

**Joint Meeting for Southwark and Lambeth  
Children's Hearing Services Working Group**

Thursday 12/02/2026 at 1.00 p.m. via MS Teams

**Present:**

Sue Hawkins (Lambeth QToD - Chair)  
Arthur Cefai (Southwark QToD)  
Olivia Lacey (Parent with a child at Jubilee)  
Sian Cooper (Parent Southwark)  
Sarah Laister (CYPAC)  
Sabrina Batchelor (NDCS)  
Amy Hughes (HLIC)  
Susanna Keusch (SALT – Lambeth/Southwark)  
Stefan Shanker (Lambeth QToD)  
Eve Petcher (Jubilee – ToD in training)  
Filipe Cerqueira-Rees (ToD in training Sept 2024/ Elm Green School RB)

**Apologies:**

Claudia Myers (Lambeth QToD)  
Sue King O'Neill (Head of Service Southwark)  
Beth Allen (QToD St John's and St Clement's Primary RN in Southwark)

**1. Welcome**

Welcomed by Sue

**2. Apologies – see above**

**3. Minutes of last meeting and Matters arising**

No matters arising from the previous minutes.

**4. Updates:**

**NDCS – Sabrina Batchelor Advice and Guidance Officer**

Introducing Community Connectors

These are parents of deaf children in the local community, offering support, advice and connection to local initiatives. They will be operating in London by the end of this year and will then attend local CHSWG meetings.

Advice and Guidance Officers provide advice on such matters as DLA (Disability Living Allowance), EHCP (Education, Health and Care Plan) process and deaf awareness.

Community Grants

These range from £1,000 - £10,000 to support projects to help deaf children from 0 – 5 years of age; for example, developing language and communication skills, BSL classes for parents, youth clubs, storytelling etc. Applications will open again in April.

Family Fund

Aimed at primary-aged deaf children, for example, to pay for a radio aid for home use. Not means-tested. Online applications opened on 3<sup>rd</sup> February and around 1000 applications are expected with 700 approved.

### Hasbro and Peppa Pig partnership with NDCS

There has been positive feedback to the introduction of George's diagnosis of a moderate unilateral deafness. It has been good to highlight the difficulties faced by children with a unilateral deafness.

### Parents – Sian and Olivia – Lambeth/Southwark Deaf Children's Society

Sian introduced herself. She is representing Southwark parents. She has a daughter with a conductive hearing loss who attends audiology appointments at Sunshine House.

### Registering as a charity

Olivia attended the NDCS Local Groups information day at Reading. It was very informative and has inspired her to attempt to register the Lambeth/Southwark Deaf Children's Society as a charity. Eve and Olivia will look to apply to the NDCS Family Fund.

### Parents' WhatsApp Group

There are now 70 members of this support group. Amy Hughes will add the link to the contact information sheet for parents.

### Elmgreen – Resource Base for Deaf learners – Filipe Cerqueira-Rees

The Deaf club known as 'Deafinitely Youth' started before Christmas and Eve has brought along some of the deaf children from Jubilee. The Jubilee children really enjoy going along to the club. It is in the early stages of development and thought is being given to how to accommodate the wide age range of students from the age of 5 upwards. Filipe is hoping the older students will act as role models for the younger students.

Ideas are welcome regarding themes and weekly activities. The club runs from 3.30 – 4.40 pm, although students from other schools may only be able to make it for 4.00 p.m. This might be possible for students to leave early from their individual schools. There are plenty of staff to support the club and the room is within easy access as it is situated at the front of the school.

Filipe will be emailing the peri teams (Arthur and Sue), Susanna and Sabrina with an invitation to be shared with those who might be interested in attending the club.

### St. John's and St. Clements – Beth Allen

#### **Base numbers:**

Currently 6 children on roll in the Hearing Resource Base. The school has a capacity of 10 places.

2 other deaf children in the school supported jointly between Beth Allen and Kevin Jewell (Southwark Hearing Support Service)

#### **BSL:**

BSL lessons are continuing for all children in KS2.

Our parents' and carers' BSL course officially finished in December; however, we have been able to continue to provide online classes for four parents who need a few more lessons in order to complete their certificates. So far, we have the following results:

- 3 parents have completed and passed their Level 1 BSL certificates!
- 2 parents are just waiting for 103 results.

- 2 parents have taken and passed their 101 certificates, through online learning. They are now working towards 102.
- 2 parents are nearly ready to take 101.

I'm very pleased to say that we are on track to get 9 parents through their Level 1 certificates and I am looking at how to provide Level 2, for those parents who want to continue. This could be through the school, or by supporting parents to apply for individual funding and enrol with a different provider.

Of the 9 parents who should get their Level 1 certificates:

- 1 parent is from Lewisham
- 1 parent is from Lambeth
- 7 parents are from Southwark

Additionally, we have planned a short course 'introduction to BSL'. This will be open to all parents/ carers of deaf children, but it will be aimed at those families with deaf children in the Early Years. I am hoping that this will take place in the summer term and be run along the lines of a stay and play, with a BSL element, as a weekly 6-week course.

I continue to apply for funding so another Level 1 course in the future may be a possibility.

#### **Links with Southwark Hearing Support Service:**

Kevin Jewell continues to support the Base as our link advisor from SHSS. Kevin visits us at least once per term to support our two deaf children who are not registered in the Base. This is also a great opportunity for me to collaborate with Kevin and discuss any issues which have arisen.

#### **Work experience**

We continue to host work experience students from Oak Lodge School. We tend to take one work experience student every half term. This is a fantastic opportunity for the children in the Base, and across the wider school, to work with Deaf role models and to practise their BSL skills.

#### **Unicorn Theatre**

At the end of 2024, the Hearing Resource Base collaborated with the Unicorn Theatre on a project to develop creative captions for their winter production of *Odd and the Frost Giants*. The children worked closely with the production team, sharing ideas on how to make the performance more accessible by integrating captions creatively into the set design.

We are delighted to have been invited back to the Unicorn Theatre for a similar project starting in March. This offers a valuable opportunity for the children in the Hearing Resource Base to work collaboratively, deepen their understanding of inclusivity, and develop their self-advocacy skills by considering what approaches work best for them.

#### **Southwark Hearing Support Service – See newsletter attached**

In terms of updates from our service we can report that we now have Emma Dudley [emma.dudley@southwark.gov.uk](mailto:emma.dudley@southwark.gov.uk) has now taken on Heather's post and is employed 0.7, 3/4 days a week.

We continue to have Under 5 sessions twice every half term and this has been well attended over the last few months.

We have a newsletter that we have been producing half termly and this is being uploaded to the Local Offer – see attached.

We have been able to secure a number of Roger Touch Radio aids which means that we can issue devices as and when we decide unlike previously when we requested the device, waited for ordering and waited again for them to arrive.

SEN in Southwark are examining their Banding Criteria for EHCPs and Resource Bases and we have been asked to respond to this consultation and are encouraging parents of deaf children to contribute to the feedback.

We have had an exceptionally high new referral rate and so far this year we have had 41 new referrals.

We were very sad to hear that Corner House Deaf CAMHS inpatient ward will be closing especially as one of our children was able to benefit from their support recently.

We are in the process of completing CRIDE.

Emma Ford and Vix from the Salt team are doing a more drop in sessions for parents of deaf up to end of Primary age.

Kevin recently delivered some excellent training on ANSD (Auditory Neuropathy Spectrum Disorder) to the SALT/QTOD Lambeth/Southwark training exchange meeting earlier this month.

### **Speech and Language Therapy – Susanna Keusch**

All is running smoothly and the Deaf Communication team is fully staffed. Ali has another drop-in for parents of 0-18 month olds on 26<sup>th</sup> February. The previous drop-in did not have any takers. The idea is to give advice and support to parents of newly diagnosed children and to learn about the SALT service.

Vix is running a termly group for the parents of older children aged 2+ up to the end of primary school and this is online. She is working alongside Emma Ford, QTOD Southwark. They are covering topics such as speech intelligibility and speech sounds.

The team is also trialling a new way of gathering feedback to include more qualitative questions.

### **Hearing Loss Investigation Clinic – Amy Hughes**

Amy reported that the waiting list for Lambeth and Southwark is currently at 4 months.

She wants to ensure that the feedback she gives to parents is at the right level, starting to use feedback forms, any feedback from the wider team always helpful. .

She has also been asked to cost for looking after the rest of south-east England: Greenwich, Bromley, Bexley.

## CYPAC update – Sarah Laister

### Paediatric Audiology Update for CHSWG meeting

<p><b>Audiology Performance &amp; Stats update:</b></p>	<p><u>Service Performance</u> Average WNB rate across June to January is 11.3%, a reduction of 0.7% hope to see this continue to drop.</p> <p>Average attended activity for June to January is 1285 is appts per month. This is expected to increase with the expansion of referrals from Bromley.</p> <p>We have started offering families different ways of scheduling appointments without the need for a phone call from our admin team. This is currently being trialled in our second tier clinics and we are planning on gathering feedback from families who made use of this tool and looking to expand it across our third tier clinics.</p> <p><u>Mutual Aid</u> In April 2025 we started providing mutual aid to Bromley 2T service, which ceased for any children requiring Soundfield testing. We are now accepting more new referrals including for older children from Bromley.</p> <p><u>PCHI</u> Q3 2025-2026 NHSP: Lambeth – 1           Southwark – 1</p> <p>Non-NHSP: Lambeth – 3               Southwark - 8</p> <p><u>NHSP updates</u> 99 babies born were referred to audiology by NHSP for an immediate follow up.</p> <table border="1"> <tr> <td>Immediate Follow up total:</td> <td>99</td> </tr> <tr> <td>Unilateral referral</td> <td>73</td> </tr> <tr> <td>Bilateral referral</td> <td>26</td> </tr> <tr> <td>Incomplete – Contraindicated</td> <td>3</td> </tr> <tr> <td>Incomplete – baby unsettled</td> <td>1</td> </tr> <tr> <td>Incomplete – equipment malfunction</td> <td>0</td> </tr> <tr> <td>Incomplete – equipment not available</td> <td>0</td> </tr> <tr> <td>Incomplete – Lack of Service Capacity</td> <td>0</td> </tr> <tr> <td>Targeted Follow up total:</td> <td>7</td> </tr> </table> <p><u>Service User Feedback</u> Feedback for the service is regularly collected and remains very positive.</p>	Immediate Follow up total:	99	Unilateral referral	73	Bilateral referral	26	Incomplete – Contraindicated	3	Incomplete – baby unsettled	1	Incomplete – equipment malfunction	0	Incomplete – equipment not available	0	Incomplete – Lack of Service Capacity	0	Targeted Follow up total:	7
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	Ruth has done some work in looking at how we can improve collaboration and joint working with Speech Therapists across our 7 boroughs. We now have a Speech and Language liaison lead (Cam) who will be the key contact between SLTs and CYPAC for any queries / case discussions with the hope of strengthening collaboration between these services.
<b>Audiology Staffing Updates:</b>	Joiner B5 – Phoebe  Administration <ul style="list-style-type: none"> <li>• Riadian started as Service Manager</li> </ul>
<b>Any other updates (inc Project updates):</b>	<u>IQIPS Accreditation</u> In November 2025 PAS had their IQIPS accreditation visit. The PAS have maintained their IQIPS accreditation. Our scope of accreditation has expanded to include audiologist-led wax removal.

### **Jubilee Resource Provision for Deaf children – Eve Petcher**

Eve shared the news that BSL classes will start soon at Jubilee and that £2,000 of funding has been secured. A meeting has already been held with Remark! and plans are in place to start BSL 101 after Easter. Friends of Jubilee will contribute additional money, if required and parents attending the course will be asked to contribute. Funding may also be available via NDCS and Sophie’s Ears. Aiming for a minimum of 10 households and maximum of 14 for families of deaf children from Jubilee or Southwark. The class will be held on Tuesdays from 9.30 – 11.00 am. Eventually it is hoped that parents will achieve the full BSL Level 1 (101, 102 and 103).

### **Lambeth Hearing Support Service**

The service continues to receive a high level of new referrals – 41 to date, the same number as Southwark’s team.

We are also in the process of completing CRIDE including gathering together information regarding additional needs which we need to update in our records.

Our staffing is stable and, with extra staff having joined the team in September 2025 from Jubilee, we are seeing the benefits of being able to give some extra support to children we have identified as needing more help than we were able to provide last year. Stefan recently delivered some deaf awareness training to the CENMAC team. This was very well received and is the start of a closer working partnership. CENMAC is London based and supports some of our children with Assistive technology and Augmentative and Alternative Communication (AAC).

**Southwark and Lambeth Joint  
Children's Hearing Services Working Group (CHSWG)  
BSL Courses for Parents Subgroup – Website [Isdcs.org.uk/hello@Isdcs.org.uk](http://Isdcs.org.uk/hello@Isdcs.org.uk)**  
Notes of online meeting held on Wednesday, 4th February at 1.00 p.m.

Present:

- Olivia Lacey – Lambeth parent
- Susanna Keusch – SALT (Southwark/Lambeth)
- Beth Allen – St. Johns and St. Clements - Southwark
- Sue Hawkins – Lambeth Hearing Support Service
- Gillian Dee – Lambeth Hearing Support Service
- Eve Petcher – Jubilee Primary school - Lambeth

Vacancy: NDCS Local Engagement Officer

	ACTION								
<p><u>St. Johns and St. Clements Resource Base:</u></p> <p><u>BSL Classes for parents</u> A great success story, the following results:</p> <table border="1" style="width: 100%;"> <tr> <td>Level 1</td> <td style="text-align: center;">3</td> </tr> <tr> <td>101, 102, (103 – waiting for result)</td> <td style="text-align: center;">2</td> </tr> <tr> <td>Online course: 101</td> <td style="text-align: center;">2</td> </tr> <tr> <td>Online course: prepared for 101</td> <td style="text-align: center;">2</td> </tr> </table> <p><u>Level 2:</u></p> <ul style="list-style-type: none"> <li>• applying for funding for September 2026 start</li> <li>• may run as a private course with individual funding</li> <li>• aiming for 8 parents, if less, will support parents to apply for their own funding</li> </ul> <p><u>Tesco Funding to be used for:</u></p> <ul style="list-style-type: none"> <li>• Introduction to BSL Stay &amp; Play for preschoolers – anyone welcome – to run for 6 weeks during summer term</li> <li>• BSL tutor to teach signs</li> <li>• SALT to talk to parents</li> </ul> <p><u>NDCS Funding:</u> No more funding available until April.</p> <p>All of this has been wonderful but extremely hard work. Parents are very busy and so it has been quite challenging to keep them going!</p>	Level 1	3	101, 102, (103 – waiting for result)	2	Online course: 101	2	Online course: prepared for 101	2	Beth
Level 1	3								
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<p><u>Jubilee Resource Base:</u></p> <p><u>BSL Classes for parents</u></p> <ul style="list-style-type: none"> <li>• Eve has taken on responsibility of this venture with assistance from Olivia.</li> </ul>	Eve								

<ul style="list-style-type: none"> <li>• The funding application to Birkdale Trust was successful and £2000 has been awarded.</li> <li>• Funding sought Persimmon Homes (Nov/Dec), Tesco (new business lead left – difficult to make contact)</li> <li>• Eve is looking to get extra funds – maybe Sophie’s Ears etc and NDCS Family Fund – parents can apply. Olivia is in touch with Sophie’s Ears and will help parents make their applications.</li> <li>• Once funding is forthcoming, Eve will start to talk to parents</li> <li>• Lambeth parents may be able to join the Southwark group. There is already one Lambeth parent there.</li> </ul> <p><u>Potential parents</u></p> <ul style="list-style-type: none"> <li>• Susanna has a list of interested parents; 2 of pre-schoolers, and a student in primary school and mother who want to learn</li> <li>• Olivia has parents on standby</li> <li>• Eve to arrange a meeting for parents to share information about potential BSL courses and gauge interest</li> </ul>	
<p><u>Lambeth and Southwark BSL classes</u> Discussion re. working together as a charity or using LSDCS to bid for funds. Susanna works across both boroughs which is useful. A topic for further consideration.</p>	All
<p><u>Sense Sign School</u> Jubilee has signed up to this scheme but Eve reported that it is quite disappointing. She has had to reproduce the signs herself to make them more accessible and realistic. The signs are delivered by cartoon characters. They are covering two topics per term and using the materials for BSL Awareness Week in March.</p> <p><u>The school of signs</u> – has not communicated well regarding when it was first active. Eve received an email stating that some extra signs had been added. Being used by Archbishop Sumner school in Lambeth.</p> <p><u>BSL classes for KS2 at St. Johns and St. Clements</u> Beth has signed up to the school for signs but it does not really add any benefit as KS2 children are already learning BSL. May benefit KS1. It is a good introduction to BSL.</p> <p>There have been some behaviour issues in the KS2 classes for the BSL tutor and interpreter, now that the class teacher is no longer in the session.</p>	Eve          Beth
<p><u>Family Get Together</u> Not possible to arrange anything during Jan and Feb as Gillian has family commitments at the weekends.</p>	Gillian/Olivia

<p>However, the parents have arranged to meet up on the first Saturday of each month at Dexters 11 am – 2 pm, arranged via the WhatsApp group. Eve to inform her parents. Gillian will send the WhatsApp link to Susanna.</p>	
<p><u>Jubilee Weekly Signing Club</u> Eve has been covering the Level 1 vocabulary, doing her own assessments e.g. for colours, animals, and presenting the children with certificates. They are linking the signs into short sentences. She would like to explore the possibility of the children taking Level 1. Olivia commented that Vera really enjoys these sessions.</p>	Eve
<p><u>Deaf Club – Definitely Youth at Elmgreen</u> Eve is taking 6 of the children from the base to the deaf club at Elmgreen. She would like the Elmgreen pupils to come over to Jubilee too.</p>	Eve

Date of next meeting: One week before the next main CHSWG meeting – tbc

### **AOB**

#### **National Theatre – Ballet Shoes**

Eve wanted to recommend the National Theatre's production of Ballet Shoes which included access performances for deaf and disabled children including BSL-interpreted show in January. Sadly the production ends on 21<sup>st</sup> February 2026. Her children really enjoyed the performance. Look out for simple performances in the future.

#### **SEND White Paper**

Filipe mentioned that this White Paper, due to be published on Monday, 23<sup>rd</sup> February will mean some changes to inclusion bases and the promise of extra funding. Arthur felt the focus would be on the autistic bases and how they are run.

The DfE did visit Elmgreen as part of its research for the White Paper report. Elmgreen is a member of the Dunraven Trust, however, the CEO is retiring but not being replaced. Elmgreen may look to join another small trust in order to have more financial stability.

### **Date of next meeting**

**Wednesday, 17<sup>th</sup> June at 1.00 p.m.**

