

## Common barriers that people experience

| Barriers for people with hearing loss  |   |
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| <p><b>People with some hearing loss</b><br/>(i.e. mild or moderate)</p> <ul style="list-style-type: none"> <li>• 1 in 7 of the general population</li> <li>• 9 in 10 people with hearing loss</li> </ul>   | <ul style="list-style-type: none"> <li>• Background noise, especially when caused by the chatter of other people</li> <li>• Speaker facing away and/or mouth covered by hands/mug etc so not visible for lipreading</li> <li>• People not speaking clearly</li> <li>• Room acoustics being poorly managed so sound echoes/reverberates</li> <li>• Noise caused by air conditioning units, open windows and other things</li> <li>• PA system/mics not being used (at all or properly) when they should be</li> <li>• Being too far from the speaker to hear or lipread due to room layout or number of attendees</li> <li>• Failure to provide a working &amp; effective hearing loop (though this tends to be less important than provision of a PA system)</li> <li>• No written materials to support what is said</li> </ul> |
| <p><b>People with substantial hearing loss</b><br/>(i.e. severe or profound)</p> <ul style="list-style-type: none"> <li>• 1 in 70 of the general population</li> <li>• 9 in 100 people with hearing loss</li> </ul>                              | <p>All of the above, plus:</p> <ul style="list-style-type: none"> <li>• Lack of a working &amp; effective hearing loop tends to be a greater barrier than lack of a PA system</li> <li>• Failure to offer/provide transcription of speech through a language professional can be as much a barrier as failure to provide written notes</li> <li>• Poor lighting for lipreading is a significant barrier</li> <li>• Failure to offer/provide support from other language professionals (e.g. Electronic Notetaker, BSL/English interpreter) can be a barrier</li> </ul>  |
| <p><b>People who are Deaf sign language users</b><br/>(where BSL is their first or preferred language)</p> <ul style="list-style-type: none"> <li>• 1 in 1,300 of the general population</li> <li>• 1 in 200 people with hearing loss</li> </ul> | <p>Some of the above, as follows:</p> <ul style="list-style-type: none"> <li>• Speaker facing away or not speaking clearly</li> <li>• Being too far from the speaker to lipread</li> <li>• Poor lighting for lipreading</li> <li>• No written notes to support what is said</li> <li>• Failure to offer/provide support from a BSL interpreter</li> </ul> <p>Plus:</p> <ul style="list-style-type: none"> <li>• Lack of awareness that BSL is a separate language that is unrelated to English and does not translate in a literal way.</li> <li>• Lack of provision of inclusive written materials that are suitable for people for whom English is not their main language.</li> </ul>  |