

## How access impacts on participation

		Broad categories of hearing loss & what it means		
		Some hearing loss 1 in 7 people across the general population	Substantial hearing loss 1 in 70 people across the general population	Deaf sign language users 1 in 1300 people across the general population
Main beneficiary	Simplified description of the individual	Likely to identify as: <ul style="list-style-type: none"> <li>• having mild or moderate hearing loss</li> <li>• hard of hearing</li> <li>• hearing impaired</li> </ul> Likely not to feel or want to be referred to as 'deaf' and may be reluctant to disclose their hearing difficulties.	Likely to identify as: <ul style="list-style-type: none"> <li>• having severe or profound hearing loss</li> <li>• deaf or deafened</li> <li>• hearing impaired</li> </ul> Likely to be open about their hearing difficulties but may be cynical or disillusioned about the way others can or do assist them.	Likely to identify as: <ul style="list-style-type: none"> <li>• having little or no hearing</li> <li>• Deaf (with upper case 'D')</li> <li>• BSL user</li> </ul> Likely to use sign language as their first or preferred language and may be unable to proceed without appropriate language interpretation.
	Simplified description of their hearing experience	May not hear or catch parts of words or even full words.	May not hear or catch parts of sentences or even full sentences.	May not follow complex, or any, written or spoken English.
Impact of poor hearing access	What happens if reasonable adjustment is not made at meetings and events?	There's a real risk they may misunderstand or misinterpret what's said, resulting in mistakes and gaffes.	There's a real risk they may fail to grasp the subject matter or smaller detail, causing incomprehension and confusion.	There's a real risk they will be unable to participate at all, leaving them left out and isolated.
	How will it impact on the individual?	Access and inclusion is restricted. Leads to discomfort, stress, reduced enjoyment and exclusion.	Access and inclusion is blocked. Leads to indignity, stress, mental fatigue, and exclusion.	Access and inclusion is blocked. Leads to indignity, stress, segregation and exclusion.
Outcome of poor hearing access	Likely consequence for the individual	<ul style="list-style-type: none"> <li>• Reluctance to participate</li> <li>• Avoidance of opportunities</li> <li>• Withdrawal and reduced well-being</li> </ul>		
	Likely consequence for the meeting/event	<ul style="list-style-type: none"> <li>• Access and inclusion is not achieved</li> <li>• Equality and diversity is not achieved</li> <li>• Effectiveness/productivity of meeting/event is degraded</li> </ul>		

Ideas for Ears, 2018

## Common barriers that people experience

Barriers for people with hearing loss	
<p><b>People with some hearing loss</b> (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> (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> (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>