

**55th Barnet CHSWG Meeting**  
**(Children's Hearing Services Working Group)**  
**4<sup>th</sup> November 2021**

<b>Time:</b>	13:30pm-15:00pm	<b>Chair:</b>	Steph Halder
<b>Venue:</b>	Zoom	<b>Minutes:</b>	Vibha Mistry

Item	Lead	Action(s)
<b>Welcome</b>	<p>Attendees:</p> <ul style="list-style-type: none"> <li>• Steph Halder – Chair and QToD- (Head of Department, Specialist Teachers of the Deaf, RNENT)</li> <li>• Vibha Mistry – Paediatric Audiologist – Whittington Health – Barnet and Enfield (minute taker)</li> <li>• Kerry White – Lead QToD at Summerside Primary school</li> <li>• Lisa York – Local Manager for NHSP (Barnet, Enfield, Haringey)</li> <li>• Deborah Tetstill – ToD – Advisor for Hearing impairment</li> <li>• Sarah Collinson – Senior Lead from Local engagement team at NDCS</li> <li>• Sylvan Biscoe – Sensory Technician at BELS</li> <li>• Kim Miller– Service lead for Autism and sensory specialist team (hearing loss and ToD)</li> </ul> <p>Apologies:</p> <ul style="list-style-type: none"> <li>• Anna Smith – ToD</li> <li>• Louise Whittaker – Head of Provision at Hendon</li> <li>• Daniel DeVal – Team Leader Paediatric Audiology RNENT</li> </ul>	
<b>Survey</b>	<ul style="list-style-type: none"> <li>• 7 responses to the survey – some responders had not attended CHSWG before</li> </ul>	Plan: Increase parents who attend CHSWG meeting as outlined on Barnet CHSWG Action Plan

<b>Review of Minutes – June meeting</b>	<ul style="list-style-type: none"> <li>• Many parents were in attendance</li> <li>• Sarah and Steph to draft letter to send to BELS. Updated: Letter drafted, many signatures were added and positive outcome achieved</li> <li>• Half termly updates are now being sent as part of CSHWG meeting</li> <li>• Add to CHSWG plan and making sure information on the local offer is up to date</li> <li>• Consider inviting National Deaf CAMHS</li> <li>• Action survey and action plan – will look at in meeting today</li> </ul>	<p>Plan: Increase parents who attend CHSWG meeting</p> <p>Steph to confirm this</p> <p>Steph to contact Mandy Billingham to arrange this</p>
<b>Letter to BELS</b>	<p>Sarah Collinson:</p> <ul style="list-style-type: none"> <li>• In June meeting, it was highlighted that there are significant difficulties in recruiting and retaining staff due to the Terms and Conditions attached to the contract with BELS, compared to those offered by neighbouring boroughs</li> <li>• Letter focused on issues regarding pay conditions in such a competitive environment</li> <li>• Meeting requested with Ian Harrison at BELS but this did not happen</li> <li>• Letter co-signed by parents and went to MP's, Chief Executive at NDCS and other key stakeholders</li> <li>• Good practice from CHSWG as positive outcome achieved – BELS have changed terms and conditions for teachers in sensory service team</li> </ul>	<p>Update on this over the next few CHSWG meetings</p>
<b>Service Updates</b>	<p>Lisa York:</p> <ul style="list-style-type: none"> <li>• Q1 figures show Barnet got 99.1% babies screened within 4 weeks – target met</li> <li>• Between May – July 2021, AABR were done in outpatients so Q2 figures may reflect this. Decision to do this was to reduce referral rates to Paediatric Audiology.</li> <li>• From Aug 2021, AABR's are being done again in hospital. Referral rates are being monitored</li> <li>• From Nov 1<sup>st</sup> 2021, Screeners are appointing babies for Paed. Audiology – appointments are being made at bedside with parents. Screeners can see whether babies are being appointed within 4 week target. If not able to appoint, Screeners can respond quicker accordingly</li> </ul>	

	<ul style="list-style-type: none"><li>• April 2022 – National target for babies to be seen in Paed. Audiology will change to 3 weeks</li></ul> <p>Vibha Mistry:</p> <ul style="list-style-type: none"><li>• Tier 2 service – no face to face appointments during the lockdowns</li><li>• High waiting list time to be seen</li><li>• Plan in place to reduce this – using locums/bank staff but is a challenge</li></ul> <p>Kerry White:</p> <ul style="list-style-type: none"><li>• 14 children at the moment</li><li>• Staff sickness – post being covered who is not a ToD but is helping 3 days a week</li><li>• 1x ToD advertised from January 2022 (maternity cover)</li><li>• 1x Full time CSW job being advertised (current postholder is retiring)</li><li>• SLT – 2 therapists; 1 who came weekly and 1 every fortnight. Accreditation issues so at present, therapist can only visit every 2 weeks. Unknown how long reaccreditation process will be</li><li>• Posts are advertised on BATOD and Deaf Jobs UK. CSW post being advertised internally as well</li></ul> <p>Sylvan Biscoe:</p> <ul style="list-style-type: none"><li>• Shadowing Jeremy Hine</li><li>• Setting up radio aids and providing support to schools and parents (Cochlear Implants and Hearing Aids)</li><li>• Will be providing support to provisions at Hendon and Summerside</li></ul>	
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	<p>Sarah Collinson:</p> <ul style="list-style-type: none"> <li>• England Local engagement team now covering Wales and Scotland with no additional staff – challenge</li> <li>• Last month: took part in Paed.Audiology audit process against Quality standards in Wales Representative has been invited to attend BAA quality assurance meeting to share information</li> <li>• University of Manchester study 1. 'Ready Study' – Follows outcomes of deaf young people from late teens until mid-20's. Looks at all aspects of their experiences. Cohort will have annual reviews.</li> <li>• University of Manchester study 2. Technical comparison to Assistive listening devices (ALDs). Roger radio aid vs Oticon EduMic. Results pending but delayed due to lockdowns</li> <li>• Paed. Audiology departments are uncertain regarding choosing Phonak Vs Oticon. Changes to high powered hearing aids which is affecting this decision</li> <li>• In 2020, BAA did a rapid review of Paed.Audiology services in England and found a lot of potential for change in the system (Leadership and QA processes etc). BAA working with NHS England to implement changes to improve Paed.Audiology services in England</li> <li>• NHS England are looking at how hearing is checked for children with complex needs, who attend Special Education Schools</li> <li>• NDCS providing training for parents and running workshops for professionals</li> <li>• Tuesday 30<sup>th</sup> Nov 2021 – Virtual Conference. Advertised on NDCS and BATOD websites</li> <li>• Focus to improve quality of career support and information that Deaf young people are getting for employment</li> <li>• Highlighted for ToD Service, 'Deaf works everywhere' toolkit – user friendly framework to support ToDs when having those discussions with Deaf young people about their careers</li> <li>• Looking to update transition booklets to include information about schemes, access to work, reasonable adjustments at work etc.</li> <li>• Gap identified: Knowledge and support for parents. Recent focus group with parents on what they would find useful</li> </ul>	<p>Data to be shared at next CHSWG meeting</p> <p>Ongoing</p> <p>Results to be shared once available</p>
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	<ul style="list-style-type: none"> <li>Local engagement team: 2 pilots at the moment in Manchester and West Midlands to look at how to strengthen local systems of career support. Complex area – navigating and communicating schemes from Government, Local Authority and Charities so deaf young people do not miss out on opportunities that are available. Improve communication to inform services in contact with Deaf young people of such services. Looking at improving work experiences for Deaf Young people as well in Manchester and West Midlands. Aiming to create a model which can be rolled out to other areas</li> <li>Local engagement team are in the process of compiling a list of questions for discussion at CHSWG meetings (across the country) about new technologies, issues with tamper-proofing hearing aids, delays with EduMic compared to Roger.</li> <li>Sarah asked how often ALD Working group meet – they meet termly. All information is on the BATOD website</li> </ul> <p>Kim Miller:</p> <ul style="list-style-type: none"> <li>Thank you to current team for their support to the service</li> <li>Lead ToD Vacancy – in the last stages of recruitment. Aim for successful candidate to start in post in Jan 2022</li> <li>ToD Vacancy – recruited successfully. Candidate has previous experience working as a ToD. Aiming to start from Mid-Nov 2021</li> <li>Kim to be added to CHSWG mailing group</li> </ul> <p>Deborah Tetstill:</p> <ul style="list-style-type: none"> <li>Support from Kerry White 1x a week until Dec 2021</li> <li>Support from Cued Speech – Providing 6-8 week block play and language therapy support for 8 families</li> <li>Looking forward to successful candidates joining the team</li> </ul> <p>Steph Halder:</p> <ul style="list-style-type: none"> <li>Met with Barnet Team (minus Hendon or Summerside – meeting pending)</li> </ul>	<p>Information to be shared Summer 2022</p>
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	<ul style="list-style-type: none"> <li>• Positive energy this term – boosted by changes to Terms and Conditions as well as staff working so well together</li> <li>• Implant side: No backlog.</li> <li>• Technical difficulties with computers.</li> <li>• Speech processor upgrades now to be expected at 6<sup>th</sup>-7<sup>th</sup> year post-implantation not the 5<sup>th</sup> year</li> <li>• Hearing aids: Team are fitting Phonak Marvel and Oticon Opn Play.</li> <li>• Phonak promoting rechargeable Marvel hearing aids – good for children &lt;5yrs old as no need for tamper-proof and battery safety issues. No Ultra Powered hearing aid at the moment.</li> <li>• Oticon Opn Play – tamper-proofing is challenging. Option to use Oticon Opn Play rechargeable not discussed within department as yet. Discussed potential issue of shoes coming off due to the design of the Opn Play hearing aids, once the battery drawer has been replaced. Roger receiver can be used with the Oticon Opn Play however, EduMic is an option as well</li> <li>• Update from Daniel: Recent PAN London meeting. Meetings are 3x a year. Report from latest PAN London meeting to be shared</li> </ul>	
<b>Action Plan</b>	<p><b>3 Priorities:</b></p> <ol style="list-style-type: none"> <li>1. To increase parent access and participation in the development of services as part of the Barnet CHSWG</li> <li>2. Explore ideas of how to include the voice of DCYP in CHSWG</li> <li>3. Broaden representation of the Barnet CHSWG, including social care</li> </ol> <p><b><u>Other Actions :</u></b></p> <ul style="list-style-type: none"> <li>• Continue with virtual meetings following survey responses</li> <li>• Create a poster to share and advertise CHSWG meetings</li> <li>• ToDs can invite/inform parents about CHSWG and include in visit notes</li> <li>• Link from NDCS website which advertises local CHSWG Meetings</li> <li>• Create a generic Barnet CHSWG Chair email address – ownership can change when chair changes</li> </ul>	

	<ul style="list-style-type: none"> <li>Work towards consistency with messaging and sharing information about CHSWG. North London Deaf Children Society is good platform for all Chairs of North London CHSWG's to share information. North London ToD Group is another good platform to share information</li> </ul>	
<b>Next CHSWG Meetings</b>	<ul style="list-style-type: none"> <li><b>Service updates to be sent prior to meeting where possible</b></li> </ul> <p><i>Calendar invites to be sent:</i></p> <ul style="list-style-type: none"> <li>January 20<sup>th</sup> 2022 – 13:30pm-15:00pm</li> <li>Topic: Voice of the child and guest speakers</li> <li>Discuss Deaf Awareness week</li> <li>March 24<sup>th</sup> 2022</li> <li>May 19<sup>th</sup> 2022</li> <li>June 30<sup>th</sup> 2022</li> </ul>	<p>Vibha to send calendar invites</p> <p>Kim to be added to CC list</p>
<b>Any other business</b>	<ul style="list-style-type: none"> <li>Kerry: observation of children who were born just before Covid-19 lockdowns who have not had the support during lockdowns. Parents are understandably stressed and their children haven't had the help or opportunity to socialise/meet other families with deaf children. Sarah shared new course being offered by NDCS 'Raising a deaf child'. Link to be shared.</li> </ul> <p>Baby group at Summerside – plan to restart this but difficulty due to staff and finding families to help run this</p>	<p>Raising a deaf child course information to be shared</p>

	<ul style="list-style-type: none"><li>Deborah has started a group at Silkstream Children's Centre (Edgware/Burnt Oak) – happy to help Kerry set up another group for other side of Barnet</li></ul>	Deborah and Kerry to discuss
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