

## Sensory Inclusion Service Hearing Impairment

### Parent Survey – 2017

#### There were 54 responses to the questions

1. What do you think of the service
2. What do the Service do well?
3. How can the service be improved ?

**92%** felt that the service was **excellent /very good or good**

**8%** felt that the service was **average or very poor**

#### Overview of the responses by themes

##### The Service

All responses were **extremely** positive. The friendly, approachable nature of SIS staff was praised. Responses noted how the interests of the child were put first by SIS and how SIS go 'above and beyond'. 'Beyond excellent', 'professional', 'very helpful', 'committed' – were just some of the terms used.

##### Support and Advice

Responses were overwhelmingly positive. Comments related to excellent support and advice provided to families, to children in school and to school staff.

One respondent commented that felt SIS could put 'more pressure' on schools to get the best outcomes for the child. One parent/carer felt that they did not use the service provided by SIS as their child's hearing 'is not that impaired'.

##### Funding and Staffing

There were fewer responses to this theme. The responses that there were noted how the service provided by SIS had 'gone downhill' in recent years due to funding and staffing cuts. It was noted that parents/carers felt SIS staff would like to be able to offer a better level of service but were constrained by funding. It was felt that no more cuts should be made.

##### Information Sharing

There were mixed responses. Most were positive, stating that there was good communication between SIS, families and school. Parents/carers felt they were well informed and that SIS uses a variety of methods to stay in touch. The newsletter was praised.

Some parents/carers commented that there was not enough communication/feedback, particularly with secondary aged pupils. One parent/carer wanted more notice about intended visits. One parent/carer wanted more information about progress – did not feel one report a year was enough.

### **SIS HI Visits**

There were few responses in this area. Two comments to say visits were regular and were 'good'. One comment that visit rates had decreased. Two responses stated that they had little contact with SIS. One comment stated that there had been no contact during Year 6 and no handover to secondary school.

### **Audiology/Equipment**

Many positive responses relating to good maintenance of equipment and speediness of repairs/replacements. Parents/carers felt that technical support was 'excellent' and that they were well supported with any equipment difficulties.

There were some points for improvement. One parent/carer suggested a 'basic information sheet' be provided for all HA wearers. There was one comment about the long waits for appointments and tests. One parent/carer commented that they wished children didn't have to transfer to adult services at 16.

### **Social Support**

Responses to this question were mixed. There were lots of very positive comments about the activities arranged for both children and families. The range of 'relevant and appropriate' activities was praised, as was the social/emotional support provided to families in times of difficulty, both at school and at home.

Some people wanted more activities to be arranged for families and for young people. One comment noted lack of interaction when child placed out of county. One parent/carer commented that many activities seemed to be arranged in Shrewsbury. One parent/carer suggested better use of social media.

### **ACTION POINTS FOR SIS HI**

- **Consider how we keep in touch with families and social activities that are provided – particularly at secondary age .**
- **Consider use of social media as platform for improving communication with families**
- **Ensure information sheets for families on hearing aids are accessible**