



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"

"Really friendly,  
useful service"

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

"I felt really  
listened to and  
supported"



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

**Wednesday mornings 9.30am-11.30am**

From 3<sup>rd</sup> November – 15<sup>th</sup> December 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.*