



Social Accounts

April 2013 – March 2014

How Well Did We Do?

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D/deaf

Throughout this report the word Deaf (with a capital D) is used to denote individuals whose first language is British Sign Language (BSL), whilst the term D/deaf, now widely recognised by care service professionals, refers to everyone with a hearing loss: Deaf, deaf, deafened and hard of hearing.

D/deafblind people are recognised as having a unique disability but the D/deaf distinction remains relevant in identifying whether individuals use BSL or spoken language as their preferred method of communication.

NB - In spite of our efforts to produce our written materials in accordance with Plain English guidelines, we are not able to secure the Crystal Mark, as the Plain English Campaign refuses to accept the use of the term D/deaf.

Glossary

ATW	Access to Work
BSL	British Sign Language
BS (8555)	British Standard
CDHT	Chester & District Housing Trust
CEO	Chief Executive Officer
CFRS	Cheshire Fire & Rescue Service
CQC	Care Quality Commission
DBS	Disclosure & Barring Service
DSN	Deafness Support Network
ECM	Every Child Matters
EMS	Environmental Management System
EMT	Executive Management Team
ESW	Enhanced Support Worker
FACS	Fair Access to Care Services
FoH	Front of House
GP	General Practitioner
HAnD	Health Awareness and Deafness
HSCVF	Health & Social Care Volunteer Fund
H&S	Health and Safety
ISO (14001)	International Organization for Standardization
IT	Information Technology
LDF	Learning Disabilities Framework
LM (3)	Local Multiplier
MP	Member of Parliament
NADP	National Association of Deafened People
NRCPPD	National Register of Communication Professionals
NVQ	National Vocational Qualification
PAT	Portable Appliance Testing
PCA	Personal Communication Assistant
QAF	Quality Assessment Framework
SaLT	Speech and Language Therapy
SMS	Short Message Service
VFM	Value for Money
WEA	Workers Education Association

Introduction

We are pleased and proud to be producing our fourth set of Social Accounts.

When we first began this process we hoped that it might help us to demonstrate what we do and the positive outcomes for the people we support, especially to those who are not very familiar with our organisation.

Although the collection of data and relevant feedback can often become quite time consuming, the positive effects of being able to evidence the impacts of our work and the encouraging reactions we receive from staff, service users and other stakeholders, persuades us that this has become an effective and worthwhile process.

Our aim for continuous improvement drives us to act on the recommendations identified as a result of the Social Accounting audit and the feedback we receive from our surveys. Our board of Trustees are kept informed and consulted about all areas of Social Accounting and play a key part in deciding how the organisation responds to the results.

An update on the actions we have taken in response to last year's recommendations, are detailed in the section titled *Recommendations Update* on page 17.

The focus of our accounts this year has once again been determined by the content of our five year Strategic Plan, Towards 2017. Having concentrated on two of the Strategic Themes last year, Health and Partnerships, we decided that these accounts would focus on Service Users, which is another of our Strategic Themes and the one we consider to be the main driving force behind all that we do.

A key part of us working towards achieving our aims in this area has been our Good to Great initiative, which we launched in July 2013. We have provided some brief information about this and how we are using the programme to develop and continually build upon the strong foundations already in place.

We hope that all of the details we have provided in these Social Accounts will demonstrate our continuing commitment to delivering our Strategic Plan, by expanding on our previous work to raise awareness and help remove some of the many barriers faced by D/deaf people.

We would like to thank everyone who took the time to help us compile the figures and provide us with their feedback for these accounts.

Debi Shackley,

Quality Systems Officer and Author of Social Accounts - June 2014

DSN Background Information

Name of Organisation:	Deafness Support Network
Status:	Charity (company limited by guarantee)
Registered Office:	144 London Road, Northwich, Cheshire CW9 5HH
Company Registration No:	1323762
Registered Charity No:	506791
Website:	www.dsonline.co.uk

Deafness Support Network (DSN) was established in 1976 as Chester and North Wales Society for the Deaf. There were various name changes, reflecting the transformations the organisation has been through. In the late 1980's the name was changed to Cheshire Deaf Society and finally, in 1998 the working title was changed to Deafness Support Network.

Over the years we have acquired a wealth of experience in providing a range of specialist services for D/deaf people of all ages and with all forms of hearing loss and dual sensory loss.

We have established centres in Chester, Macclesfield and Northwich and an office base in Warrington. We have thriving partnerships with local D/deaf community organisations that have been sustained over many years.

In 2013 – 2014 we provided the following services:

- *Communication Service* – enables communication between D/deaf and hearing people, improving access in a variety of situations.
- *Day Service* – Day Centre for D/deaf people with additional Learning Disabilities where service users are encouraged in their personal development.
- *Family Tactics* – supports families to seek the most effective ways to overcome difficulties in addressing communication problems and in some cases, avoid breakdown of the family unit.
- *Front of House* – first point of contact providing front line services to all visitors and contacts to DSN and administration support to DSN services and staff.
- *Health Advocate* – delivers Health Awareness Workshops to D/deaf communities, encouraging people with hearing loss to access the range of local preventative and early intervention health services that are available to them.
- *Outreach* – provides mainly Housing Related support to enable D/deaf people to maintain their tenancies and/or manage as independently as possible, preventing homelessness and reducing the burden on other statutory services.

- *Social Care (Children & Adults)* – Enhanced Support Workers (ESW) assist with the assessment process and provide a specialist service, in partnership with the Care Management teams within the Adult Social Care and Children’s services.
- *Social Care (Deafblind)* – Specialist Deafblind Worker carries out detailed needs assessments and provides advice in respect of dual sensory loss on all aspects of daily life. Deafblind Communicator Guide supports people who have a dual sensory loss to access services and activities
- *Supported Living* – Supported Housing for D/deaf and D/deafblind people with additional learning disabilities.
- *Technical* – provides advice on a range of available products and practical solutions to help D/deaf people enjoy a better quality of life. We also have a part-time Deaf Persons’ Fire Safety Support Worker, who is employed in partnership with Cheshire Fire & Rescue Service (CFRS), to provide Home Safety Assessments and ensure that the needs of D/deaf people are being met by their service.
- *Training* – provides a range of training courses designed to improve communication between D/deaf and hearing people.
- *Volunteers* – Supports every aspect of DSN and its service provision.
- *Youth (Deaf Active Cheshire*)* – a youth led group that aims to ensure inclusive activities without any breakdown in communication, focusing on non-traditional sporting activities that might not normally be accessible.

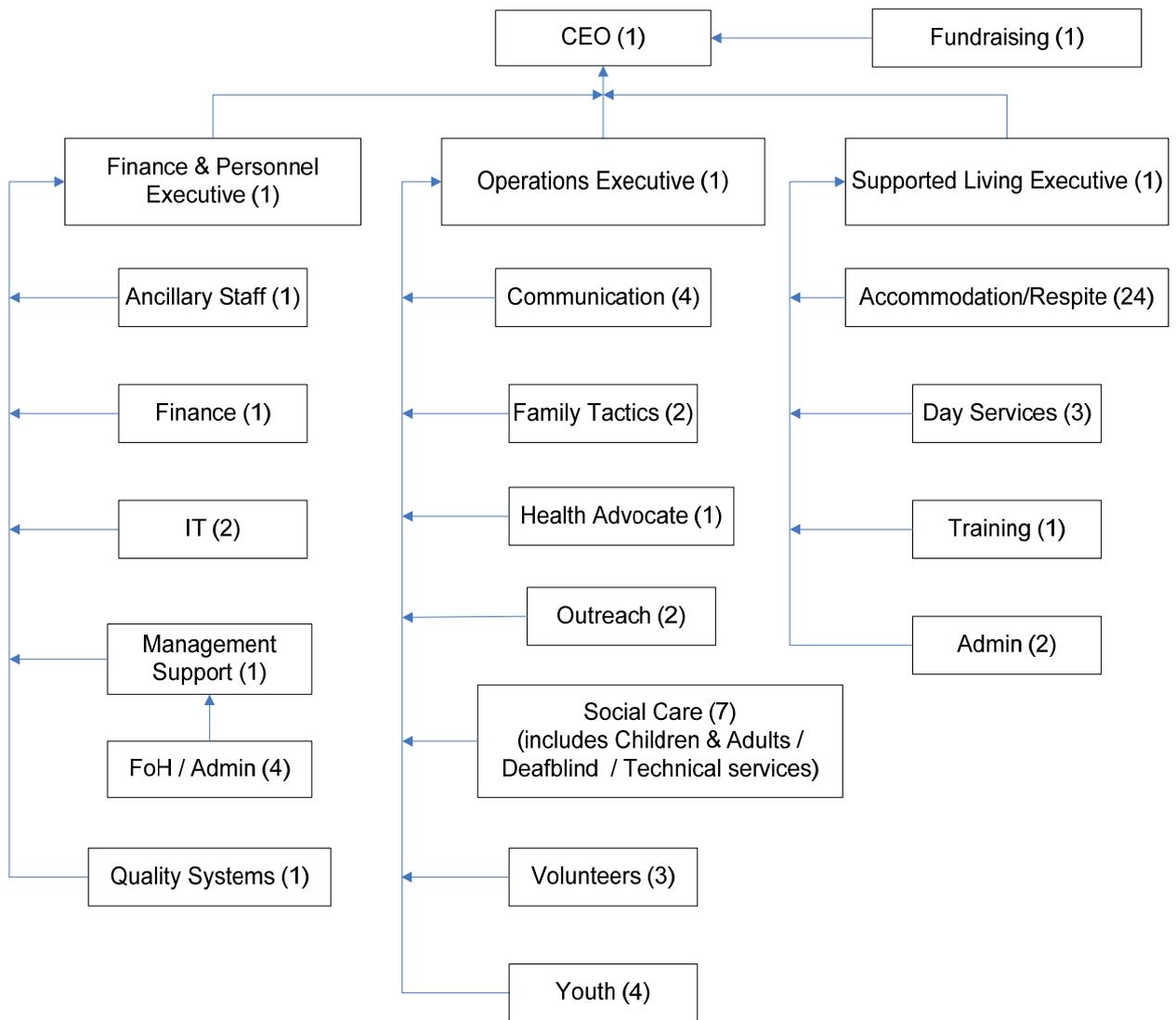
* Funding was obtained from the BIG Lottery to deliver a regional youth programme in partnership with Merseyside Society for Deaf People, Manchester Deaf Centre and Deafness Resource Centre in St Helens. The aim of the programme was for each region to establish a self governing, self sufficient charity with its own board members and constitution. In January 2014, Deaf Active Cheshire was granted charitable status with Charity No: 1156419. DSN continues to support Deaf Active through the employment of the Youth Worker(s) and by providing venues, office space and admin support.

During 2013 – 2014 over **1250** cases have been handled collectively by our services, many of which have required staff to have multiple contacts with a service user over a prolonged period of time.

However, it should be noted that some of our service users have used more than one service and/or used a service more than once during this time.

Also, this figure does not include the total number of people for whom we have provided communication support (Interpreters), those who have attended events and workshops, or the number of callers and visitors that have contacted our centres.

Organisation Structure (as of 31st March 2014)



NB - whilst some departments and staff within our organisation are based in specific centres, our services are provided throughout the region we work in, subject to the relevant contracts being secured and/or renewed.

Organisation Purpose

Our Mission, Values and Objectives are regularly reviewed by our Trustees and Executive Management Team (EMT), as part of our strategic planning cycle. Comments and feedback from service users and Stakeholders form an integral part of these reviews.

DSN Mission (what drives us):

All of us at DSN share a vision to provide a range of services that are fair and personalised and that help give D/deaf people equal access to opportunities and services.

DSN Values (what we stand for):

In alphabetical order

Effective Communication

Financial Sustainability

Inclusive Governance

Innovative Provision of Services

Quality Services

Regional Focus

Staff Development

Support and Promotion of D/deaf Culture & History

DSN Objectives (our strategic themes):

1. Communication

- 1.1 We want to be the first point of reference across Cheshire for all issues relating to D/deafness
- 1.2 We will promote our services and reputation across Cheshire and make it as easy as possible for people to contact us in a number of ways
- 1.3 A thriving membership is vital to our success. We will build the number of members we have over the life of the strategy

2. Health

- 2.1 We will work towards reducing health inequalities that currently exist for D/deaf people
- 2.2 We will work to improve access to health services and outcomes for D/deaf people in Cheshire
- 2.3 We will represent the needs of as many people as we can when developing our services
- 2.4 We will focus on developing services for groups of people who are sometimes overlooked
- 2.5 We will look for opportunities to develop new services and improve existing ones

3. Partnerships

- 3.1 We will work to develop a professional and motivated workforce with the correct balance of skills, knowledge and experience
- 3.2 We will develop appropriate partnerships with organisations from the public, private and charitable sectors
- 3.3 We will specifically target partnerships within the health and social care sectors
- 3.4 We will look for opportunities to work with other appropriate organisations to develop shared services that will increase our income and make us more efficient and effective
- 3.5 We will do everything we can to find new sources of income
- 3.6 We will try to be as environmentally responsible as possible in all our actions

4. Service Users

- 4.1 We will work together to represent and support the needs of D/deaf people, making sure that we continue to provide high quality services in these difficult economic times
- 4.2 We will adapt to the changing needs of service users and make sure that our organisation is flexible enough to make the most of opportunities for growing and developing
- 4.3 We will work to break down any barriers to effective communication, provide innovative solutions, improve outcomes and work effectively with everyone involved

5. Social Care

- 5.1 We will work to maintain and protect current contracts and make sure the needs of D/deaf people continue to be voiced and understood
- 5.2 We will build working relationships across Health and Social Care, working with all partner agencies and providers
- 5.3 We will make sure that we can respond positively to changes in how services are bought in, including the 'personalisation' agenda.
- 5.4 We will raise our profile so that we become the provider of choice for services relating to D/deafness

See Appendix 1

Stakeholders

The views of all of our stakeholders are important to us and although we regularly consult with Trustees and members of staff on relevant subjects, the theme of our Social Accounts determines which groups we select for consultation to be included in our report.

Over the first three years of producing Social Accounts, we have managed to consult with the majority of our Stakeholders with only two groups so far being omitted, Regulatory Bodies and Suppliers.

As feedback from Regulatory Bodies is included in the section titled *Stakeholder Feedback* on page 40, we considered whether there are any aspects of the organisation relevant to Suppliers that we might be able to consult on. Based on discussion during the audit of our Social Accounts last year, we looked at the possibility of an analysis of suppliers on a carbon footprint and LM3 basis. However, due to limited time and resources we determined that it would not be possible for us to undertake this exercise.

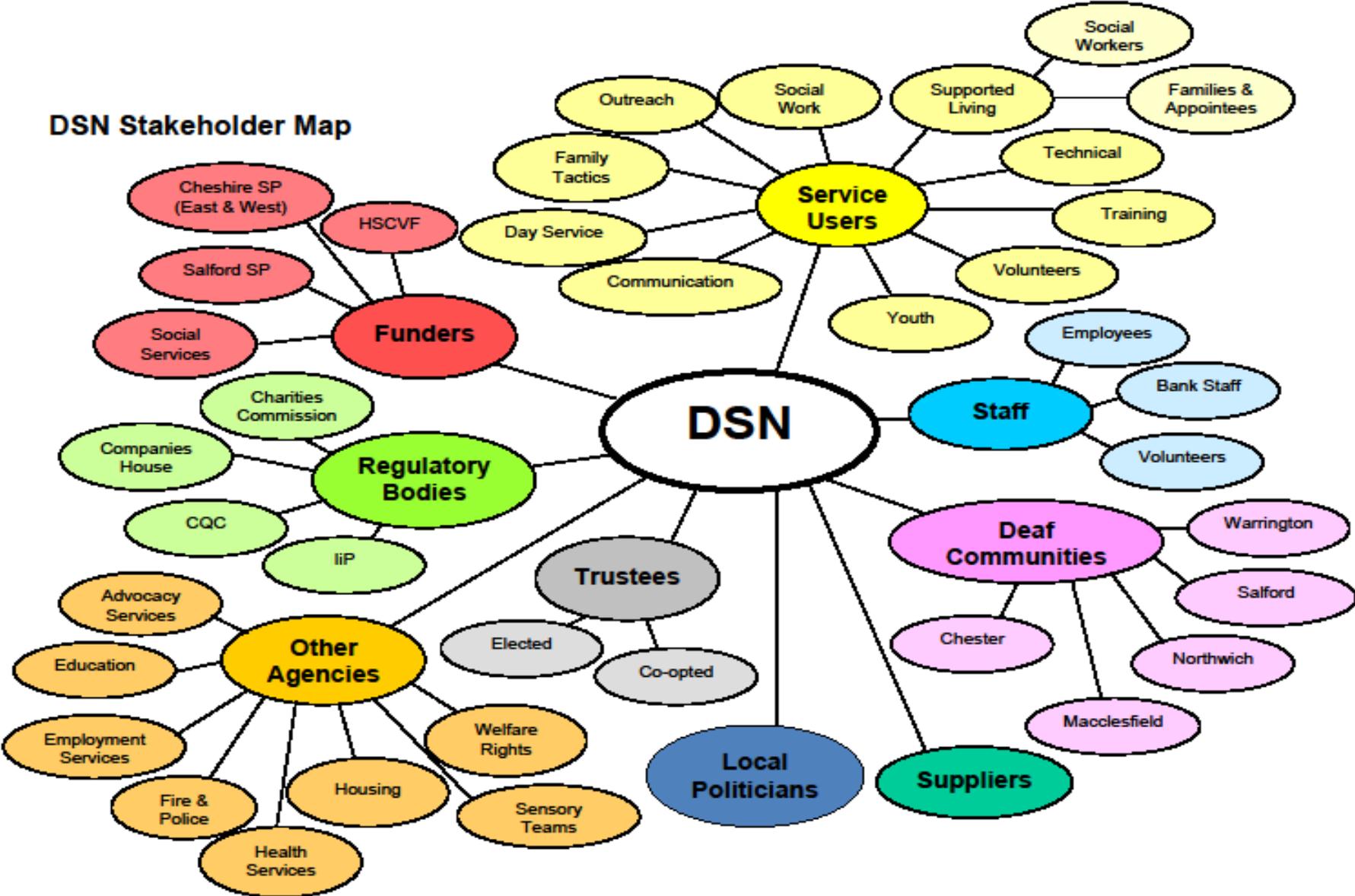
A full Stakeholder Map is shown on the following page.

Following a recommendation from the audit of our 2012-13 accounts, we have created an analysis that illustrates who the key Stakeholders and influencers of our organisation are.

See Appendix 2

NB - We have not highlighted Members as a separate group, as our membership consists of Stakeholders who are part of one or more of the other categories. However, we have recently updated our Stakeholder Map and included Local Politicians as an additional group.

DSN Stakeholder Map



Compliances

In addition to the wealth of Legislation we must observe, there are a number of statutory and voluntary regulations and measures that we must comply with, in order to evidence that we are managing our organisation correctly and adhering to the required standards of good practice in areas such as Health & Safety and financial management

Charities Commission

Annual return

Copy of audited accounts submitted

Companies Act

Accounts audited annually

Registered with the Information Commissioner for Data Protection

Statutory Insurances

Employers Liability

Public Liability

Commercial Vehicle

Policies & Procedures

We have a full set of formal policies and procedures in place that are;

- Written with the involvement of Employment Law specialists to ensure compliance with all current and changing legislation
- Reviewed annually and incorporate Equality Impact Assessments

Health & Safety

Relevant legislation adhered to and checked for updates

Risk Assessments of premises and activities completed and reviewed annually

Portable Appliance Testing (PAT) every year

18 employees qualified in First Aid at Work

All staff within our Supported Living service, trained in basic First Aid

4 employees trained as Fire Marshalls

External Quality Assurances (in alphabetical order)

BS8555

Acorn Environmental Standards

Care Quality Commission

Essential Standards of Care

Disclosure & Barring Service

Employee checks renewed every 3 years

Health & Care Professional Council

Social Care professional registration

Investors in People

Assessed against the Standards Framework

Investors in Volunteering

Assessed against the Standards Framework

Learning Disabilities Framework

Assessed against the required standards

Local Authorities

Contracts / Service Level Agreements in place

Signature / NRCPD

Interpreter professional registration

Supporting People

Monitored against the QAF / VFM Frameworks

Scope

These accounts cover the period 1st April 2013 to 31st March 2014.

In order to give a comprehensive view of the work of our organisation, quantitative data has been provided for all DSN services.

However, as these accounts focus on how we are trying to achieve the objectives set out in our Strategic Theme of Service Users, we have provided more detailed information about some aspects of our work that are helping us to achieve our stated aims in this area.

Qualitative data from the collection of feedback has been obtained from Services Users and Stakeholders of our Supported Living service.

Overview of the Year

2013 - 2014 has been an interesting and challenging year for DSN.

Following the many positive outcomes achieved by our Health Awareness and Deafness (HANd) project, we are pleased to have secured additional funding from the Health & Social Care Volunteering Fund. This funding will be used to build on the work of the original HANd project and improve access to health care for D/deaf people across Cheshire.

With the valuable support of our volunteers, we aim to work with GP surgeries and Pharmacies to ensure they are fully accessible to D/deaf patients. We also aim to increase the representation of D/deaf people on Patient Participation Groups and to train staff and volunteers to become 'Infolink Champions', who will deliver health promotion messages and raise awareness of health issues amongst D/deaf people. We are looking forward to developing this project and achieving many more positive outcomes during the three years that the funding is available.

Hearing Management and Lip Reading classes, funded mainly by the Workers Education Association (WEA), have continued at our Macclesfield centre and additional courses have been delivered at venues across Cheshire and Warrington. There have been 10 courses delivered during this year, attended by a total of 89 people. Feedback from people who have attended has been overwhelmingly positive and we have obtained further funding from WEA, that will enable us to continue these courses and meet the demand.

"Offered clear and constructive advice in coping with the obstacles of deafness. You could visibly see people come out of their shells and feel a little better about their own situation"

Course Student

In October 2013 our Environmental Management System (EMS) was reassessed against the Acorn BS8555 standards and we were pleased to regain the Phase 1, 2 and 3 accreditation. We have considered whether Phases 4 and 5 might be something we could work towards in the future and although this has not been disregarded, we feel that whilst we have worked hard to ensure the philosophy has become embedded in the organisation, we still need to make certain that staff are incorporating EMS into all of their team plans before we take the accreditation any further. Information about this aspect of our organisation is provided in the section titled *Environmental Impact* on page 47.

We were very pleased to have our Volunteer service successfully assessed in December 2013, against the nationally recognised standards for Investing in Volunteering. The certificate of recognition was awarded in January 2014. This is an endorsement of our commitment to the principles of the volunteering programme and it demonstrates how much we value our volunteers and their dedication to supporting our work.

A celebration evening was held at Chester Deaf Centre in May, to coincide with Deaf Awareness Week and was attended by approx. 30 volunteers



Cheers for our Volunteers

We held a very successful Christmas Carol Concert in December, that was attended by over 100 people and raised over £850 (net). This has helped us to achieve our overall target of £10,000 to sponsor the training of a Hearing Dog for Deaf People.

The presence of one of these dogs can transform the life of a D/deaf person living independently, by making sure they don't miss doorbells, fire alarms and other dangers and enabling them to take part safely in daily activities.

We were inspired to raise the funds to sponsor a Hearing Dog by Thelma Mannington, who is one of our Service Users and has enjoyed the benefits of having one of these dogs for over seven years. Thelma approached us with the idea of sponsoring our own DSN Hearing Dog, as she was very keen to help enhance the life of another D/deaf person in the same way

"More than anything she is an incredible help in my day to day life as well as being the best companion I could ever have wished for"

Thelma Mannington

Although our original aim was to raise the necessary funds in one year, we were pleased to achieve our target within nine months. As well as the Carol Concert we held a variety of fundraising events such as a Sponsored Dog Walk, Family Fun Day and Christmas Market and we have received some very generous donations from members of the public and local businesses.

A member of the Hearing Dogs for Deaf People charity has informed us that we have been allocated a puppy from the litter delivered in May 2014.

Discussion during the audit of our 2012-13 Social Accounts, confirmed to us that as a membership organisation we needed to find ways to encourage new interest in our membership programme. Following a promotion that included local radio interviews, mailings in local newspapers and advertising to members of the Deaf communities and other Stakeholders, we successfully increased the number of members from 4 to 148 over the course of the year.

Increased membership provides a channel to share information and give Stakeholders a clearer voice. This will help us to build a more supportive and cohesive working relationship between staff and the communities, by opening up communication and dialogue and allowing Members to be more involved in the direction of the Organisation. We are planning to develop and pilot a Members Forum in the form of an interactive Chat Room, that will enable Stakeholders to communicate with us more easily.

Our commitment to the Deaf Network UK project remains strong. This video relay service greatly benefits D/deaf people by enabling them to contact a variety of services via an online Interpreter. Although the service pilot received positive feedback, users commented on the high cost of calls and for this reason the service was not as well used as we had hoped. However, we have recently forged a partnership with Sign Health, who are actively lobbying Politicians with a new funding proposal that would enable the service to be provided free at the point of use. Their campaign was officially launched in March at an event in London, that was attended by Senior Ministers from the Department of Health. A response to the proposal is eagerly awaited.

Unfortunately, not all of the changes we have gone through this year have been positive.

The take over of CDHT by Sanctuary Housing meant we were no longer required to provide drop-in services to their tenants. However, we continue to liaise with the management of the former CDHT to assist them in supporting older tenants who are identified as having a hearing loss.

Once again we have had to manage changes to our contracts with Local Authorities, in particular the contract with Cheshire West & Chester, for our Outreach team to provide Floating Support services. These services were redesigned by the Local Authority and in August 2013, contracts for smaller specialist services were replaced by one large contract that was awarded to a provider of generic services.

However, we retained our contract to provide similar services in Salford up to the end of 2014 and our sub-contract to provide Floating Support in Cheshire East, will continue for the remainder of the agreed period up to March 2016.

In January 2014, we were pleased to receive the news that our contracts to provide Social Care services for Cheshire East, have been renewed for a further three years. The services in Cheshire West were confirmed for a further 12 months up to March 2015.

Updates about our organisation and details of news and events are communicated to all Stakeholders in regular newsletters, copies of which can be viewed on our website at www.dsonline.co.uk

Recommendations Update

Details of actions taken as a result of the recommendations from our 2012 – 2013 Social Accounts.

The feedback we received from the survey we carried out last year was forwarded to EMT and our Trustees, together with the recommendations that resulted from our Social Accounts Audit. These are listed below with details of the actions we have taken:

- Consider ways to involve Stakeholder groups that have not been included in previous feedback exercises; Regulatory Bodies and Suppliers.

Feedback from Regulatory Bodies has been obtained during the review of our Supported Living service by the Care Quality Commission and the Learning Disabilities Framework.

- Look at how more Support Workers can make use of developments in technology, in order to improve efficiency, lower costs and reduce environmental impacts.

We have trialled the use of iPads for carrying out surveys and collecting feedback from Service Users and the results (detailed on page 40) have been very encouraging. The software has enabled us to present the results in a variety of formats and many of the people involved have stated that this is a more user friendly approach to collecting feedback. Developing this further will help us to negate the costs associated with paper questionnaires, which in turn will contribute to our EMS goal of reducing paper usage. We are also in the process of creating a Social Media Strategy, to support us in taking advantage of available technology whilst ensuring we are using it in a responsible way.

- Review the layout of reception areas to provide a private area for service users to discuss their queries.

We considered various options that would enable us to provide more privacy for Service Users within our Reception areas, whilst maintaining the safety and security of our staff. These included the purchase of 'screens', that can be easily moved when needed. At our Head Office in Northwich we will incorporate any necessary changes into the proposed redesign of the ground floor layout, which we are considering as part of a plan to open a Sensory Library for D/deafblind Service Users.

- Revise the system for recording of visitors to ensure consistent data collection by all Front of House staff.

We have reviewed the systems for recording of data by our Front of House team and a number of areas for improvement have been identified. Procedures have been updated and implemented to ensure a more consistent approach.

- Review feedback questions and try to ensure the responses can be measured for useful evaluation.

We have tried to ensure at the start of each project that we fully understand what we are hoping to achieve and how we can collate meaningful feedback so this can be measured. Discussions have taken place between relevant members of staff involved in a variety of projects, to devise appropriate feedback questions that will help us to do this.

- Develop longer term follow up for HAnD project

And

- Explore the potential to provide Deaf Awareness training to GP Surgery staff

An important element of our new Life and Deaf Matters project, that is being funded by the HSCVF, is to build on the strong foundations set by the HAnD project. Training will be provided by our 'Infolink Champions' to ensure that GP surgeries and Pharmacies are equipped with knowledge and understanding of deafness and how to help overcome the barriers faced by D/deaf people.

- Expand stakeholder map to include analysis of key stakeholders and influencers

This exercise was carried out by EMT and proved useful in helping to clarify the key people involved in decision making for the organisation.

See Appendix 2

- Research where people get information on DSN activities from

We have collected information from a sample of Callers / Visitors to our organisation over a period of three months, which has given us an indication of how people get to know about us and the services we provide. We were interested to see that the majority of callers were either referred by another service, or had us recommended to them by word of mouth.

See Appendix 3

- Investigate possibility of benchmarking (some) services with similar providers

This is an exercise we have attempted to carry out on previous occasions but we have struggled to find similar organisations to ours, that are willing to co-operate. This is understandable in these tough economic times, as many organisations like ours struggle to maintain contracts and protect their services. However, we would like to think that we would be willing to support another organisation if we were approached for information. Therefore, the benchmarking of services is something we will try to do again as we believe this could be an effective way of identifying areas for improvement. We will identify alternative organisations that we may be able to approach in future.

- Use more trend data – will have 3 years' data next year so trends will be evident

Comparable data that we have available for the last three years has been evaluated to help us analyse how our services are performing and where possible, identify trends and reasons for any increase / decrease in particular areas. An example of this has been provided on page 31 in the section titled Data Review.

Service Data

Once again, collating the data for each of our services has proved to be a productive exercise, as it reminds staff of the large number of people who are benefitting from the work we do and it helps us to recognise and understand what the positive impacts are.

As previously mentioned, we have focused this year on our Strategic Theme of Service Users and on page 34, we have looked specifically at how the work of some of our services helps us to deliver positive outcomes for the people we work with.

However, in order to give a comprehensive view of the organisation, on the following pages we have provided some quantitative data and case studies, where available, for all of our services.

All case studies have been presented in a format that ensures we maintain confidentiality. Where we have been unable to obtain case studies, we have included service user feedback.

NB - the figures quoted represent the minimum numbers available to us, mainly based on the data that has been captured on our database, although other data collection methods such as monitoring forms, spreadsheets and visitor books have been used, where appropriate.

Communication Service

Provides communication between D/deaf and hearing people, improving access in a variety of situations.

Activities (link to objectives: 1, 2, 3, 4, 5)	Outputs
<p>Communication between D/deaf and hearing people in a variety of situations, for example:</p> <ul style="list-style-type: none"> • Education • Job/Interviews • Meetings /Conferences • Religious and Civil Ceremonies • Community events • Solicitors meetings • Police and Court attendances • Local Authority Services (Social Services, Benefits Housing, etc) • Hospital and GP appointments - video links to GP / Hospitals available <p>PCA provides communication and administration support to D/deaf staff throughout the organisation</p>	<p>D/deaf service users receive effective communication in their chosen and preferred method</p> <p>748 interpreter bookings fulfilled:</p> <ul style="list-style-type: none"> 16 in educational settings 10 in employment settings 39 at leisure / community events 10 in police / court settings 25 in local authority settings 648 in health setting <p>1847 PCA hours provided to DSN staff</p>

"Without this service I would not be able to go to important appointment and get information I need, communication vital for Deaf people." **Service User**

We are considering ways to increase the amount of feedback available for this service.

Day Service

The Tannery is a Day Centre in Northwich, for D/deaf people with additional Learning Disabilities, where service users are encouraged in their personal development.

Activities (link to objectives: 2, 3, 4, 5)	Outputs
<p>Individual and Person Centred Learning plans</p> <p>Inclusive learning opportunities in a friendly and safe environment</p> <p>An extensive life skills programme including;</p> <ul style="list-style-type: none"> • crafts • cookery • health matters • relationship building <p>Woodwork skills training</p> <p>Support to access the Deaf community</p> <p>Monitor and Review</p> <p>Total communication with staff and other service users</p>	<p>29 service users who are D/deaf or D/deafblind with additional Learning Disabilities attend The Tannery (maximum 12 per day).</p> <p>Activities and the number who took part were:</p> <p>Organised Events:</p> <ul style="list-style-type: none"> • Easter & Christmas Bingo (24) • Halloween (25) • Quiz Afternoons (25) • Christmas Fare (29) • Christmas Party (23) <p>Outings to local places of interest, including:</p> <ul style="list-style-type: none"> • Anderton Boat Lift (11) • Art Gallery (8) • Chester Zoo (11) • Marbury Country Park (8) • Science Museum (9) • Styal Mill (6) <p>Learning Workshops:</p> <ul style="list-style-type: none"> • Music (11) • Dental Hygiene (16)

Case Study

Identified Needs	Activities	Outcomes / Impacts
<p>27 year old woman, profoundly Deaf with Cerebral Palsy</p> <p>No signing skills, very little communication and unresponsive to questions</p> <p>Often becoming extremely agitated, causing her to fall from chair / drop to floor</p> <p>Not able to do many things for herself, required help with dressing and feeding</p> <p>One to One support needed 24 hours a day</p>	<p>Assessment of various communication methods to find the most suitable.</p> <p>Use of signs, objects of reference and repetition to help develop communication skills and understanding</p> <p>Plan of activities developed to provide routine and consistency with constant demonstration of how tasks are performed.</p>	<p>Able to understand basic sign language and recognise objects of reference</p> <p>Indicating to staff when feeling upset or aggravated and staff able to diffuse situation more easily</p> <p>Less frustrated by lack of communication and feeling calmer, which has led to less instances of accidents f</p> <p>Feedback from family is that she seems calmer after attending sessions and outbursts are less frequent</p>

Family Tactics

Supports families to seek the most effective ways to overcome difficulties in addressing communication problems and in some cases, avoid breakdown of the family unit

Activities (link to objectives: 2, 3, 4, 5)	Outputs
<p>One to One, organisational and group support to families and carers of D/deaf children and adults in their homes, which includes:</p> <ul style="list-style-type: none"> • Deaf Awareness for families • Deaf Awareness for schools, colleges, leisure providers • BSL sessions for families • Advice on hearing aids and referrals to Audiology • Referral for Technical support and/or equipment • Referral to Youth Services • Support re Carers funding • Assessments (Needs, Risk) • Support Plans • Training Plans/Agreements • Recording 	<p>28 families referred for support</p> <p>15 families received Deaf Awareness sessions</p> <p>6 families received training sessions in BSL, (a total of 36 bespoke sessions delivered)</p> <p>3 families received support to claim funding: 2 families successful, funds obtained £450 1 family awaiting outcome of claim</p> <p>3 children referred for involvement with Youth Service activities</p> <p>1 family referred for Volunteer support</p> <p>1 bespoke BSL session delivered to school</p> <p>1 BSL level 1 course delivered to school (as a result of bespoke taster session)</p>

Case Study

Identified Needs	Activities	Outcomes / Impacts
<p>2 year old boy, deafened due to meningitis, profoundly Deaf with 2 cochlear implants</p> <p>No communications skills and not using eye contact</p> <p>Withdrawn, not mixing with other children and shying away from most human contact</p> <p>Confused about what was happening in his day</p> <p>Parents <i>“desperately want him to a more active member of the family”</i></p> <p>Referred to SaLT due to concerns that meningitis may have caused more damage than originally thought</p>	<p>Deaf Awareness and Communication Tactics information provided to family</p> <p>Bespoke BSL sessions delivered to parents at their home</p> <p>Additional resources provided to reinforce learning at home</p> <p>‘Sign and Say’ games introduced to involve siblings</p> <p>Strategies used to encourage child to make own choices (food, toys etc)</p> <p>Worked with staff at SaLT and agreed to introduce signs and speech around his daily routine</p>	<p>Immediately responded to introduction of signs and speech</p> <p>Within two weeks, better able to understand his daily routine</p> <p>Within one month, understanding simple instructions and making choices</p> <p>Understanding and attempting to say and sign over 15 words</p> <p>Instigating play and communicating with siblings</p> <p>Family life has significantly improved now the child has become a more active member of the family</p> <p>Staff at SaLT able to work more effectively</p>

Front of House

First point of contact providing front line services to all visitors and contacts to DSN

Activities (link to objectives: 1, 3, 4, 5)	Outputs
<p>Meet and greet visitors and deal with all enquiries; face to face, telephone, text phone, email, fax and Skype</p> <p>Provide information and advice on DSN services</p> <p>Complete and direct referrals to appropriate services within the organisation</p> <p>Signposting to other agencies</p> <p>Health & Safety support ensuring all risk assessments and audits are carried out and regularly reviewed</p> <p>Deal with building maintenance issues</p> <p>Liaise with external contractors and suppliers</p> <p>Update DSN website with news of internal and external events.</p> <p>General administration support to DSN staff:</p> <ul style="list-style-type: none"> • Fundraising and Events • Note taking • Preparation of Monitoring Reports • Production of leaflets • Support with project administration 	<p>1667 visitors welcomed: 69 Chester Centre 905 Macclesfield Centre 693 Northwich Centre</p> <p>2062 contacts / enquires dealt with: 458 Emails 27 Minicom calls 8 Skype calls 41 SMS Texts 1528 Telephone calls</p> <p>421 referrals taken by Front of House staff for DSN Technical service</p> <p>548 instances of Advice & Information Provided</p> <p>69 Information/Marketing packs issued to interested parties (approx)</p> <p>127 building maintenance requests resolved</p>

Case Study:

Identified Needs	Activities	Outcomes / Impacts
<p>Lady struggling to come to terms with a sudden hearing loss.</p> <p>Affecting home life as finding it difficult to communicate with husband and children.</p> <p>Requiring support to come to terms with this life change</p>	<p>Referrals to DSN services: Family Tactics – support with communication issues</p> <p>Technical – assessment for aids and adaptations</p> <p>Deaf Persons Fire Advocate – home safety assessment</p> <p>Provided information about NADP website and support they provide.</p> <p>Advised about equal access to services and how to request support from service providers e.g. GP Surgery</p>	<p>Anxiety and stress reduced by reassurance that some of the issues could be addressed</p> <p>Family relations improved by understanding of new communication issues and how they could be resolved</p> <p>Felt empowered by knowledge of rights to equal access and how to improve the service she receives from others.</p>

Outreach

Provide Housing Related support that enables D/deaf people to maintain their tenancies and/or manage independently

Activities (link to objectives: 1, 2, 3, 4, 5)	Outputs
<p>Assessments carried out (Needs, Risk)</p> <p>Support Plans created</p> <p>Housing Related Support to D/deaf people in their own homes, which includes:</p> <ul style="list-style-type: none"> • Maintaining the safety and security of the property • Correspondence related to the property • Claiming benefits, budgeting and paying bills • Opportunities for education, employment and leisure • Accessing and maintaining links with appropriate healthcare services <p>Weekly drop-in services at each DSN centre</p>	<p>35 new referrals / assessments carried out</p> <p>78 D/deaf service users in Cheshire and Salford supported to maintain their tenancies:</p> <ul style="list-style-type: none"> 34 Cheshire East 19 Cheshire West & Chester (to August) 25 Salford <p>670 face to face contacts carried out</p> <p>A further 17 service users have regularly accessed our weekly Drop-in services, having 112 contacts</p> <p>64 instances of facilitating communication at meetings between service users and other agencies / services</p> <p>49 service users completed their programme of support, between them achieving 154 positive outcomes against the ECM Outcomes Framework</p>

Case Study

Identified Needs	Activities	Outcomes / Impacts
<p>Profoundly Deaf man with Cerebral Palsy needed support setting up a new tenancy.</p> <p>Needed furniture and white goods for new property</p> <p>Unable to complete benefits claim forms due to limited reading and writing skills</p> <p>Anxiety about contacting providers to set up utilities</p> <p>Concerned about falling into arrears with bills</p>	<p>Facilitated communication with Housing Association</p> <p>Supported to submit Emergency Assistance form</p> <p>Translated benefit claim forms into BSL and support given to complete them</p> <p>Facilitated communication with utility providers</p> <p>Support given to set up manageable payments to avoid build up of arrears</p>	<p>Support to access services and providers has reduced feelings of isolation</p> <p>Feels more positive about the possibility of moving, excited about choosing new furniture and being independent.</p> <p>Feels more independent about managing utilities and feels in control over budgeting his benefits.</p> <p>Feels confident about managing tenancy independently and no longer relies on family support</p>

Social Care (Children & Adults)

Assist with the assessment process and provide a specialist service, in partnership with the Care Management teams within the Adult Social Care and Children's services

Activities (link to objectives: 1, 2, 3, 4, 5)	Outputs
<p>Registration / Recording</p> <p>Social Care Interventions / Child Protection</p> <p>Information and Advice</p> <p>Professional Support</p> <p>Monitor / Review</p> <p>Joint / close working with Local Authority Social Care depts.</p>	<p>Register of D/deaf people maintained</p> <p>49 new referrals and specialist assessments carried out (see page 31 for explanation)</p> <p>91 service users received specialist support services:</p> <p style="padding-left: 20px;">36 Cheshire East 20 adults 16 children</p> <p style="padding-left: 20px;">55 Cheshire West and Chester 38 adults 17 children</p> <p>248 face to face contacts carried out and an additional 1078 contacts made to, or on behalf of, service users.</p> <p>83 instances of facilitating communication (at professional meetings etc)</p> <p>12 service users completed their personalised support package, between them achieving 15 positive outcomes against the CQC and ECM Outcomes Frameworks. The remaining service users receive ongoing support.</p>

Case Study

Identified Needs	Activities	Outcomes / Impacts
<p>24 year old male diagnosed with mental health problems, including adult ADHD and depression</p> <p>History of anti social behaviour and lacks confidence to interact with others</p> <p>Unable to read or write and no form of supplementary communication other than BSL</p> <p>Rarely goes out alone due to fear that people might make fun of his deafness</p>	<p>Joint specialist assessment carried out with mental health worker</p> <p>Support needs identified and action plan agreed</p> <p>Use of D/deaf Healthy Minds material to address feelings relating to deafness</p> <p>Offered support to meet other members of the Deaf community</p> <p>Referral to Technical service for specialist equipment to support independence</p>	<p>Accessing services with appropriate communication support</p> <p>More willing to engage with support and less anxious about daily issues now <i>"supported by staff who understand deafness"</i></p> <p>Feeling calmer since discussing issues and situations that can cause stress</p>

Social Care (Deafblind)

Specialist Deafblind Worker carries out detailed needs assessments and provides advice in respect of dual sensory loss on all aspects of daily life for D/deafblind people

Deafblind Communicator Guide supports people who have a dual sensory loss to access services and activities

Activities (link to objectives: 1, 2, 3, 4, 5)	Outputs
Registration / Recording Specialist support Rehabilitation / Mobility training Communicator Guide support Information and Advice Monitor / Review Joint / close working with Local Authority Social Care depts.	Register of D/deafblind people maintained 43 service users received specialist D/deafblind services: 25 Cheshire East 18 Cheshire West and Chester 69 face to face contacts carried out and an additional 307 contacts made to, or on behalf of, service users. 18 instances of facilitating communication (at professional meetings etc) 14 D/deafblind service users in the Cheshire and Salford areas provided with Communicator Guide support 273 face to face contact visits carried out. 27 of the service users accessing both Deafblind services achieved 10 positive outcomes between them against the CQC and ECM Outcomes Frameworks

Case Study

Identified Needs	Activities	Outcomes / Impacts
92 year old male with deteriorating dual sensory loss Having difficulty managing hearing aids and struggling to use loop system to assist with TV and telephone No longer able to move around his home safely and struggling to manage daily tasks Anxious and increasingly frustrated about not being able to go outside unaided	Specialist home assessment to identify useful equipment Referred for alternative loop system to be provided Door and furniture edges marked to reduce risk of bumping into things Skills training to enable meals to be prepared using tactile identifiers on kitchen utensils Mobility assessments of local area carried out to identify suitable routes and mobility training given	Able to manage better and feeling safer in the home Improved quality of life and greater independence Confidence has increased as some of the challenges of dual sensory loss are being overcome Less stress and anxiety for family members knowing that situation has improved

Supported Living

Supported Housing for D/deaf and D/deafblind people with additional learning disabilities

Activities (link to objectives: 2, 3, 4, 5)	Outputs
<p>Assessments (needs, risk)</p> <p>Person Centred Plans/Support Plans/Care Plans/Health Action plans</p> <p>Support access to the wider D/deaf and hearing communities</p> <p>Promote personal development - life skills, social interactive skills, including:</p> <ul style="list-style-type: none"> • Budgeting • Health Awareness • Supported Employment • Further Education • Holidays abroad <p>Organised social events, outings</p>	<p>Person Centred Plans created for 23 D/deaf and D/deafblind people with additional learning disabilities and/or communication disorders and/or challenging behaviour:</p> <p>11 at Stepping Stones</p> <p>3 at Lavender Lodge</p> <p>5 at 15 The Crescent</p> <p>4 at 66 The Crescent</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;">Supported Living properties in Northwich</div> <p>All service users supported to develop their life skills in order to live as independently as possible and many have achieved positive outcomes against the ECM Outcomes Framework, including:</p> <p>8 doing Voluntary work or work experience</p> <p>3 in Employment</p> <p>13 accessing formal training and/or education</p> <p>21 accessing informal training and/or education</p> <p>13 now managing their own bank account</p> <p>15 having increased choice and control over day to day decisions (e.g. booking holidays)</p>

Case Study

Identified Needs	Activities	Outcomes / Impacts
<p>Profoundly Deaf man with additional mild learning disabilities.</p> <p>Feeling unhappy and often frustrated due to “being bored” and wanting to find something to make his days busier.</p> <p>Losing confidence because of “not doing anything useful”.</p>	<p>Helped to identify clear goals giving him something tangible to work towards.</p> <p>Supported to enroll on a basic catering course at local college to match his interests.</p> <p>Liaised with Supported Employment to obtain part time work in College Cafe.</p> <p>Supported to take on a second part time post at local Deaf Club</p>	<p>Enjoys doing both part time jobs.</p> <p>Improved self esteem, feeling proud of his achievements.</p> <p>Confidence is continuing to grow as he gains more experience of working with others.</p> <p>Improved budgeting skills and “Happy have extra money to buy new things”</p>

Technical Service

Provides advice on a range of available products and practical solutions to help D/deaf people enjoy a better quality of life

Activities (link to objectives: 2, 3, 4, 5)	Outputs
<p>Provide specialist assessments to D/deaf people (office or home appointments)</p> <p>Issue specialist equipment following assessment of need using FACS criteria</p> <p>Provide demonstrations of equipment to service users, families and groups</p> <p>Provide advice and information about new developments in specialist equipment, use and maintenance of hearing aids</p> <p>Attend meetings in the North West and exhibitions of specialist equipment</p>	<p>537 specialist assessments carried out: 239 Cheshire East 298 Cheshire West & Chester</p> <p>186 pieces of specialist equipment issued including; flashing door bells, vibrating alarms, television loops etc.</p> <p>1217 instances of service users being given advice and/or information on equipment and other services (includes Hearing Management and Hear it Here and other events)</p> <p>286 measured outcomes achieved (page 39)</p> <p>17 meetings / exhibitions attended (independent of CFRS)</p>

Technical Service - additional data for Deaf Persons' Fire Safety Support Worker*

Activities (link to objectives: 2, 3, 4, 5)	Outputs
<p>Provide specialist Home Safety Assessments to D/deaf people</p> <p>Install smoke alarms appropriate to individual following assessment of need</p> <p>Organise / attend events and presentations throughout Cheshire, Halton and Warrington promoting the partnership between DSN and CFRS, providing information, demonstrating equipment and networking with other agencies.</p> <p>Liaise with Housing Associations to promote fire safety</p>	<p>415 Home Safety Assessments carried out 218 Cheshire East 117 Cheshire West & Chester 80 Halton & Warrington</p> <p>Results of Assessments:</p> <p>207 properties had Smoke Alarms installed: 103 standard 104 specialist</p> <p>13 events attended; 6 Cheshire East 7 Cheshire West & Chester</p>

* The nature of activities are influenced by Cheshire Fire & Rescue Service, with whom this service is provided in partnership and who determined the name of the service

Case Study

Identified Needs	Activities	Outcomes / Impacts
<p>Lady with profound deafness unable to hear doorbell and leaving front door open when expecting visitors.</p> <p>No smoke alarm fitted as "wouldn't be able to hear it"</p>	<p>Specialist assessments carried out to identify suitable equipment.</p> <p>Flashing doorbell and smoke alarms fitted</p>	<p>Improved home security and reduced risk of fire.</p> <p>Improved wellbeing due to less anxiety about safety issues</p>

Training

Provides a range of training courses designed to improve communication between D/deaf and hearing people

Activities (link to objectives: 2, 3, 4, 5)	Outputs
<p>Accredited training courses in:</p> <ul style="list-style-type: none"> Deaf and Deafblind Awareness British Sign language (BSL Levels 1 and 2 and Level 3 NVQ) <p>Tailor made courses available include:</p> <ul style="list-style-type: none"> D/deaf Awareness D/Deafblind Awareness British Sign Language Basic Lip Reading Hearing Aid Awareness Communication Tactics <p>Taster courses in a range of topics to promote awareness raising amongst employers and service providers</p>	<p>Accredited courses in British Sign Language Level 1;</p> <p>46 students achieved Unit 101 23 students achieved Unit 102 21 students achieved Unit 103</p> <p>Accredited courses in British Sign Language Level 2;</p> <p>19 students achieved Unit 201 10 students achieved Unit 202 11 students achieved Unit 203</p> <p>8 students achieved NVQ level 3 BSL</p> <p>1 bespoke BSL session delivered to school</p> <p>1 BSL level 1 course delivered to school (as a result of bespoke taster session)</p> <p>66 students currently enrolled on new BSL courses (levels 1 – 4)</p>

Case Study

Identified Needs	Activities	Outcomes / Impacts
<p>Parents of 3 year old boy who is profoundly Deaf and beginning to communicate through sign language</p> <p>Parents wanted to be fully involved in son's development and learned sign language to level 1</p> <p>Mum frustrated with her own signing skills and felt she was letting her son down</p> <p>Family wanted sign language to "<i>feel normal</i>" and be part of their everyday life</p>	<p>Regular coffee mornings set up for parents to practice their sign language</p> <p>Time set aside for parents to ask questions and receive advice in an informal setting</p> <p>Sessions used as opportunity to build a support network with other parents and members of the Deaf community</p>	<p>Parents welcomed opportunity to meet with Deaf people and practice sign language</p> <p>Agreed that sign language "<i>feels more normal seeing it used by others and in situations outside the home</i>"</p> <p>Found everyday situations more useful than classroom sessions in developing vocabulary</p> <p>Increased confidence in ability to communicate with son more effectively</p> <p>Feel more able to support in all aspects of son's development</p>

Volunteer Services

Supports every aspect of DSN and its service provision

Activities (link to objectives: 1, 2, 3, 4, 5)	Outputs
<p>Development and management of volunteer services</p> <p>Volunteering opportunities fulfilled including:</p> <ul style="list-style-type: none"> • Awareness days • 1 to 1 support • Befriending • Youth activities • Charity evenings • Family days • Administration • Deaf/blind support <p>Regular contact and ongoing support</p> <p>Regular reviews and updates</p>	<p>60 total Volunteers registered</p> <p>28 new Volunteer applications received and accepted during 2013-14</p> <p>9 applications awaiting processing</p> <p>45 volunteering opportunities fulfilled (some opportunities fulfilled by more than one volunteer)</p> <p>2685 Volunteer hours provided (worth £40,275)</p> <p>Services supported:</p> <ul style="list-style-type: none"> • Tannery / Day Services • Admin & Front of House • Fundraising / Awareness • Family Tactics • HAnD workshops • CFRS / Awareness & Technical • Deaf Active (Youth Service) <p>5 Volunteers progressed to employment as Bank Staff</p> <p>3 Training / Development days provided to Volunteers</p>

Case Studies

Identified Needs	Activities	Outcomes / Impacts
<p>J – Young mum with children starting school, thinking about returning to work.</p> <p>Wants to volunteer to help with job search</p> <p>Completed BSL levels 1 and 2 at college</p>	<p>Volunteered at a fund raising event</p> <p>Offered a weekly volunteering placement at the Tannery</p> <p>Enthusiastically involved in various activities and outings with Tannery Service Users</p>	<p>Offered position with Hear it Here project as Bank Staff</p> <p>Taken on second volunteering opportunity with new DSN project</p> <p>Increased confidence in job skills and return to work</p>
<p>S – Young mum who has a child with significant hearing loss</p> <p>Wants to increase knowledge of deafness / deaf awareness to support family</p> <p>Hoping to enhance employment opportunities</p>	<p>Offered a variety of different volunteering opportunities:</p> <ul style="list-style-type: none"> * HAnD workshops * awareness raising sessions * 1:1 support Service User support <p>Attended training in Deaf Awareness offered by DSN</p>	<p>Offered position with Front of House team as Bank Staff</p> <p>Gained position as a Teaching Assistant at local school supporting a child with communication needs</p> <p>Using improved skills and knowledge to help with own family situation</p>

Youth Service (Deaf Active Cheshire)

A youth led group that aims to ensure inclusive activities without any breakdown in communication, focusing on non-traditional sporting activities that might not normally be accessible.

Activities (link to objectives: 1, 2, 3, 4, 5)	Outputs
<p>Weekly youth club for D/deaf and hearing young people, held at Chester Deaf Centre and at the DSN centre in Northwich, where a room previously used as office space has been made available.</p> <p>All activities open to D/deaf and hearing young people to foster integration</p> <p>Variety of non-traditional sporting activities</p> <p>Young people supported to access mainstream services</p> <p>Residential trips</p> <p>Half-term activities</p> <p>Occasional one off trips to theatre and other places of interest</p>	<p>51 young people have attended weekly Youth Clubs (average = 16 per week) 12 D/deaf 4 Hearing</p> <p>65 attendances at non-traditional sporting activities including:</p> <ul style="list-style-type: none"> • Dodge Ball • Fencing • Shooting • Street Dance <p>18 young people attended residential trips</p> <ul style="list-style-type: none"> • Adventure Camping – Wales • Waves of Change programme - Cumbria <p>58 attendances at half term activities, including;</p> <ul style="list-style-type: none"> • Bowling • Ice Skating • Rock Climbing • Team / Field Sports <p>47 attendances at one off trips:</p> <ul style="list-style-type: none"> • Blackpool Pleasure Beach • Chester Grosvenor Museum • Liverpool Empire Theatre <p>4 young people achieved accredited outcomes in BSL Level 1:</p> <ul style="list-style-type: none"> • 4 achieved Unit 101 • 3 achieved Unit 102 • 4 awaiting results of Unit 103 <p>8 young people attending weekly After School Clubs</p>

Case Study

Identified Needs	Activities	Outcomes / Impacts
<p>12 year old boy with extremely short attention span, finding it difficult to follow instruction.</p> <p>New to attending weekly Youth Club and not mixing with others, struggling with social skill and not confident about fitting in.</p>	<p>Motivated to take part in Archery classes with the need to remain focused and follow instructions clearly explained.</p> <p>Regularly engaged in conversation with others by staff whilst awaiting his turn, preventing him from day dreaming and 'switching off'</p>	<p>Enjoying taking part in sessions and has learned to focus more on tasks.</p> <p>Developed friendships within the group, improving his confidence and self esteem.</p> <p><i>"This is first time I been part of youth club, I really enjoy it and mixing with people is fun".</i></p>

Data Review

The available data for each of our services has been reviewed by a panel of staff members, consisting of people at various levels and from a variety of departments.

Review Panel Members:

Julie Kinnear	Project Administrator
Amy Lacamp	Front of House and EMS Administrator
Michael Maloney	IT Officer
Debi Shackley	Quality Systems Officer
Michelle Simpson	Executive of Supported Living
Sue Tait	Day Services Senior Practitioner

It was agreed that the data provided reflects the variety and complexity of work that the organisation is involved in. It also gives us a good indication of the amount of work we do and how this benefits our Service Users.

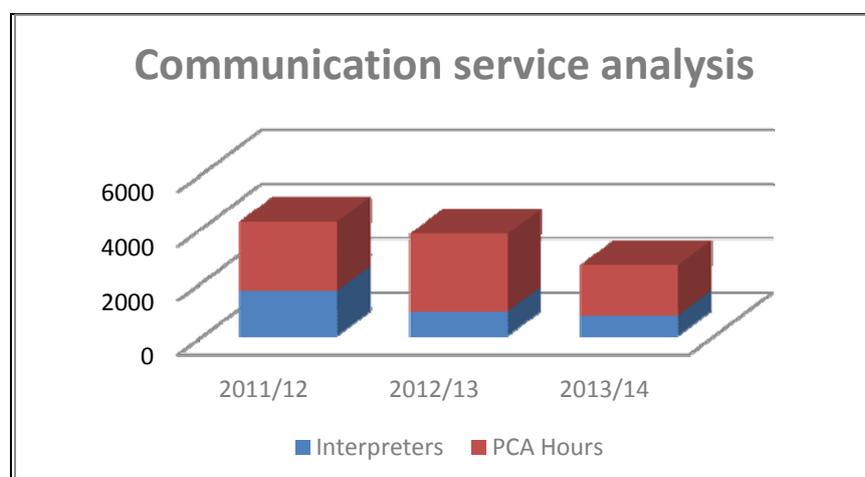
We made comparisons to some of the data from previous years and we could see that in many services the number of people supported has remained relatively constant, or in some cases has increased.

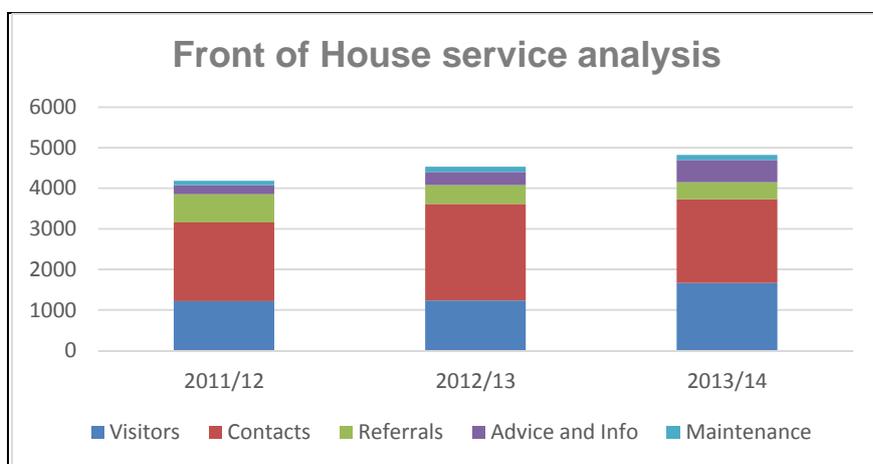
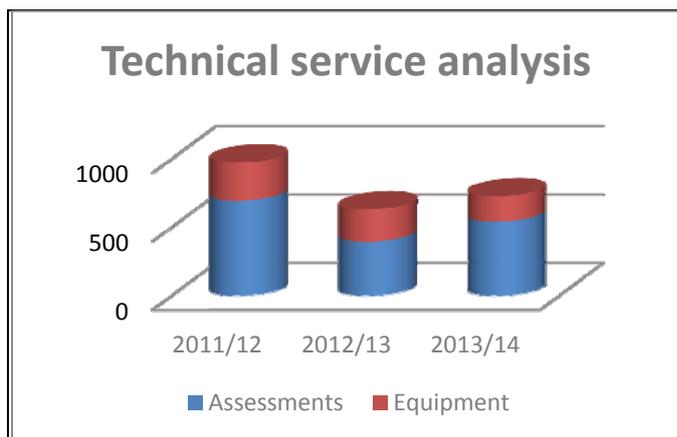
There were a number of areas highlighted for discussion as we wanted to clarify some of the figures and/or explain reasons where figures appeared to us to be lower than we would have expected.

See Appendix 4

An example of the data we compared is provided here:

Supported Living	Involved in Volunteering	In Paid Work	In Formal Education	Managing Bank Account	Having Increased Choice
2011-12	6	5			
2012-13	9	3	13	13	5
2013-14	8	3	13	13	15





We agreed that the static number of outcomes achieved by Service Users of Supported Living is to be expected, as there are some people within this service whose potential to achieve independent living is extremely limited.

The reduction in bookings fulfilled by Communication service, is consistent with the loss of in-house Interpreters and the independent sourcing of jobs by Freelance workers. It was also confirmed that an overall reduction in the number of staff together with changes to the criteria for booking PCA support, has had an adverse effect on the number of PCA hours provided.

There was some discussion about reasons why the number of Technical assessments had increased whilst there had been a reduction in the amount of equipment issued. We determined that all of the people who attended the Hearing Management courses had received a basic assessment as part of the programme, although the majority of them had not required any equipment and had only received advice and information.

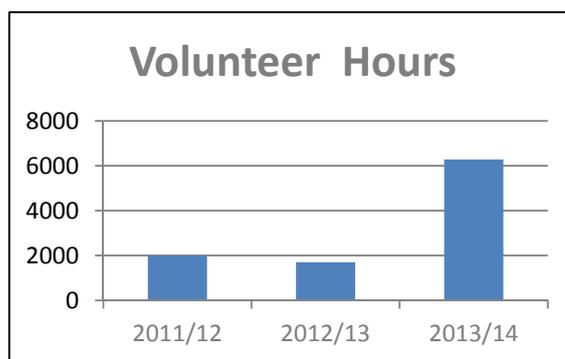
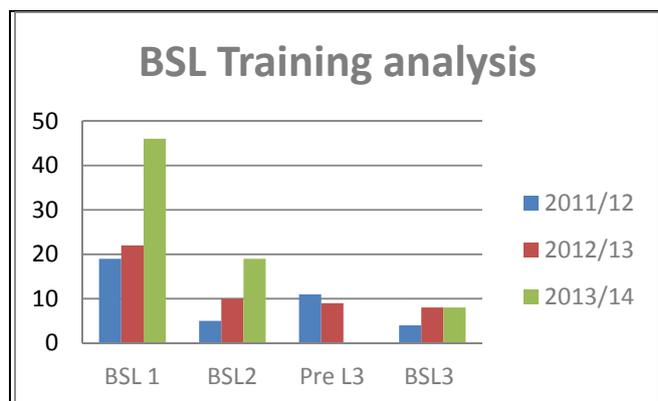
We noted that the number of visitors recorded by Front of House staff has increased and we concluded that this is possibly due to Service Users attending a number of workshops and drop-in sessions. It was also suggested that the issues we had previously with inconsistent recording appear to be resolved.

As in previous years, we discussed the number of outcomes achieved by D/deafblind Service Users appearing to be quite low, in comparison to the amount of people that have used the service. The discussion again highlighted that the process of supporting a person who has recently acquired a dual sensory loss, can be quite lengthy and often involves them learning to overcome many new challenges. Therefore, the achievement of outcomes can be more difficult and/or more time consuming than with other service users.

We thought that the decrease we see in the number of new referrals into Children & Adults service, could possibly be explained by the changes in commissioning having an affect on the number of people being eligible for specialist services.

However, there was some concern about the accuracy of figures reported for Children & Adults service, as the number of people completing their programme of support and achieving agreed outcomes has reduced considerably since last year. Further investigation highlighted that changes in staffing may have resulted in some recording not being completed correctly. We have looked again at training needs and made sure all staff fully understand the process and the importance of accurate recording.

We were pleased to see that there has been an increase in the number of people attending BSL courses delivered by our Training service and that the number of hours provided by our Volunteers this year has increased significantly.



Summary

- Reduction in bookings for Interpreters and PCA hours
- Increase in number of visitors recorded
- Reduction in referrals to Social Care services
- Increase in Technical assessments
- Increase in students attending BSL courses
- Increase in volunteer hours provided due to more opportunities being offered

During the review of our service data, we also looked at the case studies provided. It was agreed that these case studies give a good indication of the type of work carried out by our services and show some very positive outcomes for our service users. However, we believe that more information about the resulting impacts needs to be recorded.

Focus on Strategic Theme (Service Users)

On pages 8 to 10 we have detailed our Strategic Themes, which categorize our objectives and how we intend to achieve them. All of our services and projects are working for the benefit of our Service Users and helping us to achieve the organisation's objectives. However, in this section we have provided information about some aspects of our work that fit with our Strategic Theme of Service Users and how our five year plan, Towards 2017, stated we would achieve our aims in this area.

Hear it Here (objectives: 1.1; 1.2; 2.3; 2.4; 2.5; 3.2; 3.6; **4.1; 4.3**)

We designed a new community based project to improve services for people with age-related hearing loss, specifically those who may be isolated in rural locations across Cheshire. We were fortunate to secure funding to the value of £41,608 from the Westminster Foundation and a further amount of £8,513 was subsequently obtained from the Cheshire East Innovation Fund.

We realised that there are potentially many older people who need support to understand and manage their hearing loss and may not have access to services readily available to them, due to where they live. We decided that if these people were unable to get to us, we should take our services to them.

An electric vehicle equipped with specialist equipment and manned by hearing loss experts, has become a mobile Hearing Information Unit that enables people in rural locations with limited public transport to seek advice and information, be assessed for the correct piece of equipment and access free home safety checks.

The project also provides early intervention by informing people of preventative measures and working with the wider community to prevent isolation and dependence occurring, which can lead to reduced quality of life.

By working with local businesses and social groups, we are able to raise awareness of the many issues associated with deafness and provide them with basic skills to become more deaf aware and promote a more inclusive environment.

Between December 2013 and March 2014:

- 14 venues visited
- 384 people reached
- 30 referrals taken
- 5 people signposted to other services



Staff on board the new Electric vehicle

In order for us to measure the success of this project, the impacts of the services provided will be assessed over time by carrying out follow up contacts for all referrals.

“Reassured I can hear smoke alarm at night and know that it is definitely working. Feel less isolated now I can keep up with news and favourite TV programmes. Before I was losing interest because I couldn't understand. Good to know help is available..” **Service User**

Deaf Active (objectives: 1.1; 1.2; 1.3; 2.3; 2.4; 2.5; 3.1; 3.6; **4.1; 4.2; 4.3**; 5.1; 5.3; 5.4)
(information provided by Lorna Langton, Deaf Active Cheshire Youth Leader)

The support provided by DSN to the staff and young people of Deaf Active Cheshire has enabled them to enjoy another year, with many highlights and positive outcomes.

We have increased the amount of new young people that we are reaching and have also seen a good return of repeat attendees to the project. Of the 51 young people who have been involved this year, 40 are regular users and 11 are new to the service.

The young people have planned, organised and implemented two of their own residential trips this year, which has been a great achievement. They have also supported the planning of the joint regional residential trip that they attended in Preston.

“... we are so grateful our children get the opportunity to test themselves and learn in a supportive environment.”

Parent

“It meant a lot to us to see our kids smiling so much when they returned from their residential trip and how proud they were that they had overcome their fears.”

Parent (whose child had a great fear of water and managed to row across Lake Windermere!)“

The project has increased the number of activities offered at the two evening youth clubs, which are based at the DSN premises in Chester and Northwich and provided to the group free of charge.

Links developed by DSN have provided the group with opportunities for joint working with other organisations, such as the BBC and Vision4 Dreams. This has enabled D/deaf young people to access mainstream environments with the correct support and guidance and to take part in experiences that might not have been available to them otherwise.

DSN has supported vital links with partners who work in mainstream youth work settings, such as the Brathay Trust (an award winning outward bound / youth training group) and continue to work closely with Deaf Active Cheshire as important fundraising partners for future programmes and activities.

With the support of DSN's Fundraiser, three small grants have been secured:

- Awards for All, £9,990
- Cheshire Community Foundation £7,745
- Chester Soup Kitchen Charity £300

These grants have enabled the project to continue offering suitable activities that help to meet the needs of the young people and inspire them to achieve goals.

The grant received from Awards for All was allocated to the What Next? project, which was designed to help young people consider their future prospects i.e. exam options, further education, university, employment etc.

Within this project, in partnership with the Brathay Trust, we delivered a Waves of Change programme, that helped the young people aspire to achieve more.

Programme Stages:

- 1: Confidence building, raising aspirations and self esteem, team work, leadership skills.
- 2: Prepare for work including application forms, interview techniques, local labour market.
- 3: Signposting and mentoring towards further support to enable the young people who wish to do so, to access short work placement schemes.

The Brathay Trust has assisted the programme with ongoing liaison and support with schools, colleges and local work placement providers such as Cheshire Fire and Rescue Service and DSN itself.

Part of the grant funding provided by the Cheshire Community Foundation was used to set up a Media Group and provide training, which included a half day visit to the BBC to interview staff about careers in media. This gave a core group of young people the opportunity to train in skills such as film production, presenting, using BSL interpreters and the promotion and delivery of a short film, that was screened at an 'Oscars' event in November 2013. The event celebrated the achievements of all of the young people who had taken part in activities over the past six months and an overall 'Oscar' winner was selected for each category.



Dressed up for the Oscars night

Through the fund raising efforts of the young people, we have been able to continue providing a BSL Level 1 course, which was initially supported by DSN to help bridge the gap between the available funds and the cost of the course. The training has been held at DSN premises and assisted by the Training Officer, who has offered the trainees advice and practice sessions in preparation for their skills assessments.

We have also worked in partnership with the National Deaf Children's Society, to deliver a series of Deaf Awareness workshops to 180 pupils at Hartford High School in Northwich.

"Can you please pass on our sincerest thanks to the team that came out to Hartford last Thursday. I have had great feedback from both pupils and staff, they were spot on"

Head Teacher

Having applied for and been granted its own charitable status this year, Deaf Active Cheshire continues to be supported by DSN and its staff, two of whom have volunteered to act as members of the management committee.

Good to Great (objectives: 1.1; 1.2; 1.3; 2.3; 2.4; 2.5; 3.1; 3.6; **4.1; 4.2; 4.3**; 5.1; 5.3; 5.4)

Our decision to focus on the Strategic Theme of Service Users, together with the proposed redesign of accommodation based services by local Commissioners, resulted in us examining in more detail how the running of our services affects our Service Users.

We wanted to confirm that in spite of some difficulties, our support is making a positive difference to our Service Users and we wanted to know how we could improve the way we work in order to support them to achieve more.

With that in mind we commissioned an external review of our Supported Living service and whilst many of the findings were very positive, particularly in terms of the end result and the outcomes achieved by Service Users, there were some minor concerns raised about how we were operating internally and how the culture of the organisation has developed.

It was suggested that the service would benefit from a restructure, to include a review of outdated job roles and the potential to 'up skill' members of staff. As we realise that this would potentially happen as a natural part of redesigning the service, we decided to avoid further disruption and place this on hold pending the outcome of consultation with our Commissioners.

It was acknowledged that our services are having a very positive impact on our Service Users but we could potentially be in danger of accepting our good results as the best we can do, instead of striving to accomplish even greater achievements.

Therefore, we needed to be sure that we are doing everything possible to combat any organisational complacency, so we can improve in areas where we are not performing as we would like. In order to do this we felt it was vital to provide channels of communication, that would enable staff engagement to bring about positive changes.

A number of initiatives were introduced such as, a regular Blog by our Chief Executive (CEO) to keep staff informed and provide a clear understanding of the direction of the organisation. We also began a series of regular lunch meetings at our centres between the CEO and staff, to offer a more informal environment to discuss ideas and invite suggestions for improving the way we work.

Some operational changes have already been implemented within the Supported Living service, such as alternative methods of recording, resulting in improvements to paperwork and more efficient use of staff time. It has also had a positive impact on our environmental goal to reduce the amount of resources we use.

Good to Great is an ongoing programme that is intended as a means to improve our organisation and the way that we work, for the benefit of our Services Users. We plan to use it as a means to help us recognise the value of the work we do and to celebrate our successes.

Supported Living Service (objectives:2.4; 2.5; 3.2; 3.3; 3.5; 3.6; **4.1; 4.2; 4.3**; 5.1; 5.2)
(information provided by Michelle Simpson, Supported Living Executive)

This service provides accommodation and support to profoundly Deaf adults who have additional learning disabilities and/or complex needs. The support we provide allows our Service Users to live as independently as possible, with person centred plans that are developed specifically to meet each individual's needs and designed to support the achievement of goals.

There have been a number of developments and changes within our Supported Living service this year, many resulting in improvements that Service Users will benefit from.

Following an incident that highlighted to us the potential to enhance some of our safety measures, we have been working with Muir Housing Association and Cheshire Fire and Rescue Service to improve policies and procedures, particularly in the properties that house tenants with more complex needs.

We have examined building layouts and identified a number of improvements to ensure the safety of our tenants, staff and visitors e.g. we have agreed to install a sprinkler system in Stepping Stones, which means we would not have to evacuate the building in the event of a fire.

We have also made a number of improvements to each of the properties, including alterations to the gardens to give tenants more areas to relax in. We are in the process of updating the Multi Sensory room and garden at Lavender Lodge, following an assessment of the facilities and how tenants are benefitting from using them. We have researched and placed orders for new equipment, which we are waiting to have installed and we are looking at safer fencing following a recent break-in, having sought advice from the local Crime Prevention Team.

Whilst developments in technology are now meeting the needs of the Deaf Community more than ever, for organisations such as ours that provide Supported Living to some of the most vulnerable people in society, ensuring safe use of Social Networking sites by our tenants is proving to be extremely challenging. We are currently working with a number of agencies, including the Safeguarding Team in Cheshire, all placing Local Authorities, Advocates and other interested Stakeholders, including our own IT department to support tenants in learning to use these sites securely.

However, there are some developments that we believe may not be so beneficial to our Service Users. Due to proposed changes to the funding of accommodation based services, we have been engaged in consultation with Cheshire West and Chester Council about the delivery of Housing Related Support. We met with the Commissioners who are proposing the changes to the services and each tenant completed a Questionnaire that was sent to them. These were also completed by their family members, Social Workers and staff.

As part of the process we also coordinated a full consultation evening that was attended by all the tenants, their parents, other family members and staff (65 people). Council representatives were challenged by parents and families, some of whom had travelled from Spain and London to be with us on the evening, speaking passionately and with grave concerns about the specialist services their children, sister, brothers etc receive from DSN Supported Living.

Parents, family members and the tenants themselves (with support where necessary), have written to their MP expressing deep concerns about the implication of the proposed changes to their Housing Related Services.

We are awaiting a response to the consultation report, to understand exactly what changes will take place and how they may affect the work we do with our tenants.

We are also currently completing a consultation document for CQC on proposed changes to the way they inspect our services. External inspections of our services are welcomed, as we are continually looking for ways to improve what we do and we have received some very positive feedback and valuable suggestions as a result of these assessments.

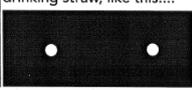
We continue to work within the guidelines of the Learning Disabilities Framework, whose most recent inspection provided us with a very positive report and helps us continue to look at ways to improve and develop our services.

Many of our Service Users attend the Tannery Day Centre that provides an inclusive and encouraging environment, focused on their learning and development.

This year Service Users have been involved in a variety of projects, including specialist crafts and recognition has been given to some of the art that has been produced. The work produced is of a very high standard and as a result has been exhibited publicly and added to a private collection. The following article featuring one of our Tenants was published in a local magazine:



The man who drew this wolf sees the world through a field of vision the width of a drinking straw, like this...



The most remarkable artist in Cheshire

MENNERA Hinton is an extraordinary talent, an extraordinary man. The pictures, collages and finely detailed and precise models he produces are little short of incredible, although Minerva has Usher's Syndrome, what most would understand as tunnel vision. Minerva, 41, has been profoundly deaf since birth and losing his eyesight before he made his teens. So the artwork he produces at Stepping Stones, the supported living accommodation, off London Road, Northwich are a product of a lifetime patience and painstaking skill and love of his passion. Most of his work is done from memory. "I get a bit of satisfaction from my art. I liked it when I was growing up, but started to lose my sight at 10.

"I enjoy all subjects - animals, countryside, buildings and people and use all mediums. I like to draw and blend in pastels and oils with my fingers. I have to work by bright light - I need lots of light - and have specialist



equipment to magnify detail if I need to use it. I sometimes enlarge pictures on my own computer and print off the images so I can copy the subject more accurately. I like mixing the colours myself. "It keeps me happy," he said through interpreters at Dursley Support Network. Minerva moved to Steppingstones in

2003. Last year he held an exhibition at his home city of Bradford and has previously sold a few commissioned pieces. He attends M61 Cheshire College two days a week for course in films and art. He also enjoys television and a game of bingo. "And winning some money!" he said. "Woody Chivers, a specialist deafblind worker at DSN, said: "Minerva's artwork is marvellous. He is an accomplished artist and I hope to be able to support him in the future with other forms of art, such as more tactile art, so that he is able to see his remaining sense even more. Amanda, Northwich professional artist Bernice Buckley said: "The wolf is pleasant, well-proportioned and the colouring is good. It depicts the character of a wolf. We have just had the Art Trail in Northwich and I think any shopkeeper would have been pleased to have that in his window."

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Stakeholder Feedback

Having acted upon the recommendation to make more use of technology when collecting feedback, we decided to include some information in this section about an exercise carried out by our Technical service using iPads.

Questions for this survey were based on the 286 outcomes the Technical service have helped people to achieve:

- | | |
|--|--------------|
| 1. Safety through assistive technology | 164 achieved |
| 2. Enhanced independence | 42 achieved |
| 3. Enhanced ongoing communication | 23 achieved |
| 4. Improved health & wellbeing | 18 achieved |
| 5. Reduced onset of social isolation | 39 achieved |

We provided a scale of 1 to 5 based on the higher the number = the more able to cope.

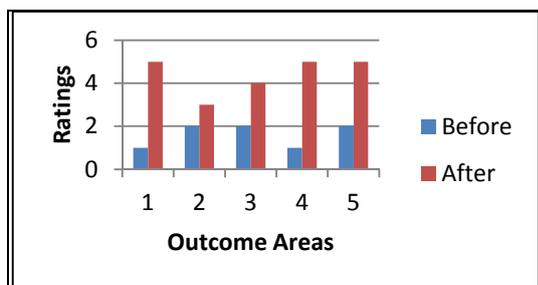
At the start of the service we asked Service Users to consider their current situation against each of the outcome areas and select an appropriate number on the scale.

After the service had been provided we asked the same people to consider how their situation had changed and select a number to represent it.

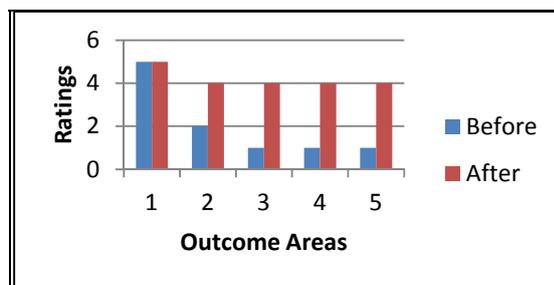
On a few occasions the numbers did not alter but investigation into the reasons mainly showed that the outcome area in question was not considered to be of relevance to that person.

The following charts demonstrate how two of the Service Users surveyed perceived their situations to have improved:

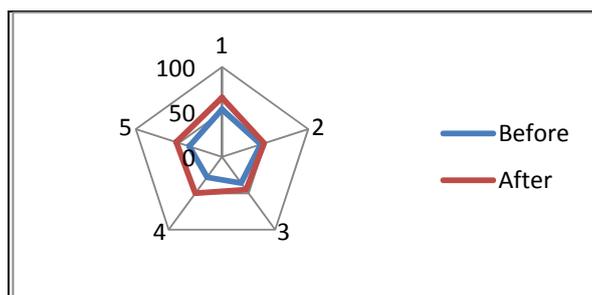
Service User A



Service User B



Overall ratings were calculated by adding the number of times each score was selected. This demonstrates that the service is achieving the aim of helping to reduce some of the everyday problems faced by D/deaf people:



When we considered what else we might need to understand from our Service Users, we realised that the question we asked ourselves that led to the introduction of the Good to Great initiative, was one we also need to ask Service Users and Stakeholders.

We were conscious that Supported Living is about to potentially be subjected to major changes, due to the redesigning of services by funding Commissioners. It was also one of the services that had been omitted from surveys we carried out in previous years, when the focus of our Social Accounts had been Social Care and Outreach services.

We wanted to know what difference our support has made to Supported Living Service Users and what they want us to do that could improve the way we work. We also wanted to try to measure the opinions of relevant Stakeholders about the progress these Service Users have made since being with us.

With this in mind we looked at the key outcomes we support our Service Users to achieve, in order to decide on appropriate questionnaires:

1. Engage in Education or Training
2. Engage in work or work like activity
3. Engage in informal learning
4. Access to Social & Leisure Activities
5. Economic Wellbeing
6. Increased Independence
7. Improved Self Care

We had learned from last year's feedback exercise that a visual style of questionnaire containing a 'scale' of responses, is more useful than formal questions in helping to obtain an accurate picture of the impacts and changes we want to measure. We also produced the questionnaires for Service Users in a picture format.

See Appendix 5

Questionnaires were issued to all Service Users and Stakeholders (including staff) of our Supported Living service.

Additionally, this year the service has been subject to external inspections against the standards set by the Care Quality Commission (CQC) and the Learning Disabilities Framework (LDF). This involved consultation with Service Users and Stakeholders of the service and a variety of feedback was obtained.

The outcomes of both inspections were very positive.

See Appendix 6

" We observed interactions between the people who used the service and staff during the day and found there was a relaxed and friendly atmosphere between them."

extract from CQC report

" The feedback could not have been more positive..... Overall people at the service looked very relaxed and came across as very positive about their experiences within the service.."

extract from LDF report

Survey Responses

46 questionnaires were issued to Service Users and Key Stakeholders of the Supported Living service, which includes families and Social Workers. A total of 19 were returned. An overall response rate of approx 41%

Group	Issued	Returned	% (approx.)
Service Users	15	10	66
Key Stakeholders (excluding staff)	31	9	29
	46	19	41

It should be noted that although there are 23 Tenants living at our Supported Living properties, the questionnaires were only issued in appropriate format to those with the capacity to fully understand and respond to the questions. For Tenants with complex difficulties, we relied on responses from others i.e. families, social workers and staff.

We would also point out that we were unable to use 2 of the questionnaires returned by Key Stakeholders, as they had either not answered all of the questions or they only provided a rating for the After section. Therefore, only 7 of the Key Stakeholder questionnaires have been taken into account.

We also issued questionnaires to all members of staff, as Stakeholders working directly with Service Users on a daily basis. We believed they would be able to give a valid opinion of the progress and achievements of Service Users. An additional 38 questionnaires were returned by members of staff.

We were reasonably pleased with the response rate and it confirms to us that the style of questionnaire we are now using is more suitable than those containing questions with multiple choice answers.

See Appendix 7

Service Users

Q1. Do you have regular Health check ups?

		
10		

Q2. Are you happy with your Key Worker?

		
10		

Q3. Are you happy with your weekly time table?

		
8	2	

We also asked Service Users if there are any new activities or anything different they would like to do and their responses were:

"See more of my family"

Do a computer course

"Have a paid job"

To help demonstrate some of the positive outcomes Service Users have been supported to achieve, we asked them to tell us about new things they have learned to do since they came to live at our Supported Living service, based on the outcomes listed on page 41:

Outcome	Achieved	% of respondents
Attend College / Education	8	80
Involved in work or work like activity e.g. volunteering	6	60
Attend a Day Centre	7	70
Take part in social activities e.g. deaf club / gym / disco	8	80
Manage own money (with support)	7	70
Do own shopping	8	80
Look after own room	10	100

The achievement of these outcomes has had a number of positive impacts on our Service Users including:

- Developed their independence
- Increased their confidence
- Raised their self esteem and belief in their own ability
- Improved their wellbeing

When the Service Users were asked about an aspect of living at our Supported Living service that they enjoy, the responses included:

" I am happy living at number 15, share with others, they deaf like me"

"Like cleaning, cooking and go to work on Fridays"

"Woodwork at workshop, going to local pub, go fishing on river"

"Now I can go to town on my own sometimes"

"College, like learning and being busy. Deaf Club, like socialising with friends"

The issues that Service Users told us about were:

" I don't like fall out with other tenants it can upset me"

"other tenants arguing"

"Not seeing my family"

"Don't like some service users with their behaviour"

"Don't like sharing a house, I would like to move into to my own home"

"Don't like other tenant tell me what to do"

"Sometimes I am fed up"

"When I go shopping I am not sure on value of things and budget my money, I need support from key worker"

Stakeholders

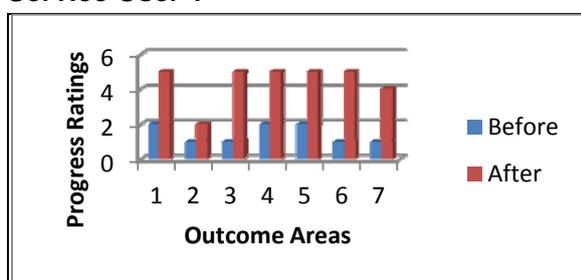
In a similar format to the questions we used for Technical service, we looked at some of the key outcomes Service Users are supported to achieve. However, in this instance the ratings were based on the higher the number = the better the progress.

We asked Stakeholders to consider the Service User's previous capability for each of the outcome areas and select an appropriate number on the scale.

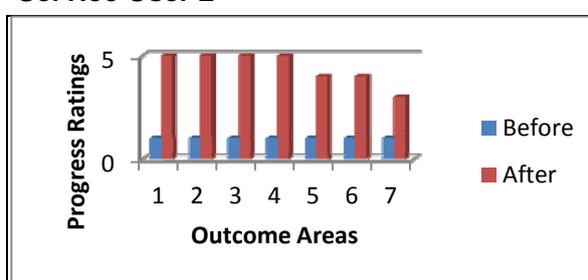
We then asked Stakeholders to consider the development of the Service User since they had lived at our Supported Living service, then select a number to represent their capability now.

The following tables are an example of the responses selected for each of the outcome areas, showing perceived progress made by individual Service Users:

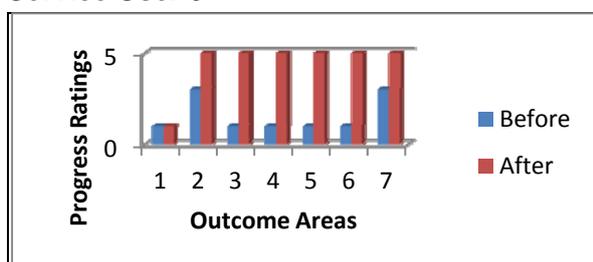
Service User 1



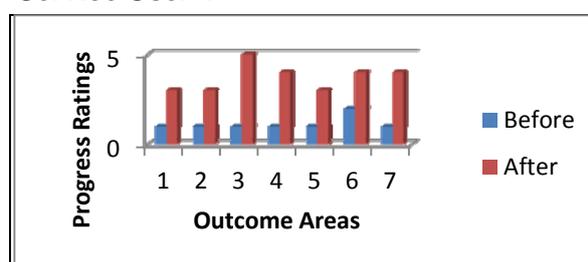
Service User 2



Service User 3



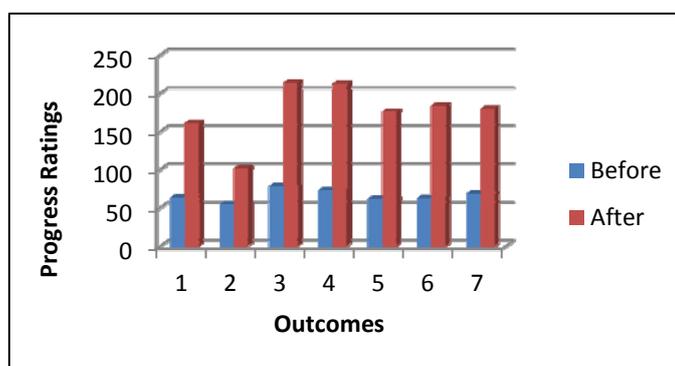
Service User 4



We have calculated overall ratings by multiplying each of the scores by the number of times it was selected:

Outcome	1	2	3	4	5	6	7
Capability Before	64	55	78	73	62	63	69
Ability Now	161	102	214	213	176	184	180

Summary of Overall Ratings:



Selection of Comments from Key Stakeholders:

" It is no exaggeration to say that without Supported Living Service it is impossible to think where ██████ would be living or her quality of life..... We think the service is unique in the country and we are so grateful that we found it all those years ago"

Parent (via email)

"We think she would benefit from more physical activities, also some voluntary work which we know is being looked into but not happened yet. Her signing has improved markedly and we would like her to improve further".

Parent

" We are unable to assess ██████'s potential but consider her progress to date to be far greater than we ever envisaged".

Parent

" ██████ is doing well, if possible we would like extra help with her communication as it would give her a better understanding".

Parent

" The care staff have always been really good but we do feel that there are not enough of them.....there should be more than enough income into the service to provide all the staff that could possibly be required.....".

Parent (via email)

Feedback Review

Feedback has been reviewed by the same panel of staff members, detailed on page 31:

Julie Kinnear	Project Administrator
Amy Lacamp	Front of House and EMS Administrator
Michael Maloney	IT Officer
Debi Shackley	Quality Systems Officer
Michelle Simpson	Executive of Supported Living
Sue Tait	Day Services Senior Practitioner

We consider the opinion of staff members to be invaluable as they are in daily contact with Service Users and well placed to make a judgement on the amount of progress made. However, we were disappointed to note that we did not get a better response from other Stakeholders, as this would have given us a wider perspective and we need to find ways to ensure more of a balance is achieved in future.

We were reasonably confident that a sufficient number of questionnaires were issued and that they were sent to the appropriate people. We considered alternative methods of obtaining feedback from this group and although a number of suggestions were made, we agreed that questionnaires are the most practical option e.g. a focus group would not be workable due to people being based in such a wide spread of locations.

We also discussed how we might be able to follow up Stakeholders who do not respond but recognise that Stakeholders have the option to remain anonymous. This would make it difficult for us to know which people have not returned their questionnaires.

After some discussion we realised that, as mentioned previously, families and other key Stakeholders have recently been involved in a full consultation exercise on the commissioning of services and possibly felt that further participation in feedback about the service was unnecessary. However, we are continually looking at new ways to engage Stakeholders and will strive to improve the response rate for future surveys.

It was agreed that the questionnaires were fully accessible to Service Users, having been produced in BSL pictures and translated by one to one support. We discussed the use of technology and how this would be of benefit in helping us to obtain feedback in future.

Having reviewed the results of the feedback we were pleased that the Service Users are mainly happy with the support they receive and that they have been able to achieve such progress in the time they have been with us. There was some discussion about the comments made by Service Users and it was acknowledged that there have been some incidents of personality clashes, which can be expected in a shared environment. Staff continue to work with Service Users to resolve any issues and teach diversion tactics to avoid conflict.

We were interested to see that feedback from staff tends to focus on what is still needed, rather than what has been achieved. However, we were pleased to note that the responses we received from other Stakeholders confirms our belief that the people we work with are making great progress and have achieved a number of outcomes, some that may not have been considered possible before they came to our service.

Environmental Impact

Our commitment to reducing our impact on the environment continues and we continually try to improve our systems and working practices to ensure we are operating responsibly.

During the last year we have worked hard to maintain systems and environmental initiatives, to help us reduce our Carbon Footprint and operate in a more sustainable way, such as:

- Continually raise awareness amongst staff
- Apply the 3Rs – Reduce, Reuse, Recycle
- Encourage sustainable travel where possible
- Install more energy efficient lighting and heating systems
- Improve our waste system and reduce the amount that goes to landfill
- Support our Day Service Users in learning about waste and recycling
- Review the supplies we use to include a high percentage of greener products
- Make smart decisions when choosing company cars

In October 2013 we were pleased to retain the 3 star logo following our annual assessment against the Acorn BS 8555 standards, which is a phased approach towards the international standard for environmental management ISO 140001.



The systems we have in place in order to reduce our environmental impact, were checked by the Assessor over a two day period. We were able to demonstrate how we have made further improvements in a number of areas including:

- Increased our recycling efforts by separating waste prior to collection
- Purchasing more environmentally friendly products e.g. Electric Car
- Encouraging staff to cycle to work by installing cycle racks at each centre

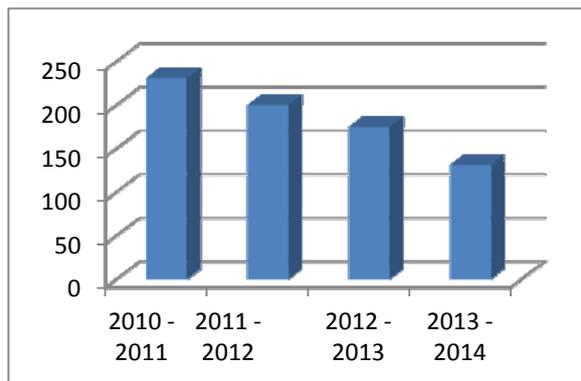
The assessment process confirmed that many of the initiatives we have taken are having a positive impact. It also made us consider whether we would be able to work towards an accreditation against Phases 4 and 5 of the Acorn standards.

This is something we may act upon in the future as we are continually raising awareness amongst staff, encouraging them to consider our EMS and how the way they work might potentially affect the environment. However, before we take this step we feel that there may still be some work required in some areas of the organisation, to ensure we are able to fully meet the additional standards.

We have incorporated environmental responsibility into the Strategic Themes of our five year plan for 2012 - 2017 and in order to maintain awareness of our commitment, we continue to include an EMS update on the agenda at all of our Staff Development Days, which take place twice a year.

We continue to monitor our use of resources and have made further use of the electronic systems available to us, in order to help maintain a reduction in the amount of paper we use:

	A4 Reams	Annual Reduction*
2010 - 2011	231	
2011 - 2012	200	13.4 %
2012 - 2013	175	12.5 %
2013 - 2014	131	25.1%



Overall reduction from April 2010 to March 2014 = 57%*

* approximate figures

We continue to work at reducing our 'footprint' by encouraging car pooling where possible and the installation of Skype facilities at all of our centres, will enable our staff to support Service Users from any of our locations. This should greatly reduce the amount of staff travel, saving fuel and increasing efficiency.

All of our utility supplies are being now sourced from 'Green' energy providers and one of our key EMS goals is to reduce the amount of energy we use.

Although our records indicate that the amount of energy we use has reduced since we first began monitoring it, problems with the collection of timely and accurate data has prevented us from being able to properly evaluate our findings. Therefore, we have recently reviewed our procedure for collating this information and hope to have more accurate records in future. This will help us make comparisons in order to identify areas for potential improvement.

However, where spikes in energy consumption have been identified from the data available, these have been investigated and appropriate action(s) taken where necessary.

Example taken from data recorded at our Northwich office:

Month	Reading 2012	Reading 2013	
May	5022	4347	July 2013 – rise in Electricity consumption noted. Conferred with Front of House staff who confirmed that there have been more events in the Northwich building this month and that an appliance had been left on over the weekend. No further Action.
June	3589	3540	
July	4095	4520	

We have also held workshops for staff at our Supported Living service, to aid them in understanding and supporting Tenants to better manage their energy use.

The sustainable purchase of an Electric vehicle for use by our Hear it Here project, will benefit the organisation for some time as the car will still be available for use by staff after the project has finished.

We continue to have fruit delivered to our offices by suppliers who are part of the Fruitful Office scheme. This means that in return for the number of fruit baskets delivered to us, the company commits to planting fruit trees in Africa. During 2013 – 2014 there have been 151 trees planted in Malawi on our behalf.

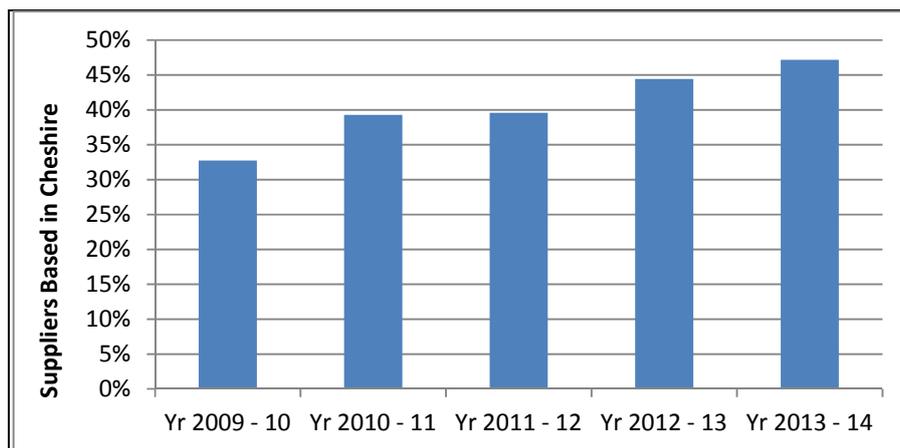
Our commitment to recycling continues and we have reallocated 24 unwanted office items to members of staff for their own personal use, or to other charitable organisations. Unfortunately, as in previous years, we are unable to put a precise figure on the amount of our general waste that is recycled, as the report we receive from our Waste Management company only provides us with a % of the total amount of waste collected by them.

However, when comparing the figures provided in the summary reports we can see that in line with one of our EMS goals, we have continued to reduce the amount of waste collected from our organisation.

	Waste collected from DSN; tonnes	Average Facility Recycling Rate	Non recyclable waste; tonnes
2011 – 2012	16.56	66.9%	5.48
2012 – 2013	13.34	76.4%	3.15
2013 – 2014	11.32	75.6%	2.76

We work within the guidelines of an Ethical Purchasing Policy and wherever possible, try to use local suppliers and contractors in order to reduce the distances required for deliveries.

Approx 47% of our regular suppliers are now based in Cheshire, which is a further 3% improvement on the previous year.



Economic Impact

The following information is based on figures available on 31st March 2014 and helps us to understand the economic impacts we have on our local community and beyond. Where possible we have made comparisons to the data we collected last year, to help us understand our performance and to identify if and/or where we have improved.

Employment:

There are currently 64 employees at DSN, 35 Full Time and 29 Part Time.

Members of Staff	Number	Percentage
With some form of Hearing Loss	24	37%
With personal experience of D/deafness	37	54%
Living in Cheshire East or Cheshire West & Chester	32	50%

This is a decrease of 6 employees from the previous year, which can be partly attributed to the ending of Local Authority contracts.

At various times during this year we have employed a total of 29 Bank staff, providing approx. 355 hours between them (average of 12.25 per person).

Between 1st April 2013 and 31st March 2014 there was 1 new temporary position created;

- Hear it Here Project Administrator

A total of £1,249,170 was paid in staff salaries, which is £167,769 less than the amount paid last year, with add-on costs of approx £252,267.

We currently have 60 Volunteers registered and approx. £40,275 worth of Volunteer hours have been provided this year, based on the hourly rate (approx. £15.00) we would normally pay for Agency staff. This shows that the number of Volunteers has decreased but we have utilized significantly more volunteer hours in support of our services this year.

A total of £38,787 worth of support to D/deaf members of DSN staff, has been provided by Personal Communication Assistants through Access to Work.

On behalf of Chester & District Society for Deaf People we have provided approx £2,780 worth of free administration support. This is based on the approx. number of hours provided, multiplied by the hourly rate of our staff who have been involved in support and attendance at meetings.

11 service users at our Supported Living Service have been involved in employment or voluntary work / work experience this year.

Investment in Training:

During the year DSN staff have attended a variety of training courses at a cost of £29,190 including:

- Diploma in Social Care
- Fire Marshall
- First Aid in the Workplace
- Management Training
- NVQ Business Administration

There have also been a number of in-house training courses provided including:

- Environmental Awareness
- Equality & Diversity
- Safeguarding (children & adults)
- Sign Language

When dividing the total amount spent on training this year by the total number of DSN employees, it shows that we have spent an approx. average of £456 per person. However, it should be noted that not all members of staff have participated in training.

Fund Raising:

In addition to the total amount of £1,485,386 we received to provide services through Local Authority funding, applications to other potential funders has resulted in a further £70,271 being raised this year:

Fund	Project	Value
Cheshire East Innovation Fund	Hear it Here	£8,513
Cheshire East Innovation Fund	Veterans	£9,042
Soup Kitchen Fund	Hearing Management	£300
Health & Social Care Volunteering Fund	Life or Deaf Matters	£49,421
Microsoft	Youth Hub	£2,995
Total Value of Successful Bids		£70,271

An additional amount of £27,258 of continuing funding has been received through bids that were successfully submitted in previous years:

Fund	Project	Value
Westminster Foundation	Hear it Here	£2,500
Royal Masonic Trust	Deaf Active Cheshire	£14,978
Steven Gerrard foundation	Deaf Active Cheshire	£9,803
Total Value of Continued Funding		£27,281

A variety of smaller fund raising events have also taken place and in addition to the £9365 raised at these events, an extra amount of £233.75 was received in Gift Aid.

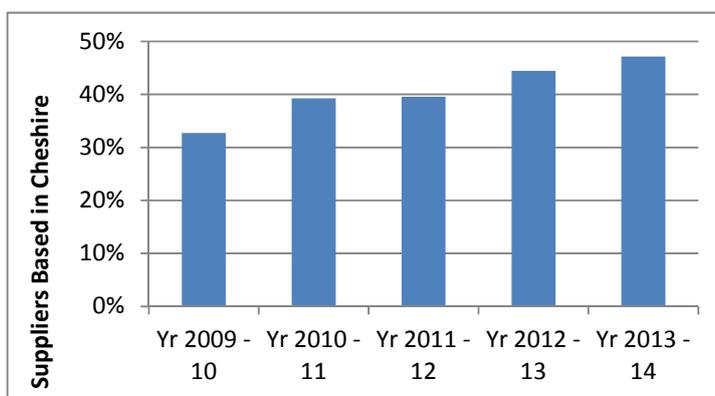
Service Users of our Day Services at the Tannery held a Christmas Fayre and raised £200, which they used to fund their Christmas party.

Deaf Active Support

The venues for the weekly Youth Clubs held at our centres in Chester and Northwich are provided free of charge. This saves Deaf Active Cheshire an annual cost of approx. £2300, which is based on the hourly rate we would charge for the weekly room hire.

Suppliers

As previously stated in the section titled *Environmental Impact* on page 47, we work within the guidelines of an Ethical Purchasing Policy and wherever possible, try to use local suppliers and contractors in order to reduce the distances required for deliveries. Approx 47% of our regular suppliers are now based in Cheshire, which is an improvement of 3% on the previous year.



However, our main criteria when purchasing goods and services is that we obtain good quality and value for money. This means there are occasions when we would not automatically select a local supplier over another.

Our policy of selecting goods and services from the local area whenever possible, has resulted in an approx. amount of £612,773 being spent with suppliers and contractors based within the Cheshire area this year. This equates to approx. 73% of the total amount spent on goods and services.

A summary of our Financial Accounts is available showing the overall operating costs of the organisation and the amounts held in reserve.

See Appendix 8

Recommended Actions (to be updated following Audit Panel)

Following a review of the data we have collected and the feedback we have received throughout the year, a summary has been forwarded to EMT and our Trustees with recommendation that the following actions be taken:

- Project Plans to include specific social outcomes and impacts forecasting that will enable success to be monitored.
- More emphasis on impact assessment and recording, provide workshop(s) for staff to help them understand and think more about the impacts of their work. Incorporate impact recording into Team Plans.
- Continue to search for partner organisations with which to Benchmark.
- Carry out tracking of impacts over time for Service Users who take up voluntary work and move into employment etc.
- Carry out a more detailed caller analysis to assist with marketing and membership recruitment etc. Use details obtained from Visitor records.
- Engage members in marketing and analyse use of member and volunteer time – find out where they add most value

Any actions we take and/or changes we make as a result of the feedback we received, will be communicated to service users and other stakeholders and published on our website.

Appendices

Appendix 1	Towards 2017
Appendix 2	Stakeholder Analysis
Appendix 3	Caller Analysis
Appendix 4	Trend Data
Appendix 5	Questionnaires
Appendix 6	Inspection Reports
Appendix 7	Feedback Summaries
Appendix 8	Financial Summary