

City of York Educational Psychology Service
Summary of Feedback from Survey to Parents and Carers
June 2023

63 parents/carers and 3 young people (aged over 16 yrs) were invited to complete the survey, representing a random sample of families we have worked with over the previous 9 months. 10 parents/carers responded (response rate 16%), no young people responded.

Please note that, for the purposes of readability, percentages have been rounded to the nearest whole number. The term 'parents' is used throughout this document to refer to both parents and carers.

Background Information

1. Of the parents who responded:

- 20% had a child in the early years (nursery or reception)
- 30% had a child in primary (Key Stage 1 & 2)
- 50% had a child /young person in secondary (Key Stage 3 and 4)

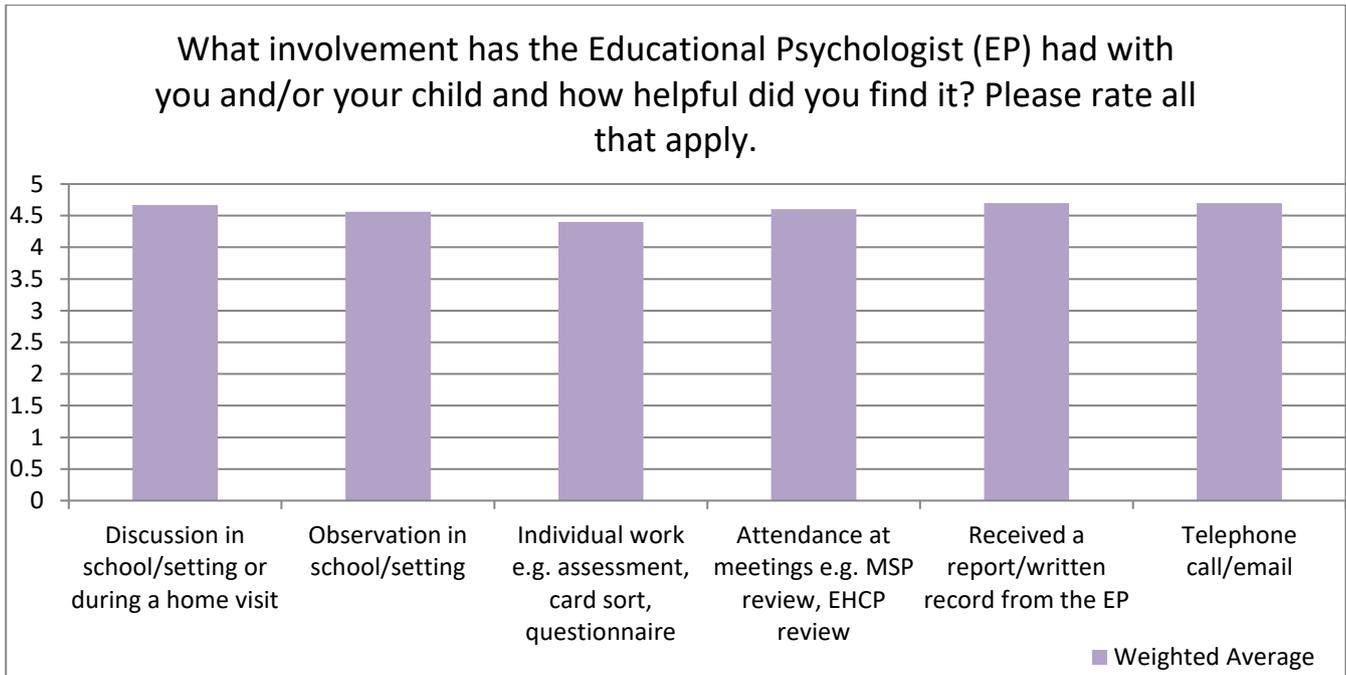
There were no responses from parents of young people attending FE (Post 16)

2. 20% of parents who responded indicated that their child/young person was receiving support through SEN Support arrangements. The remaining 80% had a child/young person with an Education, Health and Care Plan.

3. Involvement with EP and how helpful parents/carers found it

Parents were asked to indicate, from a list of types of EP involvement, which they/their child received and how helpful they found it, using a scale of 1- 5 where 1 is 'Not helpful at all' and 5 is 'Extremely helpful':

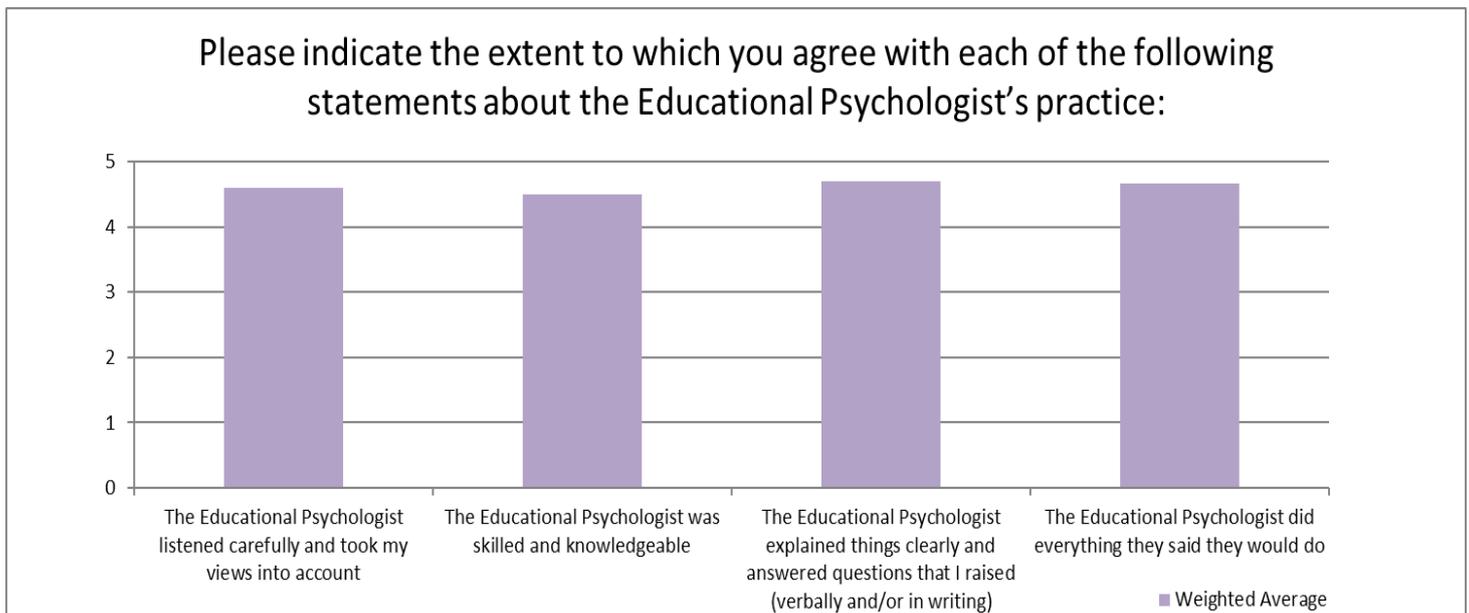
- Of the parents who reported a **discussion about their child having taken place in their child's school/setting or home, 100%** reported having found this helpful or extremely helpful (average score 4.7 out of 5.0)
- Of the parents who reported the EP having **observed their child in the school/setting, 100%** reported having found this helpful or extremely helpful (average score 4.6 out of 5.0)
- Of the parents whose child had **worked individually with the EP, 90%** reported having found this helpful or extremely helpful (average score 4.4 out of 5.0).
- Of the parents who reported that an EP had **attended one or more meetings, 100%** had found this helpful or extremely helpful (average score 4.6 out of 5.0).
- All of the parents who returned the survey had **received a report or written record from the EP; 100%** reported having found this helpful or extremely helpful (average score 4.7 out of 5.0)
- All of the parents had received a **telephone call from the EP; 100%** reported having found this helpful or extremely helpful (average score 4.7 out of 5.0)



4. Comments on the practice of the EP

Parents were asked to indicate the extent to which they agreed with statements about various aspects of the EP’s practice, using a scale of 1- 5 where 1 is ‘Strongly disagree’ and 5 is ‘Strongly Agree’:

- **100% of parents agreed or strongly agreed that the EP listened carefully to their views** and took them into account (average score 4.6 out of 5.0).
- **90% of parents agreed or strongly agreed that the EP was skilled and knowledgeable** with 1 parent (10%) opting for the neutral rating (average score 4.5 out of 5.0).
- **100% of parents agreed or strongly agreed that the EP explained things clearly, verbally and/or in writing** (average score 4.7 out of 5.0).
- **100% of parents who responded, agreed or strongly agreed that the EP did everything they said they would do** (average score 4.7 out of 5.0).



5a. Parental outcomes of EP involvement

Parents were asked to indicate the extent to which they agreed with statements about the outcomes of the EP’s involvement, using a scale of 1- 5 where 1 is ‘Strongly disagree’ and 5 is ‘Strongly Agree’. This question showed the most variability and one parent chose to skip 2 of the 3 statements.

- **56%** of parents agreed or strongly agreed that they have a better understanding of their child’s strengths and needs following the EP’s involvement with 33% opting for the neutral rating.
- **78%** of parents agreed or strongly agreed that the staff in their child’s school/setting have a better understanding of their child’s strengths and needs following the EP’s involvement, with 22% opting for the neutral rating.

We are aware that responses may have been affected by the fact that many children/young people on our caseload are not attending school

- **40%** of parents agreed or strongly agreed that they feel more positive about the support their child receives in their school/setting following the EP’s involvement, with 30% opting for the neutral rating.

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5b. Child/young person’s outcomes of EP involvement

Parents were asked in which areas they have noticed improved outcomes for their child.

- 60% of parents reported improved communication skills
- 50% of parents reported improved emotional wellbeing and mental health
- 40% of parents reported improved behaviours
- 30% of parents reported improvement in learning outcomes
- 30% of parents reported improved confidence and self esteem
- 30% of parents reported improved relationships with staff

6. Overall satisfaction with the service received from the Educational Psychology Service

Parents were asked to rate their overall degree of satisfaction with the service that they have received from the Educational Psychology Service:

100% parents were satisfied or extremely satisfied with the service that they have received from the Educational Psychology Service.

7. What parents found the most helpful

Parents were invited to comment on what they had found the most useful from the range of work undertaken by the EP.

- *The EP was very knowledgeable, took on board my comments and communicated well throughout the process.*
- *The personal care and attention was very reassuring as we have felt like we're afloat on an isolated raft until now. It's a huge peace of mind to know that our child's difficulties are formally recognised at long last.*

- *The EP helped us to find ways forward where we thought there were none. Suggestions were all manageable with suggested resources and strategies and child centred instead of system centred.*
- *Listened to us as a family and advocated for us. We are very grateful. I think school also found it very helpful.*
- *All very helpful and professional throughout*
- *I found the EPs advice about my daughter's behaviour and communication very helpful*
- *Better understanding our child and 'masking'*
- *The BRIEF2 questionnaire on executive functioning.*

8. Additional comments and concerns

Finally, parents were invited to share any other comments they wished to make.

One parent was disappointed with the impact of the EP involvement on school's processes:

- *Unfortunately, I don't feel that the school has taken any notice either of the EP's advice nor the BRIEF2 conclusions. My son has been excluded 3 times since he was assessed as operating in the bottom 2% of the population for executive function.*

One parent was concerned that not all available information was considered/referenced in the assessment:

- *To make sure that when assessing a case to look at all the submitted documents and not just the covering document*

Three parents used this as an opportunity to provide further positive feedback on the EP's

- *Our EP was crucial to helping us achieve the EHCP for our son. She was personable, knowledgeable and "gets it"*
- *Time was of the essence as our child's self-esteem (and her life) had been ebbing away. We are hopeful again.*
- *I just want to re-iterate that I really can't praise the Ed Psych highly enough for her help in getting us 'unstuck' as we move into the EHCP process.*

Tina Hardman
Principal Educational Psychologist
June 2023