

Multi Agency Feedback 2018 – 2019

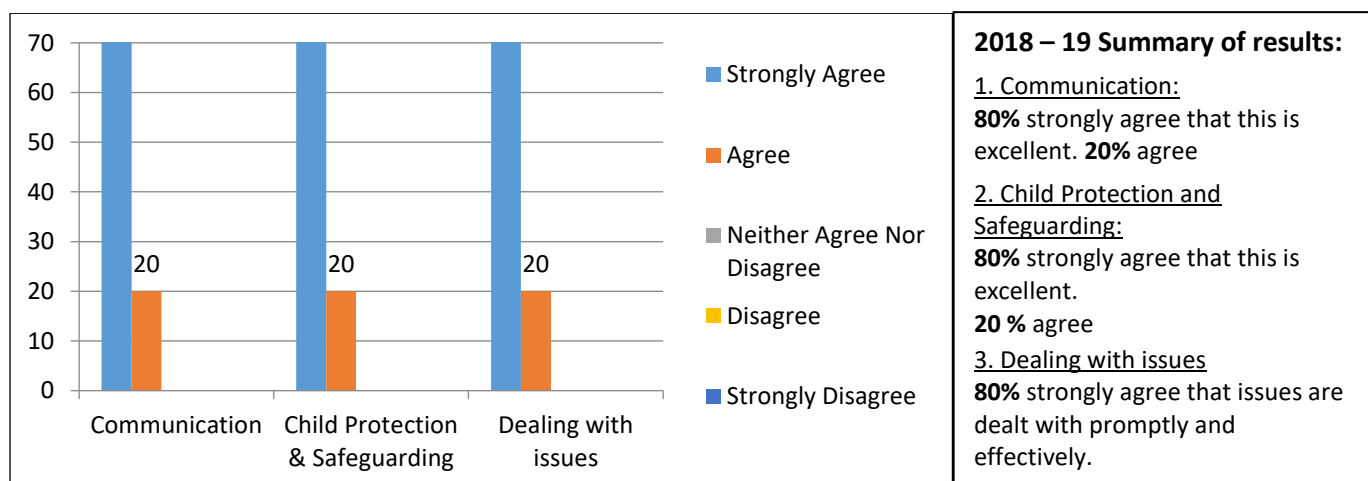
Each year Roman Fields surveys outside agencies that it works with, to ascertain its effectiveness around safeguarding and communication. There are two parts to the survey the first asks the following three questions:

1. Communication with Roman Fields is excellent.
2. Child Protection and Safeguarding is taken very seriously by Roman Fields.
3. Issues are dealt with promptly and effectively by Roman Fields.

Replies were sought from over 15 agencies and professionals, including:

- ESMA Education Support for Medical Absence, Hertfordshire.
- Essex NHS Foundation Trust.
- Hertfordshire Special Educational Needs Team.
- Forest House Education, Hertfordshire.
- Children Looked After Teams - Hertfordshire
- Children’s Services, Hertfordshire.
- Education Adviser for Children Looked After.
- Family Intervention Worker, Intensive Families First Support, Hertfordshire.
- Youth Connexions, Hertfordshire.
- Hertfordshire Educational Psychology Service
- Preparing for Adulthood Practitioners, Hertfordshire Children’s Services.
- The Virtual School, Hertfordshire.

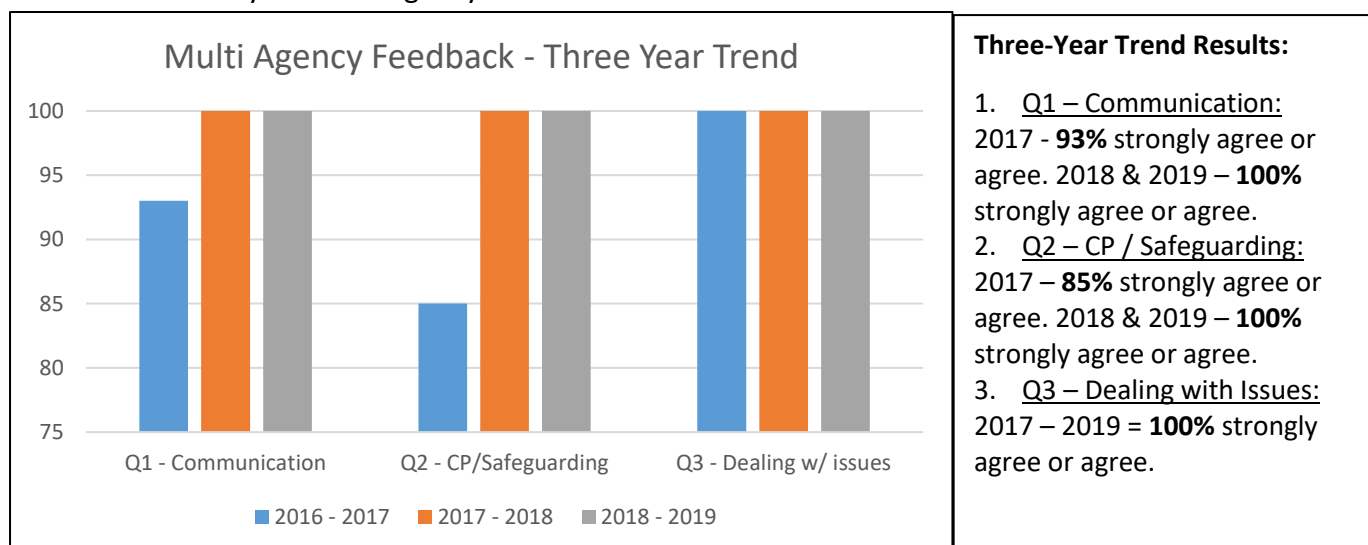
The results for 2018 – 2019 are as follows:



2018 – 19 Summary of results:

1. Communication:
80% strongly agree that this is excellent. 20% agree
2. Child Protection and Safeguarding:
80% strongly agree that this is excellent. 20% agree
3. Dealing with issues
80% strongly agree that issues are dealt with promptly and effectively.

What is the three-year multi-agency feedback trend?



Three-Year Trend Results:

1. Q1 – Communication:
2017 - 93% strongly agree or agree. 2018 & 2019 – 100% strongly agree or agree.
2. Q2 – CP / Safeguarding:
2017 – 85% strongly agree or agree. 2018 & 2019 – 100% strongly agree or agree.
3. Q3 – Dealing with Issues:
2017 – 2019 = 100% strongly agree or agree.

The second aspect of the survey asks for qualitative comments. Below is a very small sample of the feedback received from the 2018/19 survey:

- *“Excellent communication for the DT. Good quality PEPs and pupil reports. Excellent home school liaison and support for carers”.*
- *“Where there have been any concerns they have been addressed quickly”.*
- *“Thank you to all the staff for your support for CLA this year including your exams dept who have helped us so much to get qualifications for a young person who would otherwise have left school with no qualifications”*
- *“I have communicated with various different people at Roman Fields, depending on the context. Email correspondence has generally been very good”*
- *“I have really enjoyed getting to know the staff at Roman Fields this year – many of whom are knowledgeable, committed and creative in the way that they work. There are occasions when joint meetings have been arranged and this has helped to identify particular areas of need that could be fulfilled by the LA EP. For example, related to attachment training.*
- *“Roman Fields staff are always responsive when there is a need to communicate regarding an individual young person”.*
- *“Roman Fields raise appropriate safeguarding referrals and are protective of young people”.*
- *“An excellent educational provision for children and young people with special education and mental health needs that provides a tailored programme enabling them to thrive”.*
- *“The DSP in particular is very quick to respond and issues are dealt with very promptly. Staff take seriously the needs of children and are quick to raise any concerns or issues”.*