

CHSWG ACTION PLAN

Parents/ Carers input into local priorities and measures for hearing services.

WHAT IS IT ALL ABOUT?

- As part of Hertfordshire's Children's Hearing Services Working Group, services that support deaf children and their families are creating an action plan to set priorities for the year.
- Parent views are really important in shaping this action plan and helping services decide what they will focus on this year.
- The following slides provide background information on the action plan which can you understand the process and send in your ideas.



THE SHORT VERSION

- **If you don't have time to look at the action plan in detail, we would love to hear any ideas on what you think Hertfordshire hearing services should focus on this year (or more)**
- **Think about what would help your deaf child and family the most?**
- Whether you have one idea or 20 please let us know what you think matters.



IDEAS

- **Some ideas from parents include:**
- Making sure all remote learning is accessible to children.
- Support schools to make sure all deaf children catch up after lockdown
- Better communication from services
- Making it a rule that every deaf child's teacher must have deaf awareness training.
- Making sure transport services are safe
- Making sure every deaf child is supported to apply for an Education, Health Care Plan
- Better plans for children including health and hearing not just education



PLEASE
SEND IT
TO:

- You can send your 3 priorities to
- **CHSWG** parent representative : **Suzi Woolcock (Watson)** on the **Hertfordshire CHIPS** parent Facebook group (either post or message)
- To Phoenix info@phoenixgroup.org.uk
- **Go to next slide if you want to know more...**

READ ON IF YOU WANT TO KNOW MORE ABOUT

- CHSWG
- The Action Plan
- Giving feedback about CHSWG priorities for this year
- Giving suggestions about how services should tell us how well they are doing

CHSWG

- Children's Hearing Services Working Group (Herts)
- It is responsible for ensuring that hearing services across the county **meet the needs of children and families** in line with national and strategic direction.

CHSWG MEMBERSHIP

- Includes:
- Audiology Services – Herts East and West
- Specialist Services (Teachers of the Deaf)
- Speech and Language
- ISL SENSAS Sensory Services
- Phoenix Group for Deaf Children and Young Adults
- Parent representatives
- National Deaf Children's Society

OBJECTIVES OF CHSWG

- To provide a forum for all agencies involved with the delivery of children's hearing services to work together to deliver an effective service that meets the needs of local children, young people and families.
- To ensure that parents/carers of DCYP and Deaf Young people are fully involved and engaged.
- To ensure that efficient and effective hearing services are commissioned to children in Hertfordshire.
- To ensure CHSWG and service users are actively involved in changes to service delivery in order to meet their needs.
- To ensure DOH, NICE, MRC, DoE* guidelines and relevant national drivers are incorporated into the county hearing services.

*lots of acronyms but basically best practice and guidelines from government and organisations

CHSWG ACTION PLAN

- This will be the first action plan by CHSWG. Each service is taking time to decide what should go in the action plan. It may have one or both purposes. What do you think?
- 1. To set annual direction/ priorities/ objectives.
- 2. Transparency- For services to set report on how they are meeting targets or how well they are delivering their service. In other words how well are they delivering services? For example, how long are waiting times, how many deaf children's teachers have deaf awareness training.



Outcome to be achieved	Key Milestone(s) to achieve outcome	Action	Lead	Date (If applicable)	RAG	Evidence of progress to date & any other comments	Status
1. Education							

- A National Deaf Children’s Society Action Plan template is being used to guide the content of the plan.



Outcome to be achieved	Key Milestone(s) to achieve outcome	Action	Lead	Date (If applicable)	RAG	Evidence of progress to date & any other comments	Status
1. Education							

- Each service area or organisation (e.g. audiology, ToDs, New Born Hearing Screening) is considering what they think should be their outcomes or milestones.
- It may give you some ideas on what you think is important...



Outcome to be achieved	Key Milestone(s) to achieve outcome	Action	Lead	Date (If applicable)	RAG	Evidence of progress to date & any other comments	Status
1. Education							

- Or it may completely bamboozle you...
- But the important thing is thinking about and feeding back what would help you the most.



PLEASE
SEND IT
TO:

- The following slides may give you a few ideas. Feedback can be as detailed or simple as you like.
- Please send any to:
- **CHSWG** parent representative : **Suzi Woolcock (Watson)** on the **Hertfordsire CHIPS** parent facebook group (either post or message)
- To Phoenix
- info@phoenixgroup.org.uk

A FEW MORE IDEAS FOR SUPPORT

- All schools with deaf child to be provided with guidance on how to improve accessibility for deaf children for remote learning and vulnerable and key worker children attending school.
- All schools encouraged to maintain regular contact and engage with parents and children/young People to improve accessibility and make individual adjustments
- Contact each family over the next term to determine level of engagement in education as well as social/mental wellbeing.
- Liaise with schools over Covid-related modifications to support child
- Provide a point of contact at all times for parents

- Here are a few ideas with objectives, measure and actions

Objectives	Measures	Actions
What do we want them to achieve?	How will it be measured?	How it will be achieved?
Every deaf child has a comprehensive plan that includes reasonable adjustments, audiology plan and educational attainment and progress	% of all children with an EHC Plan % of successful EHC plan applications % of children with plan that includes progress, hearing plan and	Templates of comprehensive plans provided to schools and in training Parents provided with sample plans
All deaf children to have an annual review of plan	% of children on SEN register or with a plan	ToDs to set up review date each year as part of a site visit. EHC application information offered to parents when plan not met
Make sure children have lost/broken moulds replaced within 7 days from notifying audiology	% of children receiving mould replacement within 7 days	Use of couriers Send to home where possible?

THANKS SO MUCH