



Background to the project

In 2005 **Deaf**Vision carried out a 6 month research project into the needs of Deaf people (*Deaf BSL users, Deafened, Hard of Hearing, DeafBlind) across Dumfries & Galloway.

The resulting report 'A Vision for the Future... the needs of people who are deaf in Dumfries & Galloway', identified a range of needs, and this was used to get funding for a Development worker. **Deaf**Vision employed Claire Unwin as a part-time Development Worker from July 2009 to July 2011 to set up the range of services identified in the report.

One of the first things Claire did was to find some funding for running costs e.g. to set up the Befriending project and be able to fund the volunteering costs. Age Scotland granted us £8,000 towards setting up the Befriending project, this was then used as match funding for the LEADER bid.

Dumfries & Galloway LEADER has enabled **Deaf**Vision to set up a range of services, and work with local partners to ensure sustainability, as detailed in the report below.

Targets:

The setting up of 2 or 3 satellite centres throughout rural Dumfries & Galloway into new resources centres with a view of improving access and new services and activities to support deaf, hard of hearing and deafblind adults and children. These would be based outside Dumfries/Stranraer.

Project achievements:

We consulted with a range of service users, and other organisations, such as the Hard of Hearing Group, regarding the best place to base our Satellite centres in order to compliment current service provision, and to help fill gaps.

Having secured the funding from LEADER we have established monthly drop- in sessions in Lockerbie, Castle Douglas and Stranraer. We have used community buildings such as play groups (Mid Annandale Playcare or MAP) in Lockerbie, community centres in Castle Douglas, and the fire station in Stranraer.

We co-worked with the Hard of Hearing Group in the Lockerbie drop-in, they provided hearing aid servicing and maintenance, whilst **DeafVision** provided information, support, signposting and Befriending. The Hard of Hearing Group are going to continue their work at Lockerbie after the **DeafVision** project finishes. Two of our volunteers have now been trained in hearing aid maintenance, and they will be transferring to work for the Hard of Hearing group in both Stranraer and Castle Douglas, ensuring that the service is sustainable.

Targets:

To recruit a part-time Volunteer Co-ordinator.

To recruit and train new and existing volunteers to enable them to carry out outreach and community work such as befriending, and local training, and to enable them to run the support facilities within the satellite centres such as drop-in, information and advice services.

Project achievements:

We successfully recruited a part-time Volunteer Co-ordinator, Ollie Galligan, who started working for us in October 2010. He has worked hard to ensure all volunteers have had the correct police checks, interviewed, induction training, ongoing training, supervision and support.

Forty two volunteers registered with **DeafVision**, taking on a range of roles such as helping out at drop-in sessions, promotion, and Befriending.

Lisa Walker is a befriending volunteer and befriends a young man who is Profoundly Deaf and is a BSL and wheelchair user.

She said "I enjoy befriending in my spare time because I like meeting new people. I enjoy helping people to get out and about and do things which they can't do on their own due to a disability. Befriending also helps me to use skills such as BSL which I don't get to use in everyday life".

The following training courses have been provided for **DeafVision's** Volunteers:

- 3 Deaf awareness training sessions
- 3 Protecting Vulnerable Adults, Children and Young People sessions
- 2 Befriending sessions
- 2 Hearing Aid Maintenance sessions
- 1 Deaf Blind awareness session

Deaf Awareness Training was provided in-house by a **DeafVision** trainer with other voluntary agency volunteers also invited to attend. Other agencies were used to deliver training on a joint working basis. Volunteer Action provided Befriending Training jointly to **DeafVision** Volunteers along with

Volunteers from Food Train. British Red Cross allowed **DeafVision** Volunteers to attend training sessions that they were delivering to their own Volunteers. NHS Audiology Department trained **DeafVision** Volunteers in Hearing Aid Maintenance.



Volunteers on a Deaf Awareness Course delivered by **DeafVision**.

Targets:

To recruit and train new and existing trainers to enable them to run informal and accredited communication skills and deaf awareness courses.

Project achievements:

We held a Train the Trainers day on 29 May 2011 at **DeafVision's** base in Dumfries. 10 people attended, including a Deaf BSL user, hearing parents of Deaf children, and **DeafVision** volunteers. Mark McQueen a BSL user and qualified trainer from Actual Signs delivered the training. Most of the trainers also attended one of **DeafVision's** Deaf Awareness courses, as listed above.



People on the Train the Trainers day with Mark McQueen on the right.

Just to say thanks for a great day; it was so interesting to see you interpreting and meet all the others. A really useful day.
Gillian Fullerton, Teacher of a Deaf Child.

Targets

Develop a Befriending Project.

Offering Deaf adults the opportunity to meet regularly with a trained volunteer, who has received deaf awareness training. This will build self-confidence, help people access local resources and amenities and participate in a range of activities enabling them to lead a more independent life

Project achievements:

Twenty people across Dumfries & Galloway have been referred or have requested **DeafVision** to provide a befriending service. The Service Users receiving the befriending service have ranged from 11 years to 94 years with a breakdown as follows:

11 years to 18 years – 1
 18 years to 50 years – 1
 50 years to 60 years – 2
 60 years + - 16

A young 12 year old girl who is severely Deaf gets very anxious and irritated when she does not understand what is being communicated whilst at school or when she is with her school friends. Her Befriender takes her out for walks and to social events where she is able to communicate on a one-to-one basis and with this support she is able to overcome some of the anxiety she experiences in daily life.



Jean Thomson and Jessie Glendinning receiving their Befriending course certificates from Christine Clarke from Volunteer Action, and Russell Brown MP.

Targets:

Carry out needs and aspirations analysis of deaf children and young people including liaising with family members, professionals and local communities. Use this to identify future work needed working with young deaf people.

Project achievements:

We have set up a range of bi-monthly activities for deaf children and young people. We have worked with the local National Deaf Children's Society (NDCS), and local Teachers of the Deaf to contact families and listen to what they want. I have enclosed a copy of our latest Newsletter with details of the events we've run over the last 6 months.

We originally planned to hold meetings with children and their families to discuss their needs and aspirations for the future, but after talking to local organisations and families, we combined the needs and aspirations analysis with events we were already holding. This gave us more time to talk to the children and families in an informal environment, and meant we had several opportunities to meet with the families, rather than having one set date when we wanted people to attend a meeting. Families who we didn't meet face-to-face were sent a questionnaire through joint working with local professionals (including Teachers of the Deaf, and Speech and Language Therapists) and Dumfries & Galloway National Deaf Children's Society (NDCS). This also impacted on our costs, as we didn't have to rent a room.

"Its good to meet other Deaf children and there families so you don't feel so alone"



Children and Young People at the "I'm Deaf I'm O.K. event" October 2010.

We then arranged a meeting in April 2011 with the Director of NDCS Scotland, local NDCS Family Officer, Teachers of the Deaf, Speech and Language Therapists, Dumfries & Galloway National Deaf Children's Society, **DeafVision's** balloon project (for deaf children and young people) to discuss how these groups could work together, and support each other, in the range of activities they provide. The different organisations are now aware of each others services, boundaries (both in terms of both geography and client group), signpost service users, and promote their events/services to each other.

Targets:

Carry out further mapping exercise to identify current provisions/agencies/resources in relation to deafness with a view to achieving sustainable and efficient multi-agency working across statutory and voluntary sectors throughout the county of Dumfries & Galloway – to maintain and improve services and activities for deaf people beyond the life of this project.

Project achievements:

We have collated information on other services related to Deafness in the region, and have mapped that information, so that people can see at a glance what services are available in the region. It also helps highlight where gaps in services are for service providers.

I have enclosed a print out of the map, which is also available to download from our website www.deafvision.co.uk. It is also being incorporated into the booklet 'NHS Dumfries & Galloway Hearing Problems, Information about services & support in Dumfries & Galloway' which is available from Audiology, Social Work Departments and the Hard of Hearing Group drop-ins. This is currently going to print.

CONCLUSION:

The money LEADER has given to **DeafVision's** Dumfries & Galloway Development Project has enabled us to develop a range of services for the Deaf community in Dumfries & Galloway.

The projects work was marketed across both local media in Dumfries & Galloway and national deaf organisations such as SCODs, a calendar of events is on their website (see final claim form for more information).

We have worked with other groups such as the Hard of Hearing Group in the satellite centres, and they will now continue to be based at the centres we set up and can use the map of services we created to signpost people if necessary. Some volunteers will continue to work in the drop-in centres, but will now work for the Hard of Hearing Group. They have already received their training in servicing and maintenance of NHS hearing aids.

Most of the Befriending Volunteers will continue Befriending either through another organisation (The Food Train in Annandale & Eskdale or the Befriending Project), or they will continue their Befriending role on an informal basis.

DeafVision is extremely grateful for the support of LEADER. I trust that you can see from the above comments, and photographs that the range of services we have started from scratch have been valuable to a range of people across Dumfries & Galloway.

The final budget was significantly lower than anticipated. The LEADER grant approved was £15,544, however the total grant claimed was for £10,079.66. This is largely due to volunteer and the volunteer coordinators travel costs being a lot lower than anticipated. We tried to match volunteers to service users who lived locally to cut down on travel time and to reduce our environmental footprint. The volunteer coordinator also made sure that meetings/events held a distance from the office were arranged on the same day to again cut down on travel time, costs and our environmental impact. Other areas where the anticipated budget was higher than the final budget, was in the mapping of service provision and children's research. This is because during the duration of the project I collected evidence for the mapping of service provision, therefore meaning that we didn't need to hold specific events in order to collate the evidence. Similarly with the children's research, I did this as I met families and young people on a day to basis meaning that we didn't need to specifically hire rooms for that purpose.

Our good relationships, and co-working with other organisations including NDCS, Scottish Council on Deafness (SCOD), **Deaf**Vision's Balloon Project and the Hard of Hearing Group, Food Train and Befriending Project will mean that the successful work we have set up, can continue across Dumfries & Galloway.