

**City of York Educational Psychology Service
Summary of Feedback from Survey to Parents and Carers
March 2025**

64 parents/carers and 4 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 12 months. 14 parents/carers responded (response rate 22%), no young people responded. (The previous response rate from 2023 was 16%).

Please note, for ease the term 'parents' is used throughout this document to refer to both parents and carers.

Background Information

1. Of the parents who responded:

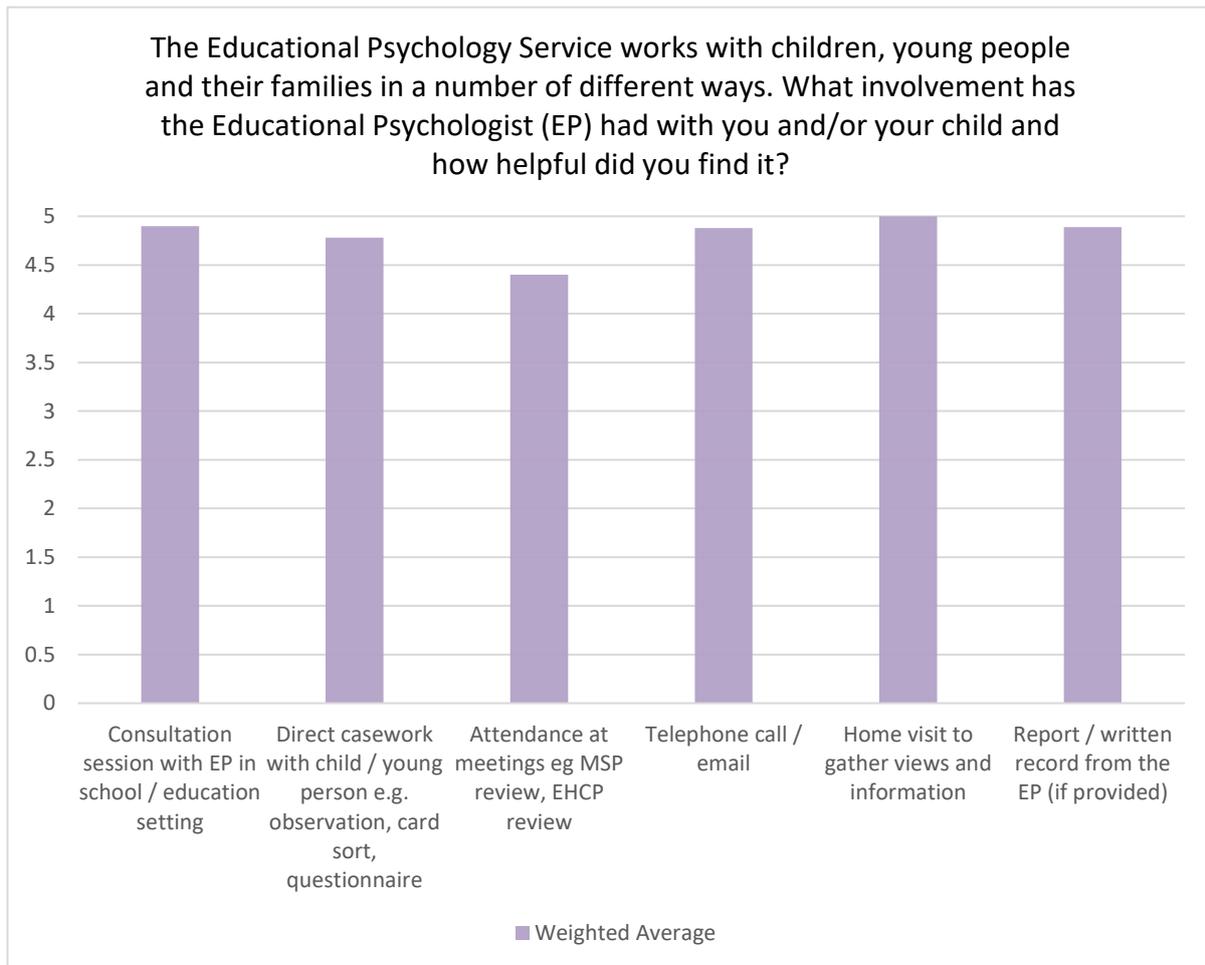
- 10% had a child in the early years (nursery or reception)
 - 50% had a child in primary (Key Stage 1 & 2)
 - 40% had a child /young person in secondary (Key Stage 3 and 4)
- No young person attending FE (Post 16) responded

2. 80% of parents who responded had a child/young person undergoing an Education, Health and Care Needs Assessment (EHCNA). The remaining 20% of parents indicated that their child/young person had received support as part of a school-based consultation.

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':

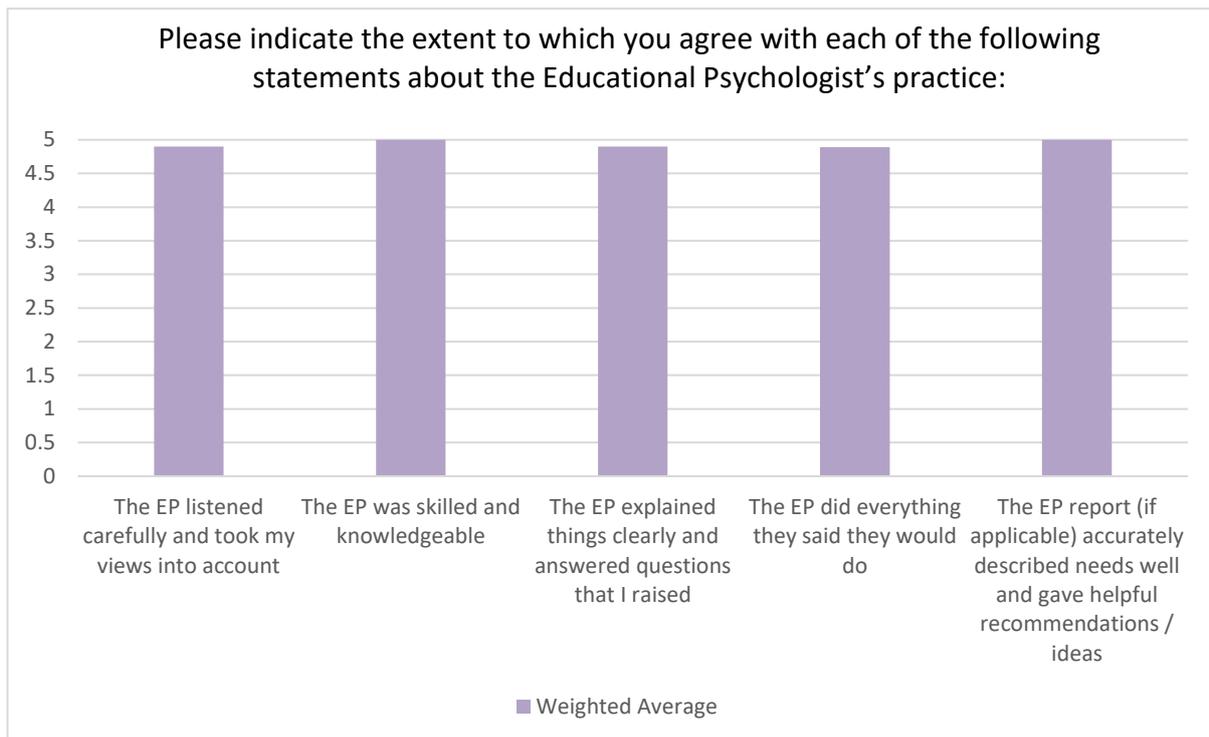
- Of the parents who reported a **consultation session with EP in school/education setting, 100%** reported having found this helpful or extremely helpful (*average score 4.9 out of 5.0*)
- Of the parents who reported the EP having undertaken **direct casework with child/young person e.g. observation, card sort, questionnaire 100%** reported having found this helpful or extremely helpful (*average score 4.8 out of 5.0*)
- Of the parents who reported that an EP had **attended one or more meetings (MSP or EHCP Review), 80%** had found this helpful or extremely helpful (*average score 4.4 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 4.9 out of 5.0*)
- Of the parents who had received a **home visit to gather views and information; 100%** reported having found this helpful or extremely helpful (*average score 5.0 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 4.9 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 4.9 out of 5.0*).
- **100% of parents agreed or strongly agreed that the EP was skilled and knowledgeable** (*average score 5.0 out of 5.0*).
- **100% of parents agreed or strongly agreed that the EP explained things clearly and answered questions raised** (*average score 4.9 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 4.9 out of 5.0*).
- **100% of parents who responded, agreed or strongly agreed that the EP report accurately described needs well and gave helpful recommendations/ideas (if applicable)** (*average score 5.0 out of 5.0*).



5. 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.

- **90%** 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 10% 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 11% opting for the neutral rating and 11% feeling the school did not have a better understanding.
We are aware that responses may have been affected by the fact that many children/young people on our caseload are not attending school
- **62%** of parents agreed or strongly agreed that their child/young person felt understood by the EP, with 38% opting for the neutral rating.

6. Child/young person's outcomes of EP involvement

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

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

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:

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:

- XX (EP) was very good during our online meeting. The EP listened to our story and was non-judgmental and very supportive. The EP provided a very accurate report to the LA to support my son getting an EHCP. The EHCP has been approved and we are currently awaiting the full report / recommendations.
- I feel like XX (EP) saw my son for who he is more than others involved with his care. The report that was submitted I couldn't have written any better myself.
- Having our views heard understood and applied to the report as our daughter is very different at school to home.
- Their involvement in observing my child in a school setting and reviewing - a very detailed report at the end.
- Having someone assess our child's needs in order to create an EHCP that better reflects the support he requires.
- I felt listened to.
- The school had information as to how to support our child.
- That she noticed her autism immediately

8. Additional comments and concerns

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

- Thankyou for listening to our story and helping us get the help my son needs to enable this to thrive throughout his childhood in education.
- Overall we were both extremely impressed with XX (EPs) expertise, compassion, approachability and insightful observations (in such a short space of time) We felt very fortunate !!
- We feel very lucky that XX (EP) took the time to listen to our child, in particular, and us as parents. It really made a difference to us to feel seen and heard. I very much hope that the hard work the EP put in will contribute to a successful outcome for our son.
- XX (name of young person) said you were a very nice man who showed that you understood him and you were sympathetic to his concerns and worries.
- XX (EP) was so easy to talk to and explained everything to me perfectly.

9. Area for improvement identified:

Some parents expressed frustrations about the systems around the child:

- Despite the recommendations by the EP the school is not listening and still implementing the ridiculous behaviour policy which is failing my child
- The report was done at the end of her primary school journey. It would have been helpful earlier.

Geraldine Jackson
Principal Educational Psychologist
April 2025