



Client Feedback Survey Results

May, 2018

Table of Contents

1	Introduction	2
2	Methodology.....	2
3	Demographics	3
4	Overall Summary of Replies	5
5	Survey Results	6

1 Introduction

D/deaf people were asked to participate in a survey to help Deaflink look at our services, if they are useful and any gaps. 2 BSL using staff members attended a number of events and venues (appendix 2) in the North East and asked if people would help us. A total of 51 responses were received.

The survey included questions about what people knew about Deaflink and what services they would like. The survey also asked respondents to give an indication of if and when they would like future events and meetings. We used the questionnaire as an opportunity to explore issues with individuals and to encourage honest feedback.

We have written a short explanation of the findings and identified key points in section 4 the summary. We have listed the survey results in section 5 for your information.

Note: The complete survey questionnaire is included later in this document for reference.

2 Methodology

The survey forms were developed with input from the staff. A preliminary draft of the survey was then used with Community Action Group members, who were asked to respond to the questions and make suggestions for possible changes.

Clients were asked to complete the questionnaire. Because it involved written English, people were given the opportunity to work with the staff member to go through the form, they could take the form away and complete it themselves or complete an online version. Several people did not complete every question.

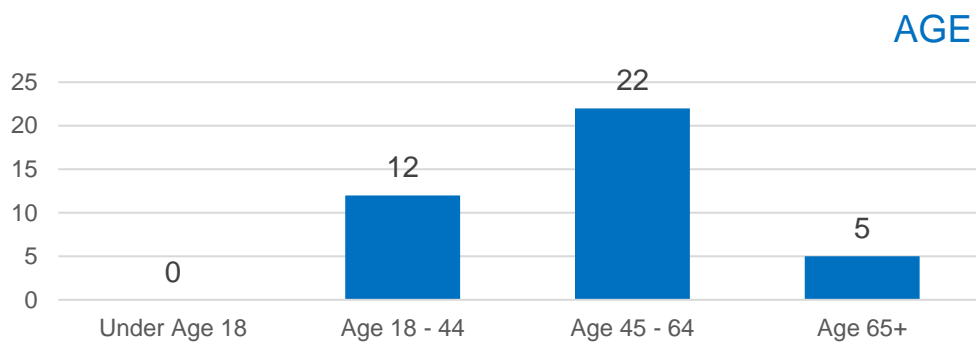
Questionnaire topics included:

- Where they live
- How they would describe their 'disability'
- How they like to use their spare time and if they face restrictions
- If they had used Deaflink before
- Overall knowledge of Deaflink services
- What services they would like from Deaflink
- Preferred times and locations of events

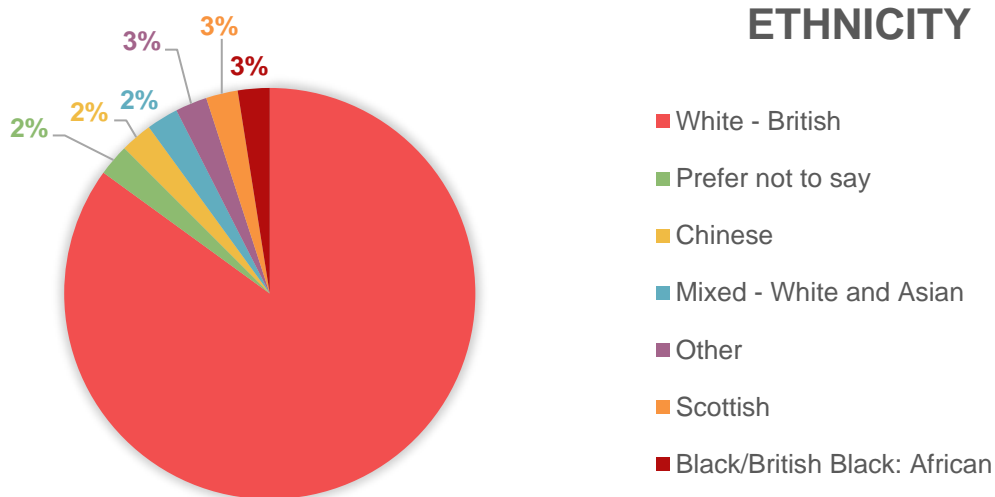
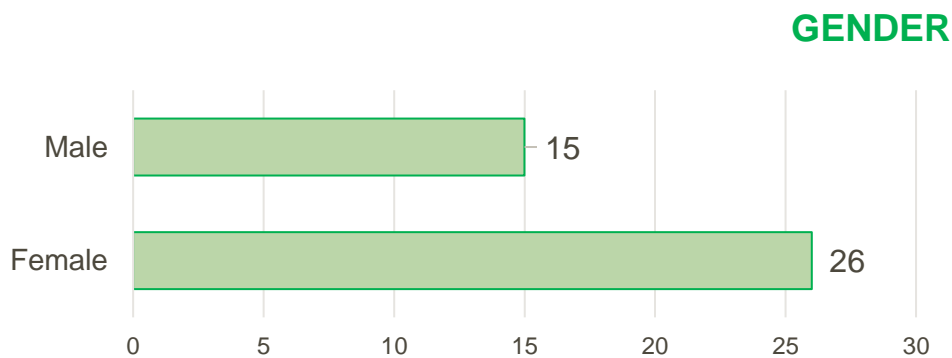
Note: The results reported can only be considered the opinions of the survey participants. They cannot be generalized to represent the entire D/deaf population of the North East.

3 Demographics

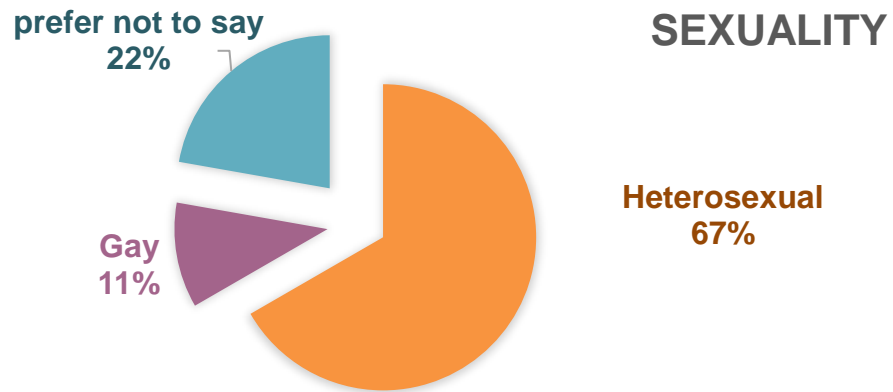
Survey responses defined by several demographic categories, as follows:



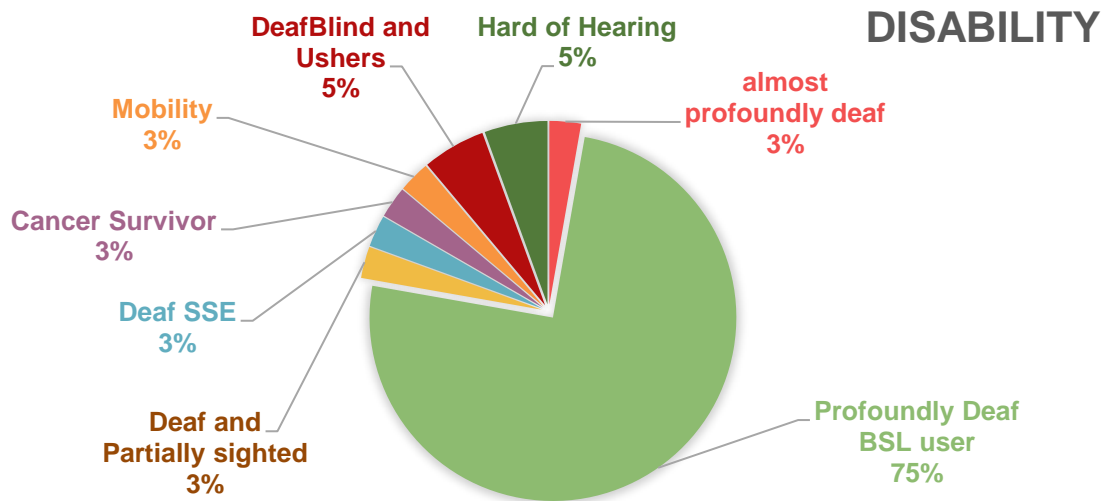
This is a relatively young cross section of respondents.



* This is a typical representation of the population of the North East of England.



The low number of people who replied to this question skews this data.



This was a self-defined question about what is your disability. This data is slightly different from the later question where 88% of respondents stated they were profoundly deaf BSL users.

4 Overall Summary of Replies

The results showed us some interesting things that provide useful information:

- Over 40% of the people questioned live in North Tyneside
 - 88% are profoundly deaf BSL users
 - 1/3rd of people had NOT used a Deaflink service
 - Of the other 2/3rd nearly half had used our service 11 times or more in the last year
 - 98% of respondents want to socialise with other D/deaf people and just over 1/3rd of them want this to be a mixed BSL and Hard of Hearing event.
-
- In reply to the question 'are there things you cannot do anymore?' 98% said yes.
 - 'Are there new things you want to do but can't?' 90% said that there were things they wanted to do – these ranged from doing Sports (swimming was popular) and 4 people said getting a job.
 - Overwhelmingly communication and deafness was the key reason given as to why they can't do them – confidence, lack of information and opportunity were other factors.
 - This led to a significant number of negative feelings.

31% of people asked did not know what Deaflink did. This is not surprising as Deaflink cannot advertise our services because we are funded to work in Newcastle only.

We asked people to identify from a list of suggestions what, if anything, did they want more of. The most popular choices were:

1. Information and facts on Health issues (36)
2. Social Opportunities – day trips (34)
3. Information and facts – support, access, services (32)

The least popular was campaigning – politics, which is typical of D/deaf culture.

When asked to identify if there were any other social opportunities they would like several made the point that there is not much in the North Tyneside area. In terms of things that interest them weight loss and fitness classes, access to information and help with jobs were key issues.

A relatively high number of people were interested in attending Deaflink events – especially day trips (37), and the majority favoured Tuesdays. 52% said that they would be prepared to pay towards an events with only 8% refusing to pay anything.

82% of people replying did not have a problem with the venues we use however the number of people replying to this question was only 17.

The majority of respondents (47) said that they would be able to travel to venues and, if given a choice, they would prefer to meet in Newcastle (19); North Tyneside (11) and anywhere as long as it has public transport/parking (8).

5 Survey Results

WHO REPLIED?

1. Where do you live?		
Newcastle	10	19%
Gateshead	9	17%
North Tyneside	21	40%
Northumberland	4	8%
South Shields	2	4%
Sunderland	2	4%
Durham	2	4%
South Tyneside	2	4%

2. How would you describe yourself?		
Profoundly Deaf BSL user	43	88%
Almost Profoundly Deaf	2	4%
Hard of Hearing	2	4%
Deafblind with Ushers	1	2%
Not fully deaf	1	2%

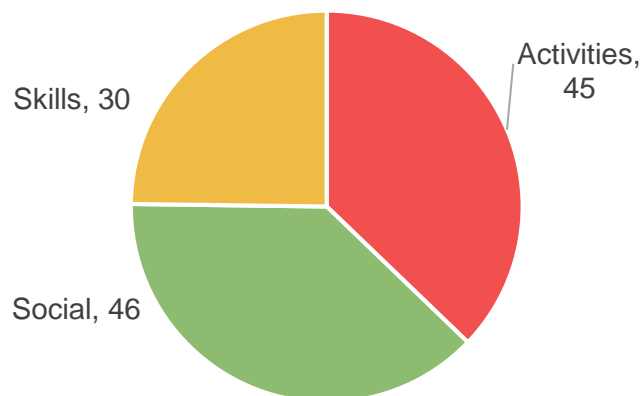
3. Have you used Deaflink service before?		
Yes	31	60%
No	21	40%

4. If yes, how many times in the last year?		
once	3	10%
2-5 times	5	17%
5-10 times	9	30%
11 or more	13	43%

5. Do you want to socialise/meet with other D/deaf people?		
Yes	48	98%
No	1	2%

6. Do you want it to be		
BSL only	33	65%
Mixed (BSL and HoH)	18	35%

7. What do you like to do in your spare time? (See Appendix 3 for full list of replies)

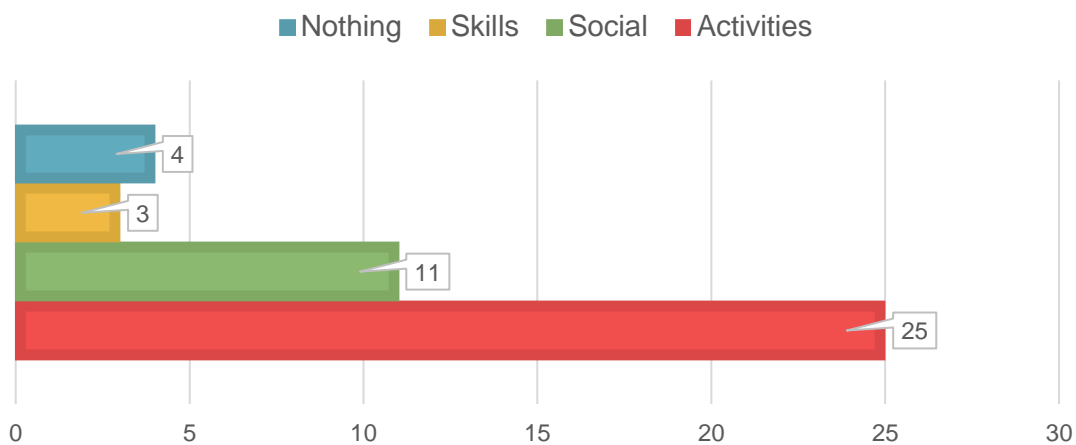


Activities = Sports, Exercise, Darts, Yoga

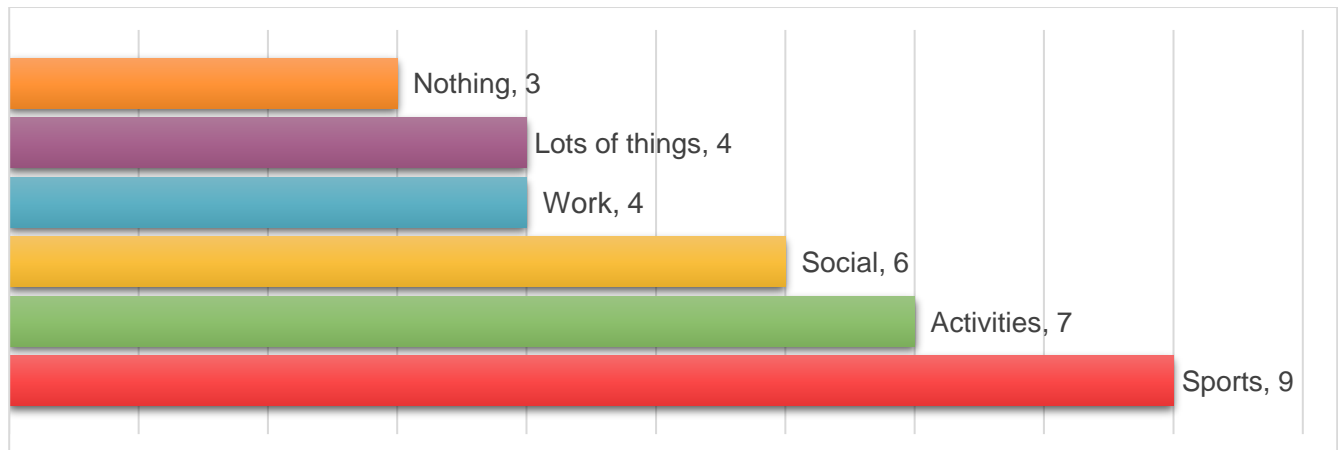
Skills = sewing, joinery, cooking

Social = OAP group; Deaf clubs; meeting friends

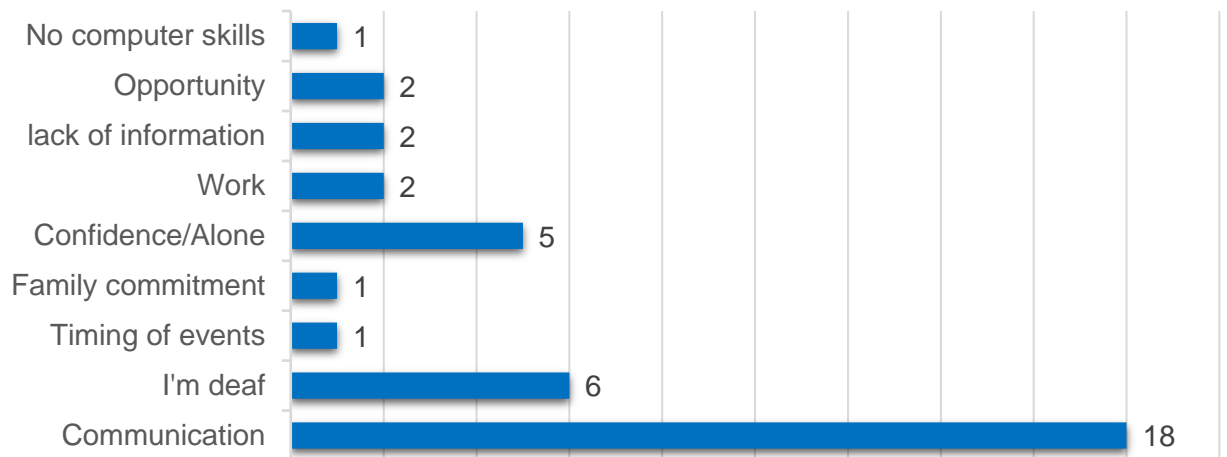
8. Do you find there are things you can't do anymore? What? (See Appendix 4 for full list of replies)



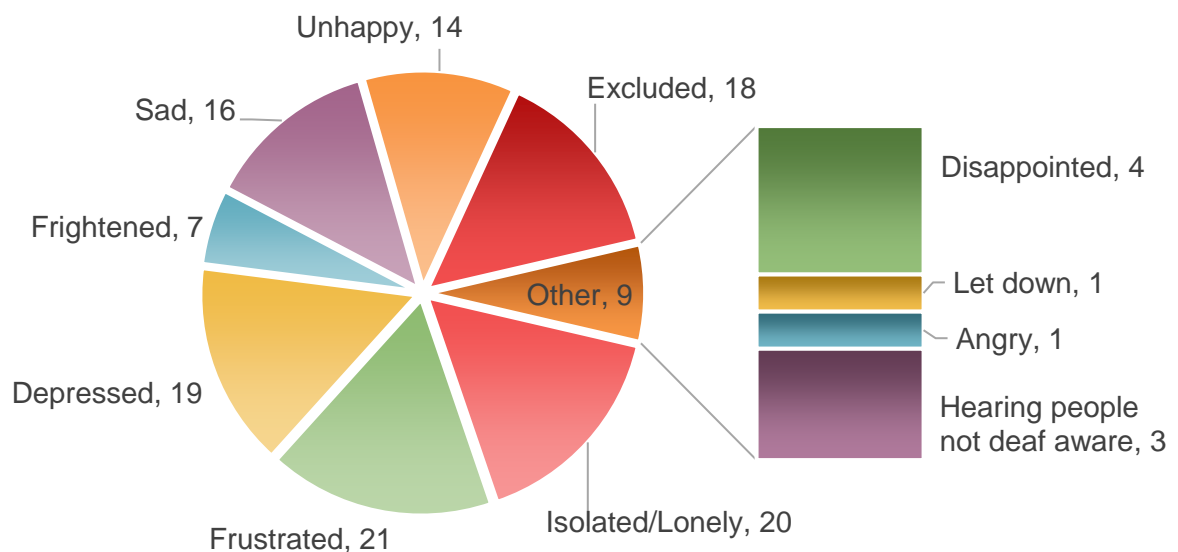
9. Are there new things you want to do but can't? (See Appendix 5 for full list of replies)



10. What stops you doing them? What are the barriers? (See Appendix 6 for full list of replies)



11. How does this make you feel?



WHAT SERVICES DO YOU WANT?

People were read a statement about Deaflink services and asked:

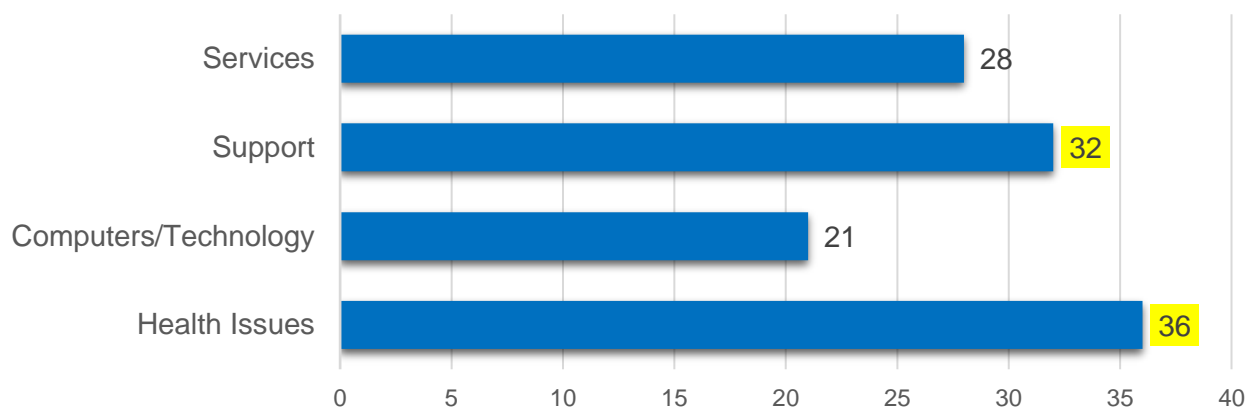
12. Did you know what Deaflink provided?		
Yes	34	69%
No	15	31%

13. Would you want more of these?

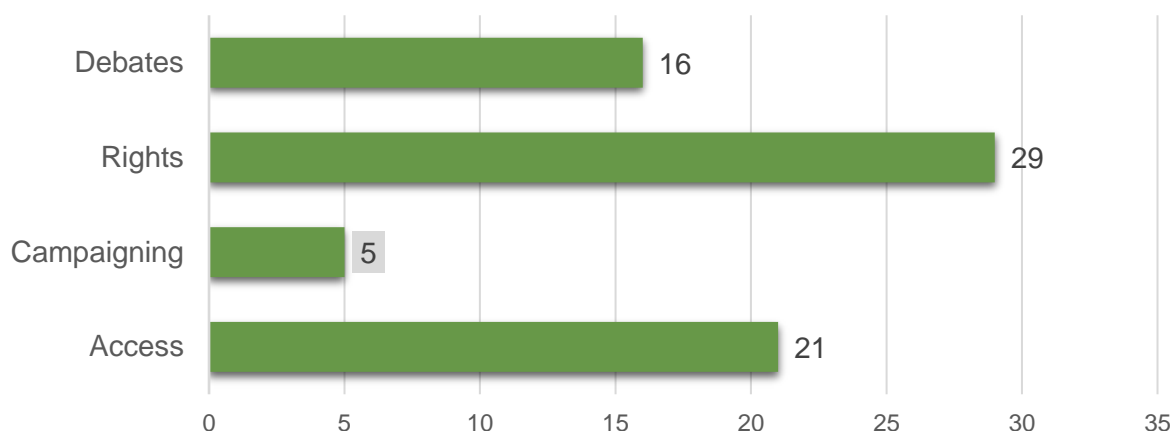
People were given a list of options in 4 categories (below) and were asked to identify if they wanted more opportunities to access these:

(This identifies the top 3 responses)

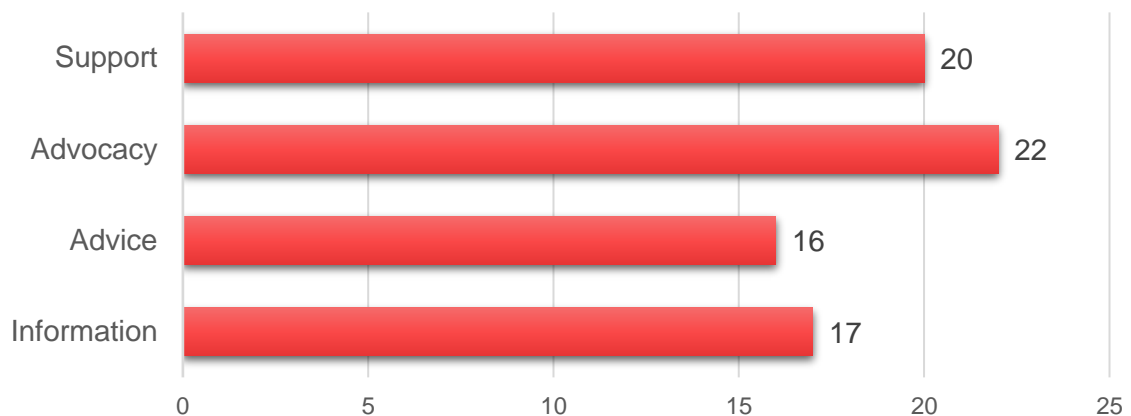
1 Information and Facts?



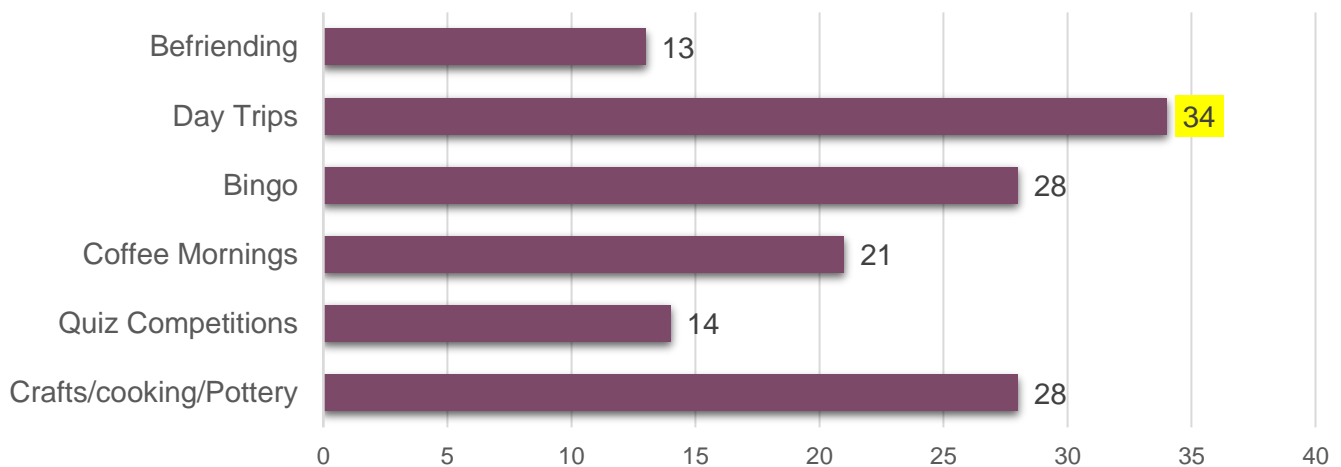
2 Politics?



3 Help?



4 Social Opportunities?



Other Social – what would you like?

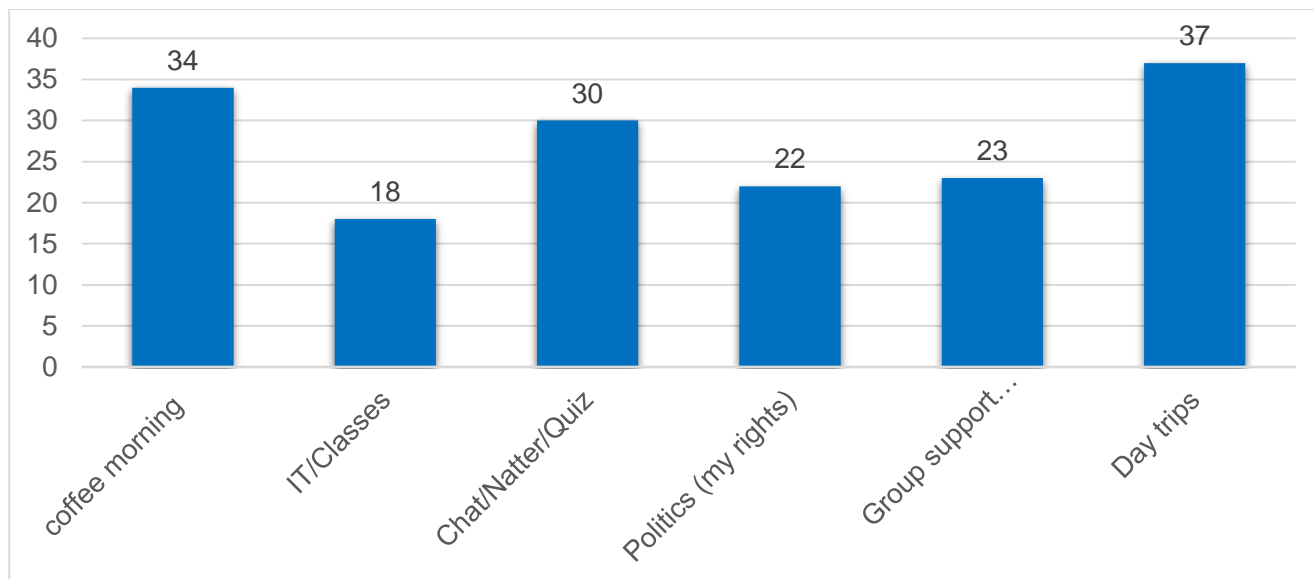
- Deaf Forum, rather in North Tyneside, Deaf Women Social Group (not health), Ushers Social Group
- Prefer hearing social worker sign BSL. Deaflink where in North Tyneside?
- None in area North Tyneside
- Deaflink (never talk about North Tyneside)
- Deaf Forum in North Tyneside. Deaflink not area North Tyneside
- Befriending. Blind date for fun. Lots of single people could do with it.
- Honest - everything would be great.
- Befriending - English need help
- I like go Healthy Deaf Minds but too dark at night alone
- Family Day Out
- Befriending
- Drop in, chat and natter
- Labour (politics)
- BSL qualifications, free or low cost to D/deaf /HoH

- Trips - to other Deaf clubs? Leeds, Sheffield
- More local clubs - (Deaf Clubs)
- I find that if I go to these events they are explaining things to me that I do not need. I would like to access what is available to hearing people.
- Deaf U3A - access what is available for hearing people

14. Topics you are interested in?

- Improve services in North Tyneside as none here!!
- North Tyneside need improve for the Deaf and interpreter.
- North Tyneside need improve. I need interpreter.
- North Tyne (Council) improve for Deaf BSL, need improve interpreters - Hearing BSL Languages. Deaf Forums in North Tyneside.
- Improve North Tyneside. Very needed (interpreter) services
- More of get together like a fun games - Mr & Mrs - Mrs & Mrs, Mr & Mr, win some prizes and fun night out
- I need help in translation
- Information, Politics, New laws changing etc.
- Vintage cars
- I like walking with Deaf and Blind with dogs, walking
- Anything that inspire me
- Weight Loss, Mental Health
- Information on finding jobs
- Meet other Deaf people
- Best Bingos, Deaf Forums
- Best Bingo and Trips and Deaf people Chat
- Deaf Group
- Cooking
- Not know
- Deaf Comedy
- Home, holidays
- Any health for body, men problem
- History, art, music
- BSL, art, Dance
- History, walk the outdoors
- Help us improve our life for better
- The local area, history, politics and anything of interest

15. If Deaflink provided this would you come?



Other?

Bootcamp (2); Company Film (1); what's our rights (1); Drinks/shops (1) and Pub/café (1)

WHEN DO YOU WANT THEM?

16. When is the best day and time for events?

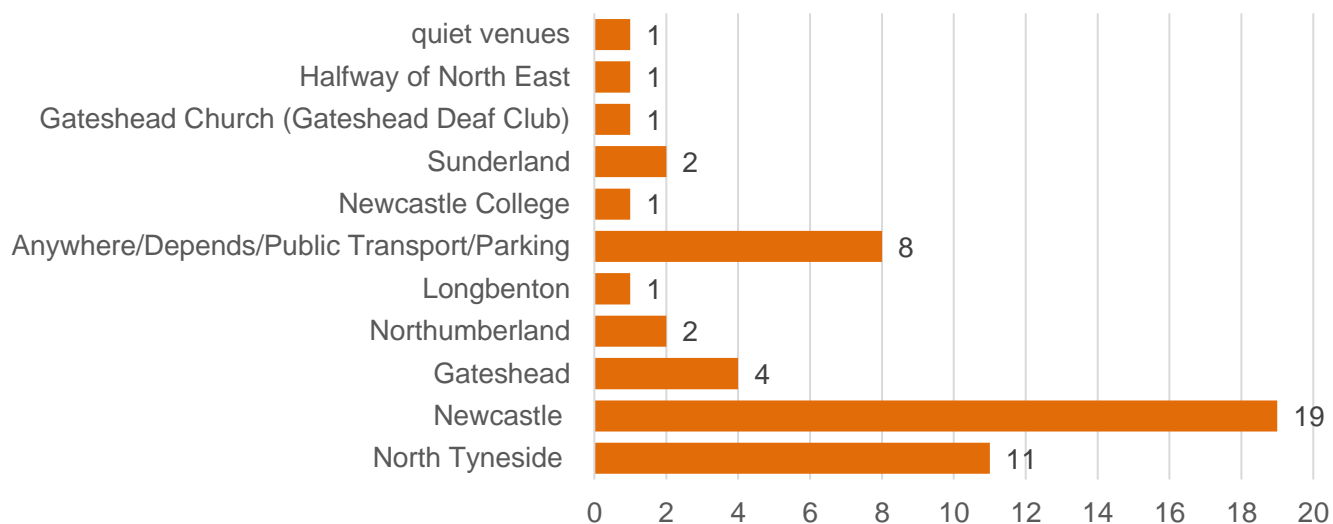
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Morning	13	15	7	12	10	9
Afternoon	11	13	9	13	9	11
Early Afternoon	6	11	7	7	8	5
Evening	7	9	8	11	10	9

17. Would you pay?		
Yes	26	52%
No	4	8%
Maybe	20	40%

18. Do you have problems with any or the venues we use		
Yes	3	18%
No	14	82%

19. Are you able to travel to venues? 47 people said Yes.

20. Where would you prefer to meet?



Appendix 1 Consultation Questionnaire

We are looking at services available to Deaf people in the area. Deaflink works in Newcastle but we do a lot of work with BSL users in the North East area. We want to do more work but need to know if the BSL community want this. The reason of this questionnaire is to try to find out more about your views regarding Deaflink's services or if you think there are gaps?

Can we ask you some questions about Deaflink's services?

1. Have you ever used us before?

- ☐ Yes – when? Lots of times?
- ☐ No – why not?

2. Do you want or like to socialise/meet with D/deaf? BSL only?

- ☐ **Yes**
- ☐ **No**

- ☐ **BSL users only**
- ☐ **Hard of Hearing only**
- ☐ **Mixed (BSL and Hard of Hearing)**

We would like to ask questions about you:

3. What things (hobbies/interests) do you like to do in your spare time?

4. You find you can no longer do somethings? What?

5. Are there new things you would like to do but can't?

6. What stops you doing them? What are the barriers?

7. How does this make you feel?

- ☐ Ok
- ☐ Isolation (lonely/alone)
- ☐ Frustration
- ☐ Not bothered
- ☐ Depressed
- ☐ Frightened
- ☐ Sad
- ☐ Happy
- ☐ Excluded
- ☐ Feeling not important
- ☐ Other

About Deaflink Services?

Deaflink provides opportunities for people to meet who are deaf – Men's Group, Saturday Forum, Shhh Group, and Healthy Minds. We provide information and then people can ask questions.

We provide an e-bulletin, this information that is useful for BSL and HoH community. We also help individuals. If someone needs advice, information or help to complain then we will provide this.

We also do research (like this!) and ask people questions about health issues. For example – Walk-in centres, Diabetes, End of Life. We take all of this information and we meet with different organisations to show them how there are problems and barriers for BSL users.

8. Did you know Deaflink does all of this?

- ☐ Yes
- ☐ No

9. Do you get enough accessible information – for example:

- ☐ Local Events?
- ☐ Social?
- ☐ Changes in laws?
- ☐ What's happening to people?
- ☐ Deaflink Services?

10. Do you want more of:

Information/Facts

- ☐ Health issues (i.e. GPs, walk in clinics, Out of hours GPs, NHS 111 & A&E)
- ☐ IT/Technology Sessions – how to use computers or phones and iPads, how to use interpreters on the computers
- ☐ Health Issues sessions Accessing and information about support services (i.e. Social Services)
- ☐ Accessing information relating to Advice and Help (i.e. benefits, housing, advocacy)

Politics

- ☐ Politics – accessing information
- ☐ What are my rights? (i.e. government law, power of attorney, access)
- ☐ Debate Workshops

Social

- ☐ Social activities (i.e. crafts, cooking, pottery)
- ☐ Deaf Forums
- ☐ Healthy Deaf Minds Forum
- ☐ Deaf Men's Group
- ☐ Drop in and Chat sessions
- ☐ Quiz Competitions
- ☐ Bingo
- ☐ Trips
- ☐ Befriending
- ☐ Other Suggestions (please state)

11. Which topics are you interested in?

12. If Deaflink run a course/session/drop ins/events, which day do you prefer?

- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday
- ☐ Saturday

13. Which time do you prefer?

- ☐ Morning (anytime between 10-12:30pm)
- ☐ Afternoon (anytime between 1-4:30pm)
- ☐ Early Evening (anytime between 4:30-6pm)
- ☐ Evening (anytime between 6 – 8pm)

14. If Deaflink provided these, would you come:

- ☐ Coffee mornings
- ☐ IT/Classes
- ☐ Social activities (quiz, chat and natter)
- ☐ Politics/My rights
- ☐ Problems over discussions (Group support/help)
- ☐ Day trips
- ☐ Other.....

15. Would you pay?

- ☐ Yes
- ☐ No
- ☐ Don't know/maybe

16. Where do you live?

- ☐ Newcastle
- ☐ North Tyneside
- ☐ Northumberland
- ☐ Gateshead
- ☐ South Shields
- ☐ Sunderland
- ☐ Durham

17. Which venue do you prefer?

18. Are you able to travel to venues?

19. Would you like to meet up with us at Deaflink and discuss this further?

- ☐ Yes
- ☐ No

20. Anything else you would like to tell us?

Data Monitoring Form

1. Age Group

18 – 25 years old	26 – 35 years old	36 – 45 years old
46 – 55 years old	56 – 65 years old	66+

2. What is your gender?

Male Female Transgender Prefer not to say

3. What is your sexual orientation?

Heterosexual or straight Gay Lesbian
Bi-sexual Prefer not to say

4. Which race or ethnicity best describes you?

- ☐ Asian/British Asian: Bangladeshi
- ☐ Asian/British Asian: Chinese
- ☐ Asian/British Asian: Indian
- ☐ Asian/British Asian: Pakistani
- ☐ Black/British Black: African
- ☐ Black/British Black: Caribbean
- ☐ White: British
- ☐ White: Irish

- ☐ White: European
- ☐ Mixed Race: Black & White
- ☐ Mixed race: Asian & White
- ☐ Gypsy or traveller
- ☐ Prefer not to say
- ☐ Other race or ethnicity (please specify_____)

5. Are you Disabled?

- ☐ Yes
- ☐ No

If you answered yes, please specify below:

Appendix 2

Venues attended with questionnaires (Feb-Mar 2018)

- St John's OAP club
- Newcastle Deaf Centre
- At Andrew's Club
- Chat 'n' Natter drop ins
- Longbenton Café
- Northumbria Deaf Club
- Tynemouth Pub
- Deaf Women's Health Organisation
- Newcastle College
- Sign it Hear (Newcastle)
- Gateshead Deaf Club
- Deaf Men's Health Group
- Saturday Forum
- Healthy Deaf Minds
- Deaflink CAG

Appendix 3

What do you like to do in your spare time? (50 replies)

Gym
Swimming, walking, cook
Meet groups friend in pub or house
Gym and summer sport
Deaf Club OAP
Deaf Club Outings
DIY/Computer/Facebook/Craft/Garden/Meeting people.
Deaf Social like Pub
Garden, reading books
Artists
(Deaflink via Newcastle College sessions). Friends, socialising, gym, bowling
OAP, Bingo, gardening
Like do craft/gardening
Any sport, walk, mountain bike, running keep fit, repair joinery and other do DIY, new information, travel and city.
Cinema, Theatre, Trips away
Travel anywhere like trip. Vintage cars
Walking
photography, drawing, watching films, playing with my children
gaming, driving, meeting friends
Drinking, music, party
Deaf Club
Indoor Games, Sports
Socialising, Darts
Meeting friends, Playing darts
Swimming, walking, Going to Deaf Club, Going to theatre or cinema
Walking, Bingo
Babysitter Grandchildren, Bingo and drinks
Bingo
Pool Table, Watch motor racing, and travelling
Nothing
football, darts and Deaf Club
Walking, Fishing, bowls
Football Bingo Quiz
Decorating home, looking after grandchildren, holidays, bingo
Meet my friend, swimming
Keeping fit, family time and camping
Walking with dog, Baking cakes and biscuits and Knitting
Yoga, Art, Walks with Dog, Pottery, Books, Bike
Cooking
Walking, sewing, craft work, crochet, knitting, pottery
Shopping, gym, walk, HWHO
Game - entomology, manga, and animate. reading, social chat
I like to play football and boccia I go to Deaf Club in South Shields every Saturday night

Art / Animation, music, reading, exercise, seeing friends

Art, drawing, painting

I like football and games and deaf club

Attend deaf club, signing café, breakfast club, cinema, 10 pin bowling

Weight Training, Walking, Reading, Meeting friends and meeting new people

Gardener, trips, joinery, holidays

Outdoor Bowling, Petanque, Darts, Walking/Rambling, Deaf clubs

Appendix 4

Do you find there are things you can't do anymore? What? (37 replies)

Swimming (2)

No (2)

Deaflink before, plenty go to gym, activities and cooking

swim

swimming pool

Reading

Would love to become MP for North Tyneside for Deaf Community, but I felt a wall comes up!!

If Deaflink put me up for it then I will!

no longer friend with hearing friends

No one share with

meeting deaf - slow

Used to go County Hotel meet Deaf

Video call?

Cinema - limited subtitles or no one to go with. Theatre - Limited choice for adult and time.

Trips Away - Cost too expensive or no one to go with.

Feel miss out with Deaflink in area need more access easy.

No confidence

phone call

Play sports (darts) due to illness

Be around hearing people as my confidence is too low due to changing to Digital aids years ago

Go to Cinema or Theatre

Children, Kids

Mother looks children

Baby sitting

Art

Travel world but want with friend

N/A

Yoga - communication issue

Swimming, walk and sewing

Playing darts for my village but had to drop out as I felt uncomfortable communication wise

Deaf club before stop now

No trips, like groups for any events like cinema and meal

go out in the evening with friends, go anywhere too busy, hard to follow conversations, work with my qualifications (now zero hour minimum wage)

nothing

Jobs are hard to come by! I am in a job I don't like and don't have much choice! Most jobs require use of a PHONE! Which is impossible for me. Love to find a job I would be happy in trips with deaf people gone now need get back

I used to be a member of the U3A - now that I am deafened I can no longer attend meetings as I can't pick up what is being said. I tried going with a BSL interpreter but it was too expensive for me to pay out £60 for each meeting. Many library talks and various other places as no BSL interpreters. I can no longer pick up words sung at music concerts. The list is endless really.

Appendix 5

Are there new things you want to do but can't? (32 replies)

Swimming

swimming pool

Yes, love to become a policewomen for Deaf Community for Northumbria. Barriers up again!

OR acting in soaps to represent for Deaf community

I can't bother reading information

Exercises! (Swimming) Arthritis!!! Wish for group to exercise with (Deaf friendly)

Can't, look after my kids when they're on school holidays

quite a lot

need to more cooking

new things, shop, information centre

There's many but I feel can't go in!

meet friends out lunch

I'm attending slimming world, somehow I couldn't stay in the group when I know I couldn't hear or see any people talking at all the time.

join military

Join weight loss programme they don't provide interpreters

Go to work

Cycling

Keep fit walk

Disco Dance

Ice Skating

sports

Yoga

evening courses such as sewing, pottery or arts due no interpreters

Anything just to get in deaf world!

DWHO, out with friends the pub

Like to discuss like health

I like see more deaf people in community

Access art classes and BSL- too expensive

more sports

cookery class, woodwork class

New job, but require to use phones

Model by hand maker things

I'd like to try many things - just to be able to join in but I can't

Appendix 6

What stops you doing them? What are the barriers? (42 replies)

Communication (x4)

Deaf (x2)

Newcastle few people, don't like night time, best in mornings or afternoons

I'm alone

children no time also don't like myself

I am lonely

Cos myself, like group

Like reading but less

Fully Barriers - Deafness/Language! Need to knock the massive walls DOWN!

Collecting family trees (info) - not computer whizz!! Writing/videoing of my life!! (be fun)!

Computer! Need group together doing this project! (funding!!!)

When my kids going to their school, through the week, most of time, I'm stay my home, no one visit me, or go out for a coffee/café etc.

communication issues - wife helps

confidence

GP from doctor plm interpreter area when my choice?

Work

Sometime like pub or shop or restaurant! because spoken if like I.D. or proof

Sometime not well

Couldn't understand the people talking, the communication is the main key.

being deaf

Language, unable to follow due to being deaf

Communication, telephones

Still don't

still keep fit

When ask for help it hard find help from NHS else

When I needed help to communicate with people like NHS or anything as I also can't read or write English

Health - costochondritis

Interpreters / who pay for the interpreter?

Communication, I'm very isolated

communication with interpreter

Not free due to work

Not have information for deaf people every day

I would have said socialising. For a very long time I felt I was worthless. Since I started learning BSL a few months ago and attending deaf clubs. it has improved my self-worth and confidence dramatically

Although currently studying BSL level 2 in adult learning centre, everyone is hearing. I'd love to continue and study level 3 and higher

Not enough info

Communication difficulties

I can't hear people on the phones in a work situation! Very Stressful!

How to talk who

My deafness - communication loss is the barrier

Appendix 7

Anything else you would like to tell us? (21 replies)

Happy to pay instalments, NT Council needs to wake up - access same as police too. Social Workers, come on wake up Deaf suffer. No clear information over interpreter re letter from NHS. Sign Video not working for me due to my eyes problem due to the interpreter not turning up at my appointment - makes me very angry.

1, North Tyneside Council need Deaf Awaked. 2, police need Deaf Access. 3, North Tyneside need Social Worker for the Deaf. 4, NHS letter always phone booking interpreter (should put NHS Text only for Deaf), 5, Interpreter should 24 hours. 6, GP fax interpreter but never check. Police need access, council need waking up, need social worker, health centre (doctor) need access, NHS letter are for phone to booking interpreter - should text for booking NHS.

1, North Tyne Council - need Awareness Deaf. 2, Police need deaf access. 3, North Tyne need social worker for Deaf. 4, NHS always put on phone booking interpreters need put text for NHS only. 5, Need interpreter 24 hours if any emergency.

Police need access, Council need waking up, need social worker, health centre (doctor) need access. NHS letter ask for phone to booking interpreter should text for booking NHS. How to improve ourselves - like to be more confidence etc. (a course), How to use 999 on phones etc. Set up more courses for people to get out of their house - like you already have drop in. Poke as much you can to all Deaf people to go out. Course to set up how to read small prints or signs like hospital paperwork. Help Deaf people to have access on TV game show (I've tried several but failed why??? cos Deafness???)

Use metro to travel to venues. BSL public

You're a Gem. Without Deaflink - God knows!

look for a job/event, moving advisor, slimming world

Deaf group from North East, make new friends i.e. Deaf fun out, travel trip, update information anything.

E-bulletin - only yes or no most English, not my! Help by 2nd person for translate. Alcoholic need help, yes need any BSL user there, Anything, meet more friend M/F, meals, drinks must user BSL.

Bus metro with dog travel venue

Would like to know if the event come along, how can I fit in even I got children, no babysitting at all, would it provide me play area?

At the moment I am busy studying so this takes up my time but possibly next year I would join in the events/chats etc.

Happy

I need a proper doorbell

I go to Women's Health Group in Gateshead to have my foot in deaf world and do like small friendly group but look forward to be involved more when we move.

BSL courses should be free if you are HoH/Deaf even if you are an adult. It's bad there is little funding (Not blaming Deaflink about this) Council/governments should provide this.

Help make BSL tuition / qualifications free to D/deaf HoH and close family.

I want more BSL practise

Newcastle area are lucky to service North Tyneside are nothing to access

Local deaf organisations seem to be competing against each other, especially for crafts. There are deaf clubs in Newcastle, Gateshead, South Shields and Sunderland - sadly nothing in North Tyneside. Deaflink have an excellent Shhh Group run by Louise Borrell, we have some excellent speakers covering different subjects and IT learning. Unfortunately it is only 1 day a month, I think that HoH and Deafened people are very much forgotten about. I believe I am fortunate in that my parents were deaf hence my knowledge of BSL. I can't bear to think how I would cope without this knowledge, something more needs to be done for HoH and deafened.