



Private & Confidential

Kent Educational Psychology Service

Room 2.42
Sessions House
County Hall
Maidstone
ME14 1XQ

Dear parents/carers

I am pleased to let you know that with effect from **2nd November 2020** Kent Educational Psychology Service will be offering free consultations via video/phone call for 30 minutes, where parents/carers can talk to an educational psychologist. The aim of this service is to provide advice and guidance to parents and carers to support children's wellbeing and learning.

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

- Social and emotional issues
- Concerns about learning
- Family relationships
- Concerns about behaviour
- Daily routines including sleep

If you would like to make use of this service, please contact: kepscommunitysupport@kent.gov.uk on or after the 2nd November 2020 and include the following information:

- your name;
- phone number;
- convenient time to call (morning or afternoon)
- your child's education phase e.g. early years, primary school, secondary school;
- a brief description of what you wish to discuss.

We will do our best to respond within 5 working days but this may be subject to availability.

Data Protection

We will only keep email correspondence for the period that we are in contact with you. After this time all personal data will be deleted. In addition we will keep information on the type of concerns raised by parents/carers and our response to them on an anonymised spreadsheet. We will also keep information gathered through an anonymous evaluation sheet that you will be asked to complete. Please see the Kent Privacy Policy for further details about our data protection policies (<https://www.kent.gov.uk/about-the-council/about-the-website/privacy-statement>).

Best Wishes
Kent Educational Psychology Service