

REPORT TO: Executive Board Sub Committee
DATE: 22 July 2010
REPORTING OFFICER: Strategic Director, Adults & Community
SUBJECT: Services for deaf and deafblind (D/deaf)
WARD(S) Borough-wide

1.0 PURPOSE OF THE REPORT

1.1 To present to Executive Board Sub Committee options for the provision of statutory assessments of need for Halton residents who are D/deaf.

2.0 RECOMMENDATION: That Executive Board Sub Committee:

- i) **note the contents of the report and the findings from consultation summarised in Appendices 1 and 2.**
- ii) **support implementation of Option 3 as detailed in 3.7.3**
- iii) **waive Standing Orders 4.1 and 4.3. in the light of the exceptional circumstances, namely that service provision needs to be maintained whilst a tendering process is undertaken, and authorise the Operational Director Planning and Commissioning to award a contract to Deafness Support Network as detailed in 3.8.4**

3.0 SUPPORTING INFORMATION

3.1 Throughout this report the term D/deaf, now widely recognised by care professionals, is used to refer to everyone with a hearing loss: Deaf (individuals whose first language is British Sign Language), deaf, deafened, hard-of-hearing and Deafblind people.

3.2 The Council currently contracts with Deafness Support Network and they provide services to the D/deaf community across three other Local Authorities, Warrington, Cheshire East and Cheshire West.

3.3 Scrutiny Review

3.3.1 In September 2008 Healthy Halton PPB considered the final report

from the scrutiny review of Sensory Impairment services, which encompassed services provided by Deafness Support Network (DSN). Three recommendations were made:

- i) Confirmation is sought from Warrington and Cheshire that they wish to continue with the tripartite agreement with Deafness Support Network for the Deafblind service and will work jointly to agree a standardised monitoring system for the contract.
- ii) Further benchmarking work is undertaken to consider alternatives including opportunities for partnership working e.g. with St Helens, to deliver the deaf/blind service.
- iii) Revised service specification be drawn up with Deafness Support Network that will lead to improved performance in areas highlighted in this report and that will capture evidence of outcomes for individuals.

3.3.2 All three recommendations have been progressed though there have been some periodic issues relating to performance and some reluctance on the part of DSN staff to attend performance monitoring meetings due to time constraints and capacity issues in working across three authorities. These ongoing concerns together with more recent criticism from Halton Older People Empowerment Network (OPEN) around lack of support for the hearing impaired in the Borough have prompted further exploration of these services and to inform commissioning and future development of support for the D/deaf community in Halton a consultation process as outlined in 3.6.1 has been undertaken.

3.4 Statutory Duty of the Council

3.4.1 The Council has a duty to undertake statutory Community Care assessments in accordance with the National Health Service and Community Care Act 1990 S47(1) for D/deaf people.

3.4.2 Once a need for a service has been established that meets Halton's Fair Access to Care eligibility criteria, a statutory duty falls on the Council to meet this. Social Services for disabled adults including those who are D/deaf are generally provided under Section 29 of the National Assistance Act 1948 in conjunction with Section 2 of the Chronically Sick and Disabled Persons Act 1970. Social Services for D/deaf Children are generally provided under The Children Act 1989, Primarily Section 17 and Schedule 2.

3.4.3 Councils with Social Services responsibilities also have a duty under Section 1(1) of the Chronically Sick and Disabled Persons Act 1970 to inform themselves of the number of persons in their area to whom Section 29 of the National Assistance Act applies.

3.5 The Current Contracted Service

3.5.1 Historically, the contract with DSN has been renewed on an annual basis each year since 1998 and to comply with procurement standing orders agreement has been sought on a number of occasions, most recently in March 2009, from Executive Board Sub Committee to waive SO 3.1 to 3.8, and to award a contract to Deafness Support Network. The annual cost of these services is £74,876 and the current contract expires on 30th September 2010.

3.5.2 DSN are based in Northwich and Warrington and provide services to Children, Adults and Older people who are D/deaf and their carers. The service comprises three elements:

- i) Core deafness support service
- ii) Specialist deafblind service – collaborative agreement between Halton, Warrington and the two Cheshire authorities
- iii) Data inputting to Carefirst to support i) and ii)

3.5.3 Core deafness support service

DSN employ 6 social workers to undertake statutory Community Care assessments who all work across Halton, Warrington and Cheshire and an appropriately qualified technical worker to support equipment assessments and installations for Halton residents. Each authority holds its own contract but the value is based on an historic apportionment of costs of the service Halton 16%, Warrington 19% and Cheshire 65%. As DSN do not have accommodation in Halton posts are based at the Northwich office but also work from offices in Warrington.

The cost of this element of the service for 2010/11 is £59,232.

3.5.4 Deafblind service

DSN provide this service under a tri-partite contract with Halton, Warrington and Cheshire. Halton's contribution is again 16% of the annual cost of the service equating to £8,047. This gives access to assessments by a Specialist Rehabilitation worker employed by DSN. Where people are agreeable, the names of deaf/blind people in Halton are registered on a database maintained by DSN on behalf of the Council – not all request an assessment as they merely wish to be registered.

3.5.5 Data inputting

DSN take responsibility for loading data from assessments and reviews to the Carefirst system and are paid £7,598 for this. There have been periodic backlogs around loading equipment data which may be linked to problems with remote access to the Council's IT

systems. Performance Management staff frequently visit to ensure correct processes are being followed and to maintain the integrity of Carefirst data.

3.5.6 Additional costs outside the contract

Assessments for home adaptations and equipment are carried out by Technical staff and on their advice equipment is ordered and provided by Halton Integrated Community Equipment Service. Requests for adaptations are referred to Halton Independent Living Services. The estimated annual cost of this equipment is £16,380.

On occasion, interpreter services are required and these are spot purchased from DSN.

Further hidden costs relate to remote access to the Council IT system, support by Performance Management Team around data loading and officers time in prompting performance improvements.

3.6 Performance

3.6.1 The scrutiny review highlighted concerns around the number of carers assessments completed. In 2009/10 there was an increase in joint client/carers assessments but the lack of individual assessments remains a weakness despite assistance from Council staff to DSN social workers.

Performance around the timeliness of social care assessments is within the 28 day target. However the CQC target is that 70% should be completed within 14 days. In 2009/10 only 25% were within this target.

3.7 Consultation on Hearing Impairment Services in Halton

3.7.1 Since mid April to 30th June consultation with stakeholders has been ongoing around three options for the future of hearing impairment services:

1. Continue with DSN
2. Halton Borough Council bring in-house
3. Tender out (DSN would be able to tender)

3.7.2 To inform people of the consultation and how they could engage over 200 flyers were sent directly to hearing impaired and deafblind people known to social care whilst communication with the wider community was done through networks and forums such as the Community Development service contact list, Halton Voluntary Action, Halton OPEN and Deafblind UK. Engagement activities included:

- a. Agenda item at Halton Older People Empowerment Network and

OPEN representatives attended consultation events.

- b. Agenda item at the Physical and Sensory Disability Local Implementation Team
- c. Options were formally presented at two events held at Runcorn Town Hall and Stobart Stadium supported by BSL interpreters.
- d. Survey available as paper copy for those who attended events and flyer included link to the survey online.
- e. Ballot paper for those who attended the events to indicate their preferred option. (see note below)
- f. Face to face interviews with those people who have more complex needs and their families.
- g. Outline of options sent to the Chief Executive of Deafness Support Network for comment.
- h. Meeting with local representatives of Deafblind UK.
- i. Mystery shopper exercises undertaken around access to information
- j. Options sent to professional staff in both Children's and Adult Social Care for comment.

Note: Eight people completed the ballot paper across the two events. However, some people felt they did not have sufficient knowledge of the support available and declined to express a preference. In view of this the results of the ballot have not been used to inform the recommendations in this report.

A summary of the points raised at the two events and the survey results are attached – Appendices 1 and 2.

3.7.3 The emerging themes are:

- Local presence - Support needs to be visible
- Better co-ordination of local support already available.
- Signposting and information
- Centre to demonstrate/purchase equipment. Drop in for hearing aid service - possibility of HCRC being used?
- Services need to reflect demand from a diverse range of people i.e. children right through to older people.
- Appropriately trained staff at all levels in the Council to raise awareness of deafness and to use BSL.

3.8 Options

The options presented for consultation are now explored in more detail. All of the options must enable the Council to meet its statutory duties outlined in 3.3. and support the Personalisation agenda as required by Putting People First.

3.8.1 Option 1: Continue to contract with DSN

DSN have provided figures that suggest the true running costs of

services in 2009/10 were £86,232. This is 16% higher than the annual contract figure. DSN are exploring how efficiency savings can be made. To achieve efficiency savings, offer lower level support and establish the desired community presence highlighted through consultation would require renegotiation of the contract and a significant reconfiguration of the current service.

Positives:

- i) Experienced social workers who have worked for DSN for many years and have detailed knowledge of the people known to their service.
- ii) Good Technical staff and excellent performance in delivery of equipment.
- iii) Performance overall improved in 2009/10 but there are still areas to be addressed.
- iv) Database maintained of people who wish to be registered as deafblind.

Negatives:

- i) No community presence which has hampered development of local support initiatives.
- ii) Improvements in performance have required significant effort and persistence by the Performance Management team
- iii) Headquarters are in Northwich with a further base in Warrington
- iv) Reluctance to attend performance management/carers groups/LIT meetings linked to capacity in working across four authorities.
- v) Lack of engagement with the wider deaf community and their families, many of whom are unaware of the service.
- vi) In complex cases requires joint working with other fieldwork teams – duplication
- vii) Deafblind assessments are rarely requested
- viii) Halton is smallest party to the tri-partite agreement and has little influence over how the service should develop.
- ix) Only provide services to people who are deaf not those with a significant hearing loss

3.8.2 Option 2: End contract and establish 'in house' provision

This option would bring statutory community care assessments in-house and has the potential to deliver these services more cost effectively, reflect the local community and secure better outcomes for people with hearing impairments. Officers have visited services available in St Helens and can see potential benefits of developing local community networks such as a hard of hearing club, preschool clubs with move on to Family Signing classes and Youth Clubs for deaf young people or those with deaf parents which includes

hearing peers.

The proposed model consists of the following:

- TUPE requirements apply to 21hpw Technical Officer post, who would continue to undertake equipment assessments within the Borough.
- D/deaf and deafblind assessments would be undertaken by a newly created Community Care Worker (CCW) post after appropriate training.
- Provision of equipment will remain with Halton's Integrated Community Equipment Service as now.
- Interpreter costs will be spot purchased as required from DSN or Deafness Resource Centre, St Helens.
- Data inputting will be absorbed within existing team support arrangements.
- Register of deafblind people will be held on Carefirst and updated by CCW
- CCW will work with 3rd sector to establish community networks/groups.
- Achievable efficiency saving of £16,870

Estimated Halton costs associated with this model are:

1 fte CCW including on costs and car allowance	£30,500
0.56 fte Community Care Worker (TUPE requirements apply)	£17,000
Awareness raising development and promotion of local support across all age ranges	£10,500
Efficiency Savings	£16,870
TOTAL	£74,870

Positives

- Direct control over performance management of the service
- Opportunity to raise awareness of D/deaf in the wider community
- Opportunity to develop lower level support as requested through consultation and raised by local forums such as Halton OPEN.
- More cost effective
- Deafblind register will be held in-house to inform service development

Negatives

- No market testing
- Increases the Directorate's staffing establishment

This proposal can be delivered within the available funding and offer

an opportunity to develop lower level community based support.

3.8.3 Option 3: Tender out service.

This is the recommended option as it offers the opportunity to test the market through a process which is fully compliant with Procurement Standing Orders. Benchmarking with neighbouring authorities suggests that there are third sector organisations that could deliver such services.

It is proposed within the tender process to specify the available budget and state that any tender exceeding this will be rejected. The Council will also reserve its right not to accept the lowest or any tender. Any contract awarded will be for 3 years with an option to extend to five years and will include a no-breach termination clause so that the Council is not contractually locked in for the full term.

Should the market testing not offer the desired quality or range of services within the budget limit set then the proposal outlined in Option 2 will be actioned and the service will be brought in-house.

Positives

- Fully compliant with standing orders.
- Opportunity to test the market
- Potential to have a provider based in the Borough
- Potential to develop lower level innovative support across all age ranges
- Development of lower level preventative support will allow earlier identification of need
- Services will be more actively promoted and contribute to greater awareness raising of the needs of D/deaf people in the wider community.
- Third sector can access funding streams for non-statutory services that are not available to the Council
- Financial envelope and tendering approach will ensure that efficiency savings are achieved.

Negatives

- Cost and resources required to undertake tendering exercise
- May not be possible to achieve a Halton based service within the financial envelope.
- Initially will require significant investment in officers' time to train provider staff on Carefirst and the performance monitoring framework.
- ICT costs associated with remote access to Carefirst.
- Same issues around managing performance are likely to be experienced.

A robust tender process will be undertaken to award a contract by the end of 2010. However, the provider will require time to recruit appropriately qualified staff and to facilitate this it is proposed that the contract start date be 1st April 2011.

- 3.8.4 To ensure there is no gap in statutory services and meeting assessed need it is proposed to extend the existing contract with DSN for a further six months to 31st March 2011 at a cost of £37,438. This will require the agreement of Executive Board Sub Committee to waive procurement standing orders 4.1 and 4.3 which requires three quotes in respect of contracts with a value less than £50,000.

4.0 BUSINESS CASE FOR THE CONTRACT EXTENSION

Value for money and Competition

A six month contract extension will allow sufficient time to undertake a robust procurement process and maintain service provision. Without the extension specialist Community Care assessments would need to be spot purchased. Whilst the Council do have staff that can undertake assessments for equipment they are not skilled in communicating with the deaf or in assessing need related to deafness. Over a six month period 150 + plus people will need such an assessment.

Transparency

In order to ensure transparency DSN will be required to continue submitting regular performance information to named lead commissioning officers.

Propriety and Security

The extension of this contract complies with Halton Borough Council's standing orders and procurement. Compliance with anti corruption practices will be adhered to and the contract will be terminated if any instances of corruption by the organization or its staff members occur. The cost of entering into this contract will be contained within existing available budgetary provision.

Accountability

All services will be performance managed through the Directorate's performance monitoring framework and will be scrutinised by Operational Managers

Position of the contract under the Public Contracts Regulations 2006

As this is for care services, these contracts are largely exempt from the 2006 Regulations so there is no need to advertise for expressions of interest in the official Journal.

5.0 POLICY IMPLICATIONS

Statutory guidance

LAC(DH)(2009)6 issued under Section 7 of the Local Authority Social Services Act 1970 sets out guidance on actions that local authorities are expected to take in relation to deafblind adults and children. It reminds authorities that this must be given effect in the context of the ongoing transformation of adult social care set out in Putting People First.

In taking forward Option 3 a robust service specification and ongoing monitoring will ensure the Council is complying with its statutory duties and guidance.

6.0 OTHER IMPLICATIONS

6.1 TUPE

It is anticipated that there will be TUPE implications for one post with the current provider and the relevant detail will be made available to prospective tenderers.

6.2 Financial Implications

These services are funded from base budget. Options 2 and 3 can be delivered within the financial envelope of £58,000 per year, delivering recurring efficiency savings of £16,870. Option 1 would require renegotiation of service specifications and contract fees to achieve this level of efficiency saving and deliver the desired local service.

The proposed six-month extension to the current contract with DSN will cost £37,438 and is covered within the 2010/11 base budget.

7.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

7.1 Children & Young People in Halton

The support offered to D/deaf young people through communication skills and equipment enables them to participate in ordinary life and reach their potential.

The proposal to bring statutory community care assessments in-house will improve communication and co-ordination of services between Social Care and Education.

7.2 Employment, Learning & Skills in Halton

The support offered to D/deaf people through communication skills and equipment enables them to compete for employment and learning opportunities or maintain their existing employment.

7.3 A Healthy Halton

The services in the recommended Option 3 will offer a range of support to D/deaf people to promote independence and enable

participation in community life, whilst reducing risk of physical harm and have a positive impact on a person's sense of self worth and mental health.

7.4 **A Safer Halton**
None

7.5 **Halton's Urban Renewal**
None

8.0 RISK ANALYSIS

8.1 Establishing a new service requires careful planning and an implementation plan will form part of the tender process. A period of 3 months from award of contract to start up of services has been factored into the recommendations in this report to ensure continuity of service provision.

9.0 EQUALITY AND DIVERSITY ISSUES

9.1 Statutory assessments of need undertaken by suitably experienced staff will consider on an individual basis the barriers that need to be overcome. The recommended Option 3 will promote D/deaf awareness across the wider community as well as developing lower level support to maintain independence and promote social inclusion. A full equality impact assessment has been completed.

10.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

Document	Place of Inspection	Contact Officer
LAC(DH)(2009)6	Runcorn Town Hall	Audrey Williamson

11.0 JUSTIFICATION FOR TAKING THE ITEM IN PART II

11.1 Which Paragraphs apply?

This report contains information relating to the current contract. The justification for taking this report as a part two item therefore relates to a range of commercially sensitive information contained in Section 3 of the report (the current contracted service and the Council's projected costs).

11.2 Public Interest Test

In the short term the public interest in not disclosing the commercially sensitive nature of the details in the report, outweighs the public interest in disclosure.

11.3 **Conclusion**

The public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Notes from Hearing Impairment Consultation Event Held in Civic Suite, Runcorn Town Hall, 10th May 2010

*Hearing loop system was installed but **after** event participants advised it was not working. 2 BSL Interpreters available and translated for one person whose first language was BSL.*

Three options presented:

1. Continue with DSN
2. Halton Borough Council bring in-house
3. Tender out (DSN would be able to tender)

Questions/points raised by attendees:

Equipment:

Leaflet provided by hospital on phones available via BT but many not available and model purchased has not proved to be ideal.

Smoke alarm vibrator pads – confusion over who is eligible for one. Does a person need to be living on their own?

Assessment:

Will HBC staff undertaking assessments be able to sign as all DSN do now?

Concerns around using specialists – can mean 3rd person interpreter present people only want to talk one person.

Can DSN's infrastructure cater for the increasing numbers by 2025?

Halton College no longer offering BSL course – where will HBC go to train staff?

Deaf Awareness Raising:

More deaf awareness training needed in the wider community.

Deaf young people want to go to youth clubs with their hearing peers.

Children don't just need equipment but also need to be given strategies to help them cope in school and later in life.

Children and young people can be labelled as having behavioural issues – tapping. Liaison Teacher between Health, Social Care and Schools can help to connect and smooth out problems.

People can be stigmatised by apparent offers of help which single them out – example given of headphones offered at Brindley

People can feel isolated – counselling services should be available for deaf people.

More public facing Council staff need to be offered training in BSL.

Councillors who will be considering reports on these services need awareness training.

Swimming – given up because have to remove hearing aid and cannot understand lifeguard – can another way of communicating with people be found – placards?

Employability:

Halton People into Jobs can lead on this when the deaf community have decided on course of action.

Future provider:

Must be based in Halton

Should have a shop or office on High street to demonstrate available equipment.

Must also visit people in their own homes.

HBC should not just look for the cheap option.

Strategic Group:

Will we be setting up a group? People attending were willing to take part. Deaf Community should be involved in hearing presentations and in selecting from tenders.

Feedback:

Needs to be available in Plain English and BSL.

Agreement reached that the following are needed:

- Voting difficult without more information about what's on offer
- Local presence
- Support needs to be visible
- Centre to demonstrate/purchase equipment
- Appropriate trained staff at all levels in Council
- Services need to reflect demand from a diverse range of people i.e. children right through to older people.
- Signposting and information
- Better services from Health – rationed hearing aid batteries. If not replaced breach of human rights.

Notes from Hearing Impairment Consultation Event Held in Bridge Suite, Stobart Stadium 14th May 2010

Hearing loop system working. 2 BSL Interpreters available but not required
Three options presented:

1. Continue with DSN
2. Halton Borough Council bring in-house
3. Tender out (DSN would be able to tender)

Questions/points raised by attendees:

Equipment:

Want opportunities to test/trail equipment before purchasing.

Money wasted on equipment/phones – Age Concern provided the solution (FOC)

Person has used DSN for equipment and commented that both they and Age Concern are up to date with what's available.

Other support available

Vibrating Smoke alarms from Fire Brigade – praised for the excellent service they offered.

Help the aged provide information and some equipment (door bell)
Age concern also provide information.

Assessment:

Deaf Awareness Raising:

Make use of local residents/tenants groups and HHT. Representative of Ditton Group took batch of questionnaires to be completed by residents in the area she was aware of who were hearing impaired.

Most people were not aware of DSN services and had approached Help the Aged and Age Concern for advice.

Use local media more – Council publication and local press.

Employability:

Not raised by this group.

Future provider:

Needs to be a local service

Is it better value to continue existing service or tender out? Reply stressed that this was not a cost saving exercise

Health Services

Better signposting needed – GP's refer to Whiston then fitted with hearing aid and that's it. Need info on what more is available and where to go.

Better co-ordination between GP and audiology service at Halton Hospital.

In-reach service needed for some people – e.g agrophobic.

Clinic at HCRC discontinued 2/3 years ago and now have to go to Whiston.

Hearing aid batteries available from HCRC and Castlefields.

Children's hearing aids re via Warrington hospital – if break have to be sent there for repair – often break as children are boisterous!

Children don't have a group that can offer information and support like Age Concern for older people. Available support is hard to find.

Strategic Group:

All agreed to be contacted re setting up a group – wanted to be able to see that something would happen as a result of their input.

Feedback:

Agreement reached that the following are needed:

- Address issues raised around hospitals – St Helens ENT was particularly valued (Mr.Dowd)
- Signposting
- Better co-ordination of local support already available.
- Equipment trialling – possibility of HCRC being used?

Hearing Impairment Services Engagement & Involvement Survey

Why we need your help

Halton Borough Council are reviewing the way we provide Hearing Impairment Services. Your views are important and will help us to define the services that are provided to you.

About you:

Below there are a few questions about yourself or the person you care for.

1. Are you

Please tick one box

	Please ✓
Male	10
Female	13

2. Do you, or the person you care for, have either....

Please tick one box

	Please ✓
Hearing Impaired	22
Dual Sensory Loss	

3. Are you/is the person you care for

Please tick one box

	Please ✓
Service User	16
Carer of a person with hearing impairment	
Family Member of a service user	4

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4. What is your preferred method of communication?

Please tick one box

	Please ✓
British Sign Language	2
Lip Reading	5
Braille	
Other e.g. Makaton	3

5. How old are you/is the person you care for?

Please tick one box

	Please ✓
18 or under	
19-24	1
25-34	2
35-44	1
45-54	5
55-64	5
65-79	4
Over 80	4

6. Have you or the person you care for, been assessed by Social Services?

Please tick one box

	Please ✓

Yes	5
No	12
Don't Know	1

Support:

Below there are a few questions about the Hearing Impairment support and services that you or the person you care for receives

7. Can you tell us if you have received any of the following equipment to support your hearing impairment

Please tick all that apply to you

	Please ✓
Alarm Clocks	
Shake Awake (Sarabec)	
Phones & Text Phones	
Uniphone	2
Pro 400	
Minicom 6000	
Minicom 6000+	
Mains Adapter	1
TV Aids	
Crescendo 50 (Sarabec)	
Seniheisser Set 50	
Echo FM Headset & Neck Loop (HPI)	
Minitech Headsdet & Neck Loop (HPI)	2
Infralight – Headset (Sarabec)	
Other	
Clarity Phone Amp (Sarabec)	1
Phoneflash (Sarabec)	
Baby Alarm Pad (Connevans)	1
Evo 200 (Sarabec)	
Byron SX 201 Rech D/Chime (RNID)	
Byron Vib D/B SX205	

(RNID)	
Loop Systems	
LA110 Loop (Sarabec)	2
Mega Loop	
Mega Loop (HPI)	
Smoke Alarms	
Smoke A/Pad & Light	2
Smoke Alarm & Pad	1

8. How satisfied are you with the level of Hearing Impairment Services you receive?

Please tick one of the following

	Please ✓
Very Satisfied	4
Satisfied	3
Neither	8
Dissatisfied	3
Very Dissatisfied	1

9. Can you explain why you feel this way

- I am not a service user or a carers so it is difficult to say either way
- Deafness Support Network gave me plenty of choice of what I need
- Lack of information on what is available. I lip read and have a distrust of hearing aids
- Everybody is kind and helpful all things explained clearly
- Only have help from Doctor and E.N.T St Helens Hospital
- My daughter helps, Deafness Support Network are very good – lady called Wendy
- Provided by Age Concern and the Fire Brigade
- Lack of communication re: what is available as help; how things work; co-ordination of services
- I have hearing impairment that requires me to use hearing aids in both ears. This does not however restrict me unduly in my day to day life and I have not had need to call on the

Council for other assistance.

- I have never referred myself or received a service but will need to do so
- No means of waking up Cant hear people at door Have trouble on telephone
- because i can now hear people on the phone
- Have not found anywhere to have test and converse about my hearing problem
- I was not aware of a hearing impairment service
- Firstly I need to be assessed to see what is available to assist me....I will do this today. Secondly I would like to see raised awareness of hearing loss affecting people that don't/can't wear hearing aids or sign, just because it isn't visible doesn't mean it isn't there. Thirdly when a hearing problem is known within your working environment/colleagues etc then reasonable consideration should be the given to that persons needs.
- I have no support or information from any service. I have had no hearing at all in my left ear from the age of 5 due to mumps and on my last hearing test I have only 85% hearing in my right ear. Information on any help with door bells/telephones would be good

10. Thinking about your impairment, how could Hearing Impairment Services you currently receive make your life better?

- Everyone use BSL
- Information. Treating the person as an individual because everyone is different. Being able to try different equipment before buying
- Already very helpful and I can ring for advice anytime
- More information direct to me
- Very happy at moment
- Information, choice over equipment. Something needed locally
- Lack of communication re: what is available as help; how things work; co-ordination of services
- Some information on the assistance that could be available would allow me to assess what help I may need

- I will have to refer myself and see what is available
- is there a drop in for hearing aid services (tube replacement tec in halton?) give more advice on available equipment.
- If every phone was hearing aid compatible
- Not sure what is available.
- This survey is the first time that I knew that additional support was available
- As I haven't received a service from H.B.C. (except for a volume control telephone that really isn't much help) I can't answer this other than to say that the working environment/office setting I am in is very isolating for me. No I do not feel supported although others are aware that I struggle to hear. It should be recongnised that there are so many differing degrees of hearing loss and the problems associated with it. Not everyone can use hearing aids etc.
- This is the first I have heard of this facility
- I was not aware of a hearing impairment service.

11. Where do you go to get information or advice about your impairment?

Please tick all those that apply

	Pleas e √
Halton Borough Council	3
Deafness Support Network	5
Internet	3

Other – please specify

- Attended RNID awareness day 18months ago
- St Helens Hospital (x2)
- Daughter
- Age Concern
- A friend
- NHS advice during regular hearing checks
- I will contact deafness support network for assistance/information
- I attend st helens hosp (as this was where i was referred to originally) for the maintenance but don't really get advice on other aids/equipment. i look on rnid website found what equip i was looking for and i was able to ask questions via their website
- Warrington Hospital

12. How easy or difficult do you find it to access services to help you with your hearing impairment?

Please tick one box

Very Easy	2	Quite Easy		Neither	11	Quite Difficult	2	Very Difficult	4
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13. Do you have enough information about Drop-In Centres or social activities for people with hearing impairments in your area?

Please tick one box

	Please ✓
Yes	4
No	15
Don't Know	3

14. Would you say there are enough Hearing Impairment Services available near to where you live?

Please tick one box

	Please √
Yes	1
No	8
Don't Know	11

15. Do you feel that you have the opportunity to try out difference pieces of equipment to help out with your hearing?

Please tick one box

	Please √
Yes	3
No	15
Not Applicable	1
Don't Know	1

Personalisation of Care:

Below are a few questions about Personalisation of Care

16a. Do you feel that you have been involved in making decisions about how you, or the person you care for, are supported?

Please tick one box

	Please √
Yes	4
No	12
Don't Know	2

16b. If you answered no, can you tell us why you feel this way

- Last hearing test the doctor offered me a standard hearing aid. This was a barrier for me. Consultant didn't look at me as a whole individual. It was hearing aid or nothing at all.
- Did not know there was choices
- There is no mechanism for lay people to be involved
- I have found it impossible to get help with my mum's hearing problems via her GP. I am hoping HBC can assist me in getting help for her.

17a. Do you or the person you care for, receive Direct Payments?

Please tick one box

	Please √
Yes	1
No	16
Don't Know	1

17b. If you answered yes, what do you use your Direct Payment for?

Please tick all that apply to you

	Please √
Equipment	1
Personal Assistant	
Respite	
Interpreter	
Other (Please Specify)	

18a. Would you say that the level of support you receive as a result of your Direct Payments is adequate for your needs?

Please tick one box

	Please √
Yes	1
No	4
Don't Know	2

18b. If you answered yes, can you tell us what support you or the person you care for, would like to receive

Notice from St Helens when to attend

I do not know what payments are available or what purpose they can be used for.

Thank you for taking the time to complete this survey