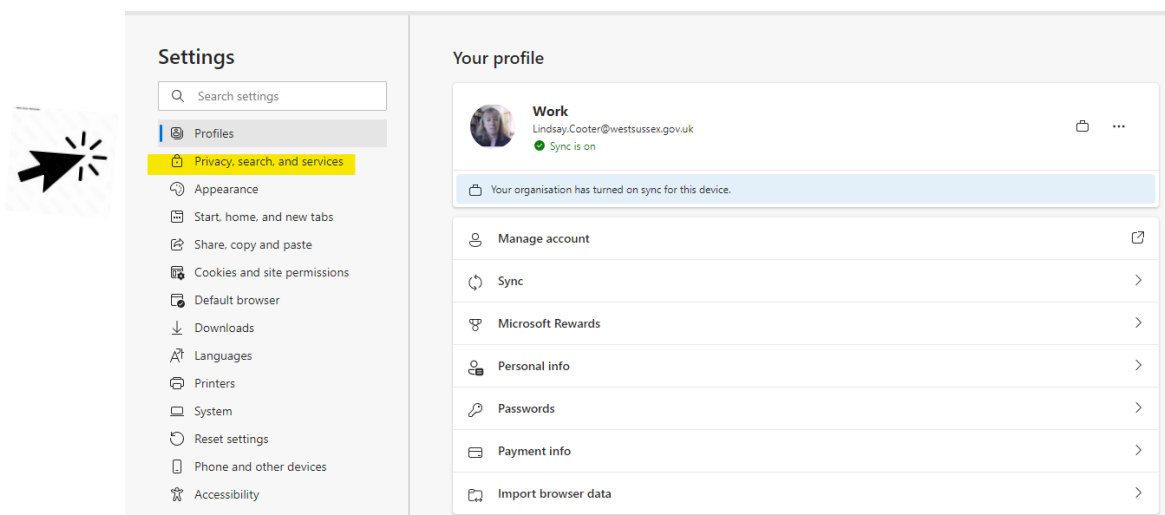
Emptying the cache in Microsoft Edge:



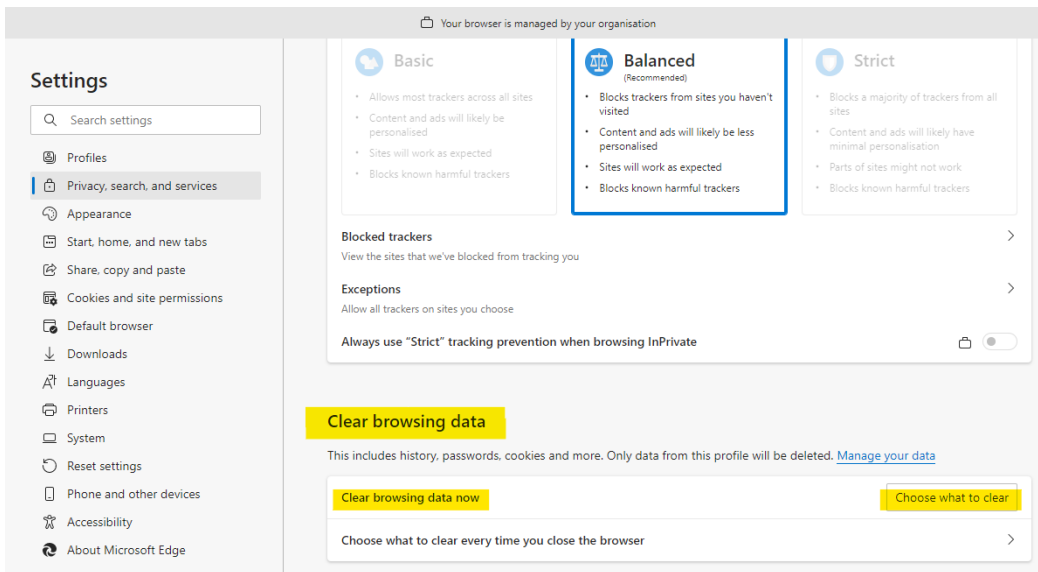
At the top right of your screen click on the 3 little dots.



This will open a list/menu. Towards the bottom of the list it says 'Settings'. Click on this and the settings page below will open.

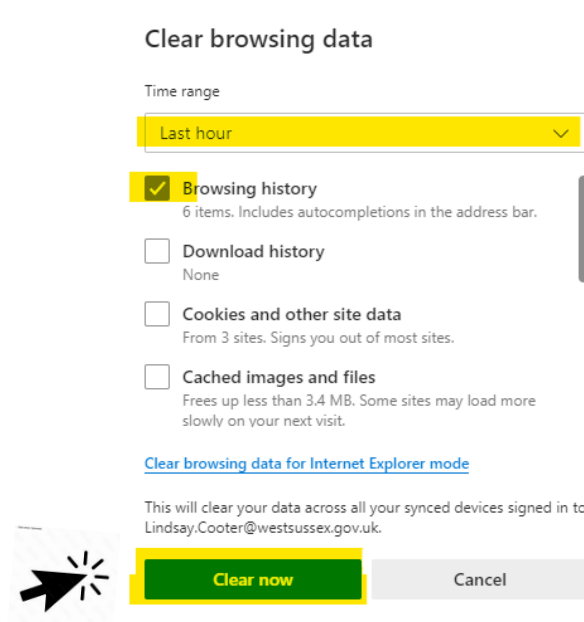


Click on 'Privacy, search and services' and the following section will open in the middle of your screen.



In the section marked 'Clear browsing data', now click on the 'Choose what to clear' button.

Ensure that only the 'Browsing history' box is ticked and that the time range is set to last hour. Then click on the 'Clear now' button.



Now you need **to log out** of the booking system and **log in again**. You should then be able to see all the available bookings.

If technical problems in booking a consultation persist then please contact eps.admin@westsussex.gov.uk