

Devon and Exeter Deaf Charity scoping research
Final Report June 2014

Living Options Devon
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1.0 Introduction

The **Devon and Exeter Deaf Charity** offers financial help, through small grants, to individual Deaf and hearing impaired people. Financial assistance is also given to cultural centres for Deaf People i.e. Deaf Clubs and the Deaf Church in Devon. The charity is currently reviewing their policy on how grants are allocated with the help of this piece of research.

Living Options Devon (LOD) is a user-led organisation which works to ensure that people with disabilities and Deaf people (for whom British Sign Language is their first or preferred language) can live the life they choose, through the provision of services, training and campaigning work to improve equality of opportunity and social inclusion across the County.

The Devon and Exeter Deaf Charity commissioned LOD to explore the needs, wishes and aspirations of Deaf and hearing impaired people in Devon and highlight any significant gaps in service or especially valued services which are currently underfunded. The purpose of the research was to identify the most beneficial ways for the Charity to make their donations, in order to meet peoples' needs and priorities and improve the lives of Deaf and hearing impaired people in Devon. The research is based on a realistic understanding of the small scale nature of donations made by the Devon and Exeter Deaf Charity, and that the Trustees are able to make donations for the benefit of deaf/Deaf persons only where there is no public sector provision.

The report presents a summary of the feedback gathered during the research and is structured as follows:-

Section 2.0:- Research methods

Section 3.0:- Feedback – key themes

Section 4.0:- National research

Section 5.0:- Summary and recommendations.

NB: Throughout this report we use the term 'Deaf' to refer to British Sign Language users.

2.0 Research methods

2.1 Desk based research to explore existing research from across the UK and within Devon to provide a wider context and highlight any common themes as well as any disparities.

A review of available evidence nationally and locally was undertaken. In addition local organisations supporting Deaf and hearing impaired people in Devon were contacted in order to share information about the research and include any feedback provided (National Deaf Childrens' Society, Action on Hearing Loss

South West, Torbay Deaf Social Club, Babcock LDP, Active Devon, Cued Speech Association).

2.2 Questionnaires were sent out to:

- 140 Deaf people
- 125 hearing impaired people
- The survey was also distributed via websites and social networking sites. LOD received 38 responses from Deaf people (27% response) and 55 responses from people with a hearing impairment (44%). Please see appendix 1 for the equal opportunities data for the survey respondents.

2.3 Focus Groups :

The following focus groups took place:

- 1 focus group for hearing impaired people in Exeter (attended by 8 people)
- 1 focus group for hearing impaired people in North Devon (attended by 7 people)
- 1 focus group for Deaf people in Torquay (attended by 7 people)
- 2 focus groups for Deaf people in Exeter (attended by a total of 5 people)
- 1 focus group for Deaf students at the Deaf Academy in Exeter (attended by 6 people).

The research team took an open approach to designing the questionnaires and facilitating the focus groups. The questionnaire was largely based on open questions rather than using ranking methods for example. It was considered important not to lead respondents in order to ensure that the emerging key issues were not based on any pre conceived notions of what is important for local Deaf and hearing impaired people.

3.0 Feedback – key themes

3.1 People with a hearing impairment

Analysis of the questionnaire feedback suggests that many of the participants do not feel they need financial support on an individual level to assist with their hearing loss (as demonstrated in charts 1 and 2 below) but that they would benefit instead from support being provided to enable the continuation and expansion of existing services or the creation of new services to support people with a hearing impairment. For example: information and advice centres; hearing impairment support groups; and voluntary visiting services. That said, 22% of questionnaire respondents did state that they struggle to pay for services or equipment and mentioned in particular were: the high costs of equipment; better hearing aids; transport for appointments; and lip reading classes.

Do you sometimes struggle to pay for services or equipment that you need now?

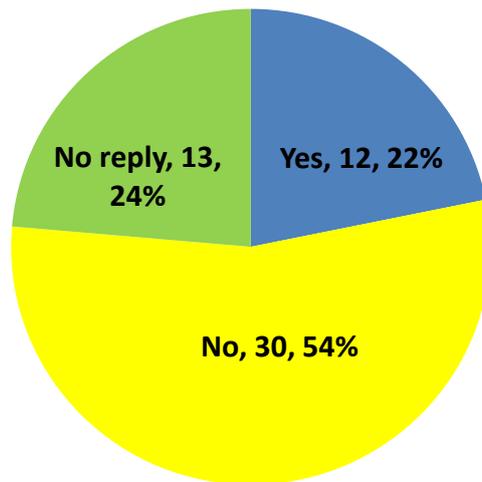


Chart 1

Are there any services or equipment you would like to use but can't afford to?

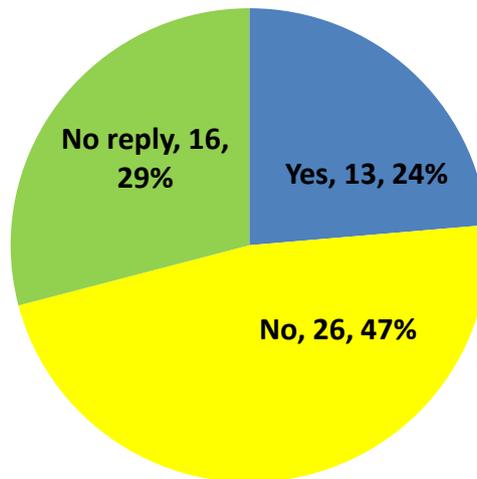
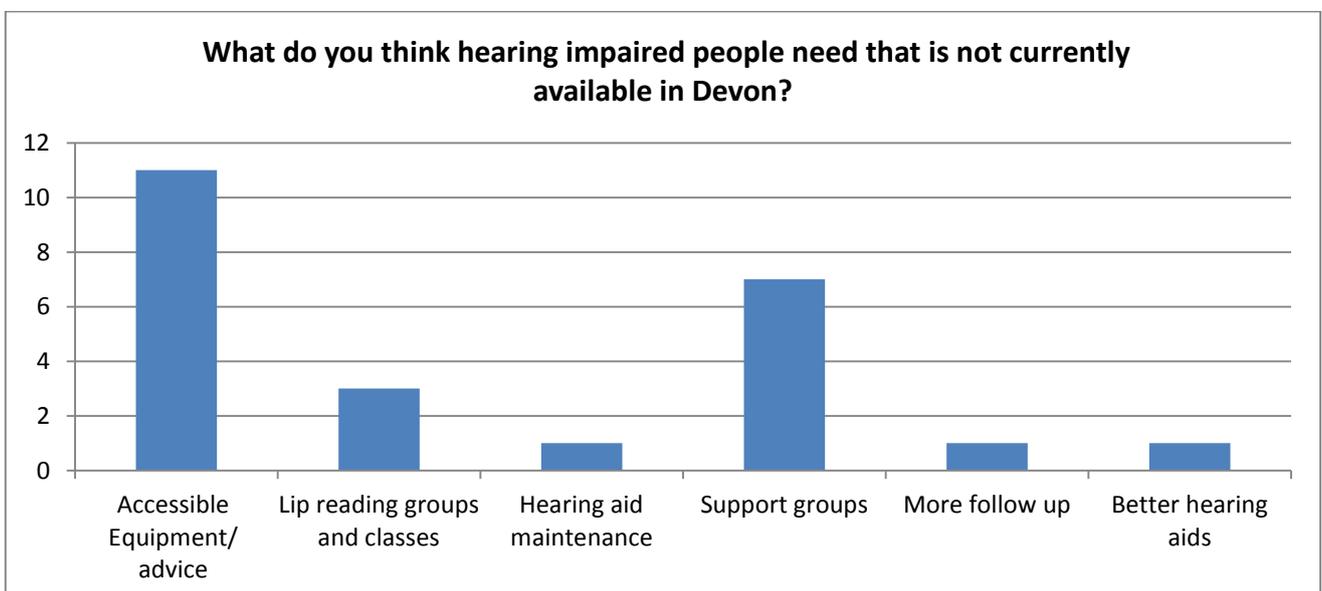
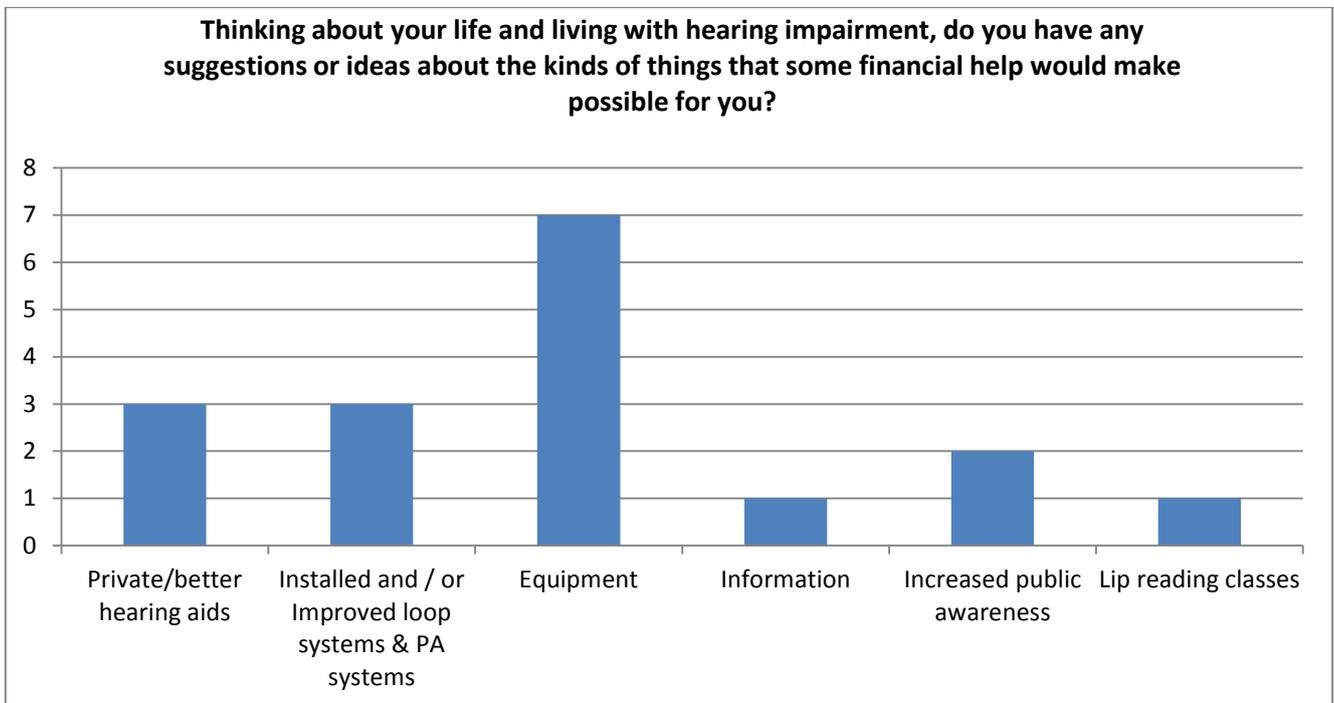
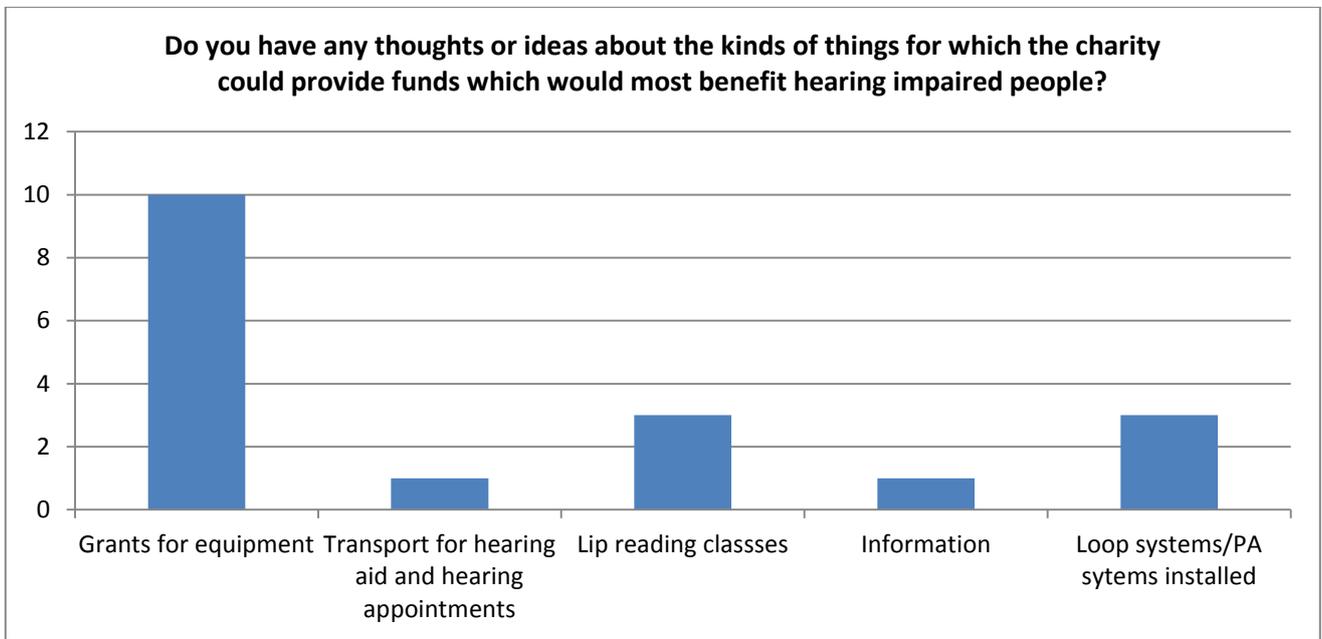


Chart 2

The questionnaire included open questions designed to explore the priorities of local people with a hearing impairment. The responses, presented in the charts below, provide us with an insight into the unmet needs of local hearing impaired people and the areas highlighted are backed up fully in the themes emerging in focus group discussions.



The key themes highlighted in the open comment sections of the questionnaire and in focus group discussions are summarised below.

3.1.1 Equipment

The high costs of equipment was frequently highlighted in the questionnaires and in focus groups. It was strongly agreed that individual grants for the purchase of equipment and /or installation costs would be of significant benefit to people with a hearing impairment and Deaf people in Devon.

As part of this research, the local branch of Action on Hearing Loss (based in Plymouth) commented that there is still a lack of awareness about assistive equipment to help with hearing loss and that ‘even when people do know they are put off by high prices.’ In their view, providing grants to individuals to get advice and then purchase equipment would be one of the most beneficial ways to provide assistance to local hearing impaired and Deaf people.

Example comments:

“Yes [help for] poor isolated individuals who need front door bells, TV, assistance, telephone enhancers”

“They just need to be cheaper. Why is everything for any disability so expensive?”

3.1 2 Lip reading classes

It was strongly agreed amongst participants with a hearing impairment in both focus groups and in questionnaires that lip reading classes are crucial and provide life changing benefits for people who have or develop a hearing impairment. As well as giving people the skills of lip reading and the resulting increase in confidence, the classes offer advice and information related to hearing loss and provide coping strategies. Participants frequently highlighted how lip reading skills help to combat the social isolation often experienced by people with a hearing impairment and provide valuable peer support.

Example comments:

“Lip reading gives you the confidence to get out.”

“Lip reading is a life skill but it is also a huge emotional and social support.”

“That’s the thing about the lip reading class or any other group with a social aspect. It’s a comfort zone. It’s where everyone else is in the same boat. You don’t have to try so hard because everybody knows.”

It was suggested that many of the available classes are prohibitively expensive and that individual grants to enable people to attend would provide significant benefits.

Support for the provision of classes was also highlighted by participants. It was repeatedly commented that classes should be available as widely as possible (and at different times of day) so that people in all parts of Devon can

access them. It was suggested that grants could usefully be provided to local charities/organisations to provide subsidised lip reading groups or that FE colleges could be funded to set up courses.

3.1.3 Information and equipment resource centres/mobile units – drop in centres

The vital role of information and equipment resource centres, providing information, advice and a range of equipment for people to borrow and try before buying, was frequently highlighted by participants. Participants commented that some areas of Devon do not have a resource centre or visiting mobile unit. It was suggested that funds would be useful to allow the expansion of existing services to wider areas and/or to fund the purchase or more equipment in existing centres so that more equipment is available for demonstration and loan. Example comment:

“Need a resource centre where you can borrow and try equipment out.”

3.1.4 Publicity and information

Participants in both focus groups suggested that the provision of funds to an organisation or group to develop better publicity and information for people with a hearing impairment about the kinds of equipment and services available would be beneficial. A ‘directory of organisations’ offering support was proposed.

It was suggested that funds could be provided to an organisation to set up a one off information event ‘to raise the profile of equipment available’ (but publicised as a social event, such as a coffee morning, to encourage more people to attend) with stands from various organisations providing information or equipment.

3.1.5 Hearing Impairment Support Groups

The value of Hearing Impairment support groups was frequently highlighted across both focus groups and in questionnaires. It was widely agreed that funds could be made available to organisations to set up or expand the provision of support groups to reach people in more areas (to cover set up costs, venue hire, refreshments and promotion). Such support groups can offer social contact and peer support to potentially isolated vulnerable people, as well as opportunities to share information and receive advice. It was also proposed that volunteers could attend these groups to provide hearing aid maintenance.

The availability of hearing loss ‘friendly’ group activities and outings was also identified as a possible area which would benefit people with a hearing impairment.

3.16 Induction loops/PA Systems for community venues, village/church halls.

It was agreed by many participants (in focus groups and in the questionnaires)

that people with a hearing impairment would benefit from community venues, villages and church halls being provided with funds for the installation and maintenance of induction loops and PA systems. It was also suggested that such organisations would benefit from information and advice about how to use the systems. The local branch of Action on Hearing Loss commented that their members consistently comment on the limited efforts made to provide loop systems or other aids to make venues user friendly for people using hearing aids and that people are becoming isolated from their churches due to poor sound facilities and clergy who have little or no understanding of how they could improve things. Some participants in this research expressed frustration that they cannot hear services at their local churches. Example comment:

“I attend my local church which has an excellent loop system. I note that various people in the elderly congregation choose their church by the quality or absence of a loop system.”

3.1.7 Volunteer visiting service

In one of the focus groups, participants agreed that the provision of funding for a Volunteer Visiting Service to provide peer support, particularly for new hearing aid users who are getting used to their hearing aids, would be of great benefit. Volunteers could also provide a hearing aid maintenance service (instruction, batteries, retubing, checking and cleaning) and accompany people to hearing impairment support groups for the first couple of visits. This support could also be provided to people living in residential care and people in hospitals with hearing loss.

Support for people in residential care and hospital patients with hearing loss, through the provision of volunteers coordinated by local organisations/charities, was also identified as an area which would benefit from funding.

3.1.8 Hearing aid maintenance and instruction

The need for hearing aid maintenance (checking, cleaning, batteries and retubing) services was highlighted by many participants. In addition participants suggested there was a need for people to have instructions in how to fit and look after their hearing aids, and get the best out of them. Although this service may be provided in part by Audiology departments, and thus may not be considered within the remit of the Devon and Exeter Deaf Charity, it is clear from feedback that the Audiology departments are not fully meeting peoples' needs. *“Audiology department do not give enough information.”*

It was suggested that hearing aid maintenance and instruction could be provided in the following ways:-

- at hearing impairment support groups (3.1.5);
- at equipment resource centres (3.1.3);
- by setting up a 'volunteer visiting service' in peoples' homes (3.1.7); and
- for residents of care homes (3.2.9)

This finding is corroborated by the local branch of Action on Hearing Loss who commented as part of this research that people find it difficult to get help and support in terms of maintaining and getting the best out of their hearing aids as they have difficulty in returning to the Audiology department due to poor local transport or being put off by long journeys and expensive parking fees.

3.1.9 Support for hearing aid users who are residents or in hospital

In one of the focus groups a principal concern was supporting people with hearing impairments who live in residential or care homes or in hospital. It was suggested that funds could valuably be used to provide support to residents who are hearing aid users and training provided to care staff who look after residents with hearing aids (to cover maintenance, cleanliness, putting in hearing aids etc.).

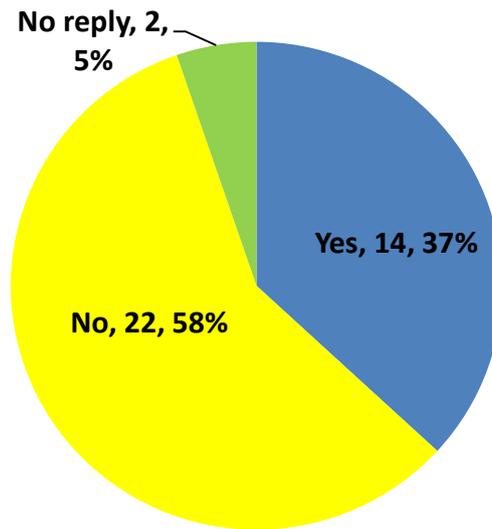
3.1.10 Transport to appointments and for hearing aid maintenance

Participants suggested that people would benefit from financial assistance to help with the costs of transport for hearing aid and hearing appointments. As mentioned in 3.1.8 this finding was also highlighted by the local branch of Action on Hearing Loss.

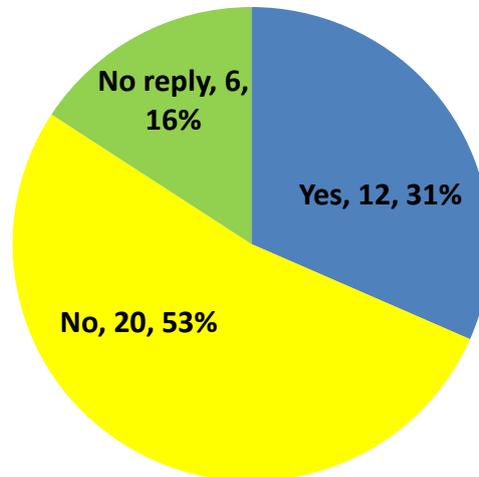
3.2 Feedback from Deaf people

Analysis of the feedback suggests many Deaf people feel they do need financial support on an individual level to assist with their hearing loss (as demonstrated in charts 1 and 2 below). 37% of survey respondents stated that they struggle to pay for services or equipment they need and mentioned in particular: the high costs of equipment; education and training opportunities; assistance with paying for BSL interpreters; and enabling and accessing social activities. In addition, it was clear from feedback that there were some service gaps and areas which would benefit from coordination and funding.

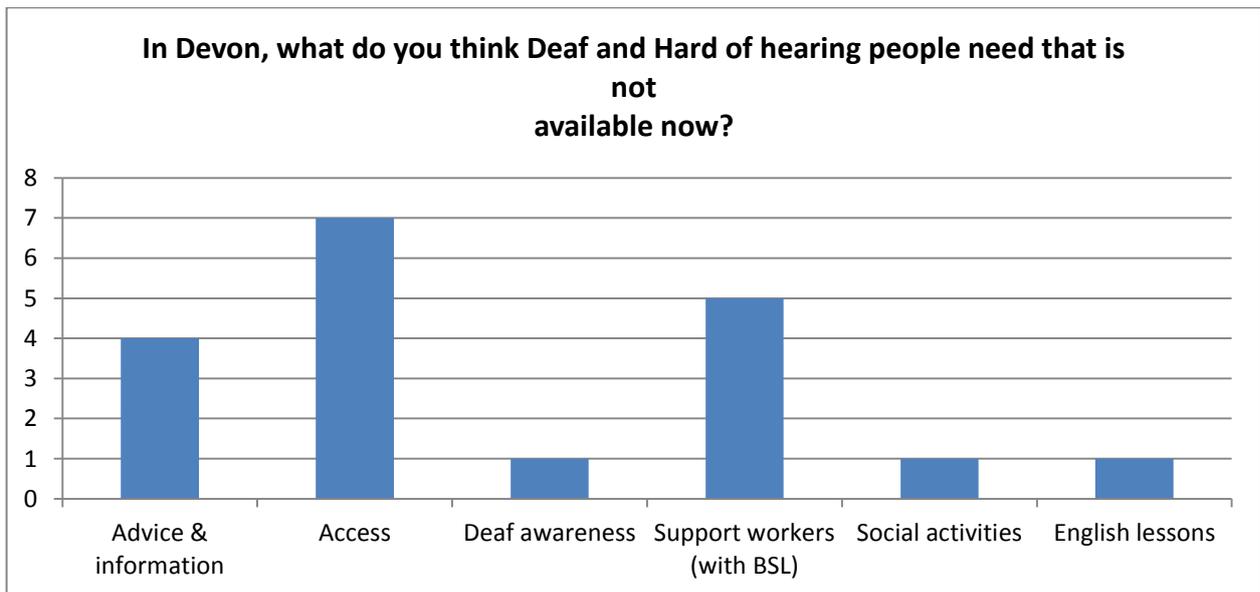
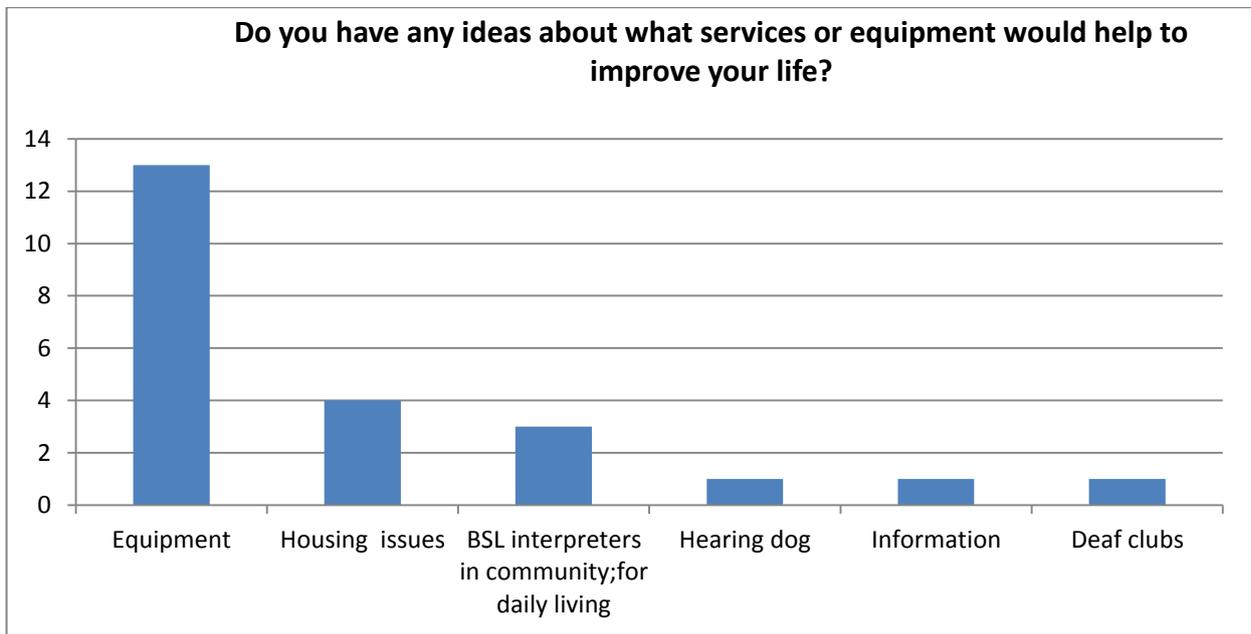
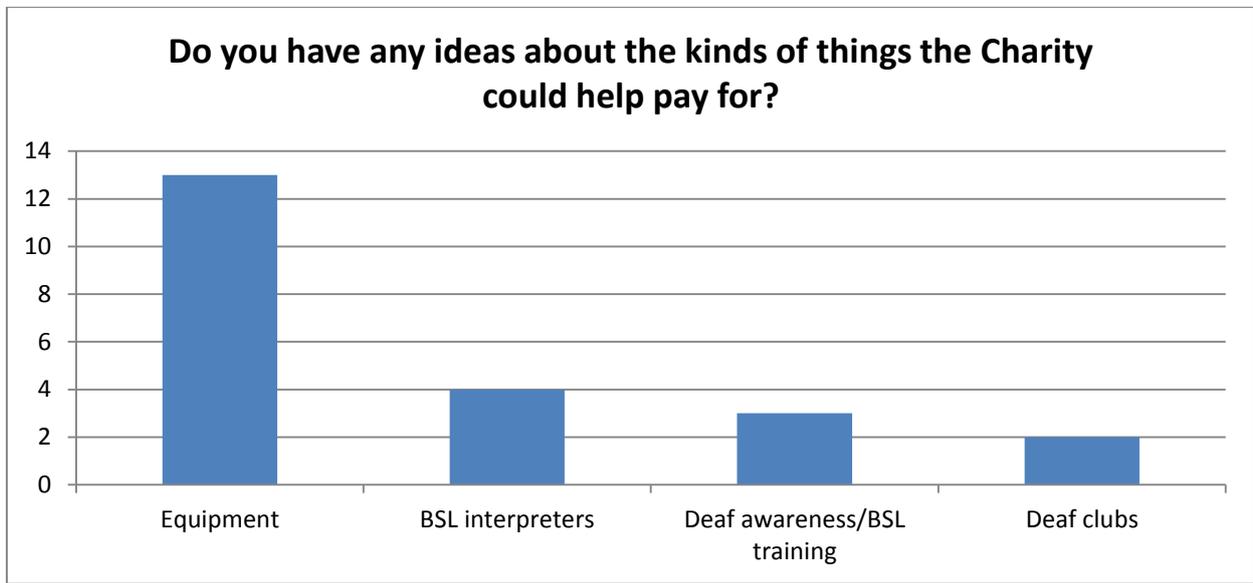
Do you sometimes struggle to pay for services or equipment that you need now?



Are there any services or equipment you would like to use but can't afford to?



The questionnaire included open questions designed to explore the priorities of local Deaf people. The responses, presented in the charts below, provide us with an insight into the unmet needs of Deaf people and the areas highlighted are backed up fully in the themes emerging in focus group discussions.



3.2.1 Equipment

The majority of participants in the survey and in focus groups highlighted how grants for individuals to purchase assistive equipment would be of great benefit. The high cost of equipment was mentioned and the perception that, although technology is advancing, it is unaffordable for many Deaf people. Many participants commented on how they would like to feel safer in their homes, for example through alarms and alerts etc.

As outlined in 3.1.1, the local branch of Action on Hearing Loss commented that, in their view, providing grants to individuals for getting advice and then purchasing equipment would be one the most beneficial ways to provide assistance to local hearing impaired and Deaf people.

Example comments:

“High cost equipment.”

“I would like to feel more safe. I have a Deaf husband and two teenage daughters.”

“There is lots of technology improve but can’t afford.”

3.2.2 Education/training

It was strongly agreed (in all 3 focus groups) that it would be of significant benefit if funds were provided for the coordination and delivery of free training opportunities designed for Deaf people in topics such as:-

- IT and computer training e.g. emails, attachments creating invoices, excel, on line shopping
- Finance training – credit cards, loans, interest rates, direct debits, mortgages (Deaf academy – younger people)
- Lip reading
- English classes

Example comment:

“IT computer basic skills training would be wonderful.”

3.2.3 Social/ leisure activities

Participants suggested that Deaf people are often excluded from social and leisure activities and would benefit from grants to enable them to access activities such as rock climbing, drama, crafts, judo, dance, canoeing and kayaking, exhibitions and day trips.

Also suggested, was a need for ‘befriending’ support to enable individuals to access social and community activities e.g. wheelchair dancing, shopping, visits to parks etc.

3.2.4 Information

Deaf people across all focus groups highlighted a lack of information and suggested:-

- Funding for interpreters/venue etc. so that information sessions could be held for Deaf people on topics such as: local services, direct payments, benefits, council tax, bedroom tax, carers benefits, council services, mortgages and financial help. It was also suggested that national Deaf organisations such as Deaf Parenting UK, Signhealth, NDCS, could be invited to to present information sessions for Deaf people. Example comment:
“More focus groups but who will pay for interpreters. Carers, benefits, direct payments, family benefits, council tax, bedroom tax.”
“To support us more understand local services better.”
- Better provision of information e.g. what’s on, consultations, events, conferences (distributed, for example, at Deaf clubs).
- Equipment information and demonstration including how to use hearing aids. It was commented that there is not enough information provided by the Audiology department. Participants highlighted the importance of being able to borrow equipment from resource centres and that this service should be free. The lack of access to information about assistive equipment is corroborated by the local branch of Action on Hearing Loss (3.1.4 & 3.1.9).

Example comments:

“Don’t know about equipment available.”

“Equipment demonstration would help!”

“Hearing aids – need more awareness in how to use it.!”

- Information provided by Deaf Led Services (LOD) is valued.

3.2.5 Enabling

Focus group participants suggested that Deaf people would benefit from an ‘enabling’ service to provide support with correspondence, bills, making phone calls etc. This gap in services was further underlined in the survey where a number of respondents suggested the need for specialist support workers.

3.2.6 BSL Interpreter support

The possibility that the Devon and Exeter Deaf Charity could provide funding to enable people to access interpreters was widely suggested. Respondents highlighted the need for BSL interpreters to facilitate involvement in community activities and facilities and ‘one off events’ (that wouldn’t be paid for by statutory services) as well as for ‘daily living’ e.g. to enable access to key services such as the Police, GPs, Councils, CABs, debt support and housing associations.

It was also suggested that some Deaf people would benefit from support and training to enable them to feel confident in requesting an interpreter. There was a suggestion that some people may like cards printed that they could carry around saying ‘I am Deaf. Please book BSL interpreters for my

appointments’.

Funds to enable individuals to access SignVideo in their homes was also highlighted by focus group participants.

3.2.7 Access to services and specialist support

Although outside the remit of the Devon and Exeter Deaf Charity, Deaf participants were keen to highlight a lack of access to key services for Deaf people in Devon and the decreasing numbers of Social Workers and specialist support workers for Deaf people. Participants stressed that there is a feeling of a lack of support for Deaf people particularly following reductions in services and government cuts.

3.2.8 BSL training / Deaf awareness for care staff and other front line workers

Funding for organisations to provide BSL and Deaf awareness training to care staff and other front line staff such as CAB staff was frequently highlighted.

There was a concern in particular about elderly Deaf people in care.

“Need to encourage hearing carers to have BSL training.”

3.2.9 Deaf clubs

Deaf people strongly agreed with continuing support for Deaf clubs – 63% of survey respondents felt that the Devon and Exeter Deaf Charity should continue to fund Deaf Clubs (and make more available across Devon).

Also highlighted was the need to consider physical access at Deaf Clubs.

4.0 National research

Many of the issues, needs and service gaps highlighted by participants in this research are further endorsed by national organisations supporting people with a hearing impairment and Deaf people and large scale research projects.

The impact of communication barriers and the role of lipreading classes and support groups:

A comprehensive report produced in 2011 by Action on Hearing Loss, ‘Hearing Matters’, provides evidence of how government, public bodies, local services and commissioners as well as individuals and families should meet the challenge of tackling hearing loss. In this report the authors comment on the personal and social impacts of hearing loss caused by communication barriers, leading to a loss of independence, isolation and exclusion and impacting on family relationships. In 2009, RNID undertook some research and found that people with hearing loss are likely to withdraw from social activities and that communication difficulties can result in feelings of loneliness.

The value of lipreading classes (and also hearing therapy) as well as their declining availability is highlighted in Action on Hearing Loss’s 2011 report, in which they argue that lipreading should be reclassified as an essential communication skill

rather than a 'leisure activity' and that lipreading classes help people with hearing loss to 'maximise communication, build confidence and increase their independence. The report argues that the government should be providing funding for lip-reading classes and refers to the annual survey Action on Hearing Loss conducted in 2010, which found that the majority of respondents who attended a class stated that lipreading improved their communication skills (73%) and helped them deal with their hearing loss (60%).

Better information

The Hearing Matters (2011) report maintains that, although many services and technologies exist to bridge the communication gap experienced by people with a hearing loss, there is a 'chronic lack of awareness by providers, health professionals and people with a hearing loss themselves hampers delivery, uptake and development' (p19).

In 2011 RNID conducted some research looking at the experiences of people when addressing their hearing loss. In the subsequent report they argued that a lack of clear and comprehensive information is a key issue and that "Information is hugely important to ensuring people address their hearing loss, get the maximum benefit from their hearing aids, and are able to access other services and equipment designed to minimise the impact of hearing loss in their life" (p6).

Furthermore, evidence gathered in 2009 by RNID's and reported in 'Hidden Crisis', found that "people are frequently unaware of what support is available and recommended that people receive more information about the types of help with communication that people can receive.

These findings endorse the need for better information about support and equipment highlighted by participants in this research.

Equipment – 'assistive technologies'

A consistent priority for participants in this research was the need to maximise peoples' access to equipment and assistive technology. This is corroborated in national research. The benefits of assistive technologies to maximise independence, safety and wellbeing and help to combat the negative impacts of communication barriers are evidenced in 'Hearing Matters' (2011, Action on Hearing Loss)

Support groups

Hearing impaired participants in this research highlighted the role of support groups to help people cope with their hearing loss. Deaf participants were strongly in favour of continuing support for Deaf clubs. This is again reflected in 'Hearing Matters' (2011) which argues that support groups help people to share similar experiences and reduce the potential for isolation' (p51).

Support in residential homes and hospitals.

The need for support to be provided to people with hearing loss living in residential homes and hospitals highlighted during this research is reflected nationally. In

Hearing Matters (2011) report, Action for Hearing Loss, argue that the needs of people with hearing loss in care homes are being overlooked - and that staff do not have basic knowledge of hearing aid care and maintenance.

Training and education opportunities for Deaf people

Deaf participants identified a need for financial support enabling them to access education and training opportunities. According to Action on Hearing loss, Deaf and hearing impaired people face disadvantages in training and education opportunities: "Securing employment, training or education opportunities can be extremely challenging for people who are deaf or have a hearing loss as many continue to be disadvantaged and not supported to reach their full potential – for example, the average deaf child leaves high school with a reading age of nine."

(<http://www.actiononhearingloss.org.uk/about-us/scotland/services-in-scotland/on-the-move.aspx>)

Social and leisure activities

The possibility of grants being available to enable Deaf people to access social and leisure activities was highlighted by Deaf participants. In a recent piece of research conducted by RNID, identifying the key barriers faced by deaf and hard of hearing people when accessing services in Wales, they found that 79% of questionnaire respondents believed that being Deaf or hard of hearing makes it more difficult to take part in art, entertainment and leisure activities.

5.0 Summary and recommendations

On the basis of the feedback received, Living Options would suggest the following key priorities are considered by the Devon and Exeter Deaf Charity as a basis to inform the criteria used for the provision of donations. The priorities could be used to produce a framework for prioritising grant applications received by the Charity but, in addition, the Charity might consider putting out mini tender opportunities for groups / organisations to respond to.

As a disability charity, LOD's understanding is that the needs and service gaps highlighted in this report are not addressed by statutory agencies, however, LOD would recommend that this is confirmed with local public sector providers.

5.1 Priorities for people with a hearing impairment:

Grants for individuals

- Grants for individuals to purchase assistive equipment.
- Grants for individuals to help with transport to hearing loss related appointments or lip reading classes; support groups and/or advice and equipment resource centres.
- Grants for individuals to help with the costs of attending lip reading classes.

Grants for groups/organisations to coordinate or expand services

- Supporting the provision of lip reading classes and groups. This support could be provided both to individuals who need financial support in order to attend classes (for class fees but also for transport) and to organisations or voluntary groups who wish to set up or expand their provision of lip reading classes.
- Supporting the provision of better information for Deaf and hearing impaired people, in particular through providing financial support to allow the expansion of existing information/advice and equipment resource centres to wider areas and to fund the purchase of more equipment in existing centres so that a full range of equipment is available for demonstration and loan. These centres could also offer hearing aid maintenance and instruction; coordinate information events and develop information leaflets.
- Supporting the provision of Hearing Impairment Support groups by local organisations/charities (to possibly include hearing aid instruction and maintenance services by volunteers)
- Providing funds for community venues, churches and village halls to install induction loops and PA systems and receive instruction in their use and

maintenance.

- Supporting the provision of a 'volunteer visiting service' where volunteers could provide peer support, information and advice as well as hearing aid instruction and maintenance services.
- Supporting the provision of support for people with hearing impairments in residential homes and in hospitals.

5.2 Priorities for Deaf people:

Grants for individuals

- Grants for individuals to purchase assistive equipment
- Grants to enable individuals to access education and training opportunities.
- Grants to enable individuals to access social / leisure activities – through the provision of funds for individuals to make use of enabling and interpreter services. Although it should be the responsibility of the organisations providing these services to ensure they are accessible, in reality this doesn't happen and Deaf people are excluded.
- Grants for individuals to access BSL interpreter support (for non statutory funded activities) and to access SignVideo in their homes.

Grants for groups/organisations to coordinate or expand services

- Continuing support for Deaf clubs
- Grants to enable organisations/groups to provide information sessions for Deaf people. Provision of funding for information (e.g. about consultations, events) to be made accessible and available for Deaf people
- Grants to enable organisations/groups to coordinate and deliver training opportunities for Deaf people.
- Equipment advice/information resource centres
- Grants to allow organisations to coordinate and facilitate the provision of enabling support – for example to accompany people accessing leisure and social activities and/or to provide support with correspondence, bills, making phone calls etc.
- Supporting the provision of BSL training and Deaf awareness training for care staff as well as front line staff in organisations such as the Citizens Advice Bureau.

On a final note, 85% of respondents had not heard of the Devon and Exeter Deaf Charity. The recommendations drawn from this piece of research could be used as a basis for a publicity campaign highlighting the areas of priority for grant applications from individuals and for organisations.

Devon and Exeter Deaf Charity – key funding areas

In summary, the following overarching themes and key areas could be used by the Devon and Exeter Deaf Charity as a basis for developing its grant making policy and framework:

Supporting individuals and groups with the aim of enabling and maintaining the independence of people with a hearing impairment and Deaf people (key areas: equipment, information, lip reading, training and education, hearing aid maintenance and instruction, enabling, BSL interpreters and support workers, transport)

Supporting individuals and groups to address the potential social isolation experienced by hearing impaired and Deaf people (key areas: support groups and Deaf clubs, lip reading classes, hearing aid maintenance and instruction, volunteers and enablers, BSL interpreters, transport)

Supporting fairer access to community facilities and activities (key areas: induction loops; PA systems, awareness raising, volunteers and enablers; training and education, information; BSL interpreters and support workers, social/leisure activities, transport)

Supporting older Deaf and hearing impaired people and those in hospital or living in care homes (key areas: volunteer visiting service, hearing aid maintenance, BSL and Deaf Awareness, transport)

References

Hearing Matters, Action on Hearing Loss, 2011

Available at: <http://www.actiononhearingloss.org.uk/supporting-you/policy-research-and-influencing/research/hearing-matters.aspx>

Seen but not Heard, Action on Hearing Loss, 2011

Available at: <http://www.actiononhearingloss.org.uk/supporting-you/policy-research-and-influencing/research/our-research-reports/research-reports-2011.aspx>

'In It Together' RNID, 2010

Available at: <http://www.actiononhearingloss.org.uk/supporting-you/policy-research-and-influencing/research/our-research-reports/research-reports-2010.aspx>

'Open to All', RNID, 2009

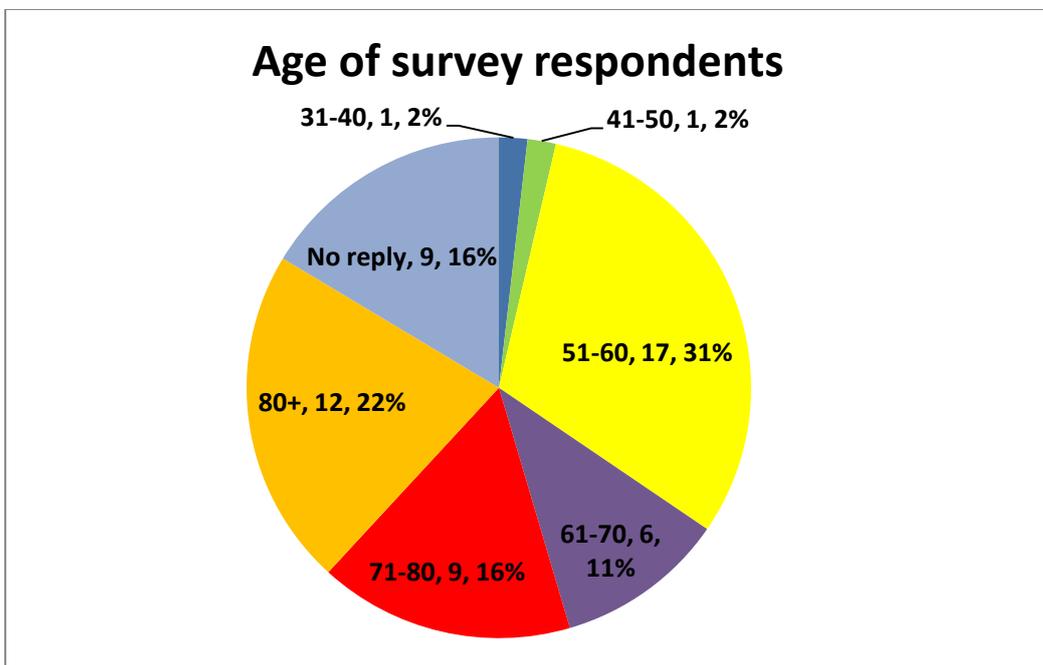
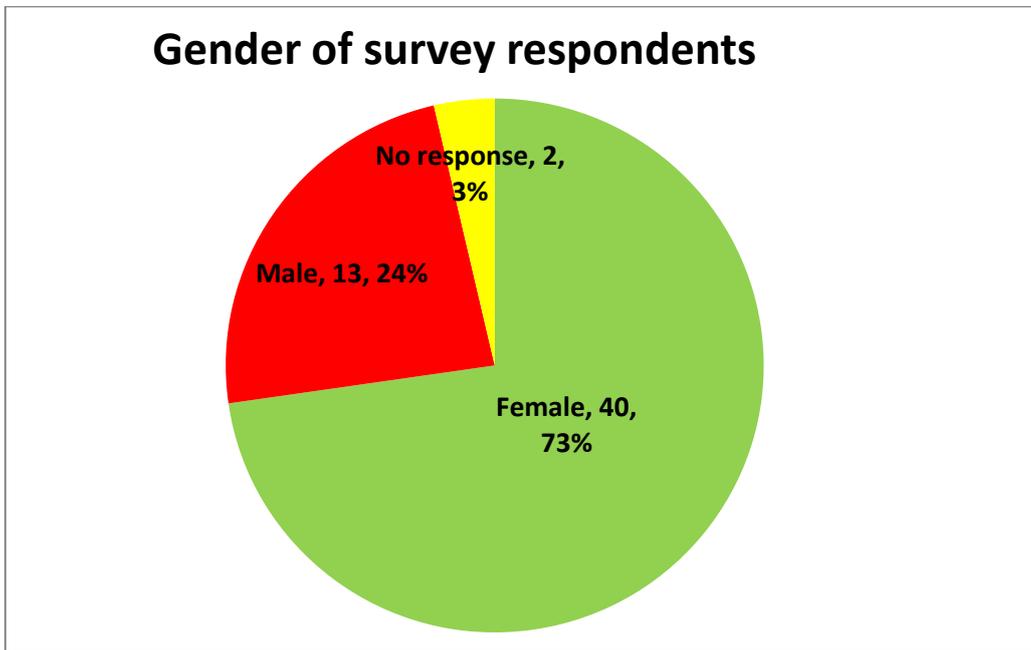
Available at: <http://www.actiononhearingloss.org.uk/supporting-you/policy-research-and-influencing/research/our-research-reports/research-reports-2009.aspx>

'Hidden Crisis' 2009, RNID

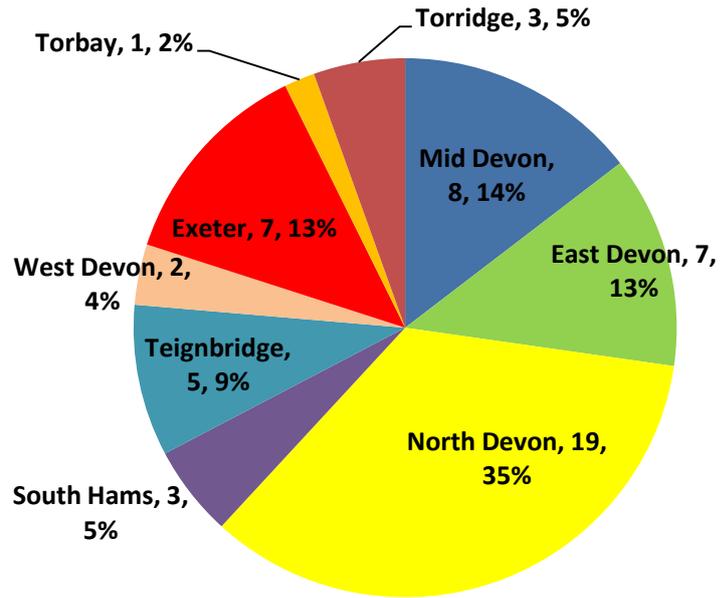
Available at: <http://www.actiononhearingloss.org.uk/supporting-you/policy-research-and-influencing/research/our-research-reports/research-reports-2009.aspx>

Appendix 1 - Equal Opportunities Data

Participants with a hearing impairment

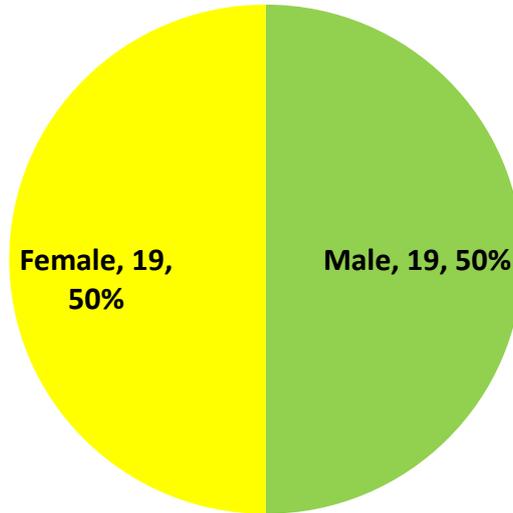


Area of Devon



Deaf participants

Gender of survey participants



Age of survey respondents

