

Merthyr Tydfil
Educational Psychology Service (EPS) Support Line
for
Schools, Parents, Carers and Professionals



As part of our Phase A involvement, the 'EPS Support Line' will be running fortnightly. This offers school staff, parents/carers and professionals the opportunity to discuss any concerns they may have regarding the wellbeing and/or learning needs of children and young people. This service will enable individuals to receive timely psychological support without having to wait for a visit from your link educational psychologist.

Please note: Discussions with staff and other professionals via this service **must be anonymous**, with their purpose being to encourage reflection and problem solving at the early stages of a graduated response. More in-depth consultation regarding individual pupil needs can be carried out via Phase B/C consultation in school, with parent/carer consent.

To access the EPS Support Line, schools, parents/carers or other professionals should contact us via email at ALN@merthyr.gov.uk providing a telephone contact and brief overview of the advice/support required.

Once a request has been received, individuals will be contacted by a member of our team to arrange a 30 minute consultation slot at a convenient time.

Issues we can help with:

- Supporting pupils with additional learning needs
- Supporting pupils' mental health and wellbeing



Rydym yn croesawu galwadau yn Gymraeg.

We welcome calls in Welsh.