

# DEPARTMENT OF EDUCATION & RECREATION SERVICES

## PSYCHOLOGICAL SERVICE

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### Psychological Service Evaluation Exercise – March 2008

#### Executive Summary

As a result of an evaluation exercise carried out with a range of stakeholders, some key points were identified as valued practice, areas of concern, and priorities for service improvement.

#### Elements of the Psychological Service most highly valued by majority of service users

- Sensitivity in dealings with pupils, staff and parents.
- Communication verbally and through written records.
- Prompt written feedback.
- Links with schools.
- Confidentiality of the service.
- Commitment to continual improvement of the service.
- Contribution to staff development through feedback and training.
- High standard of advice and input.

#### Elements of the Psychological Service where improvements could be made

- Information about the service more readily available to parents and professionals.
- Reducing delays experienced in production of some written records.
- Highlighting contribution to staff development through discussions and feedback.
- Raising the profile of the psychological service so that other service managers have clearer understanding of how we can contribute to shared goals.

#### Priorities for Psychological Service development

##### 1. Immediate attention

1. Presentations about the service to health workers (*2 workshops were completed in May*).
2. Revise, print and circulate information leaflet about the service to service users and ensure they are given to parents when involvement of a psychologist is first discussed.

##### 2. Short term plan (next 6 months)

1. Review time-allocation system. PEP time to be protected for strategic meetings; PEP caseload to be reduced to focus on Post School Psychological Service and development of GIRFEC.
2. New psychologist to be inducted picking up balance of casework from PEP (0.5 FTE funded through Scottish Government).
3. Address challenge of acceptable turnaround time for written feedback including training school staff to make Action Records and write Integrated Assessment Plans.

##### 3. Long term challenges to face

1. Raising the profile of the psychological service at service manager level across agencies.
2. Raising the profile of the psychological service at practitioner level.

#### Circulation

Executive summary posted on the OIC website with link to full document.  
The Full document is to be sent to Service Managers and Head Teachers.

**Acknowledgements**

We would like to thank everyone who gave their time to contribute in any way to this survey. We are especially grateful to parents and young people who helped us with their comments as users of the service. We are also very grateful to the staff from all agencies who have distributed, completed and returned the questionnaires. We would like to say a special thank you to everyone who gave up time to attend the focus groups and felt able to pass on their views in this way.

**Authorship**

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