



# Comhairle nan Eilean Siar Psychological Services

## Follow-up Service Evaluation

November, 2017

### Summary of Questionnaire Results for Schools

The Educational Psychology Service are very appreciative that 100% of Western Isles Schools returned the questionnaire, this demonstrates that all schools have an investment in the continuous improvement of the Educational Psychology Service.

The headlines from the questionnaire data are:

The vast majority of schools agree that the Educational Psychology Service is:

- sensitive to the needs of those they work with
- takes account of equality and diversity
- provides high quality advice and information  
and
- treats schools fairly

There are a few areas where fewer schools agreed that the Educational Psychology Service was performing in line with a given statement, although the majority of schools still agreed that the service is doing very well. It is clear that we have some work to do to make improvements in the areas below:

- **Establishing regular contact with all schools**

Some schools said they were unsure or had not responded to items as they had not had recent Educational Psychology involvement. It was suggested by one Head Teacher that the Educational Psychologist should visit all schools once a year to have a planning meeting with the Head Teacher and other relevant staff to ascertain the priorities for the school and discuss whether the Educational Psychologist can contribute. We plan to act on this suggestion and will start contacting Head Teachers to arrange meetings from January 2018 onwards, starting with schools who do not currently have regular visits from an Educational Psychologist. We will also be reminding all school that we are available for telephone consultation 13.00 to 16.00 on Friday afternoons.

- **Supporting schools with their strategic plan**

A substantial minority of schools did not feel that the Educational Psychologist helps the school achieve aspects of its strategic plan. We would encourage Head Teachers to discuss school priorities with the Educational Psychologist at any time, this is also an area that can be discussed in annual planning meetings.

- **Providing an effective assessment service that delivers outcomes**

A substantial minority of schools did not agree that the Educational Psychology Service provide an effective assessment service that delivers outcomes. We would like to explore this further and will be contacting all Head Teachers by email to gather information about what improvements Head Teachers would like the Educational Psychology Service to make regarding Assessment.

- **Research**

It was apparent that schools are not aware of the work that the Educational Psychology Service are doing in relation to research, this is an area of our work that could be developed further. If your school has an idea for research you would like to carry out, please contact us and we will look at whether this is something we can support you with.

- **Getting better at self-evaluation**

The Service aim that fewer schools felt we were making progress towards, is the one relating to engagement in self-evaluation and making use of this to ensure continuous improvement. We are aware that this is an area we need to work on and are currently focusing on how we can strengthen our practice in this area.

Many thanks to all schools who completed the survey, we value your feedback. If you made a comment on the questionnaire and you would like to follow that up with us, please feel free to contact us. We would also like to remind you that we are happy for you to contact us by email, telephone, or in person at any time, to discuss the service your school is being provided with.

Please contact us on these emails:

[s.finlayson@cne-siar.gov.uk](mailto:s.finlayson@cne-siar.gov.uk)

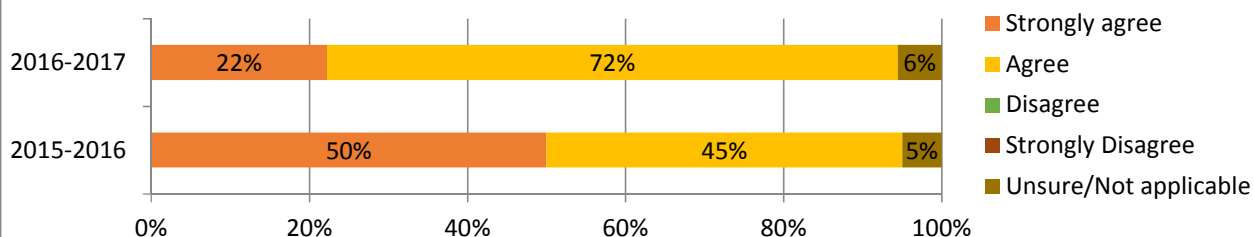
[s.kane@cne-siar.gov.uk](mailto:s.kane@cne-siar.gov.uk)



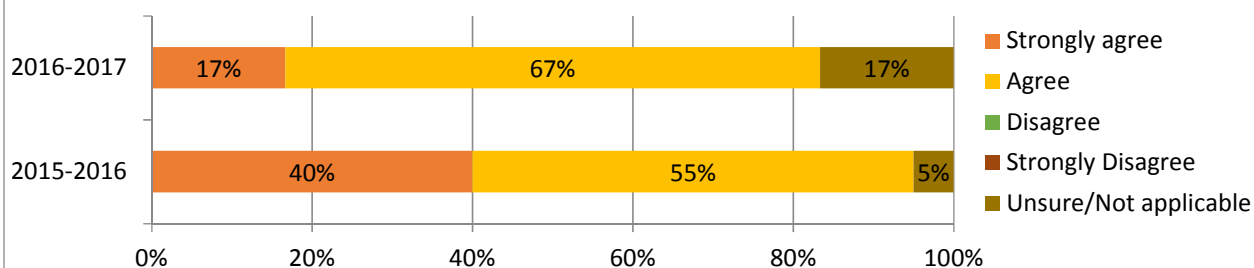
## COMHAIRLE nan EILEAN SIAR EDUCATION & CHILDREN'S SERVICES

### PSYCHOLOGICAL SERVICES SCHOOLS & SETTINGS SURVEY

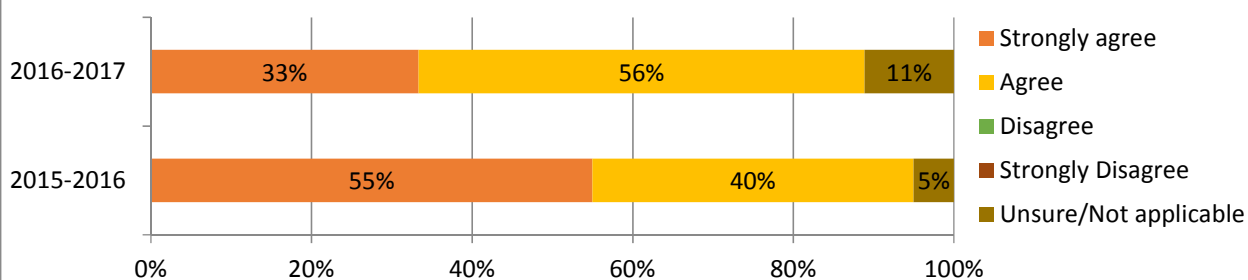
**1. There are structures and processes leading to effective communication between your school/setting and the educational psychology service**



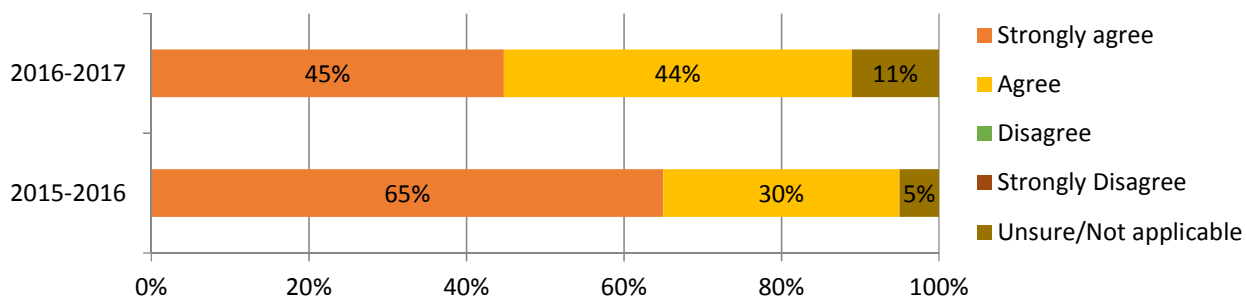
**2. Educational psychologist's roles and remits are clearly defined and support the work of my school/setting.**



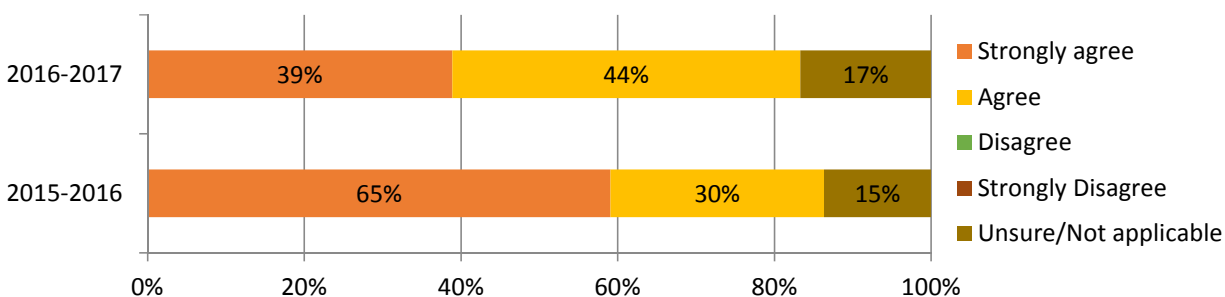
**3. Appropriate information and advice are received timeously when requested**



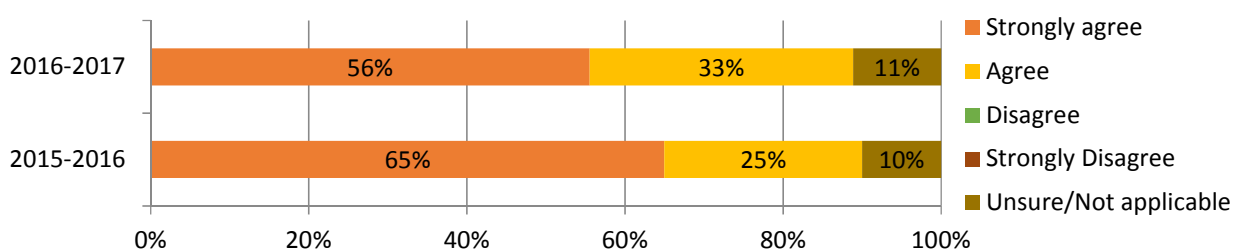
#### 4. The advice and information received from the educational psychology service is of a high quality



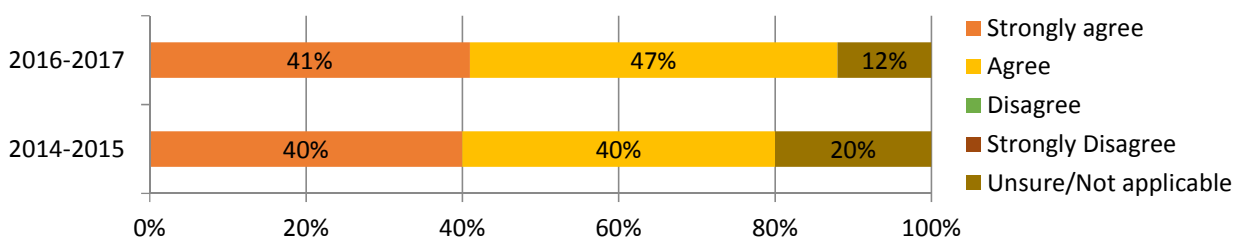
#### 5. The Educational Psychologist keeps the school informed about the progress or outcomes of negotiated work.



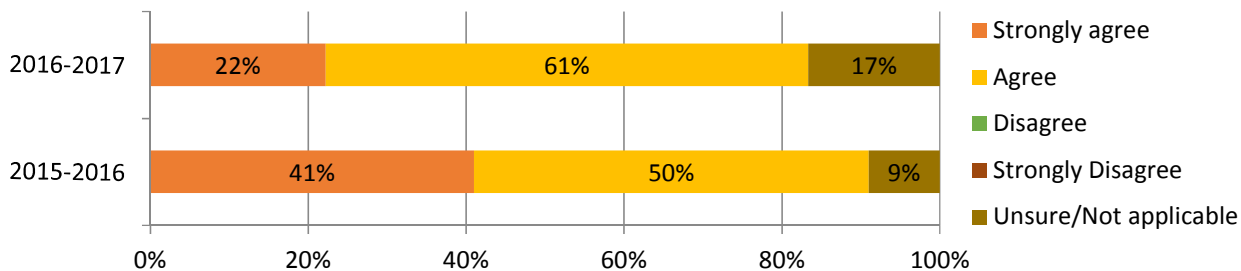
#### 6. The Educational Psychologist deals sensitively and appropriately with pupils, parents and staff, taking into account equality and diversity.



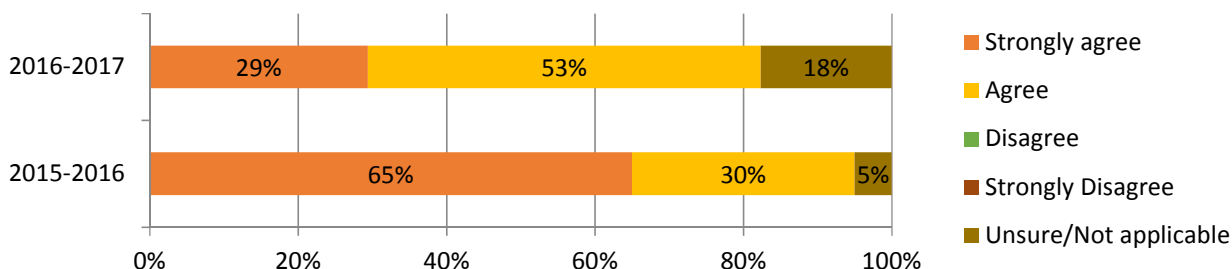
#### 7. The Educational Psychologist is committed to continually improving the service to pupils in our school.



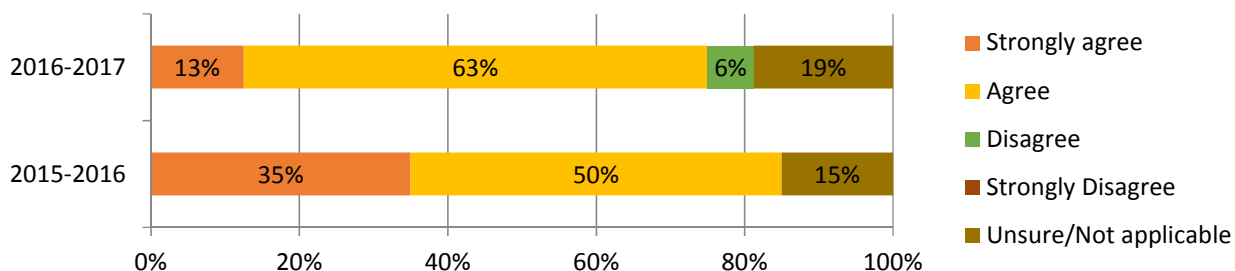
**8. The Educational Psychologist’s contribution to continuing professional development is valued and aids staff in schools, as it leads to better outcomes for children and young people.**



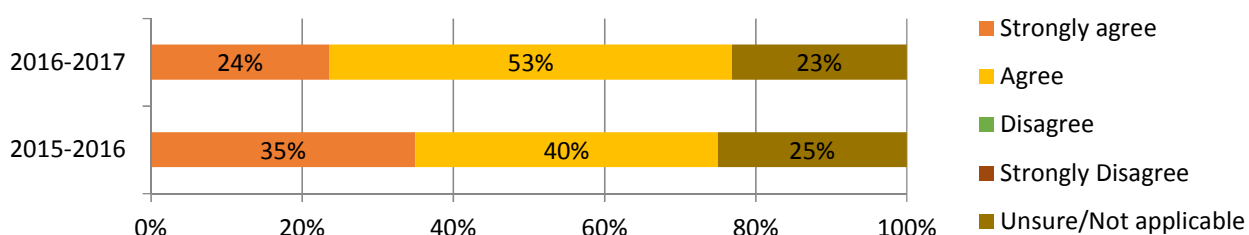
**9. The Educational Psychologist provides an effective consultation service to improve outcomes for children and young people.**



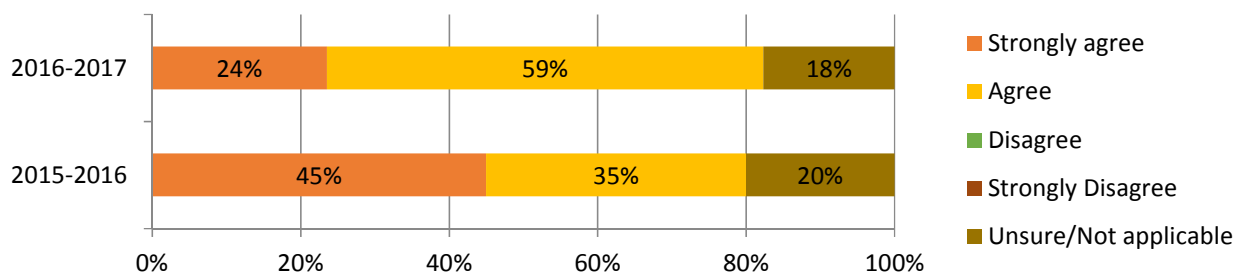
**10. The Educational Psychologist provides an effective assessment service which delivers outcomes for children and young people.**



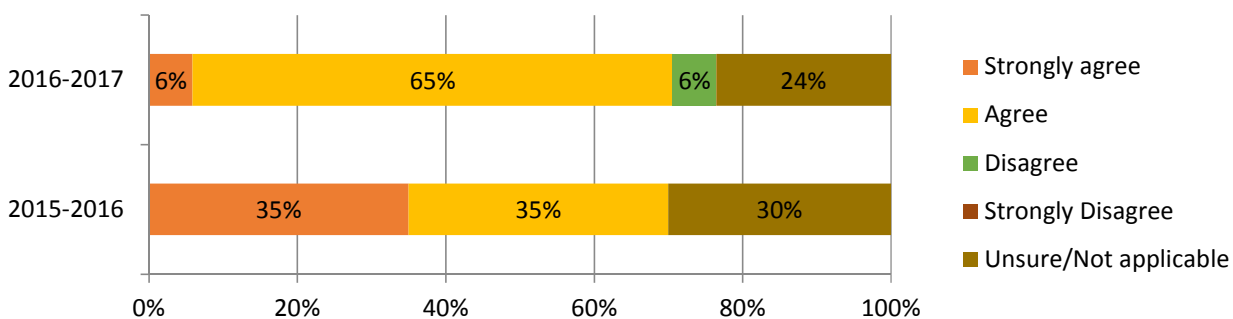
**11. The Principal Educational Psychologist is effective in leading and setting appropriate direction for the Educational Psychology service.**



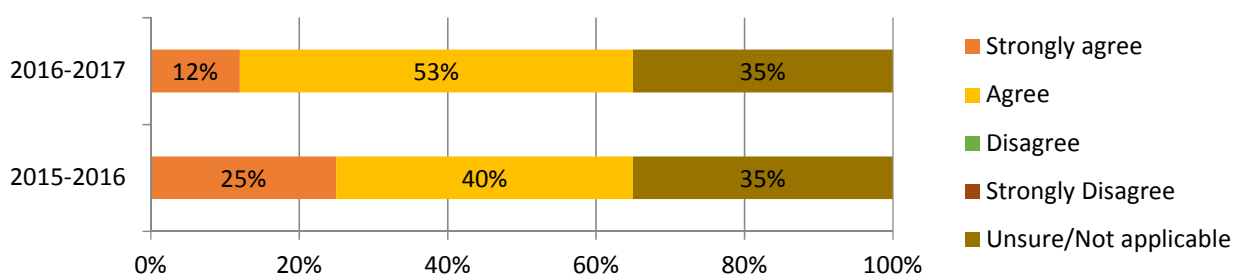
**12. The individual casework provided by the Educational Psychologist is valued by the staff in school, as it leads to better outcomes for children and young people**



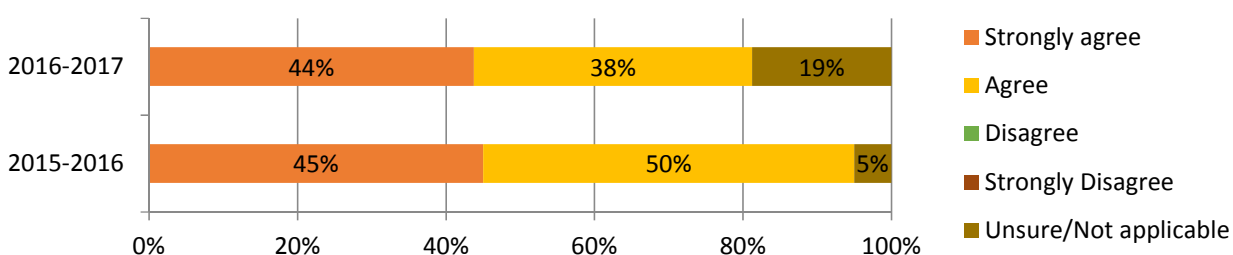
**13. The Educational Psychologist helps the school to achieve aspects of its strategic plan.**



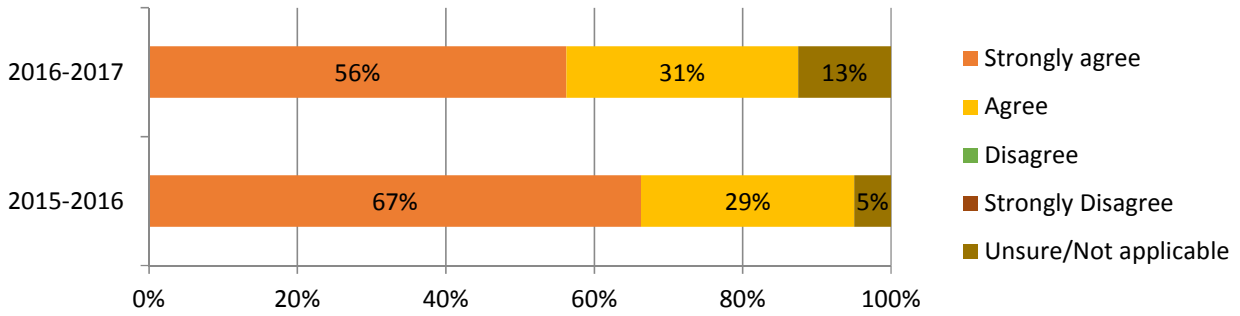
**14. The Educational Psychologist's contribution to evaluation and research projects is valued and leads to better outcomes for children and young people.**



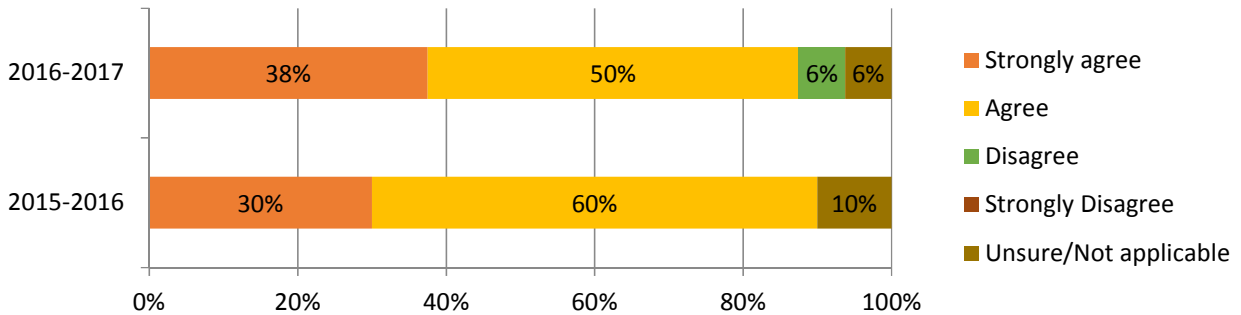
**15. I feel that the Educational Psychology service supports the work I do.**



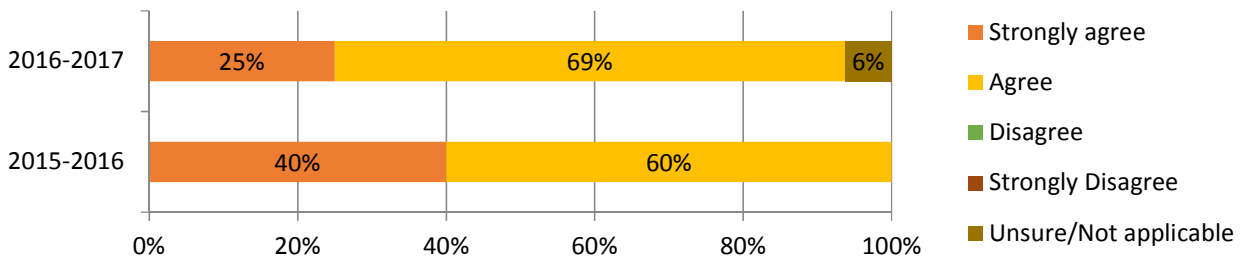
**16. I feel that I am treated fairly by the Educational Psychology service.**



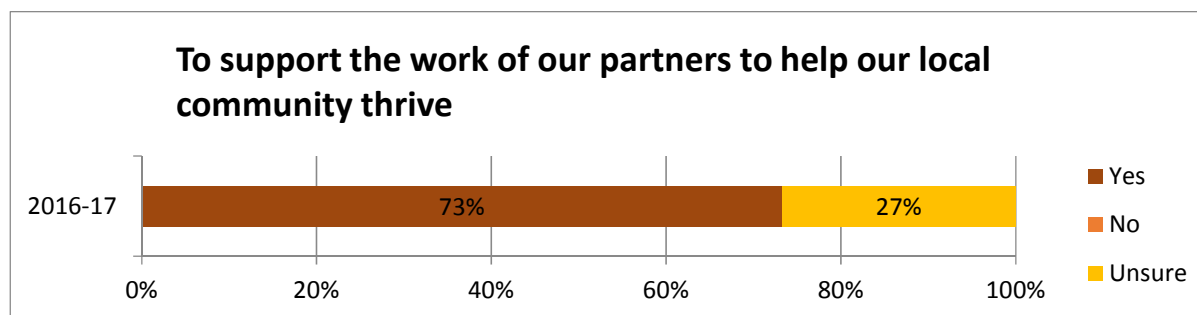
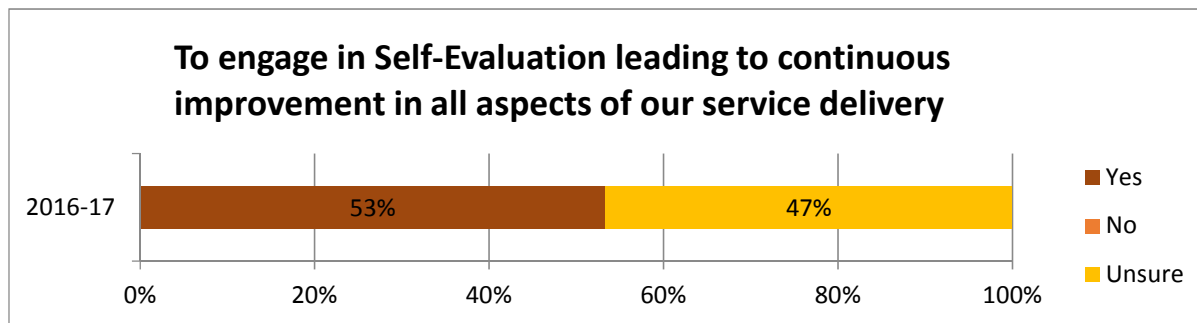
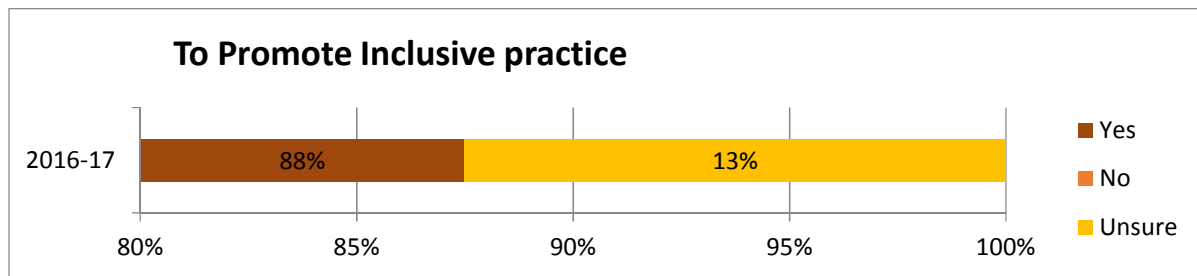
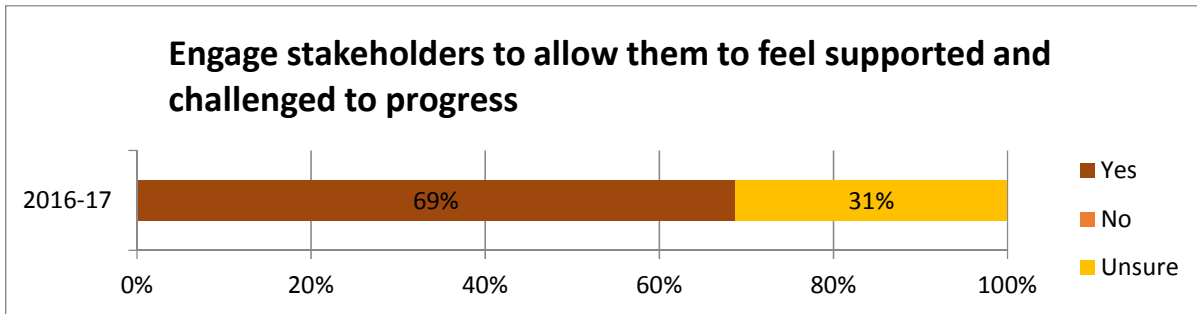
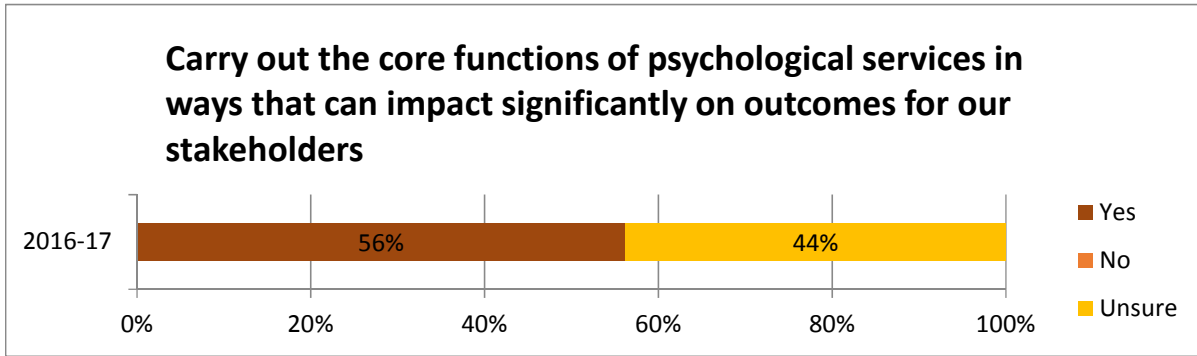
**17. I feel that Psychological Services help to significantly improve outcomes for children, young people and families.**



**18. I am satisfied with the quality of service provided by the Educational Psychology service.**



### 19. Do you feel we have made progress towards our Aims?





## Responses from 2016-17 Survey

### Information provided on answers given

*The service is highly valued in our school. the working pattern of the Psychologist is flexible which is important in a small rural school.*

*I would like to see more opportunities of the Psychologists coming out to schools and undertaking training with staff which would help to improve practice.*

*The school very much appreciates the continued support and advice received by Psychological Services. We are very pleased to have Sally Kane working with us as a newly appointed Educational Psychologist. Please be aware that some of our responses therefore highlight this, as it is too early to comment fully on some of the survey questions. Cognisance needs to be taken of the fact that Sally Kane took up post at the end of March. Therefore, our feedback for some of the questions reflect a short working timescale of a few months. We have been very encouraged by the support and advice Sally Kane has provided for us to date and I am confident that will have a positive outcome for the children and young people concerned*

*I have had no direct workings with E&CS Psychological Services therefore felt unable to comment.*

*We are not involved with the Ed. Psych. team this session and will be in a better position to complete questionnaires when there is direct involvement.*

*The recent appointment of Sally Kane as Educational Psychologist has been very beneficial to our setting and we can see progress in the short while that we have been working with her. We feel our views are being listened to and that the work that we have previously completed is being valued. Guidance, support and challenge is being offered to staff which is having a positive impact on one case in particular. Communication is timely and offers solutions.*

*We were pleased to have had a visit last session from the newly appointed Educational Psychologist. As this was our only visit for a number of years, our responses as based on the support provided by the LS manager and Area PTLs.*

*As a big school, and bearing in mind 'need to know' basis, not all staff are fully aware of the range of work and the outcomes of the service. However, the answers I have provided represent the views of those who are directly involved.*

*Some answers reflect the fact that new people are in new jobs.*

*I have answered unsure for a previous question, the reason for this is that whilst positive steps are being taken I would not say 'sector leading' at the moment.*

*The Ed Pychs have been very supportive of the school and this is appreciated.*

### Comments about how we could improve the Service

*I think the Psychologists should meet with all Head Teachers at least once a year in their own schools, to outline how the service is developing and to discuss the specific caseload in their schools.*

*Perhaps, more information about community partnerships/working would be an area to consider.*

*I would like to see more or earlier intervention in the preschool sector e.g. opportunities to liaise regularly with public health nurses (health visitors) as more and more children are coming in to preschool settings at age 2 years. Staff training in aspects around Children's mental health would also be appreciated.*

*Another ed psych on board would allow even more access to the service and more time for training so that schools can be more diagnostic.*