

Educational Psychology Support Line

Evaluation for Academic Year 2023-2024

Background information

The Educational Psychology (EP) Support Line ran on a Wednesday morning (9.30-11.30am), term time only, between 6th September 2023 and 17th July 2024 (39 weeks).

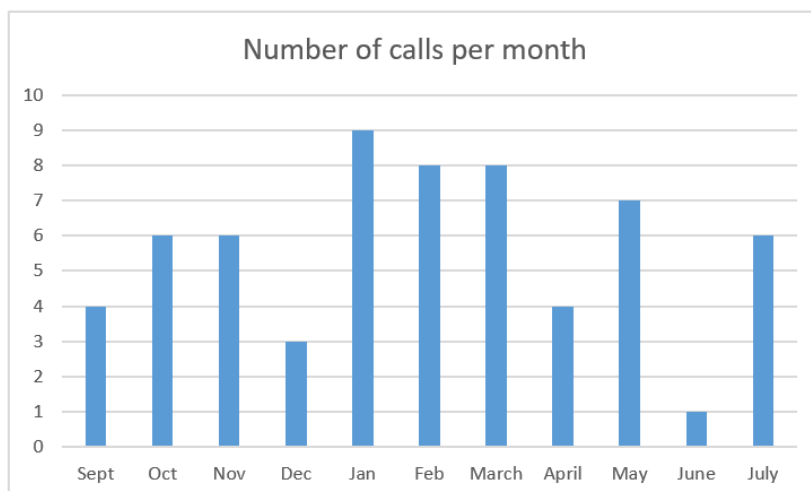
Call details

- Throughout the year, 62 calls were undertaken in total. This represents an increase of two calls compared to the previous academic year (which also ran for 39 weeks). Both years there has been an average of two calls per week.
- The total number of calls undertaken and the ranges for each term were:
 - Autumn term: 19 calls, ranging from 0-3 calls per week
 - Spring term: 25 calls, ranging from 1- 4 calls per week
 - Summer term: 18 calls, ranging from 0- 4 calls per week
- On four weeks there were no calls, one of these was the first week of the academic year and the others were during the summer term.

Number of calls undertaken:

2021 - 2022	91
2022 - 2023	60
2023 - 2024	62

Chart 1: Number of calls undertaken per month 2023-2024



- Chart 1 shows that the busiest months were January, February and March. The busiest weeks were 21.2.24, 13.3.24 and 22.5.24 with four calls taken.
- It should be noted that over the last two years the Autumn Term (September-December) has been the busiest time for calls (see chart two below for comparison)

Chart 2: Number of calls per month trends from last three years

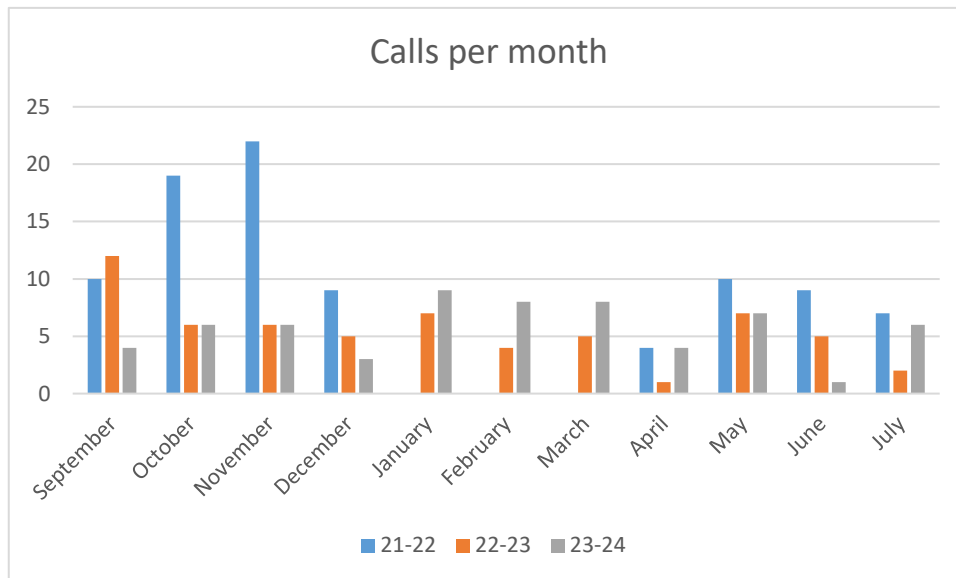
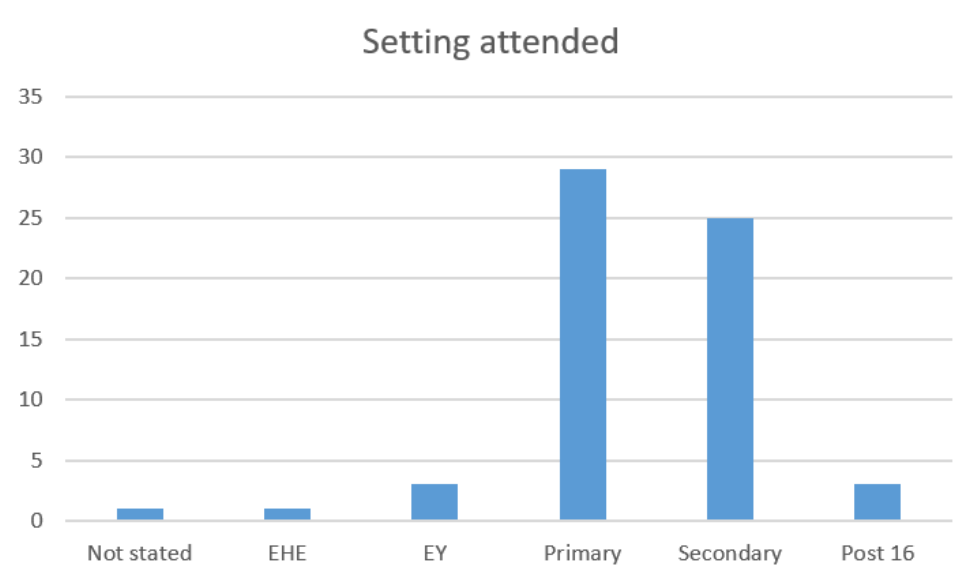


Chart 3: Number of calls per setting attended



- Chart 3 shows that 47% of the calls were about children attending primary school, 40% about children attending secondary school, 5% about children in the Early Years (EY) and 5% regarding Post-16. One child was Electively Home Educated (EHE) and the setting was not stated for one child. This is a similar pattern to last academic year (see chart four below).

- Three calls were made by practitioners and 59 by parents/carers. This is an increase in practitioner calls from last year when the support line was solely used by parents/ carers.

Chart 4: Number of calls per setting attended three year overview

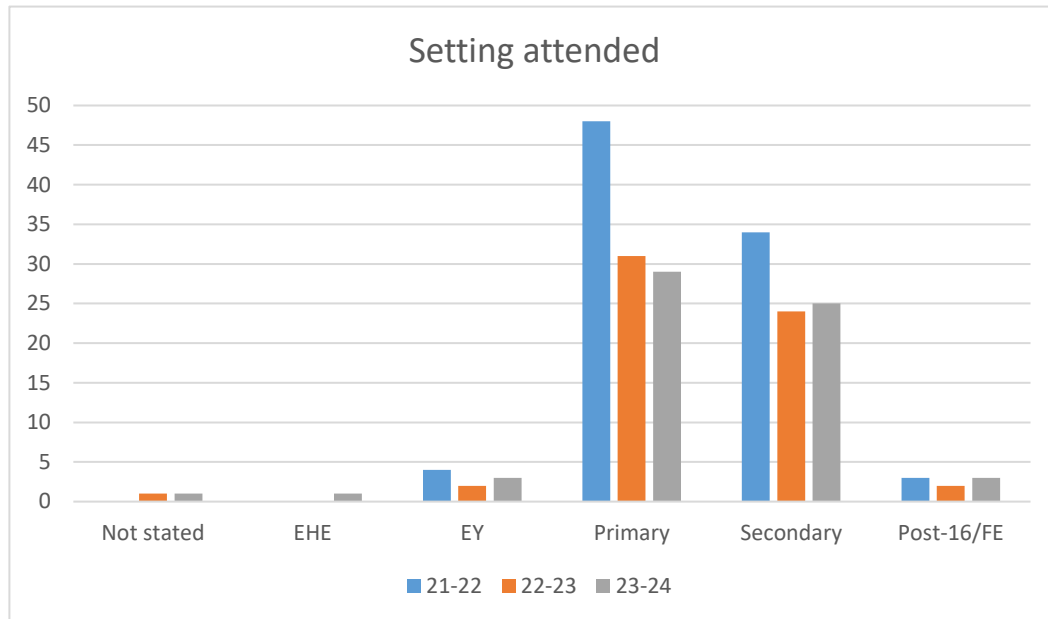
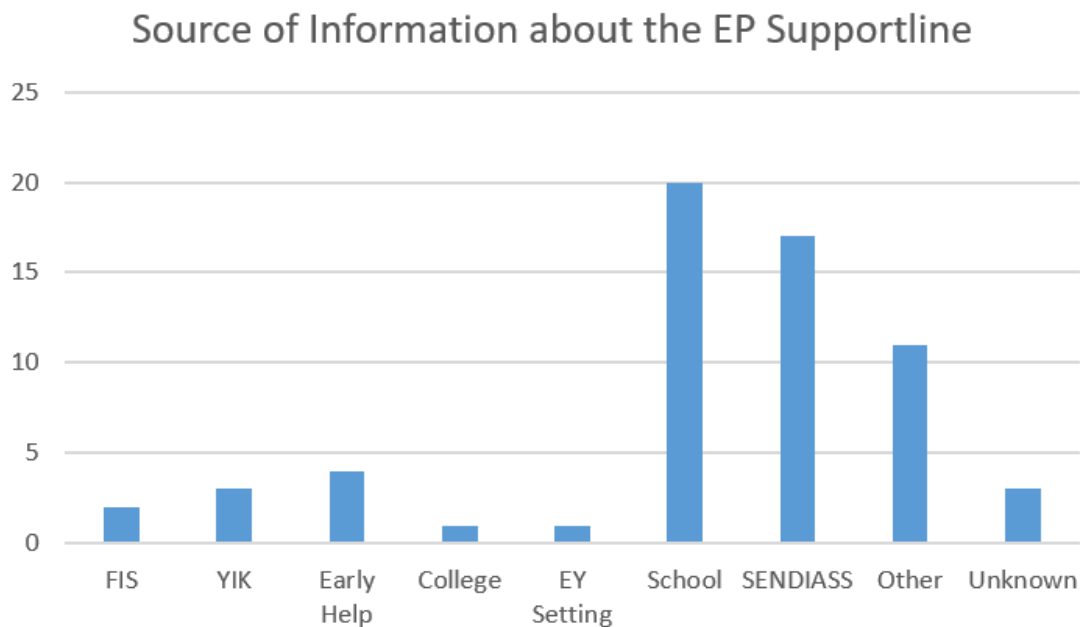


Chart 5: Source of Information about the EP Support Line



FIS- Families Information Service YIK- York Inspirational Kids
 SENDIASS- Special Educational Needs and Disabilities Information Advice and Support Service

- Callers were asked how they heard about the EP Support Line. Chart 5 shows that the most common way that callers found out about the Support Line was from school staff, with the second largest referrer being SENDIASS. This is in line with data from the last two academic years (see chart six below). There was an

increase in callers receiving signposting from 'Other' sources, including recommendations from relatives and other parents and finding the EP Support Line through Google searches.

Chart 6: Source of Information about the EP Support Line three year data

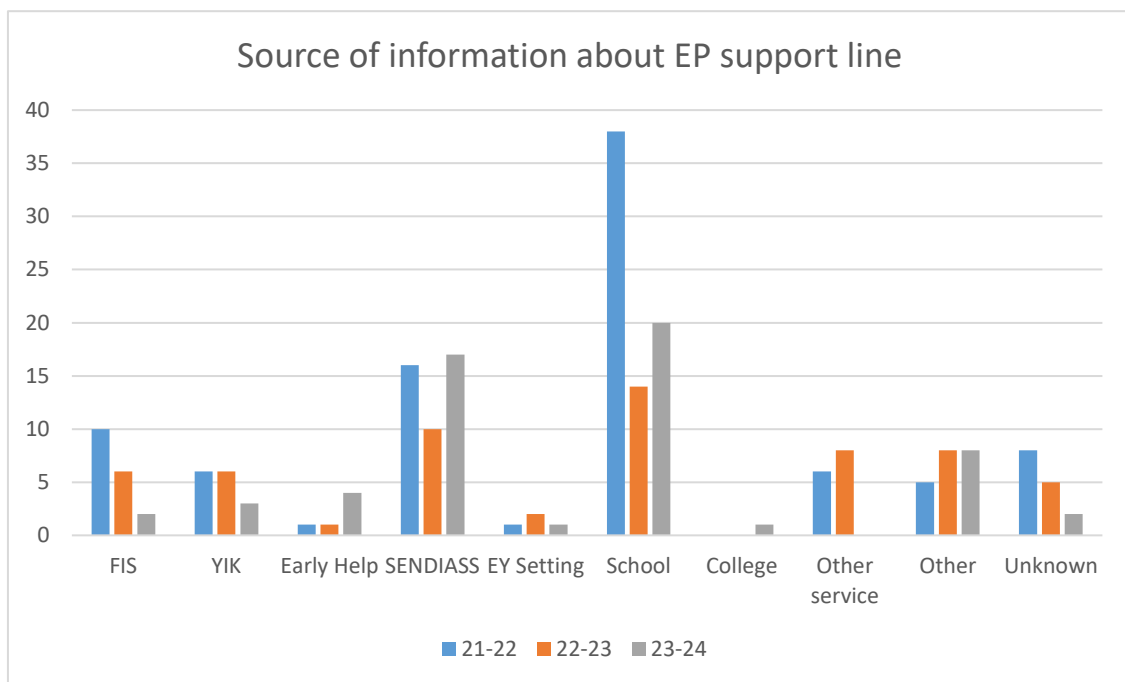
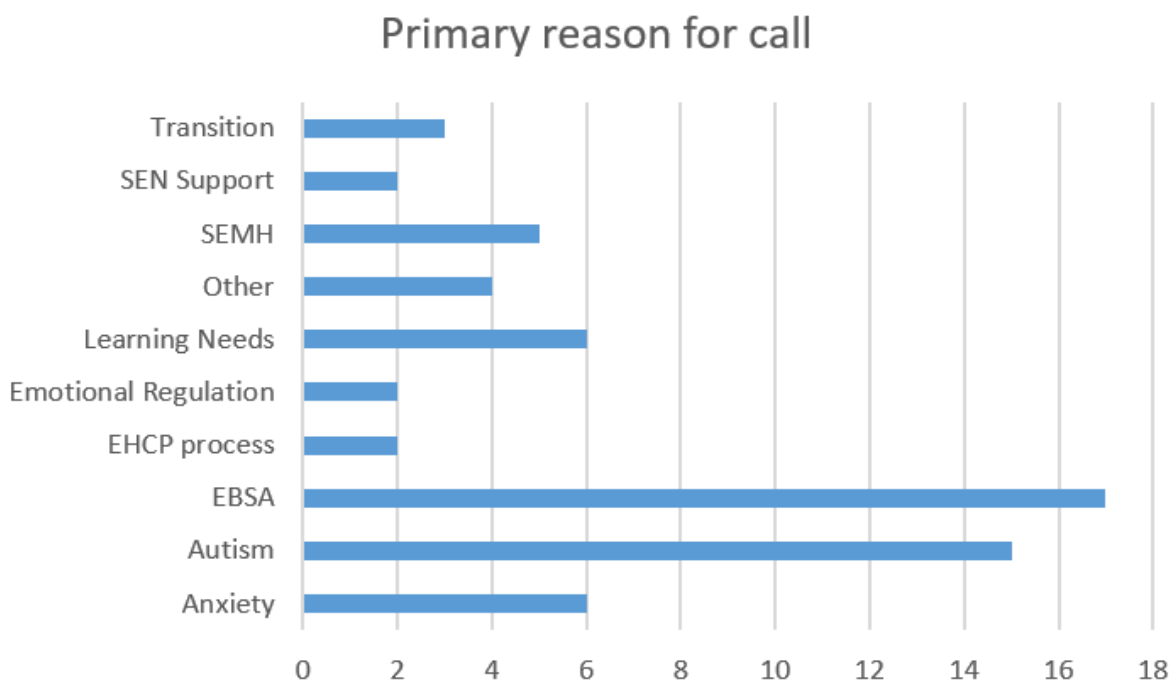


Chart 7: Primary reasons for calls

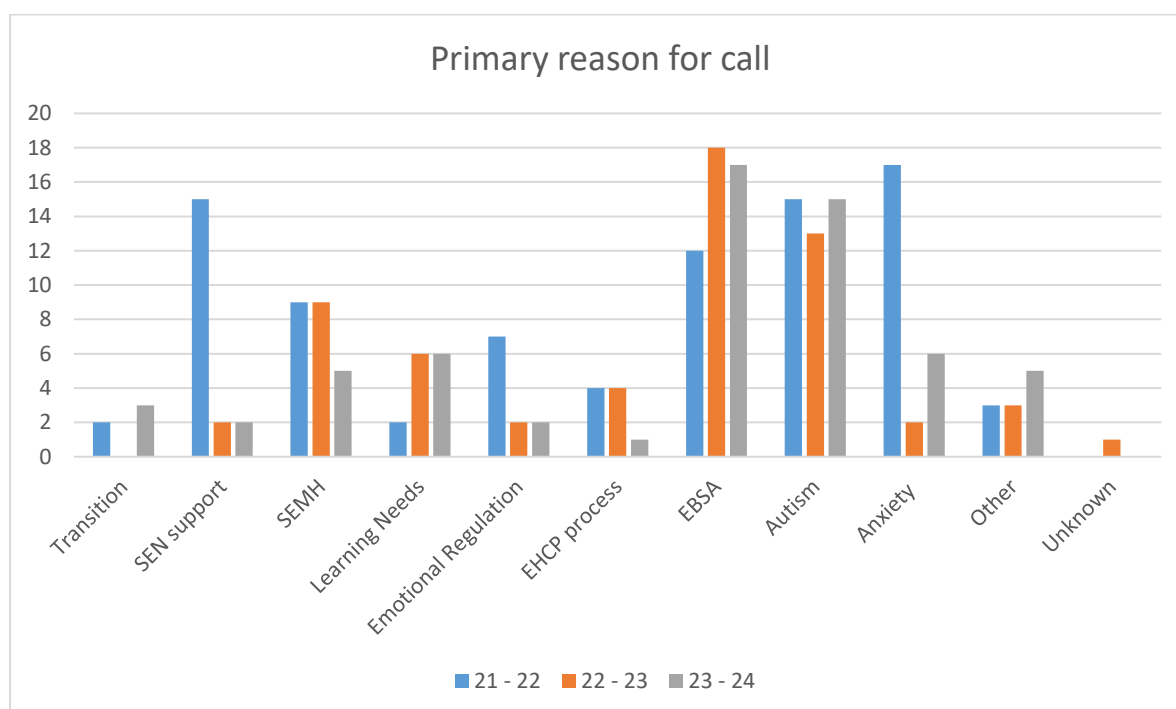


- Chart 7 shows recurring topics for calls, as recorded by EPs. It should be acknowledged that calls were often complex in nature; the data represents EPs'

interpretations of primary reasons and does not capture the often layered nature of concerns.

- The most common concerns explored were those relating to Emotionally Based School Avoidance (EBSA) and Autism, which totalled just over 50% of all calls. The calls relating to Autism have remained at a similar level year on year. The calls about EBSA have increased over the three years that the support line has been operating. The number of calls about Anxiety and Transition have more than doubled over the last year. The calls recorded as Other, consisted of two calls about Attention Deficit Hyper Activity Disorder (ADHD) and two calls about sensory needs. For data on the most common concerns in previous years see chart 8 below.

Chart 8: Primary reasons for calls three year data



Evaluation data

- The Survey Monkey questionnaire was completed by 37% of callers, which is a very similar response rate to last year:
 - When asked 'how likely would you be to recommend this service to a friend?', on a scale of 1-10, the mean value was 9.8.
 - 100% of callers, who responded to this question reported it was 'easy' or 'very easy' to speak to the EP.
 - 100% of callers, who responded to this question said it was helpful to speak to the EP (62% reporting the call was 'extremely helpful' and 38% 'very helpful').
 - 100% of callers had some ideas about what to do next.
- Callers left a range of positive feedback about the service received, including:

'Very helpful and given advice what to do, which is brilliant'

'This is such a helpful service I'm grateful to have the chance to get ideas and evidence based suggestions of things we can try as part of the plan with school'

'It is an excellent service'

'Great service to give parents an idea of the help available at school that should be promoted via Local Offer/YIKS and social media'

'Great help thank you'

'Very informative and gave me lots of tips on how to best help my child. Reassured me and gave advice on what to do if targets/plans not working out'.

- Callers were asked for comments to improve the service, four out of the 22 responders left a comment:

'Allow for one follow-up call'

'It would be helpful to have a follow-up call in a few months to discuss any additional issues that have arisen from discussions. I know this is a one-off service, but just a suggestion'

'Follow up call would be useful'

'Sometimes there are so many issues, so it would be helpful not to go over the same with another person. But I understand'.

Ideas for Actions:

- Share the evaluation of EP Supportline with partners – including parent groups in York possibly
- View the EP Support Line as part of the EPS Early Help offer to families and practitioners and reflect it in this way within strategic documents and plans
- Explore links to the Local Offer, Raise York and Family Hubs
- EP Support Line to run for a full day once a month from September 2024 due to the need to balance workload priorities within the EPS
- Consider how the EPS Support Line can contribute towards specified areas of priority and/ or gaps within CYC services to families, this may include trialling a focus for the EP Support Line in the future e.g. EBSA, Planning for Transitions
- Update privacy notice and survey for 2024-25.