



# Educational Psychology Parent Support Helpline

*available for **Havering** families every  
Thursday during the Coronavirus period*



**Havering**  
LONDON BOROUGH

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Educational Psychologists (EPs) are professionals who apply psychology (the study of thinking, learning and behaviour) to support the learning, development and wellbeing of children and young people. The Havering Educational Psychology Team is setting up a helpline to provide parents/carers with general advice and support during the current coronavirus pandemic.

The Helpline aims to support parents/carers who are worried or concerned about their child. Sessions can last up to 40 minutes and an EP will listen to your concerns and discuss ideas with you to help you consider what to do next. All discussions are confidential, and aim to be informal and supportive. However, if we feel in the discussion that the issue goes beyond what we can offer, we will signpost you to relevant colleagues or services.



Topics or areas that you may wish to discuss could include:

- Supporting your child to maintain positive mental well-being.
- Supporting your child's engagement with learning.
- Concerns about friendships, emotional needs, daily structure, and sleep routines.
- Talking to your child about the pandemic (what and how to share information).
- Preparing for the transition back to school.
- Ongoing concerns regarding your child's development.

Please note that this is a one-off consultation service that does not result in follow-up work. It is *not* a referral route into the service, and the EP will not undertake any assessments.

If you are seeking advice regarding an Education Health Care (EHC) Needs Assessment, please refer to the guidance on the [Havering Local Offer website](#), or alternatively you may want to contact the [Havering SENDIASS](#) to seek further information, advice and support with thinking through your options.

The helpline is available to all Havering families every Thursday morning during term time. Sessions need to be booked in advance and are subject to availability. You may wish to discuss your concerns with your child's school or educational settings in the first instance, but there is no specific criteria for self-referral. Please email [CAD5to19@havering.gov.uk](mailto:CAD5to19@havering.gov.uk) or call [01708433936](tel:01708433936), quoting the 'Educational Psychology Parent Helpline' to request a session.