



# **ACCESS TO WORK**

## **Case studies**

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# National Association of Deafened People

- NADP provides information and support for deafened people who have lost all or most of their useful hearing, and for their families and friends, to help enable them to regain their independence and enjoy the best quality of life.
- NADP is run by and for deafened people.

# Deafness statistics

- 1 in 6 of the population has a hearing loss
- 14.1 million people with a hearing loss by 2031.
- 800,000 people are severely or profoundly deaf and this group is unable to hear on the telephone or be able to understand without needing to lipread what is being said.\*

\*AoHL

# Impact of late deafness

- Late deafness has radical, far reaching effects in all areas of life. Everything which once was normal is now hampered by communication problems. It's as if your world collapses. Many people feel/become extremely isolated.

# Deafened people experience

- Misunderstanding
- Lack of support
- Lack of information
- Social isolation
- Low esteem
- Depression
- Unemployment



# Staying at work

- Clear speech , environmental adjustments
- Assistive listening devices

Deafened and hard of hearing people are dependent on communication professionals such as:

- Lipspeakers,
- Electronic notetakers
- Speech to text reporters
- Sign Supported English communicators

# Case studies



Access to Communication for All

- Studies conducted together with network group for deaf and hard of hearing people, PARDON GROUP.
- 8 people responded fully
- 10 people provided short comments via online network

# Snapshot testimonies

- Janet has several meetings throughout the day and has been assessed as needing a notetaker when in fact she needs a STTR. She is new to ATW and not familiar with different types of support available.
- I emailed the ATW email address once job interview was arranged. I had no reply despite 3 emails over 3 days. So just went without communication support.



- Had I not been “on the ball” and an “expert” in my requirements and solutions available, I am not sure the ATW assessors would be providing support at a level to meet my requirements
- I am lucky in that I work for a major employer which is able to put into place its own processes and HR function to support me through the ATW process.
- I've always known more than the ATW advisors - they really don't have the knowledge.

- I want to be in employment. I want to be freelance. I don't want to spend all my working hours arguing with them ( ATW) over support and chasing them to pay money owed.
- I did read a bit about this ( ATW) when I first became HoH a couple of years ago. The government site said to go to the job centre and ask to see the DEA. I did that, got told they were not set up to help me and they gave me the email address for RAD 'because they might be able to teach me sign language or something'. I left in tears.

# Our findings – first steps

- Lack of information from Job Centre
  - staff constantly don't recognise problems faced by deafened people
  - staff are not actively informing about ATW
- Patchy advice and guidance
- ATW is not connected to Work Programme in
  - Skills
  - Volunteering ( Adults)
  - Work experience
  - Mandatory Work Activity

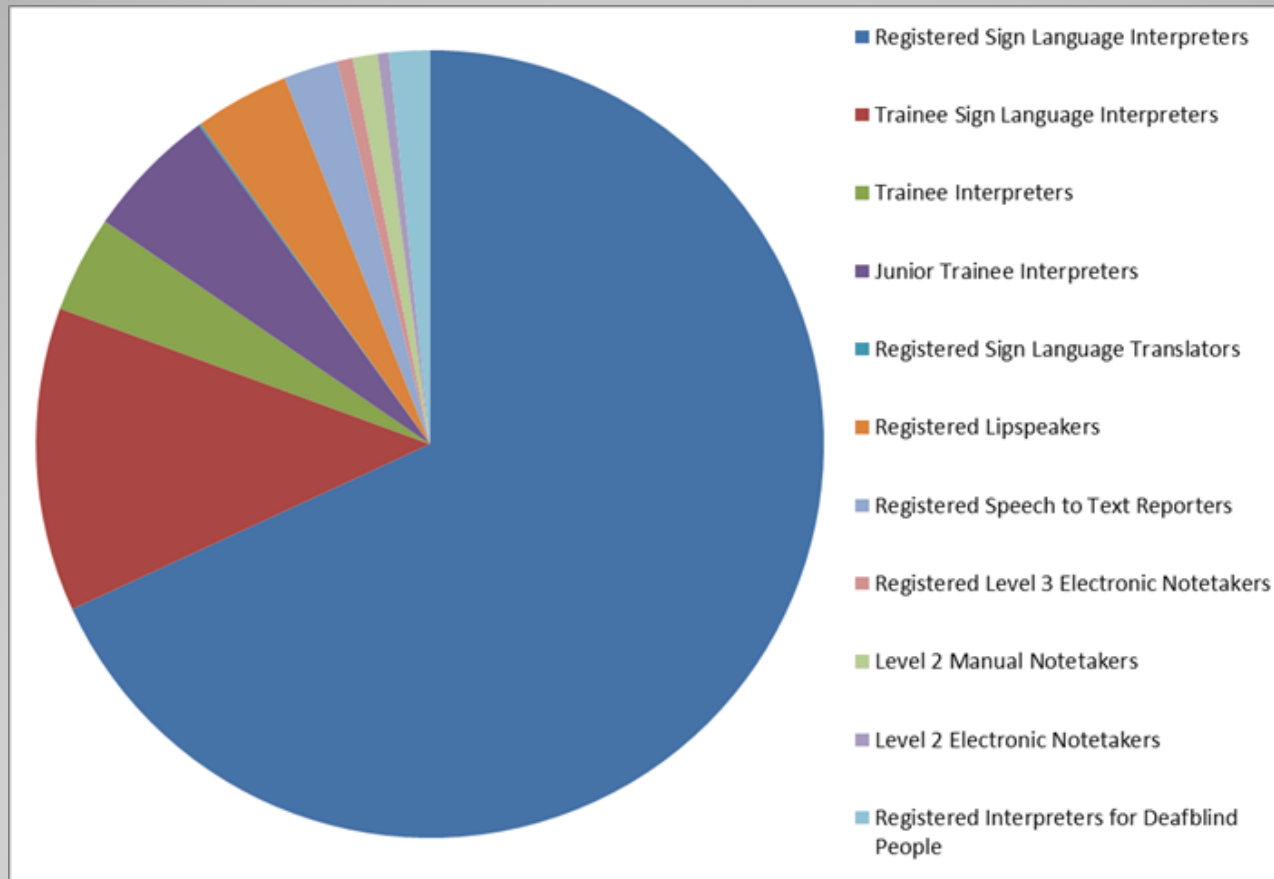
# Findings - process

- Deafened people lack of understanding the process
- Newly deafened people fluctuating hearing loss adds on to stress of starting new claims
- Deafened people hit and miss with technology and communication support
- Assessors lack knowledge of deafness
- ATW advisors/ assessors lack of knowledge and diversity
- Length of the time taken to complete claims

# Findings – ATW rules

- Issues around travel costs which some communication professionals need to charge due to lack of support locally
- Issues around VAT when added on will exceed the allocated allowance (this is not factored in during assessment and in the award)
- Needing professional communicator for 30 hours or more: impossible to implement with woefully inadequate number of professionals for deafened people
- Current rules for ATW on agreed budget do not allow for training to improve workplace confidence and coping strategies
- Need for continuity of ATW advisors contact point – no need to repeat the process

# Number of communication professionals in the UK



# What are our needs?

- Improved access to information and guidance
- Support Groups / Mentoring/ Job Clubs suitable to their communication needs
- Communication strategies / workplace training
- Accessible Adult Education and training
- Flexibility of Access to Work

# Right support and advice

Getting right advice and support early on means;

- Adjusting to new reality
- Early ATW intervention
- Re-training
- Staying at work / re -employment
- Restoring the confidence
- No more isolation







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