

# Shropshire Educational Psychology Service

## Feedback and Testimonials

### Feedback from Training

*"I just wanted to say how much I enjoyed the No Worries course. I'd say it's one of the best courses I've ever been on!"*

Staff member following 2024 'No Worries' training

*"Firstly, I'd just like to say how much I enjoyed the No Worries training that I attended in November. It really was one of the best and most enjoyable courses that I have attended so far. I haven't stopped talking about it in school!"*

Staff member following 2024 'No Worries' training

*"Getting to know everyone in my group—making new friends. Such warm and friendly support throughout from the leaders. I feel refreshed and excited by new possibilities. Thank you both!"*

Staff member following 2024 'ELSA' training

*"Fab training today, particularly the puppets! I have really enjoyed this course overall and it has been my favourite course that I have completed in my 14 year career as a TA. Thank you for listening and being supportive".*

Staff member following 2024 'ELSA' training

*"The whole training was fantastic, it has really changed my whole approach in my role at school as a TA. I incorporate it into every part of my role. On a personal basis, it has been life changing!"*

Staff member following 2024 'ELSA' training

*"By the way, the EBSA training was and is so useful. We currently have a number of children who are off school a lot, or who are just about making it in. The cards are great, we use those regularly. I have created a file on Teams, full of the EBSA resources and information, and find it good to look at and it validates what we are experiencing and is excellent practice advice. I have heard it on the news and various podcasts lately too".*

Pastoral Lead following EBSA Training Day

*"I just wanted to put 'pen to paper' to share how grateful we are for the support in recent months from the EP Service. The EP has been absolutely brilliant in getting to know our school, needs and staff, and has worked tirelessly in the background (and foreground) to develop a bespoke package of support for us. Part of this work has involved liaising with EPs within the team and each and every one of them has been fantastic in sharing their experience - in the most supportive and non-judgemental of ways. Some of our pupils have been able to work directly with the EP and her colleagues, and there are plans for this work to continue, in a model that will upskill our staff, and the children have spoken so highly of members of your team. I know things in education can be very tough sometimes, no matter what aspect we are working in, but I thought it important to take time to share when things are working well: this is absolutely the case for our school's experience of the EP Service. So, on behalf of our children and staff, many thanks".*

Headteacher following bespoke training delivered by Shropshire EP, Trainee EPs and Graduate Psychologists

### Feedback from Assessment

*"Knowledgeable EP. Good questions. Good time management in meeting. Willingness to include outside agencies. Careful listening. Good report which accurately reflects the child and their needs - one of the best reports we have ever read. Reflects professionals views and has not taken everything parent says as gospel but instead been evidence based".*

Staff member following EHCNA assessment by Locum EP

*"Life with an SEN child is always difficult but one of the ups is some of the professionals you meet along the journey. The EP's manner was first class"*

Parent of child following assessment by Shropshire EP

*"I don't know if you get informed but our son has been granted an EHCP. Can't tell you how relieved my husband and I are. I just wanted to thank you so much for your report. You captured our son and his needs so well. I just wanted to say that we really appreciate your assistance in this process".*

Parents of child going through EHCNA process

*"The EP was excellent when she completed her assessment of my 12 year old as part of the EHCP assessment. I felt heard during the assessment meeting and she also communicated with me afterwards by email and added further comments I had made to the report. I found the EP extremely kind and helpful and felt she really cared about the outcomes for my son".*

Parent of child following assessment by Shropshire EP

*"As a school we have been really impressed with how you have gathered the information as part of the EHC needs assessment. Both children who struggle with anxiety, have commented on their session via Teams and how comfortable you made them feel. They liked that it was interactive and that they got the opportunity to express how they were doing in school. We were surprised they engaged online, but it worked really well. Both parents have also commented on their telephone call and felt heard. The parent of your most recent consultation actually stopped me on the playground and said that she felt it was really productive and that you had taken on board everything so that was good to hear! Furthermore, both teachers liked that you were very person centred and child focused, and they appreciated your suggestions/advice online".*

Staff member following assessment by Locum EP

*"I felt she really listened to our concerns and understood our views and those of the young person and parent".*

Staff member following assessment by Trainee EP

*"She was able to extract an amazing amount of inciteful information from our discussions".*

Carer of a CLA following assessment by Locum EP

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