

Figure 1 Age of Respondees

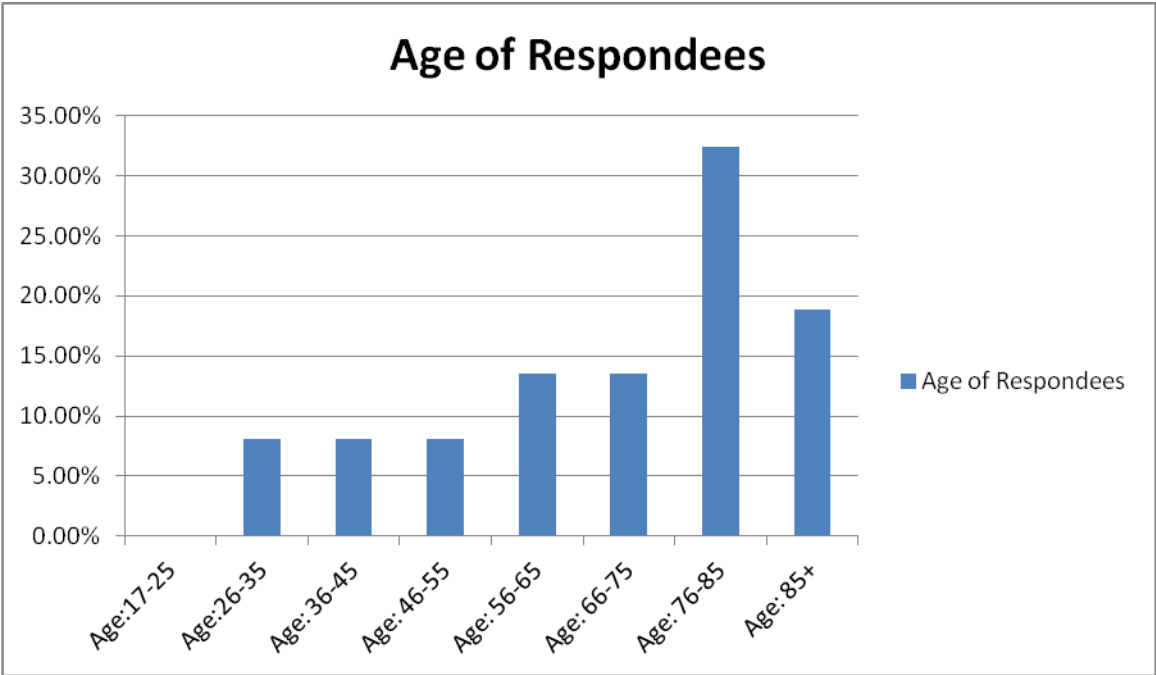


Figure 2 Respondee Impairment

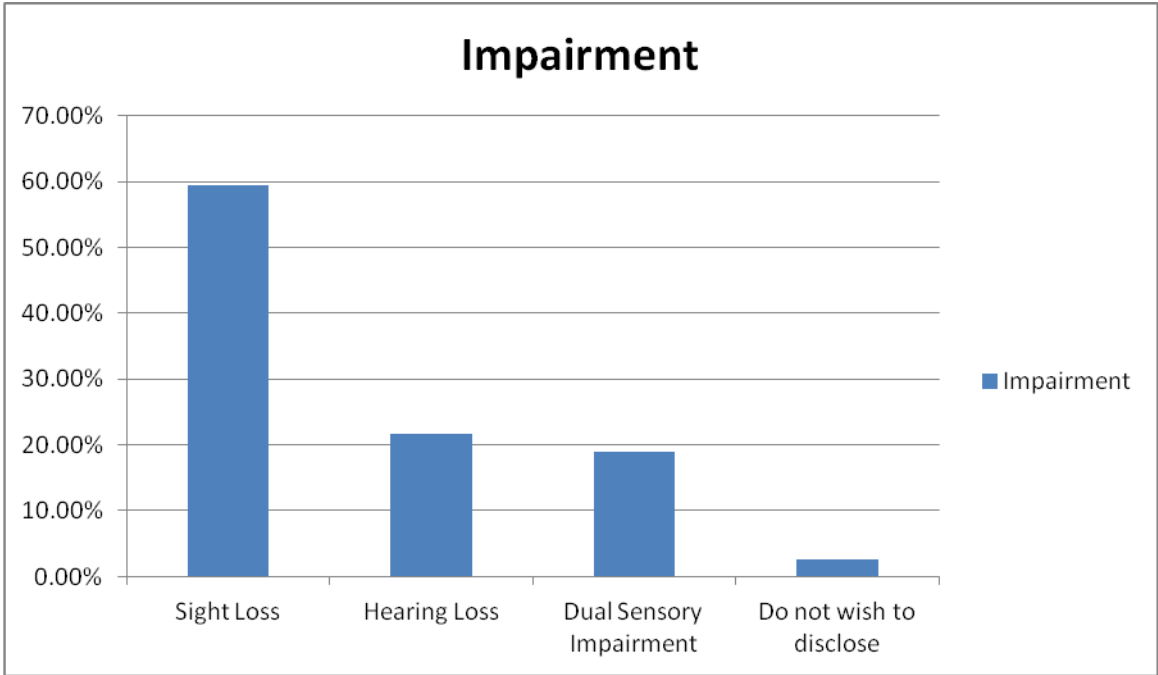
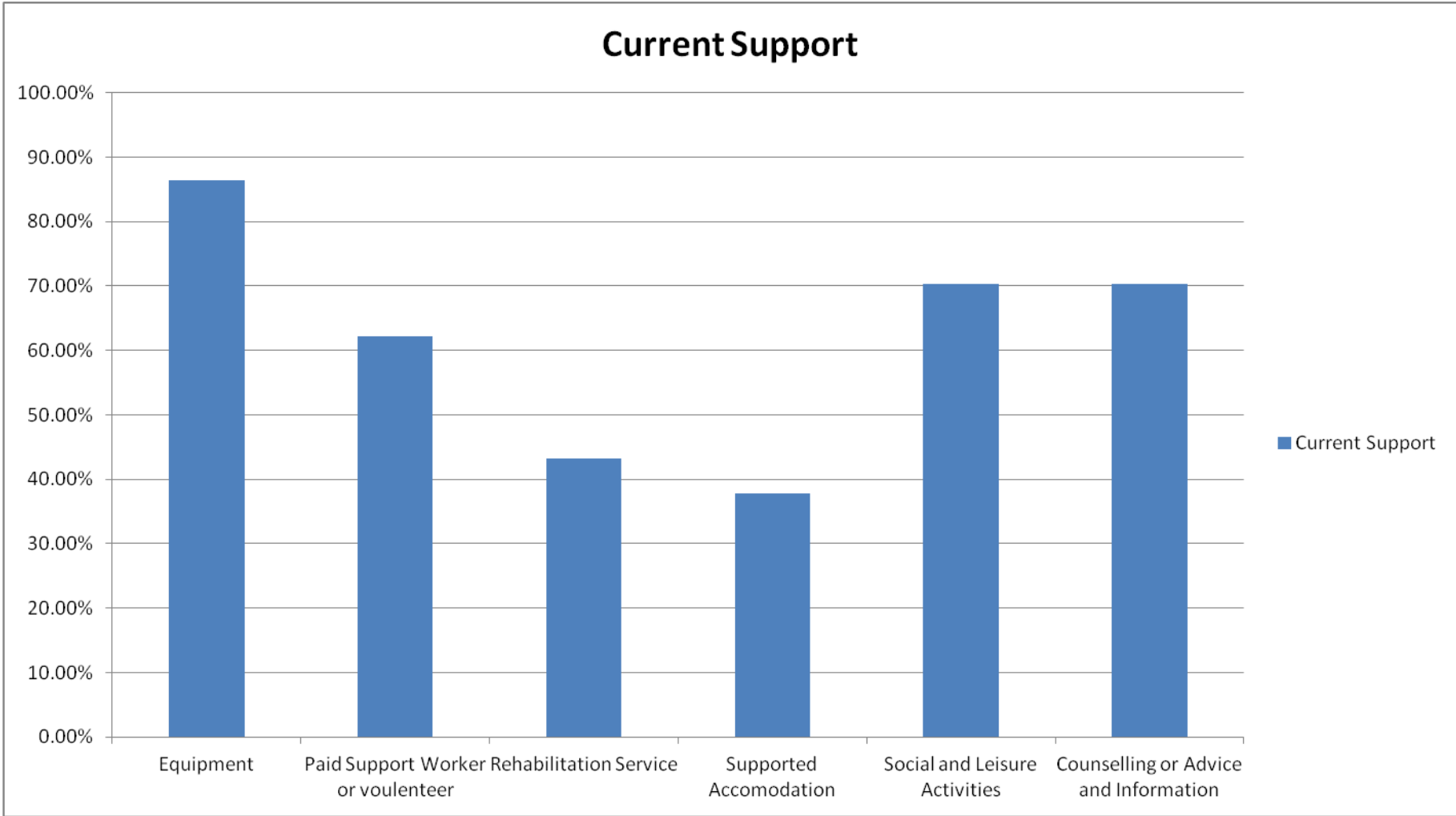


Figure 3 Current Support Received.



4. Was your experience of using these services a positive one? E.g. Where services responsive, accessible, and cost effective?

4a. Positive notes on experience of using these services

- “Yes the experience of using these services was excellent, more recent access to counselling support”
- YBPSS have been extremely helpful and supportive and accessible.”
- “Yes, a very positive experience.”
- “Positive- Fairly effective. Cost of equipment always reasonable.”
- “I am very happy with the services I receive from the Wilberforce Trust” (x3)
- “YBPSS is excellent.”
- “Positive, yes.”
- “Yes in all three questions, very grateful for help. At 85 you need to know someone is there.”
- “Volunteers at centre on street are very kind, helpful and understanding.”
- “It was easy to get a radio loaned from the Council.”
- “Yes.”
- “Positive.”

4b. Negative notes on experience of using services

- “Social worker was rude and upsetting. Questioned why I needed a social worker and so the relationship went back down. A dedicated social worker would defiantly help some people.”
- “Generally a lack of information regarding changes etc.”
- “Financial support and advice has come from YBPSS, not from benefits team.”

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- “I feel very reliant on family and friends. Not everyone has them.”
- “No.”

Figure 4:Overall Importance, rated 1-5. 1= Not important at all. 5= Highly important.

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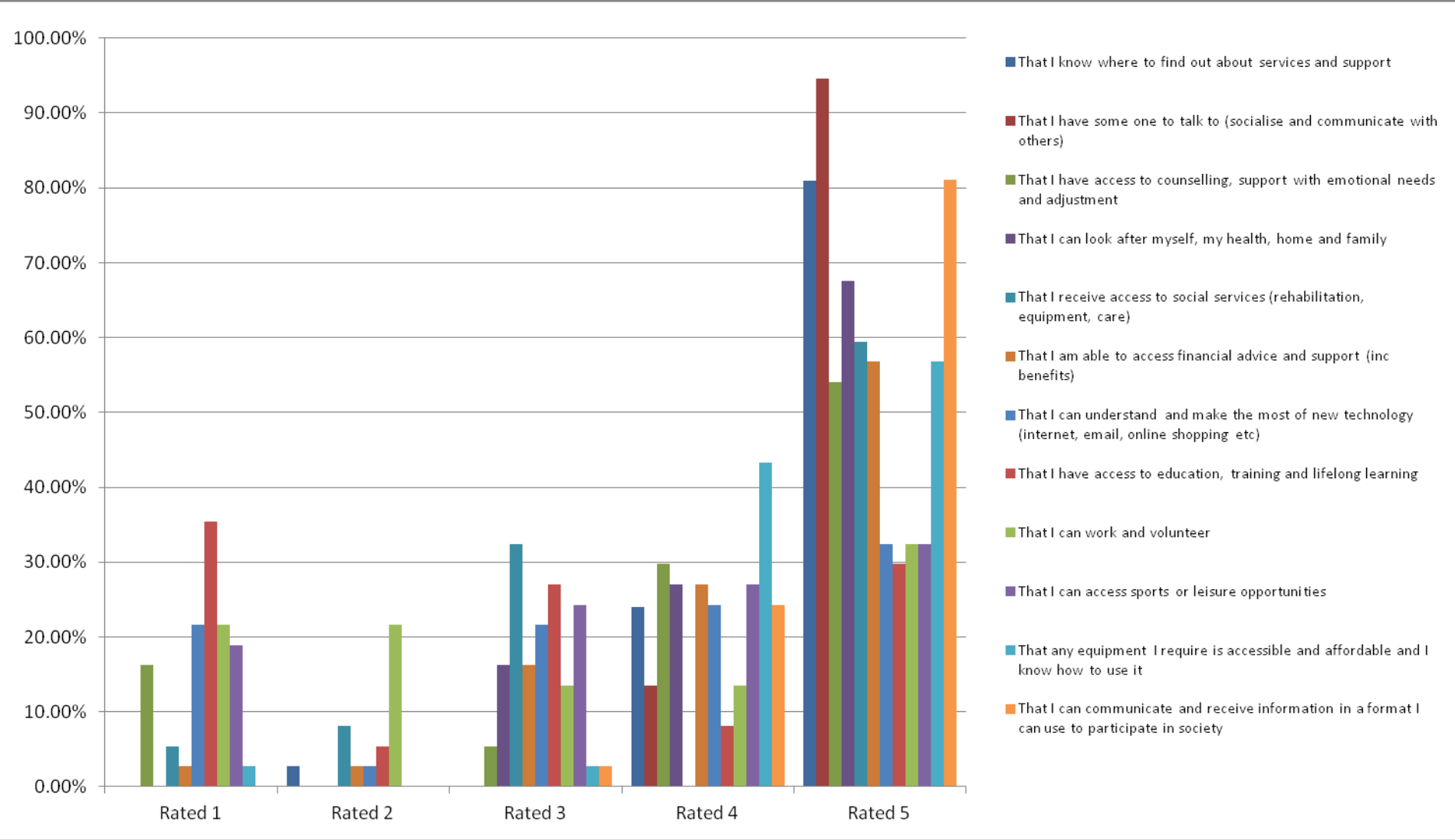
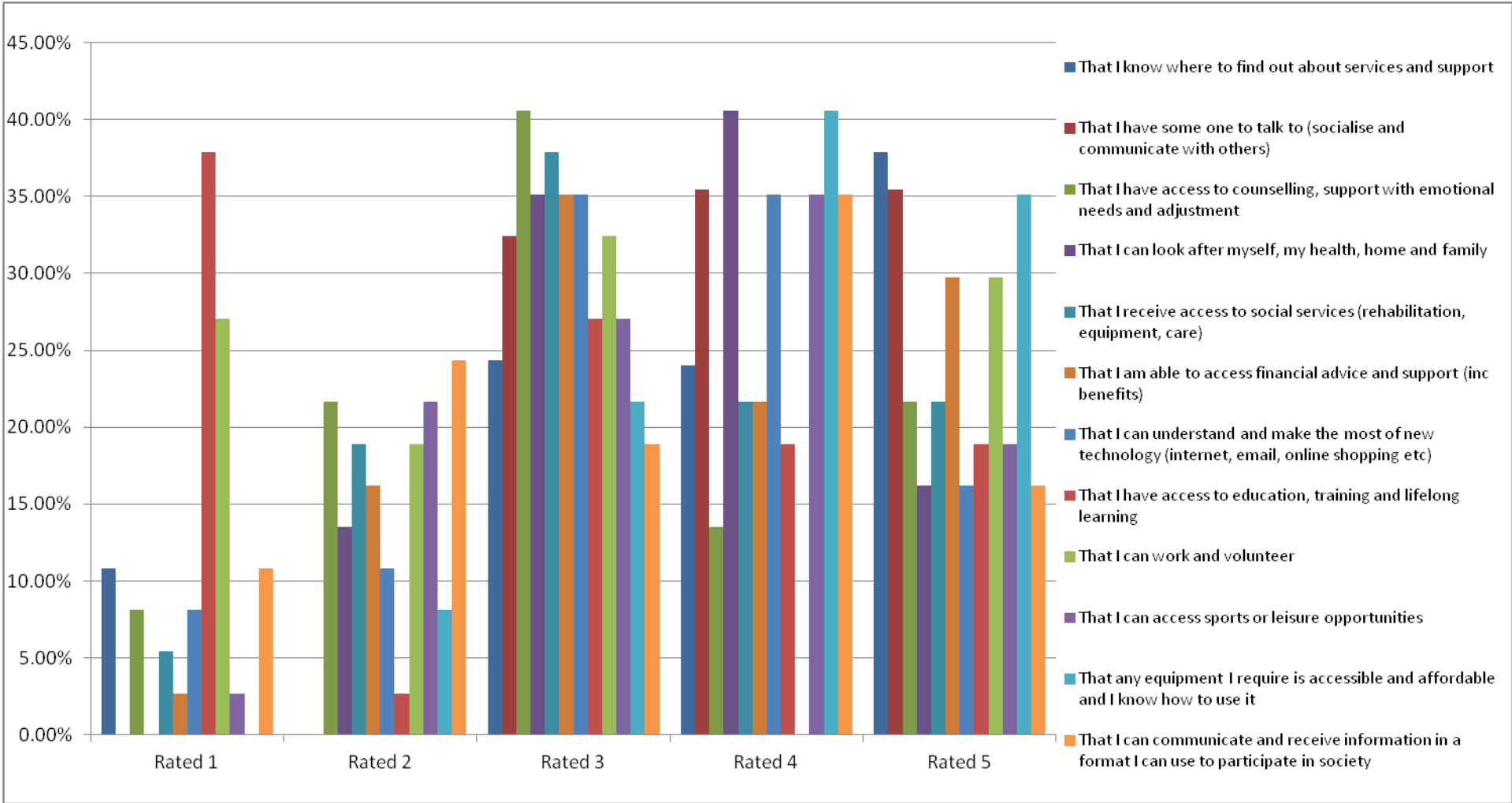


Figure 5: Overall Needs Met, rated 1-5. 1= Not met at all, 5= Fully met



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37 Respondees	Rated: 1	Rated: 2	Rated: 3	Rated: 4	Rated: 5
5a.That I know where to find out about services and support	0	1	0	9	30
Currently met	4	0	9	10	14
5b.That I have some one to talk to (socialise and communicate with others	0	0	0	5	35
Currently me	0	0	12	13	13
5c.That I have access to counselling, support with emotional needs and adjustment	6	0	2	11	20
Currently met	3	8	15	5	8
5d.That I can look after myself, my health, home and family	0	0	6	10	25

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Currently met	0	5	13	15	6
5e.That I receive access to social services (rehabilitation, equipment, care)	2	3	12	0	22
Currently met	2	7	14	8	8
5f.That I am able to access financial advice and support (inc benefits)	1	1	6	10	21
Currently met	1	6	13	8	11
5g.That I can understand and make the most of new technology (internet, email, online shopping etc)	8	1	8	9	12
Currently met	3	4	13	13	6
5h.That I have access to education, training and lifelong learning	13	2	10	3	11

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Currently met	14	1	10	7	7
5i. That I can work and volunteer	8	8	5	5	12
Currently met	10	7	12	0	11
5j. That I can access sports or leisure opportunities	7	0	9	10	12
Currently met	1	8	10	13	7
5k. That any equipment I require is accessible and affordable and I know how to use it	1	0	1	16	21
Currently met	0	3	8	15	13
5l. That I can communicate and receive information in a format I can use to participate in society	0	0	1	9	30
Currently met	4	9	7	13	6

Respondee comments in relation to the above ratings.

5a. That I know where to find out about services and support.

- “I still need to keep up my long care skills but don’t get that understanding from rehabilitation team. I need to explain ‘why’ to them and they should know these things.”
- “I am very lucky to have my husband and am able to get out. I have friends that are alone and struggle.”
- “I know services are out there but it is hard to find the right person to contact.”
- “You need to have help to find out about service and what is available in a accessible format.”
- “Information is not always available when needed.”
- “It is important to know what is available. So I came in and asked.”
- “Inconsistent communication from services- they are often unsure where to find relevant information.”
- “Need help with small tasks such as cutting my nails, gardening and problems around the house.”
- “The council assessment for PIP was a negative experience.”
- “I have had help with financial support that I could not have got through the NHS.”
- “People don’t understand in general society, but they do understand at YBPSS.”

5b That I have some one to talk to socialise and communicate with others.

- “People need to be able to communicate with other to understand what help is out there. People under some circumstances can give encouragement and support.”
- “Cant access support individual to you- e.g. mobility to get to social events.”

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- “If I come to all the classes and activities available at YBPSS.”
- “Met as much as I want! Used to looking after myself.”
- “Due to my recent experience of losing my sight, having access to someone who can help is important.”
- “Not being able to read is the biggest problem when living on your own. E.g. turning on cooker.”
- “Meeting up in groups in a big help and confidence boost.”
- “Very guarded about sight loss. Everyone keeps it quite and does not like to discuss.”

5c. That I have access to counselling, support with emotional needs and adjustment.

- “My condition is rare and I have not talked to people in York. Would like to talk to others suffering, perhaps nationally, but need support to make that happen.”
- “People don’t have the right support to access the services available-needs not being met at the moment.”
- “Support comes from regular contact with local society, where I can ask questions and get support.”
- “Over time, as my sight has got worse. I ask for help and advice at the centre when I need it.”
- “As I need it, it is there. Go to groups and meet people who are coping: If they can cope I can!”
- “Meeting others with sight loss can be an inspiration, gives a sense of determination.”
- “Positive experience though YBPSS, but counsellor has just been made redundant. Negative experience with access to work.”
- “I went through a course of counselling feeling that I didn’t need it, but by the end of the sessions I felt that I had benefited and had needed it.”

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- “Mind counsellors not equipped to deal with sight loss, don’t understand. YBPSS counsellor was helpful but no longer there.”
- “Needs have been met recently through access to counselling service.”
- “Lack of support with things like road crossings. Often no beeps to assist, no consistency.”
- “Friends help me a lot.”

5d. That I can look after myself, my health, home and family.

- “I cope with my husband’s support, without that I would require more expensive equipment/help and the cost would be difficult”
- “Emotional support with health and wellbeing is the most important thing to me- and feeling capable.”
- “I need help with form filling etc and my family help me.”
- “Fortunately I live with my husband, without him day to day life would be difficult.”
- “I can’t do some stuff without help, such as cooking. Sight getting worse.”
- “Very important, but I can’t manage alone.”
- “If you are having an off day it can be a problem, hot and cold weather also.”
- “Moved three years ago-made life easier to look after home and bills in smaller accommodation.”
- “Currently managing well.”
- “I can at the moment. But I don’t know what would happen if I didn’t have the financial help I currently have.”

5e. That I receive access to social services (rehabilitation, equipment, care).

- “I don’t think I have a social worker, no emergency care plan if my carer goes into hospital, nothing in place for me.”
- “Some social services don’t listen to the individual themselves.”
- “Not really met by local authorities. Much more by YBPSS- most help comes from here.”
- “Getting all I need at the moment, and know where to come.”
- “Yes, though my husband.”
- “We would just come and ask at YBPSS where to get help.”
- “YBPSS are my first point of contact-tell who can help if they can’t.”
- “We have done it all ourselves, family etc.”

5f. That I am able to access financial advice and support (Inc benefits).

- “Support has come from YBPSS not benefits team.”
- “I have a financial advisor, who visits annually.”
- “Luckily I get help attendance allowance and pension credit. I didn’t know i could get that help so the finance officer at Jo Ro was really good at helping me.”
- “I have my benefits checked by CYC.”
- “Help from my mum with this.”
- “Only know about benefits and access to support because a neighbour told me. I went to age concern for help to fill out the forms as I did not know where else to go.”
- “I will need to access their support as my sight continues to deteriorate faster and jeopardises my ability to do my job.”

5g. That I can understand and make the most of new technology (internet, email, online shopping etc).

- “Have a friend who works in I.T who helps me. I have ‘Thunderstorm’ but can’t use it alone.”
- “Only use audio books. Happy with this.”
- “Audio books from RNIB.”
- “Tang Hall library have helped such an awful lot in giving me books to read on my Ipad.”
- “I rely on my husband as not allowed to touch computer, I can’t see it anyway.”
- “Audio books most important thing to me at home. Text messaging on ETS phone.”
- “My talking books is a lifeline, I would not want to be without it.”
- “Not bothered for internet, but enjoy radio and talking books.”
- “Unable to cope with new technology, but I do use audio books.”
- “Technology has been a life saver in many ways. We need to be kept updated and in the loop.”
- “Finding your feet service as YBPSS has been really helpful with this.”
- “Have a reader, different ways of reading and accessing information. I also use a computer.”

5h. That I have access to education, training and lifelong learning.

- “Nothing is available.”
- “I worry that going to classes would mean that I could not read the text, handout etc. Happy in a conversational/lecture format.”
- “Saturday morning W3A lecture.”
- “To most people it is important, but not to me now.”

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- “I continue to do my current job, but that may change.”
- “Very important but I can’t manage due to my lack of sight.”

5i. That I can work and volunteer.

- “I volunteer, very important to make things happen.”
- “Currently training/volunteering at York Mind.”
- “Volunteer when I can and enjoy doing so.”
- “Able to bake for garden sale, feel part of a community.”
- “Looking for work. Going through Sure Start before was such a bad experience I feel reluctant to use them again.”
- “Cuts to Remploy, everything gone. I wish I could be back in care work.”

5j. That I can access sports or leisure opportunities.

- “Costs too much. Energise free swimming for carer is good”
- “Go tandem riding in warm weather. Walk dogs each day.”
- “I go to most of the activities, when I can at YBPSS.”
- “I enjoy the classes I go to; I try to do something everyday.”
- “YBPSS provide some opportunity, much appreciated.”
- “My social activities happen at YBPSS, otherwise I would feel very isolated.”
- “Plenty of leisure activities available if I need them.”
- “Need access to transport and help from a sighted person once there.”

5k. That any equipment I require is accessible and affordable and I know how to use it

- “If my circumstances changed I would need more support.”
- “Some things are a bit expensive in YBPSS.”
- “Equipment out there- hard to find. I get most information from York Hospital.”
- “I am able to access this support though my employer.”
- “YBPSS sell equipment.”
- “Money is important, I am lucky in that I have what I need.”
- “Needs met though YBPSS only, no help from local authorities.”
- “Some I can not use, but I get to know that by seeing it.”
- “The readers cost £400 that is not affordable for me.”

5l. That I can communicate and receive information in a format I can use to participate in society.

- “When I have asked many companies say that they don’t do it (Audio/brail/large print). All information should be provided in said formats.”
- “Large print statements help.”
- “All council letters in small print. I have told them loads of times, requested large print but not done. Same with DWP.”
- “Things often don’t come in large print.”
- “Without the support of others I can not do anything, feel very stuck.”
- “The necessary format is often not available.”
- “This depends on who the information is from. Lots of information is unreadable. My bank sends me large print.”

- “Using a postal vote, a magnifier and large print information from banks etc.”
- “I have to rely on my husband, I do use the phone.”

6a. Do you think there are any gaps currently in support for people with sight and/or hearing loss?

- “Unsure”
- “Mainly for the young ones.”
- “Not at the moment.”
- “There is a need for professional advice on adapted computers which are of great importance in the everyday lives of visually impaired people.”
- “It would be nice to have access to trained counsellors when times are hard. I know YBPSS offer this service in limited capacity.”
- “More voluntary and employment opportunities.”

6b. What might be improved and How?

- “Access to trades people who will not take advantage of blind/PS people.”
- “Nothing needs improving.”
- “Not everyone is the same- support needs to be tailored to the individual.”
- “Bus drivers could stop for you, they don’t always take notice.”
- “Crossing parts better maintained.”
- “Transport.”
- “One of the main obstacles is things in the street, especially bollards, which are the same colour as the ground. Painting them would be extremely helpful.”

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- “I am very anxious about proposed closure of Hearing Together Resource Centre. It is very important for me that the YBPSS be supported.”
- “Better notice of changes in the community, i.e. buss timetables/road closures.”
- “No consistency with road crossings. All should have audio and cones.”
- “Old and broken paving need replacing. Difficult for partially sighted people.”
- “When they say ‘any format’ it should be another way, ideally CD/MP3.”
- “Streets-All crossing should have working sound.”
- “Buses-Rudeness of bus drivers, buses too quiet, can’t hear them coming.”
- “Sports-need to be cheaper.”
- “Information about support needs to be more accessible.”
- “Did not have any support at first, did not know where to get help and advice. Until recommended that I go to YBPSS.”
- “Emotional support is needed throughout.”
- “Road safety is a big problem. ‘Stuff’ on pavements, workmen closing pavements with no way round and traffic lights. Often have to rely on good will of passers by when I get stuck.”