

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 (who have not had recent EP involvement), and practitioners working with children who live in/attend an educational setting in York.

*"It's
invaluable"*

*"Great service.
Very easy to
arrange"*



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

*"I felt really
listened to and
supported"*

Calls of up to 30 minutes are available

Monthly – the last Wednesday of each month 9.00am – 3.30 pm

Term time only (September 2025 - July 2026)

To book a slot, please e-mail: EPsupportline@york.gov.uk
with your name and a contact telephone number.

Bookings will close on the Friday before each session at 5pm. We will then email you with a time slot for your consultation on the Tuesday.

This is a one-off consultation provided by City of York Educational Psychologists on a rota basis.

Please note: the helpline offers short slots to talk with a psychologist about specific 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.

September 24th 2025

October 22nd 2025

November 26th 2025

December 17th 2025

January 28th 2026

February 25th 2026

March 25th 2026

April 22nd 2026

May 20th 2026

June 24th 2026

July 15th 2026