How do deaf people use the phone?

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UKCoD Conference
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Powered by SurveyMonkey

Background

- NADP carries out survey in Q1 16 to help with planning NGTS training.
    - online and paper copies
    - 77 members respond to 25 questions

- NGTS steering board agree to extend Survey to wider deaf population
    - sponsored by UKCoD
    - relaunched Q3 16
    - online only
    - promoted via Social Media (DAC, Consumer Panel, Deaf NGT Facebook and member organisations),blogs and article in Limping Chicken
    - 444 responses (1 Oct 16) to 45 questions
    -
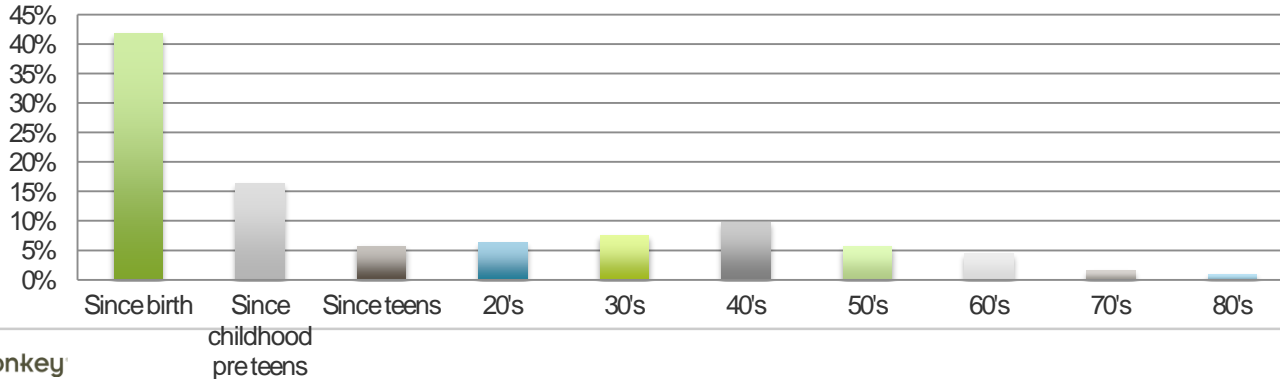
Profile of respondents – 521 responses

What is the level of your hearing loss?

- Profound 56%
- Other 2%
- Mild 3%
- Moderate 13%
- Severe 26%
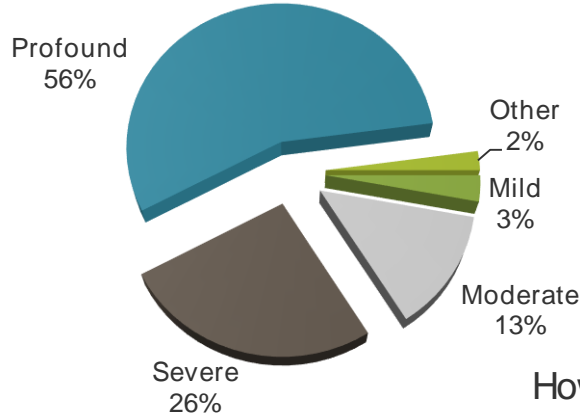
Which age group are you?
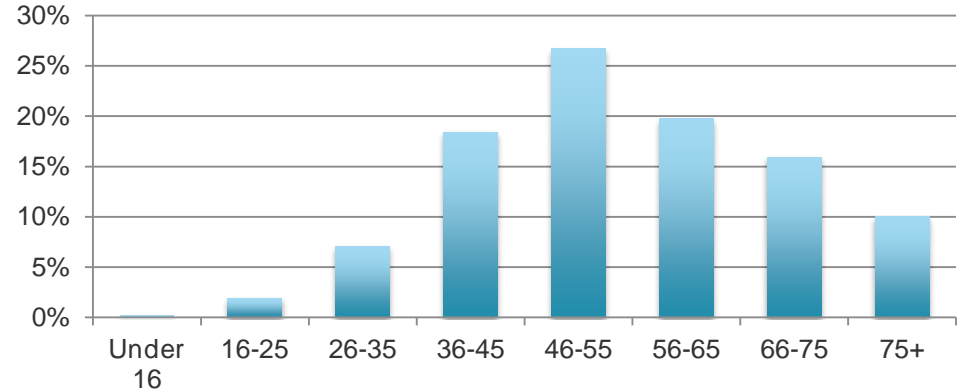
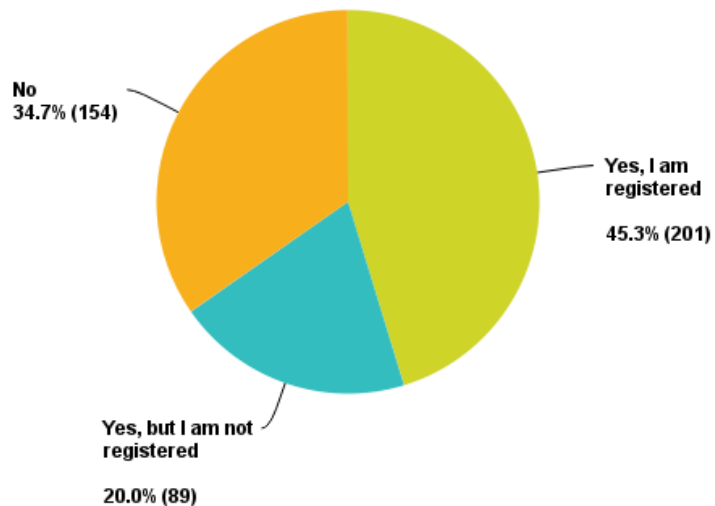How long have you had a hearing loss?

Raising Awareness

Are you aware of the 999 Emergency SMS service available for deaf mobile phone user

No
34.7% (154)

Yes, I am registered
45.3% (201)

Yes, but I am not registered
20.0% (89)

If not registered, why not?

Use NGT/ Text Relay

Prefer to use my own voice

Not got round to it

Don't know how to register

Unable to register

Other

0%   10%   20%   30%   40%   50%
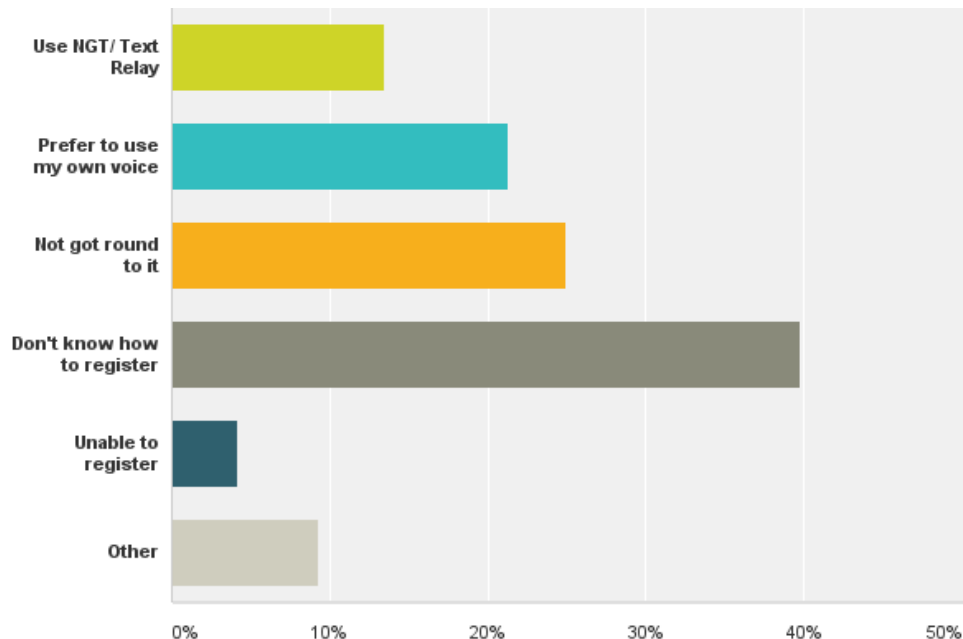
Communication

How did you first find out about NGTS?

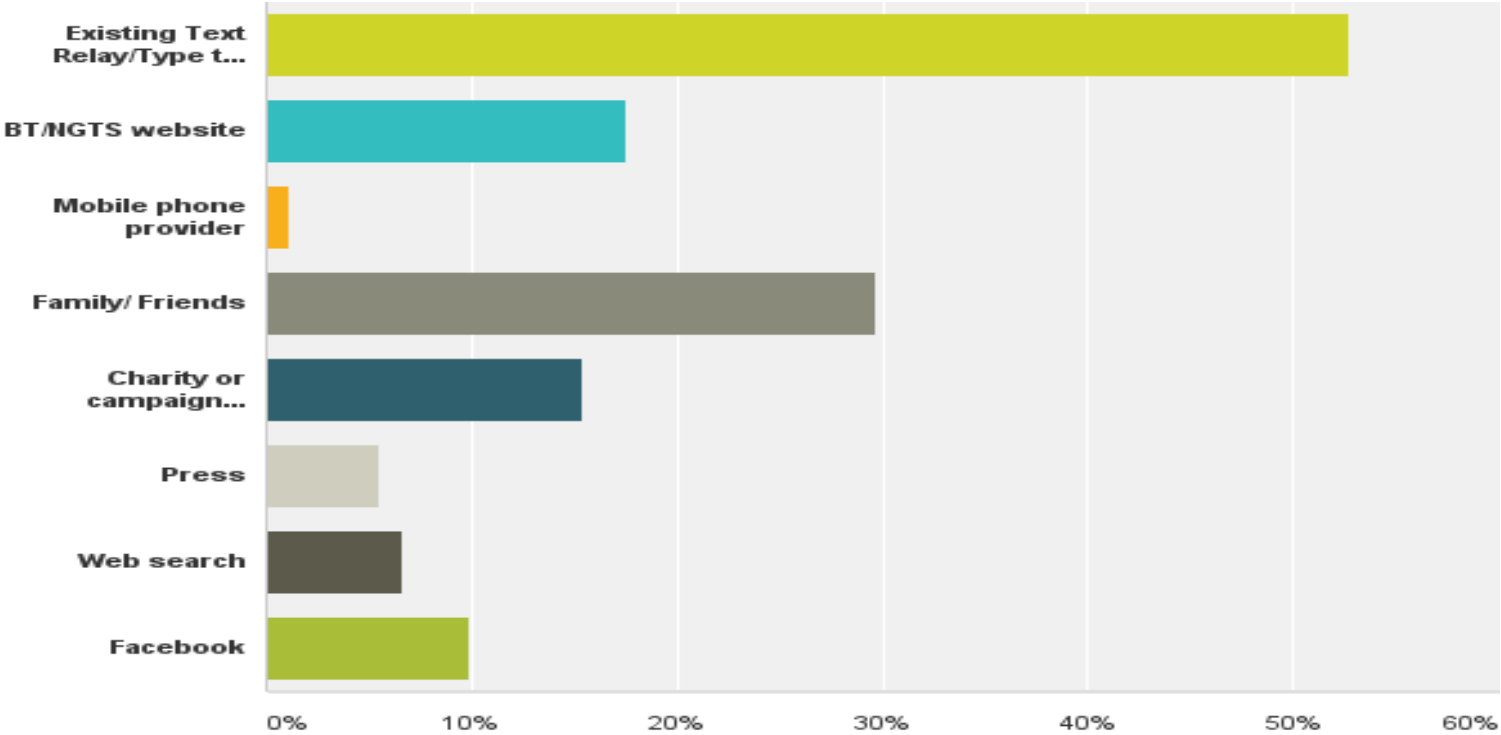# Transcription Speeds for NGT

How do you find the speed of the text?
n=237
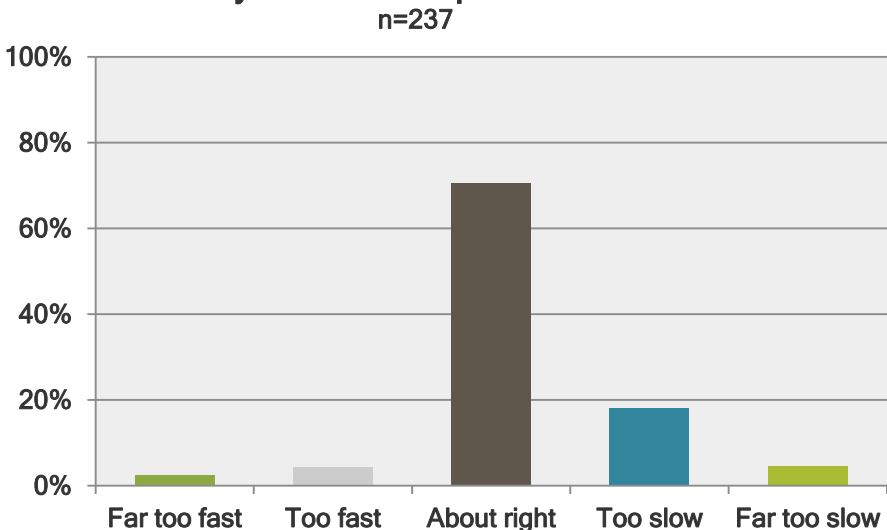
- Ofcom regulations state a minimum of 60 wpm
- BT reports average typing speed at 80 wpm

How fast would you like the text to be?
n=235

- Ave reading speed 220-240 wpm
- Ordinary conversation speed 140-160 wpm
- Audio books 150-160 wpm for optimal comprehension
- Ave news reader 160-180 wpm
- Ave Talk Show 200-220 wpm

What do you like most about using NGTS?
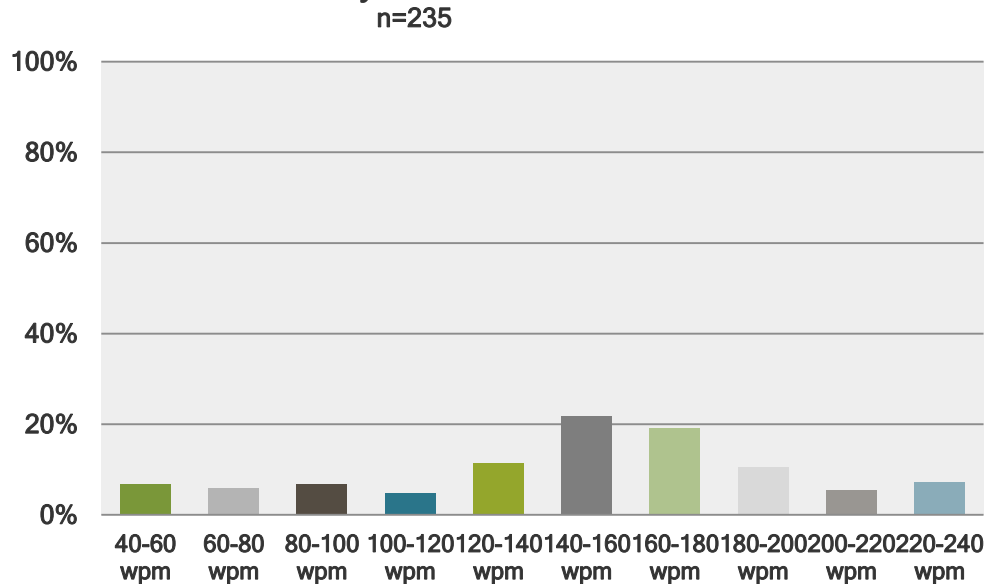
Greater clarity of phone conversation

Making my phone calls more natural

Being able to change colour of text

Independence

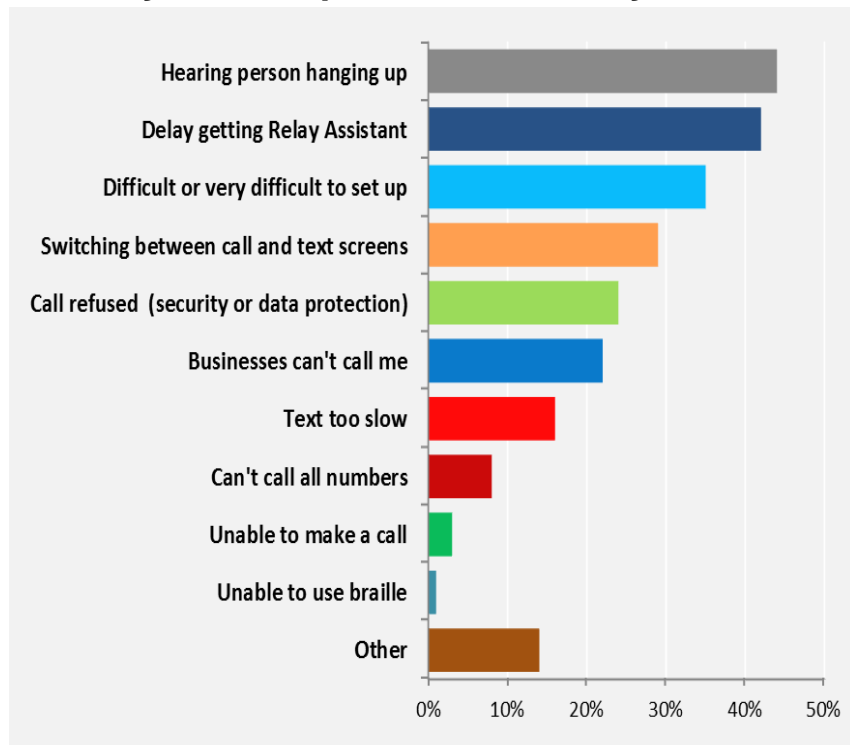Being able to use it on the move

Being able to change the font

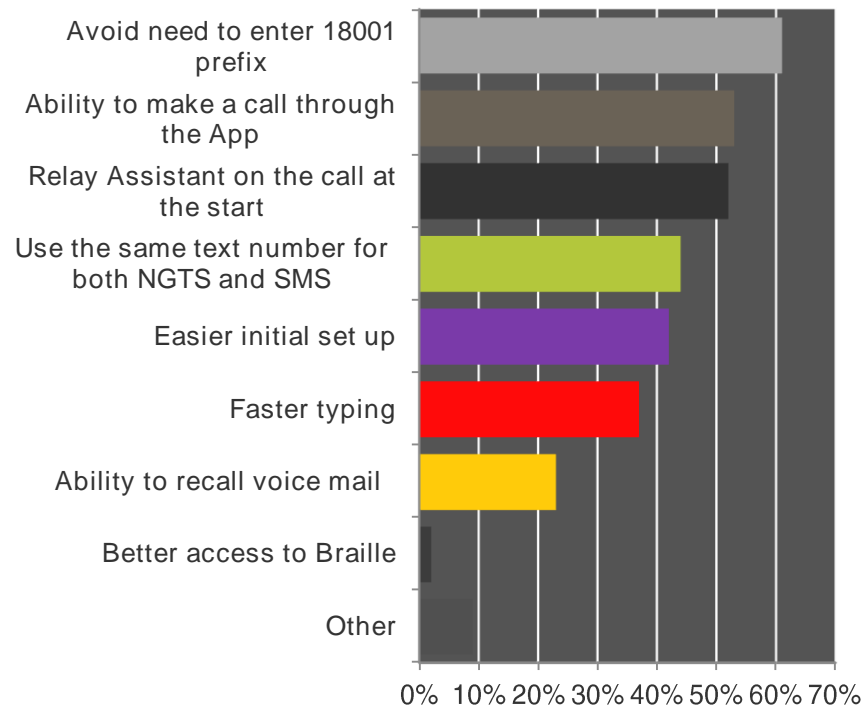Dealing with matters that are easier or can only be dealt with by a phone call

Being able to listen to the other person as well as read what they are saying

Potential improvements

Do you have any concerns using NGTS that have caused you to stop, reduce or limit your use of NGTS?

Category	Value
Hearing person hanging up	~44%
Delay getting Relay Assistant	~42%
Difficult or very difficult to set up	~35%
Switching between call and text screens	~29%
Call refused (security or data protection)	~24%
Businesses can't call me	~22%
Text too slow	~16%
Can't call all numbers	~8%
Unable to make a call	~3%
Unable to use braille	~1%
Other	~14%

(x-axis: 0% 10% 20% 30% 40% 50%)

What would make it easier to use NGTS for you and other potential users?

Category	Value
Avoid need to enter 18001 prefix	~62%
Ability to make a call through the App	~53%
Relay Assistant on the call at the start	~52%
Use the same text number for both NGTS and SMS	~43%
Easier initial set up	~42%
Faster typing	~37%
Ability to recall voice mail	~23%
Better access to Braille	~1%
Other	

(x-axis: 0% 10% 20% 30% 40% 50% 60% 70%)

Receiving calls using NGTS Lite

Answered: 91   Skipped: 353

How often do you receive calls using NGTS?

- More than once a day on average
- About once a day
- Once or twice a week
- Once or twice a month
- Less than once a month
- I don't
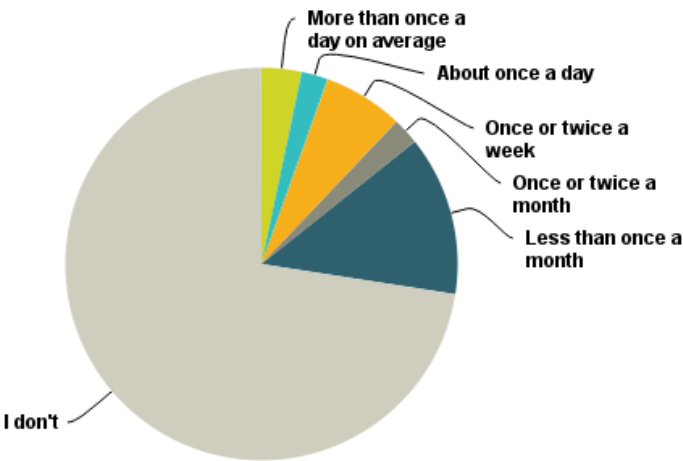
Do you feel that any of the following issues reduces the number of calls you receive?

Categories (top to bottom):
- Rarely give out my number
- Too slow switching app
- Don't leave the app running
- Mobile signal too weak to…
- Wifi signal too weak to…
- Don't "hear" the call or…
- Other

X-axis: 0%, 10%, 20%, 30%, 40%, 50%
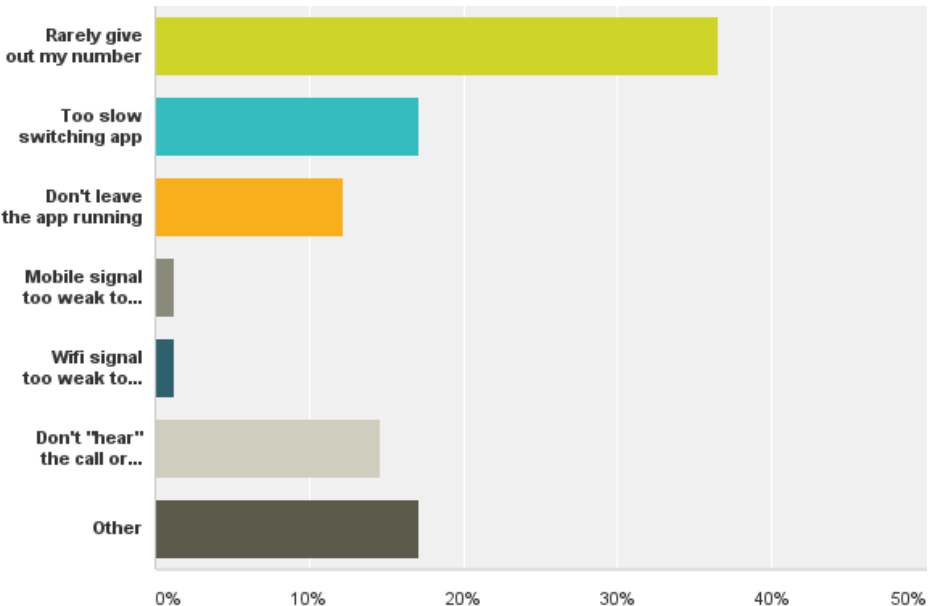
Potential improvements

Which of the following potential additions to the app would you find useful?

- A soft emergency key rather than keying 18000
- Automatically starting and opening the app when a call is received.
- Ability to make a call in the app using their contact list avoid the need to enter 18001
- Clearer notification when either wifi or mobile signal lost
- Ability to pre-set a default level of assistance from the relay operator
- A soft relay assist button

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ definitely useful ■ may be useful
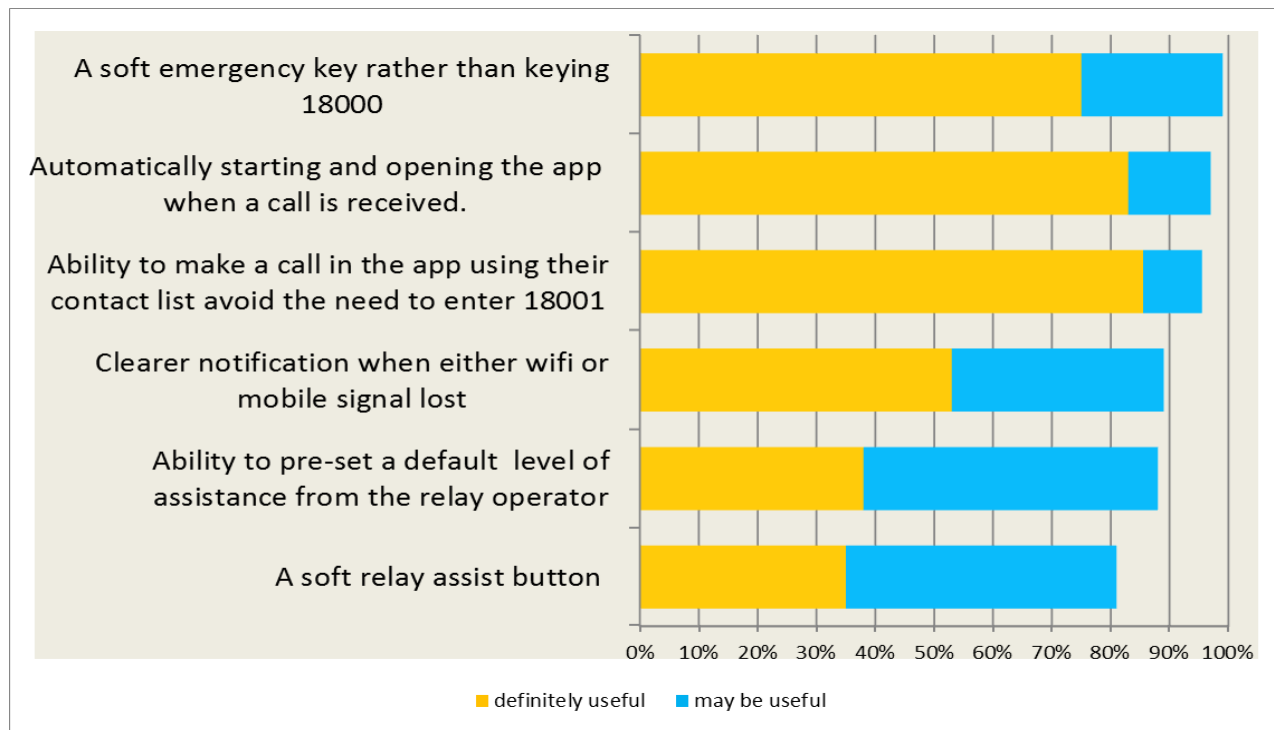
Communications Consumer Panel
Bob Twitchin, Member

> **Our objective:**
> *"protect and promote the interests of consumers, citizens and small businesses in the communications sector by giving advice to Ofcom, the EU, Government, industry and others".*

- Set up by **Communications Act 2003;**
- Independent of Ofcom -"critical friend";
- Championing the interests of consumers and small businesses interests by providing advice to Ofcom, the EU, Government, industry and others;
- Particular responsibility for vulnerable groups;
- Common membership with Ofcom Advisory Committee for Older & Disabled People (ACOD);
- Advice based on evidence.

Research

1. Inclusive Communications – 'We're not all the Same'

Accessibility of communications providers (CPs) to those with additional communication support needs, e.g. people with disabilities, and older consumers.

Further work:

➢ Meetings with CPs - letter with examples of good practice;

➢ Dialogue with Ofcom - Ofcom guide for CPs on publicising services for disabled people.

2. Forthcoming Panel Research on Access Services

➢ Awareness, use, satisfaction;

➢ Quantitative and qualitative research.

Communications Consumer Panel – UKCoD's Common Purpose

Promoting equality of access to communications

➤ NADP survey results – insights into users views of features of the text relay service;
➤ BT research results with text relay users – customer satisfaction;
➤ Useful to compare and combine the two sets of findings and insights to provide a useful overall picture of where we are now;
➤ Priorities - short, medium and long term.

Communications Consumer Panel –
some possible areas to follow up

Increasing awareness
➢ Emergency SMS;
➢ Next Generation Text and video relay;
➢ Benefits to deaf consumers of switching communications providers.

Improving service
➢ Use text number for SMS;
➢ Dialling within NGT app;
➢ Receiving calls.

Tackling complexity of services
➢ Value for money;
➢ Bundling.
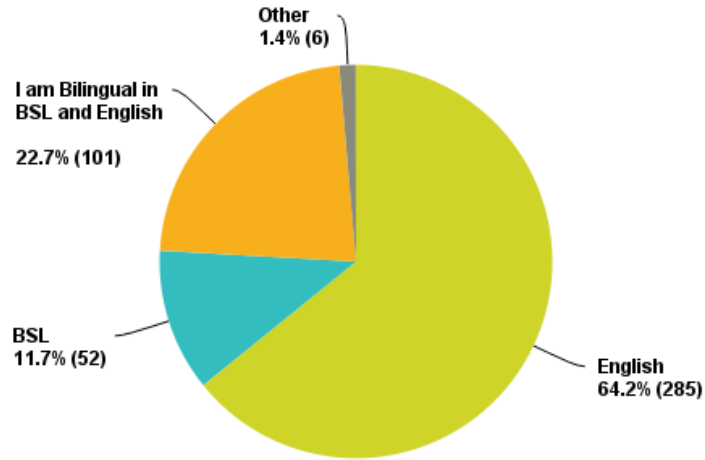
Keen to listen to and engage with stakeholders

Where we go from here

- Tailor **NGT training** based on responses

- Review how NGT is being **communicate**d to reach out to wider deaf population both within member organisations and beyond

- Address potential areas of improvement of NGT Lite to help **increase take up** by young and old deaf population

- Review how **transcription speeds** can be increased to provide equivalent service and increase **attractiveness** to wider deaf population

- Engage with population with **mild/moderate** hearing loss to be representative of deaf population

- **Further Analysis** - look more closely at segments of deaf population and their responses to the survey

- More detailed **report** to be produced by NADP in Q1 2017. Email simon.pearse@nadp.org.uk for a copy.
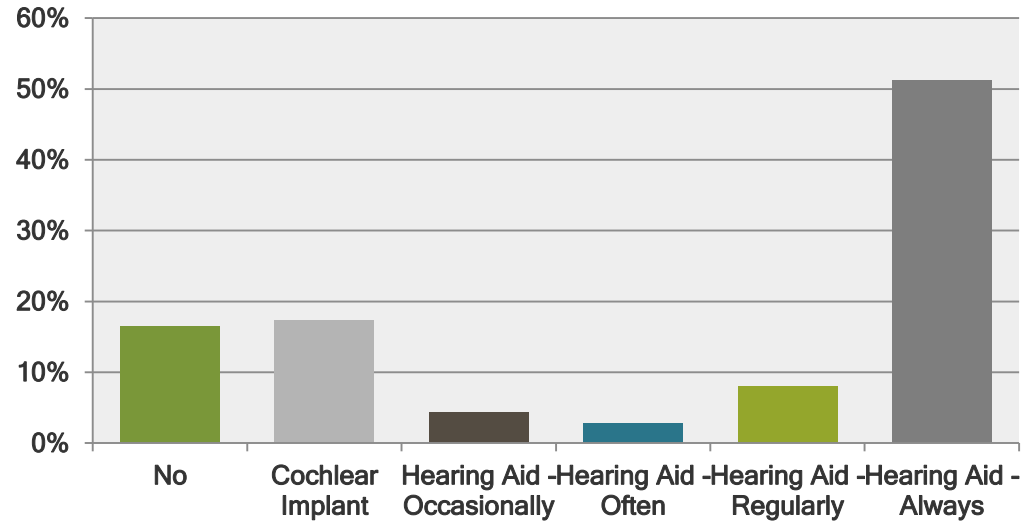
Appendix

About respondents

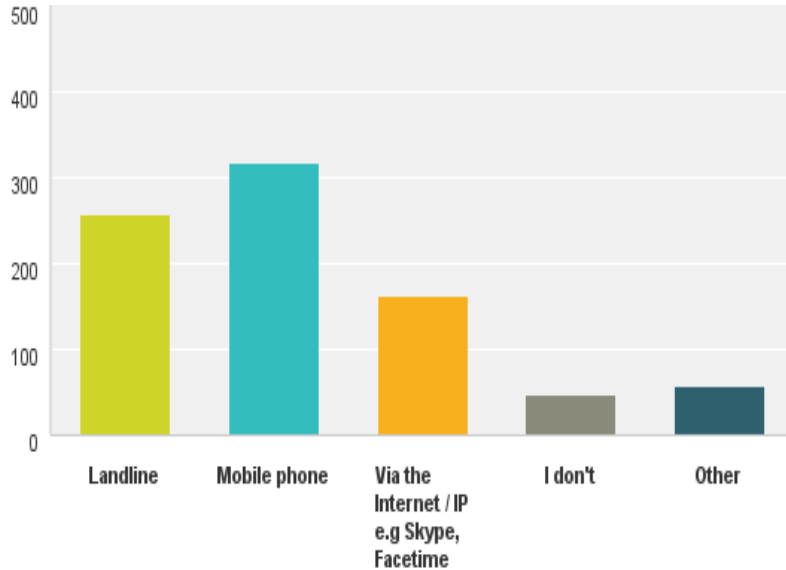**Which language would you say is your first or preferred language?**

Other 1.4% (6)

I am Bilingual in BSL and English 22.7% (101)

BSL 11.7% (52)

English 64.2% (285)

Do you use a Hearing Aid or Cochlear Implant?

No | Cochlear Implant | Hearing Aid -Occasionally | Hearing Aid -Often | Hearing Aid -Regularly | Hearing Aid -Always
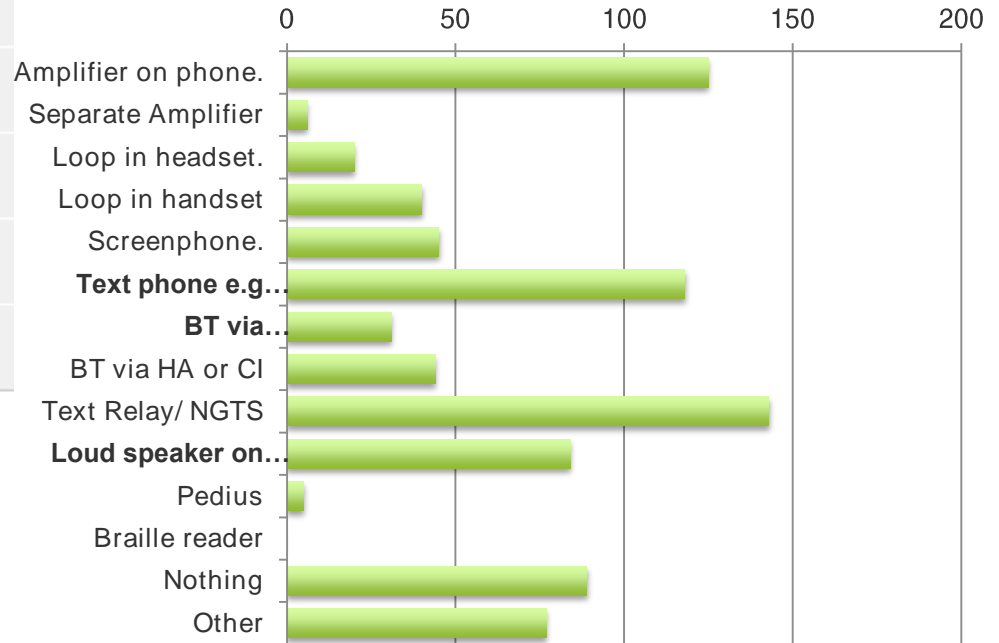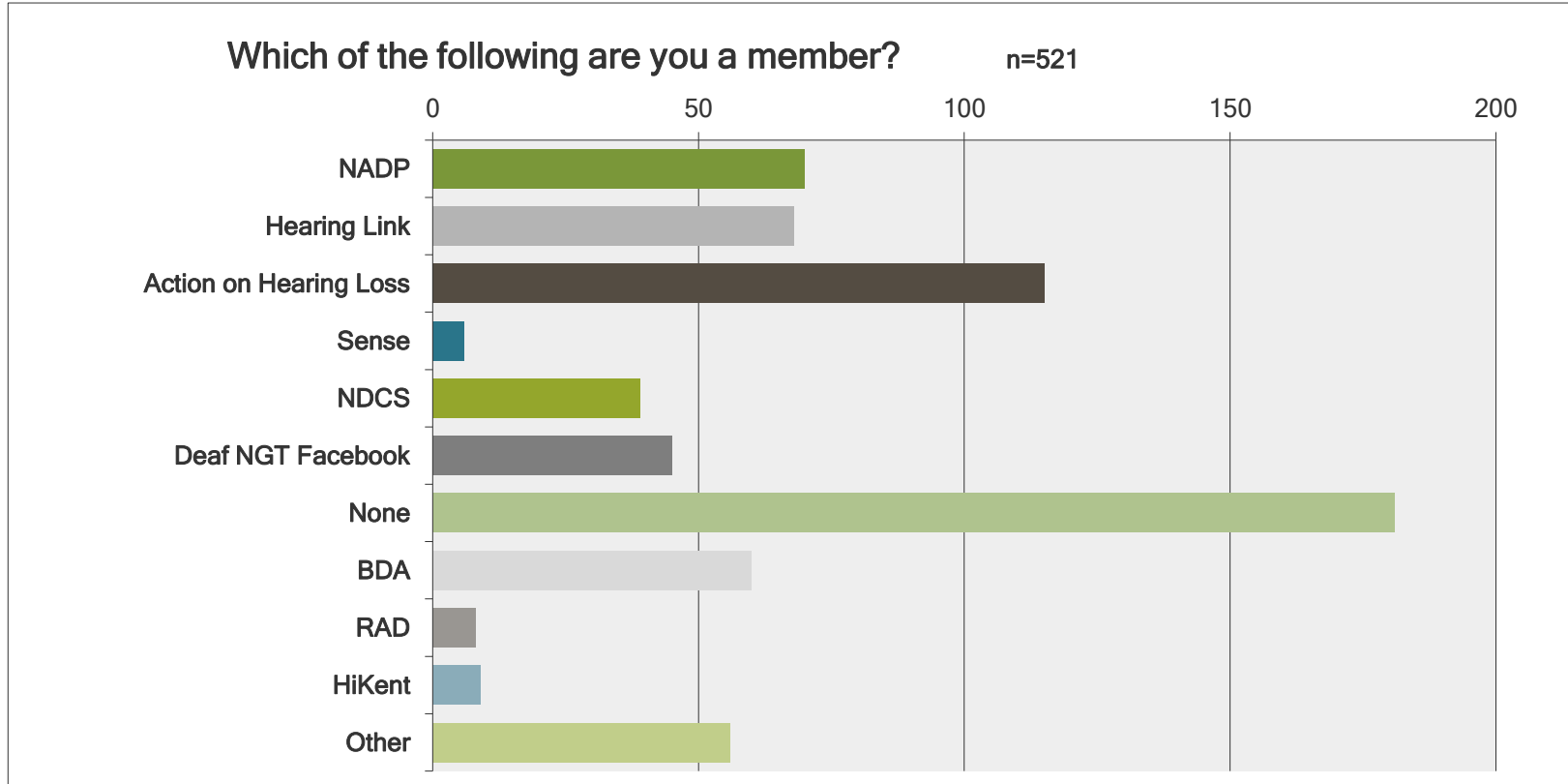
Accessing the telephone

How do you access the telephone?

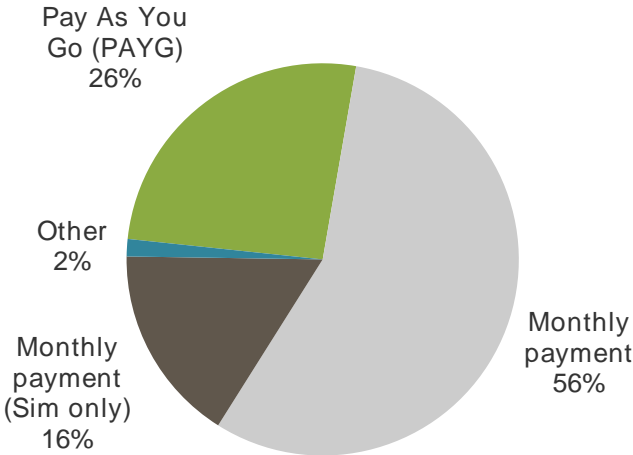## When you use the phone which of the following additional pieces equipment do you use?

Member organisation

Which of the following are you a member?   n=521

Organisation	Value
NADP	~70
Hearing Link	~67
Action on Hearing Loss	~115
Sense	~6
NDCS	~40
Deaf NGT Facebook	~47
None	~182
BDA	~58
RAD	~8
HiKent	~9
Other	~55

Mobile phone tariffs

If you have a mobile phone what type of contract do you have?
n=491

Pay As You Go (PAYG) 26%

Other 2%

Monthly payment (Sim only) 16%

Monthly payment 56%

Voice - monthly minutes   n=197

■50 ■100 ■200. ■300. ■400. ■500. ■600 ☐Unlimited

SMS - monthly number   n=279

■50 ■100 ■200 ■300 ■400 ■500 ■600 ☐Unlimited

Data – monthly   n=170

■50mb ■100mb ■200mb ■0.5GB ■1GB ■2GB ■4GB ☐Unlimited
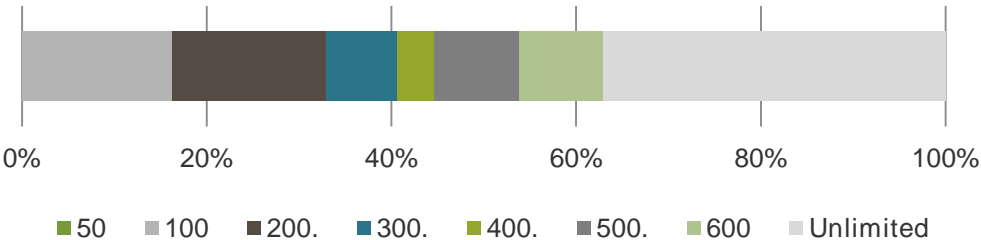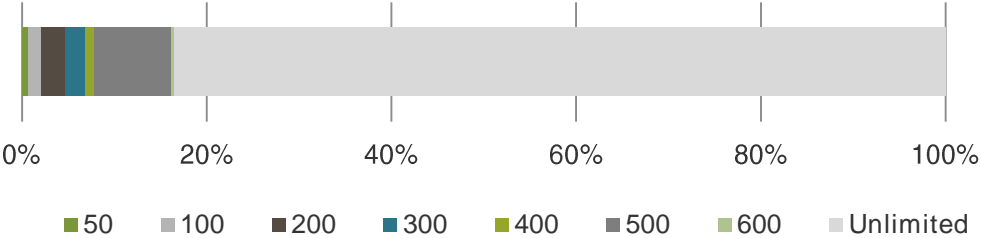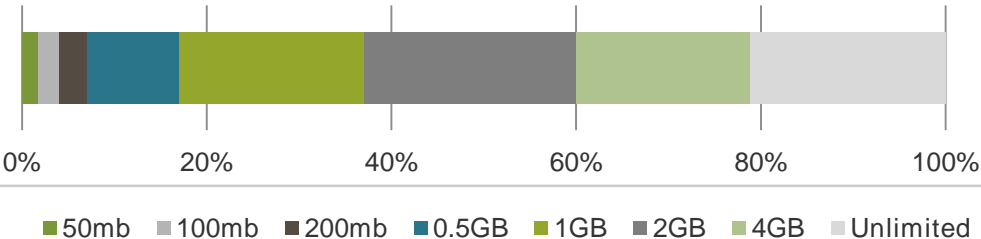
Communication Provider

If you have a Landline how long have you been with your current provider?

Legend:
- Less than a month
- Between a month and 6 months
- Between 6 months and a year
- Between a year and two years
- Over two years

Answered: 376   Skipped: 68

How long have you been with your current mobile phone provider(s)?

Number of responses

Legend:
- Less than a month
- Between a month and 6 months
- Between 6 months and a year
- Between a year and two years
- Over two years