

All Party Group on Deaf Issues

23rd September 2014

Attendees

Ann Jones (Chair)
Donna Cushing (Minute Secretary)
Katie Chappelle (Secretariat)

Representatives/Stakeholders

Michelle Fowler-Powe
Norman Moore
Meryl Roberts
Jayne Dulson
Nigel Williams
Jacqui Bond
Paul Redfern
Catrin Edwards

Assembly Members

Mark Isherwood

Communication support

Rachel Williams (Interpreter)
Julie Doyle (Interpreter)
Grace Garnett (Lipspeaker)
Hilary Maclean (palantypist)

1. Welcome and apologies

The Chair welcomed everyone to the meeting.

Apologies were received from Richard Williams, Barbara Rees, Jonathan Arthur, Olivia Retter, Jim Edwards, Dan Sumners and Ross Evans.

Minutes of the last meeting 8th July 2014.

The minutes of the last meeting were accepted.

2. Television subtitling research findings

A presentation on the above matter was given by Dr Yan Wu. In attendance was Dr Elaine Price and PhD student Yixin.

Dr Wu highlighted the reasons for her and her colleagues involvement in this project. In Wales it is estimated that 1 in 7 people suffer from different levels of

hearing impairment and hearing impairment is closely associated with age and it is known that the Country is moving towards an ageing society. Therefore, the estimation is, there will be more people suffering from hearing impairment in the future. Wales was the first nation in the country to complete digital switch over with all the promises that the technology of the digital switch over would bring.

The onset of Digital Switch came with the promises that the technology should make life easier for the hearing impaired. However, this does not always seem to be the case.

We conducted a survey amongst the hearing impaired to establish how successful the switch over to Digital television had been. Results proved interesting. Out of the 800 paper copies which were distributed and the survey was also available on the Swansea Website, this was promoted by BBC, S4C and AOHL, 339 were received. Out of the 339 received 240 gave valid answers to the questions asked. Results were as follows:-

- 62% of replies came from the Aged population of over 65.
- 2/3 have digital hearing aids
- 8% use other types of hearing aids
- 1/2 said they were hard of hearing
- 1/3 said they were deaf
- 8% said they were BSL users
- 3% use Sign Support English
- 1/3 Lipread

Other questions asked - how many hours a day do you watch Television and what technological devices do people use. The Majority of respondents watch more than one hour of television a day and most still use their televisions with digital devices. There did appear to be growing interest in You Tube and internet viewing platforms.

The survey also asked which channels people watched and which programmes individuals preferred including live programmes.

50% of respondents use subtitles, however, when asked the question do individuals watch BSL programmes – 70% said they do not, primarily due to scheduling times (in the middle of the night or very early in the morning) and a lack of programmes in BSL.

A number of other questions in the survey were asked including quality of subtitling. Respondents complained about intermittent subtitles and delays between subtitling and audio/visual content.

Individuals were also asked about subtitling for Welsh Language programmes in both English and Welsh. Many of the respondents were aware of English subtitles but not Welsh.

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It was felt due to the small number of individuals who did respond further research is required however, not via surveys but focus groups, to find out what the actual need is for more Welsh language subtitles.

Attendees asked a number of questions.

The Chair requested a full copy of the presentation to forward to the Minister.

3. Actions from last meeting and timescale for Future Work Plan

The Chair informed members due to the Cabinet re-shuffle it has been difficult to arrange a date with Ministers and the lipreading students. This is a good news story and we will pursue this and try to organise a date sometime soon in the future.

Future work plan will be as follows:

November will be volunteering. January lip-reading and March sensory engagement project findings on housing.

4. Action on Hearing Loss/RNIB research

Action on Hearing Loss, RNIB Cymru and Sense Cymru are working together to talk to people who are deaf, blind or deaf blind about the accessibility health standards. It is intended to ask them a year on has there been any improvement. We will be asking people have they been to hospital in the last year and ask what their experience is like and see if there has been any difference. We're aiming to ask 100 people by end of October and some videos and case studies to go with that so may be at the next meeting we'll be able to report back as well.

5. AOB

Access to work/Work & Pensions Select Committee -

Mark Isherwood informed those present that this matter was triggered via a report his daughter had done for the Select Committee.

Primarily, the report highlighted the lack and understanding of employers for individuals requiring Access to Work and the need for Access to Work to evolve and provide a full service between them, employee and the employer.

Following a conference in North Wales where Access to Work was discussed, Signature provided Mark Isherwood with an up-date on DWPs own internal review of Access to Work.

The business disability forum are hosting an event on 25 November. The aim of the meeting is to develop measures to present to the UK Minister who will then decide next steps; all measures will be quality impact assessed.

Members discussed this matter at length.

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7. Date of Next meeting

The next meeting of the APGDI in Cardiff will be held on 25th November 2014.

A presentation was made to Norman B Moore – Director of Wales Council for Deaf People as this meeting would be his final one as Director as he would be retiring as of 30th September 2014.

Members wished Norman Moore a happy retirement.