



# Comhairle nan Eilean Siar Psychological Services

## Partnership Survey Evaluation

November, 2017

Dear Partners,

The Educational Psychology Services would like to thank you all for your responses to our recent Partnership Survey. Your feedback has been helpful to us, in determining how we can continue to improve what we offer to yourselves, and to other stakeholders.

The responses given by partners to the survey showed a very high level of agreement that the Educational Psychology Service is meeting the standards of performance that survey participants were asked about. You can see this in the visual summaries provided on the following pages.

From your responses to this year's survey it was possible to differentiate between items based on the strength of agreement. The items that partners expressed strongest agreement to us meeting related to the Educational Psychology Service's: provision of high quality information and advice in a timely manner, effective partnership working and fair treatment. It is very pleasing to be so highly rated by partners on these four statements, as these reflect core principles our service strives to work towards, including: quality, and equality.

The areas where there was less strong agreement include the Educational Psychology Service's use of self- evaluation for continuous improvement, provision of training to partners and partners access to assessment through the Educational Psychology Service. We are aware of the need to improve self- evaluation, this is a current focus for the Service. We have reflected on the other areas and are pleased that the training we have offered to partners has been valued. We plan to ensure, that where appropriate, we open training we are delivering in schools, to partners. We will also be reviewing our service information to ensure that this adequately covers the role of the Educational Psychologist within the Staged Intervention process.

We value your input, and thank you again for the time you have spent on completing our recent Partnership Survey.

Please let us know if you any further questions or suggestions for improvement.

Regards,

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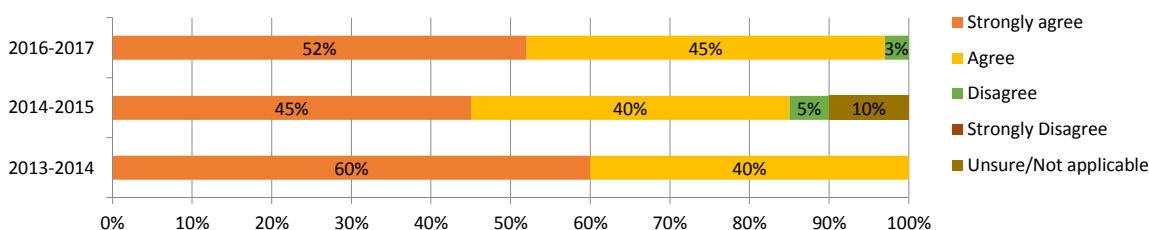
Sally Kane, Educational Psychologist: [s.kane@cne-siar.gov.uk](mailto:s.kane@cne-siar.gov.uk)



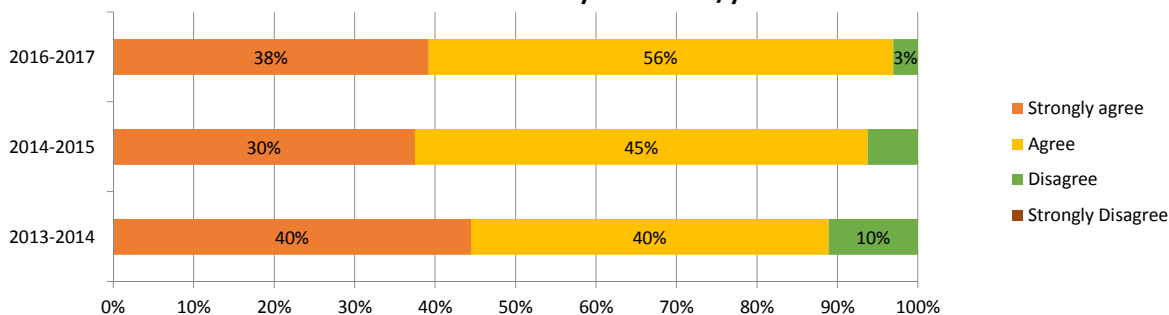
COMHAIRLE nan EILEAN SIAR  
EDUCATION & CHILDREN'S SERVICES

**PSYCHOLOGICAL SERVICES LOCAL PARTNERS SURVEY**

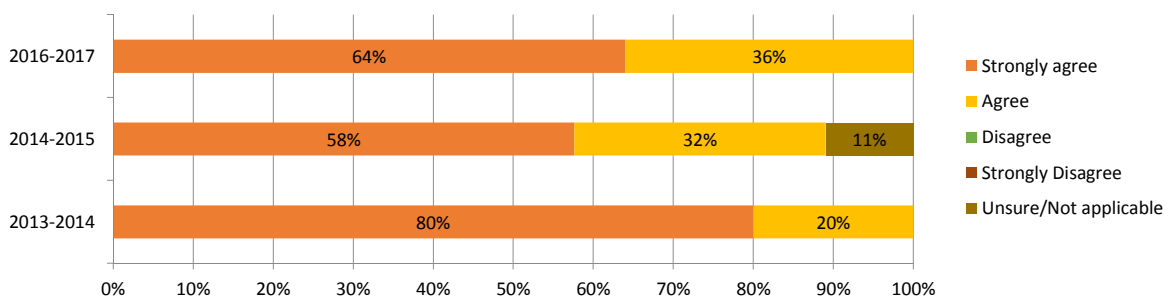
**1. There are structures and processes leading to effective communication between you/your service and the educational psychology service**



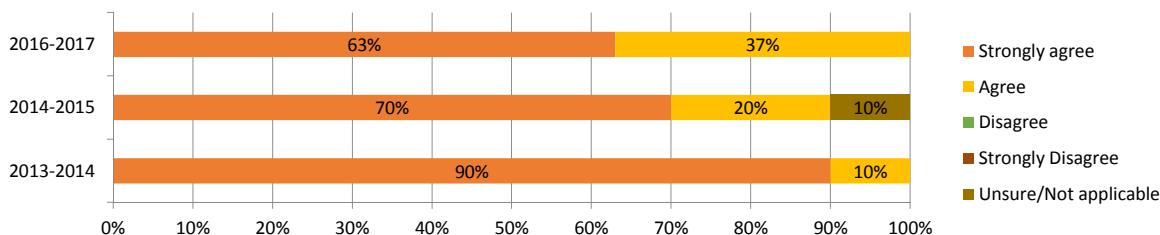
**2. Educational psychologist's roles and remits are clearly defined and support the work of your service/you**

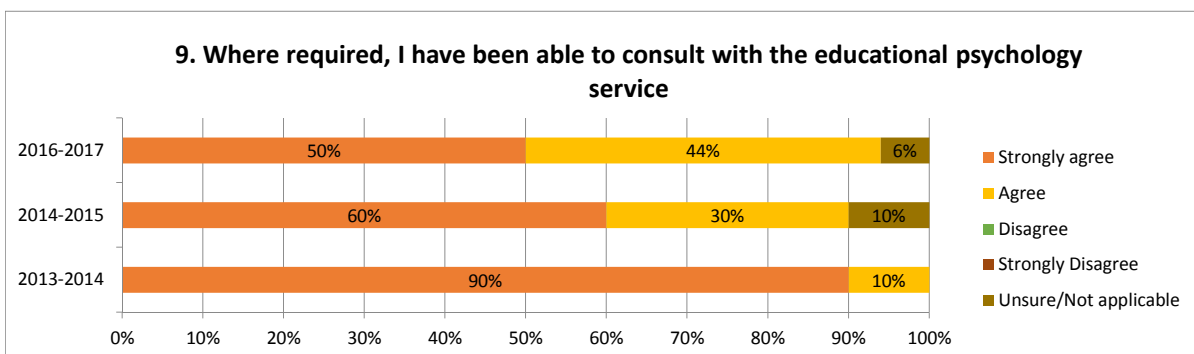
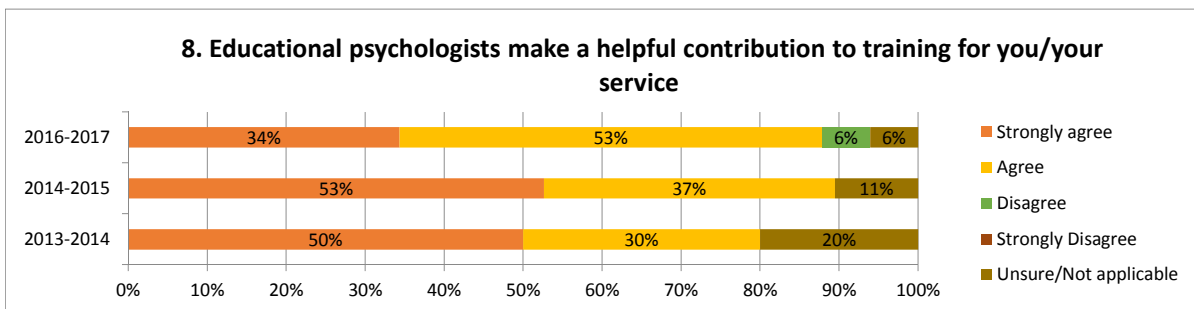
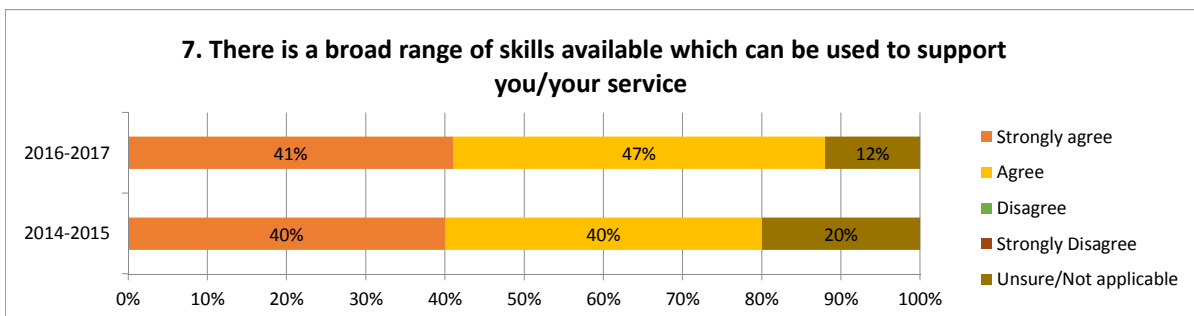
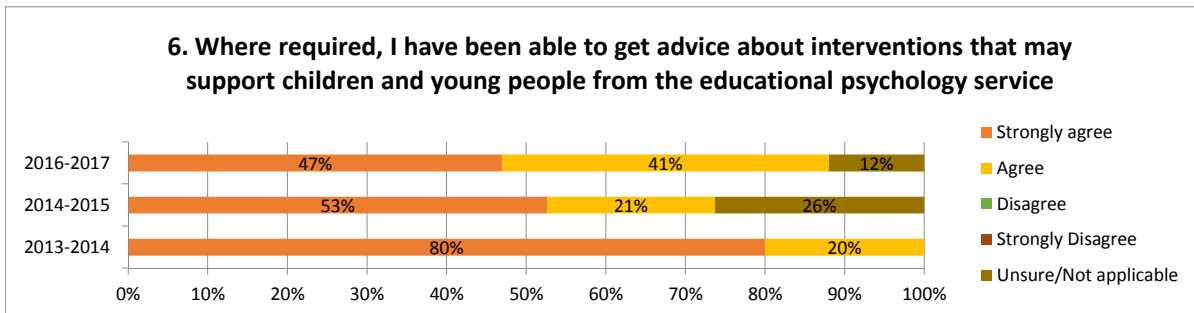
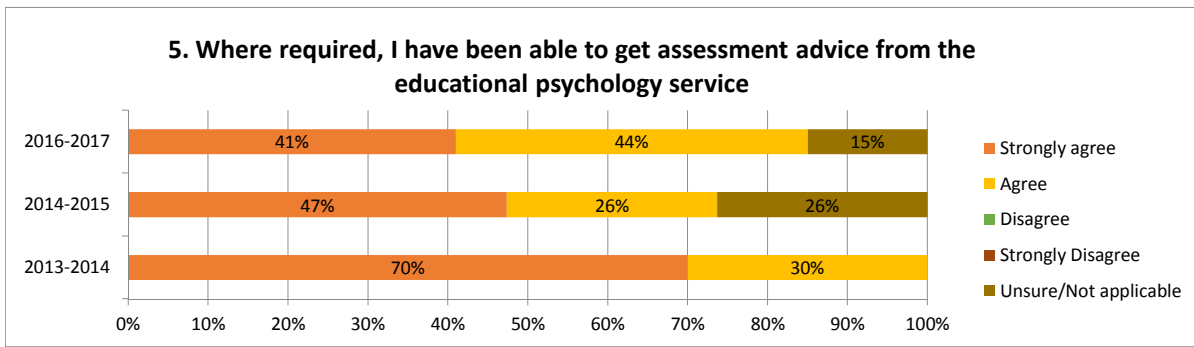


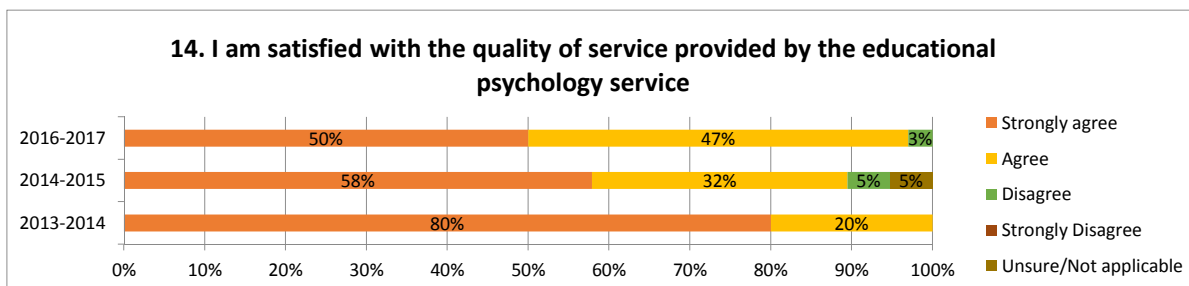
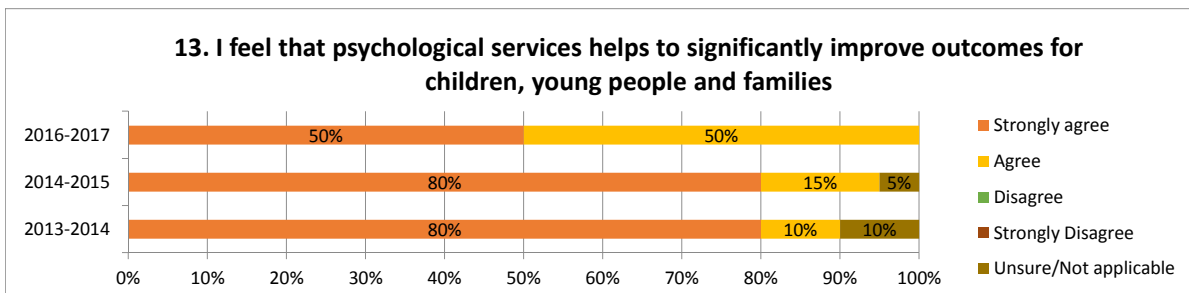
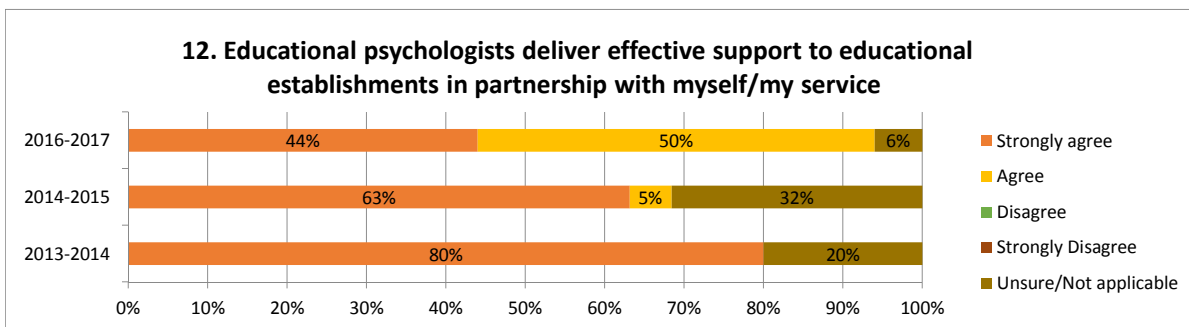
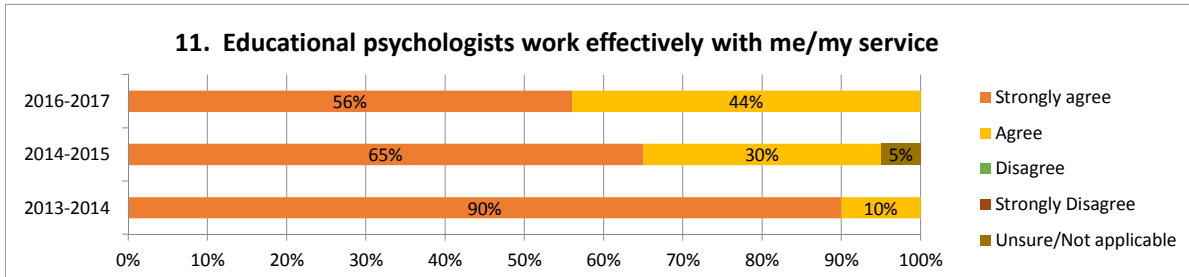
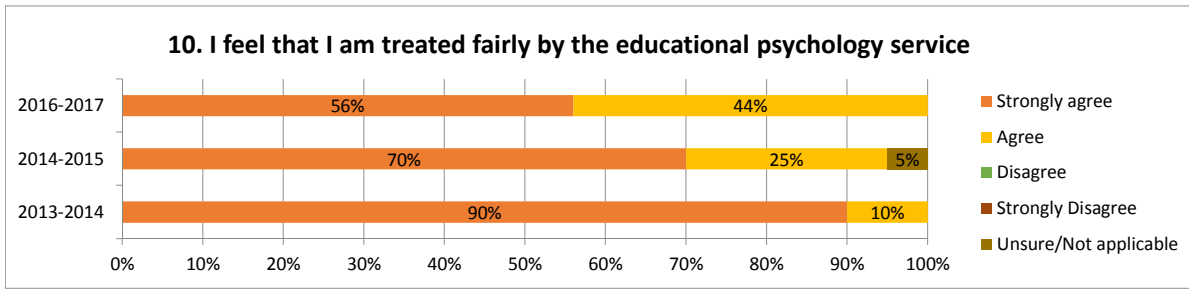
**3. Appropriate information and advice are received timeously when requested**



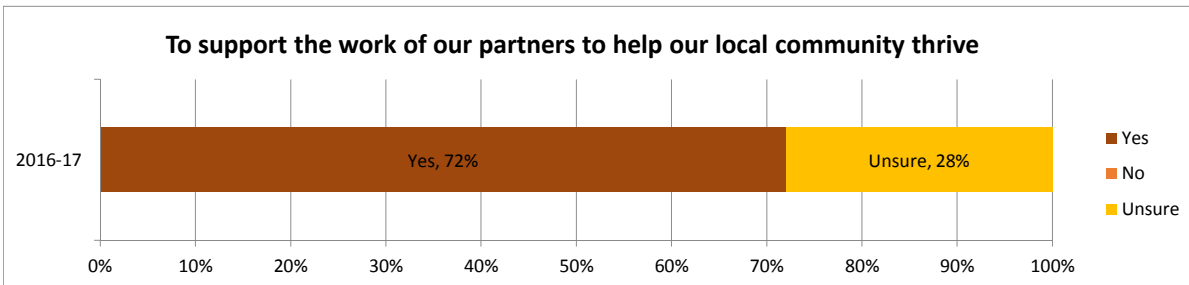
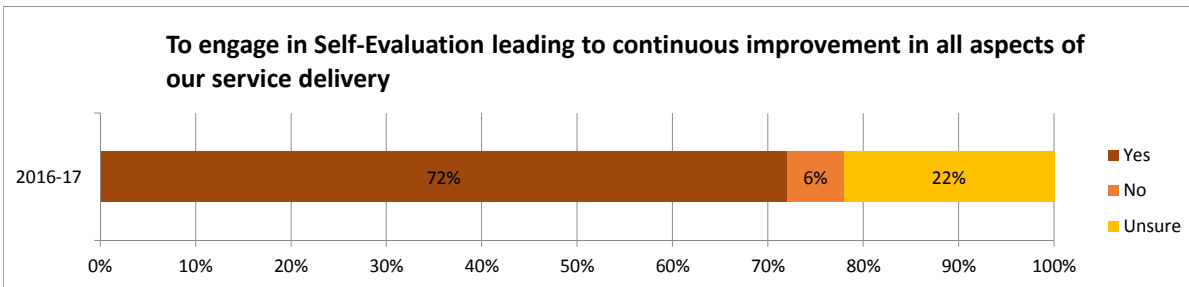
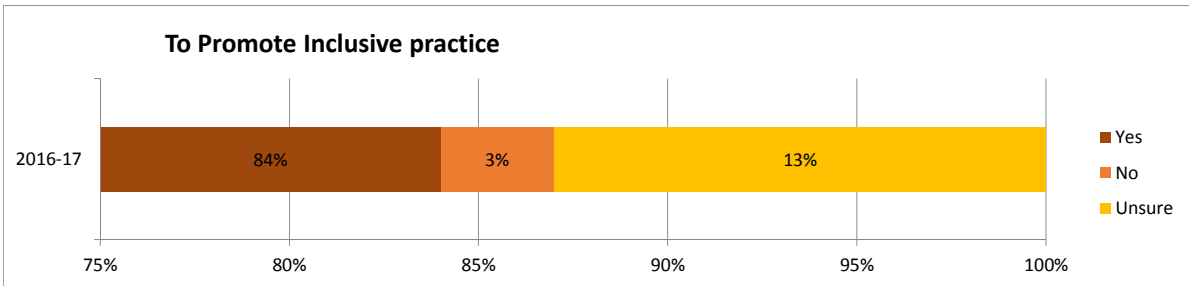
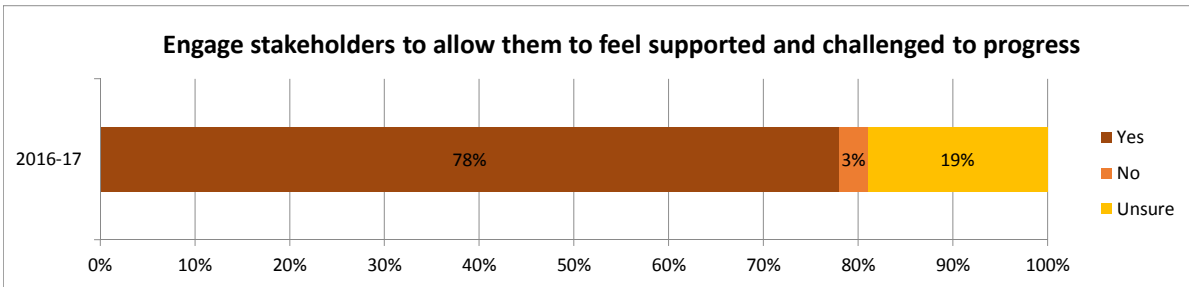
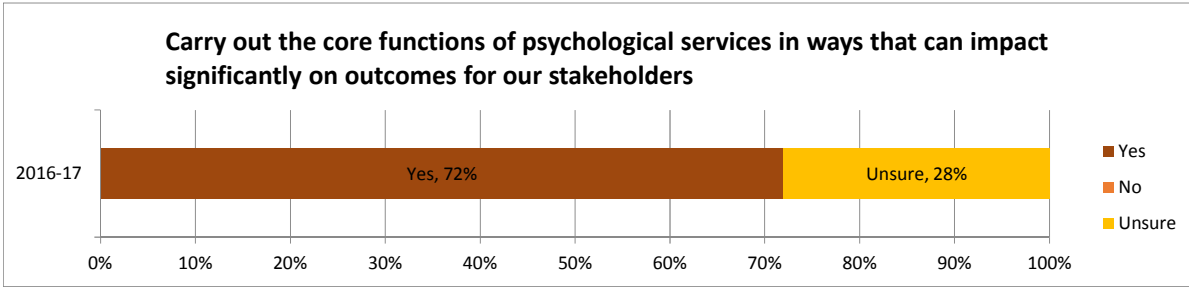
**4. The advice and information received from the educational psychology service is of a high quality**







**15. Do you feel we have made progress towards our Aims?**



## Responses from 2016-17 Survey

### Information provided on answers given

*I believe that the Psychological Services are more directly involved in school based interventions than they have been in the past and that is a very good thing.*

*More clarity around the role of Educational Psychology in the mental health and wellbeing of young people*

*The contact I have had so far with Educational Services has always been valuable and supportive,. They have been willing to listen and to share their knowledge and expertise in order to help me support the young people in my care. However I feel that provision of the service on the Uists should be improved - more physical presence is needed. This however is not a criticism of the people delivering the service but rather of the set up of the service as a whole.*

*Hugely important that the psychologists continue to be a visible presence in our schools/communities from the Butt to Barra.*

*Great service which we could not do without that contributes significantly to the working objectives of our service remit*

*With the recent appointment of the new Educational Psychologist I feel we are in a very strong position to deliver an excellent service to our Young People. I look forward to building effective links with the service.*

*I do know that they deliver an excellent service in a sensitive, professional manner.*

*Good service which would be even better if staffed by more Ed Psychs*

*I have found the educational psychology service to be accessible, they work in partnership, asking for others' views about a child and I value the contribution they make to the team around the child and to my own practice when I ask for advice about an individual.*

*An excellent service that provides crucial support to the education service that has only been strengthened further with the team returning to two.*

*I have always found EP staff to be approachable. Responses from the service are prompt.*

*The contact I have had with psychological services has been positive and supports the fostering and adoption service to promote attachment informed practice. The inputs from Psychological services has added depth to our practice and supported learning.*

*I have found the Ed Psych Dept extremely easy to access as a professional and also on behalf of the CYP/families I support. I also think the Ed Psych Dept is good at and very obviously makes great effort to take time to ensure/explain to CYP/families that they understand ed psych work before and after any interventions/assessments. I think it is hard for the the Ed Psych Dept to work with out bias (if this means to be as independent as possible in decision making) especially when CYP/families do not agree with CnES decisions. CYP/families have commented that they find the independent/without bias side of the Ed Psych work difficult/confusing to see/understand.*

*I find the psychological services personnel easy to access and insightful with their responses.*

*Psychological Services are very supportive of the work of the Child Protection Committee and engage enthusiastically with whatever is required of them. They provide representation at the full CPC , have successfully and productively chaired an audit and self evaluation sub group of that committee, attend child protection training when appropriate to do so and regularly liaise with the Child Protection Co-ordinator and Development Officer to offer advice, guidance and assistance whenever called upon to do so on a wide range of child protection issues.*

*Regarding my answer of the boundaries/remit of EP - I believe that the local EP provision far exceed the remit (in a positive way) but this can lead to confusion as to what the remit extremities are.*

### Comments about how we could improve the Service

*The recent direct involvement with pupils demonstrated by staff makes a huge difference to how the Psychological Services are perceived. Seeing suggestions in action is much more meaningful for staff than just being observed and told what the good practice has been and what else to try.*

*I would like the service to spend more time physically in the Uists.*

*Perhaps improving on integrated training to support staff within schools which is a work in progress due to time resource implications.*

*Continue with the excellent work!*