



## From mountain to sea

### Educational Psychology Service Parental Feedback March - August 2021

As part of the Educational Psychology Service feedback process, Parents/Carers were emailed a survey form (using Microsoft Forms) which consisted of three questions seeking their views on the service they had received. The form had been set up so that all responses were anonymous.

The survey was sent out twice and was included as a link in the body text of the initial email, with encryption guidelines, and again in the email with their child's report.

The survey took place between the months of March and August 2021.

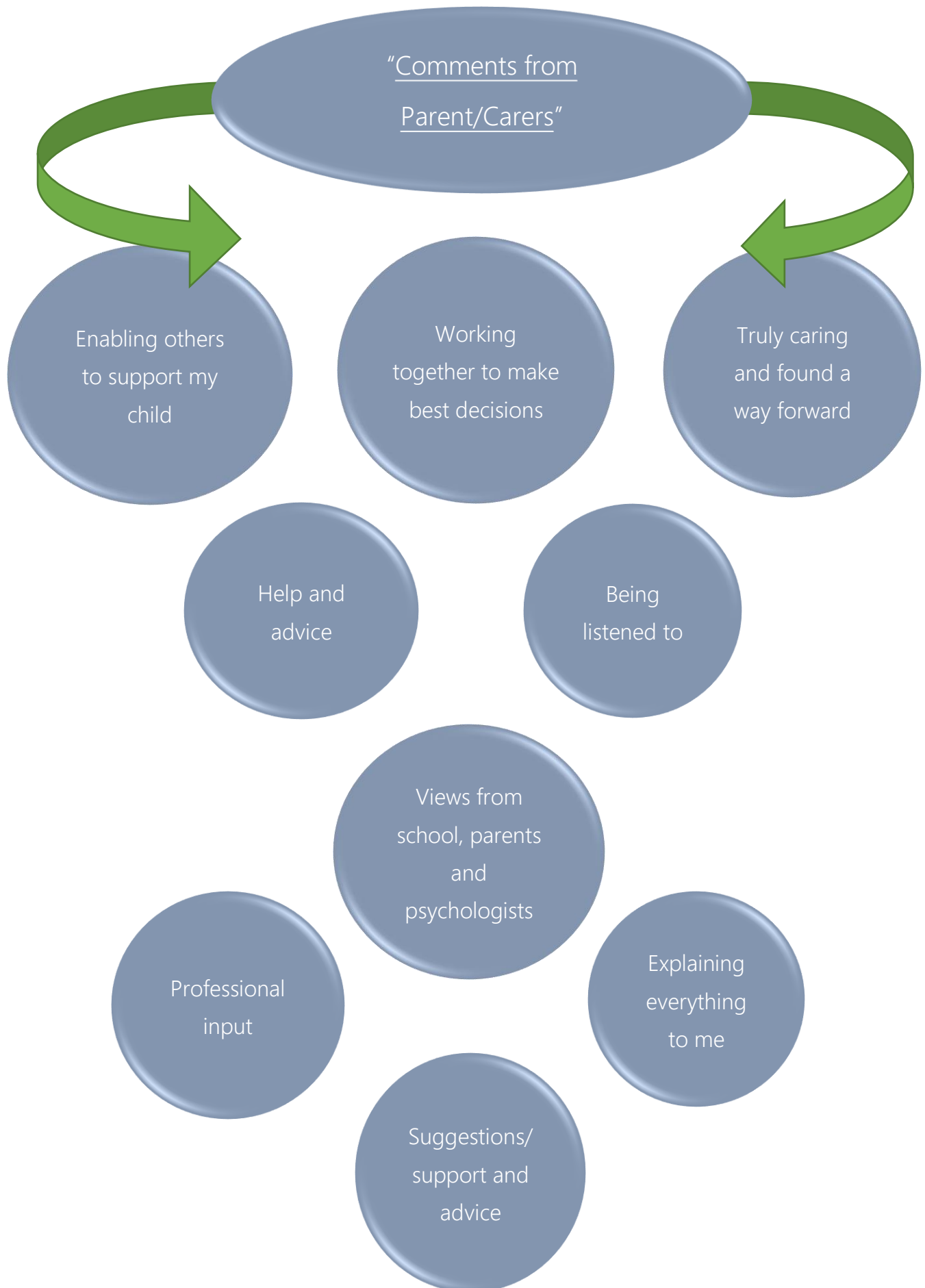
#### **Results:**

##### **Parent/Carer satisfaction:**

Overall the respondents were extremely satisfied with the service provided by the Educational Psychology Service (EPS). The mean satisfaction rating was 8.18 and the median rating was 10. (1 = extremely dissatisfied and 10 = extremely satisfied).



We asked respondents to tell us what they found helpful about the Educational Psychologist's involvement.



We asked respondents: 'What would have made Educational Psychologist's involvement better?'

