Audit Summary

Accurate at 20.6.17
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<th>Group</th>
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<th>Total number responses</th>
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<td>LSA</td>
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<td>192</td>
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<td>Schools HI</td>
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<td>262</td>
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<tr>
<td>Schools VI</td>
<td>9</td>
<td>45</td>
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<td>PS Settings</td>
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<td>Parents HI</td>
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<tr>
<td>Parents VI</td>
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<td>PS Parents HI</td>
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<tr>
<td>Pupil VI</td>
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<td>18</td>
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</table>
LSAs - Is there anything that has worked particularly well this year?

Training, support and guidance has been brilliant. Working so closely with the team has been invaluable. Lots of support offered for top up applications.

Everything has gone well. I particularly enjoyed the two training days where we were able to meet LSAs from other organisations.

(ToD) is always so positive and caring. I am only able to manage my role because I have the support from (QTVI). Having her to talk and explain to me all about the condition has been amazing.

All gone fairly well. Training good and very useful for Sensory students. Really appreciate being able to contact (ToD) for advice and back up.

Attending workshops very positive. Invaluable help and guidance.

We receive lots of support and weekly meetings are particularly useful. Our input is valued and taken into account.

Everything has worked well. I have communicated well with SS teacher.

Any queries I have are addressed immediately.

Regular contact with ToD is invaluable. Having close and supportive contact with specialist teacher.
Sessions with SS are invaluable. All are of benefit to my pupil and I can carry them over into the classroom.

I am very confident with the additional support from (ToD).

We have made changes to the social and learning environments which have made great positive impacts on the student I support.

Putting together recommendations for more one to one sessions with students.

All of the team are always available to support! A great team with amazing knowledge, advice and practical support advice.

Excellent training.

The continuous support is always very useful.

Supply of information for additional training courses which is very valuable.

Any support I need, (ToD) helps me straight away.

Everything has been great.

Feel very well supported.

A programme specific to (child)’s interests has worked really well and has produced some great work.

I was really happy with the music therapy.

Due to the support I’ve received I feel really confident in my role.
Schools - Is there anything that has worked particularly well this year?

Very well supported, excellent training received

The support from SS has been crucial in enabling us to provide the best outcomes

Students happy and comfortable; have benefitted from the support they have been given

Training has worked particularly well this year - thank you

As always, the service is always prompt, relevant, expert and practical - thank you!

This is an excellent service. The team is exceptional. I wish every child could have their input

..supportive, positive, cheerfully enthusiastic. What more could we want?

The team are excellent and very supportive. I feel we have a strong relationship which impacts on the best outcomes for children

It is a great team with amazing knowledge and advice

..information re training courses..very valuable

Good advice, valuable on every level

approachable

Staff development
Regular visits have been very beneficial for the child and staff. Has been excellent at sending information and answering our questions, thank you.

Service has been very thorough and always happy to help.

The amount of ‘in school’ visits
Access to online training for staff in school

The advice and support has been excellent, and allowed the student to fully access the College and his studies. Keep up the excellent work.

Nothing to improve, our support was brilliant. Our first HI child and he slipped in with the other children - seamlessly.

Support in the classroom with individual learners

The awareness training from Sensory support, CI team and Physiotherapy, an evening session.

Staff from Sensory Support have supported the school to support the named pupils rather than limiting their support TO the individual pupils.
PS Settings - Is there anything that has worked particularly well this year?

Prior to start, INSET to enable us to create a deaf friendly environment. The team have received invaluable support, advice and training. The support we have had has been fantastic! I would like to take this opportunity to say a huge thank you to (ToD) and your team for your amazing support which has enabled 2 wonderful young children to flourish.

The advice and support given with planning and implementation of activities and the in house twilight training given by (ToD) to the whole team worked very well. The whole experience of the SSS has been a positive one. Many thanks.
Parents - anything you think has gone very well this year?

- Transition Day - very informative
- My child has settled very well into a new school and making new friends
- B is progressing well and his tod is a very instrumental part of this!
- Help with the EHC Plan
- ToD and my son produced a very useful report to use in transition to College/University
- My child's learning and understanding
- Everything
- C has achieved some amazing results and continues to do very well & some of this is most certainly to do with his support
- Great for children to have (name) as teacher of the deaf. She knows them well and they trust her
- Child's relationship with ToD is fantastic - she trusts her with all her concerns, very very happy with the supportive and helpful service
- ToD has helped school to understand the need for C to use her radio aid
- Liaison between SSS, School, me and my child - thank very much!
My daughter’s progress and development at school and confidence in her social life is due to (ToD) constant support, reassurance and friendship.

A very good service and helpful

The communication and relationship built with (ToD) is excellent. Nothing is a trouble to her and her support is invaluable.

Very happy with the support

Great support from teacher that comes to see my daughter, and great support to myself and family, thank you.

Progress in vocabulary. Smooth transition to middle school led by ToD.

Having an excellent ToD who is always helpful with everything. She has an excellent relationship with my son who thinks very highly of her, as do I.

Child has had so much support, she has developed so much these past 12 months! Thank you.

We were grateful and impressed by your quick response in coming out to see (child) at school. Good relationships between SS and school positively impacts on supporting her.

The support from my ToD has been second to none.
A good support

Everything has been done well

(ToF) is very informative, and brilliant with (Child)

ToD is a testament to how to manage and support effective outcomes through child individualised pace, good communication and excellent parent partnership.

Once a week (ToF) visits my child. She is soo good. Whenever I have a problem she is so good to talk to and advise me.

Establishing relationships and aiding my son in the learning environment, and particularly helping the school to understand the different needs and behaviours associated with hearing impairment.

(Child) continues to become more independent with her equipment and knowledge of her hearing loss. Huge thank you to (ToF)

Concerns listened to and acted upon - excellent liaison re transition to middle school.
## PS Parents - Anything that has gone very well?

<table>
<thead>
<tr>
<th>Pre school Music Group</th>
<th>School support</th>
<th>I don’t know what we would do without the help</th>
<th>Thanks to involvement from SSS my daughter was fitted with her hearing aids quicker. I was given the best Christmas present ever, a daughter who could hear!</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Child)'s speech, communicating with others and his understanding has improved so much this year</td>
<td>(Child)'s speech has improved well this year with the help of her ToD</td>
<td>Big thank you. Very supportive, very happy, very impressed!</td>
<td>(ToD) sends very informative letters to Consultant and ENT. The input with the school has been invaluable. (Child) is much more confident about his hearing aid</td>
</tr>
<tr>
<td>Having (ToD) is a great help to us, giving me confidence in helping (child) to progress very well in her language, learning etc</td>
<td></td>
<td></td>
<td>Transition into Nursery went really well thanks to the support of (ToD). All aspects of the service are excellent. We would be lost without the support. (Child) is making such good progress and we cannot thank the service and its support enough</td>
</tr>
<tr>
<td>Support by (ToD) was spot on. Can not appreciate enough all the support received by SS team</td>
<td></td>
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</tbody>
</table>

Liaison with Implant Team x2
Points noted for improvement
Schools

Cluster group training worked well for SLCN so might be good for Sensory

Schools may benefit from additional training to help staff identify signs of undiagnosed Hearing/Vision loss
Points for improvement

Parents

More time with ToD and SALT (1)

More time with ToD (1)

More onus on the schools actually ensuring the advice delivered is acted upon (2)

More Deaf Friends get togethers (1)

More training courses for parents and teachers to help the child with speech (1)