

Appendix 2

Sensory Impairment Service - Rotherham Sight and Sound

Service User Survey June 2026 - Summary

1. Responses

- 1.1 123 responses were received, providing valuable feedback from people with sight loss, hearing loss, Deaf BSL users and those with dual sensory loss.

The findings demonstrate a highly positive overall experience, with respondents reporting that the service makes a significant difference to their independence, wellbeing and ability to overcome barriers associated with sensory impairment.

2. Overall Satisfaction

- 2.1 The survey results show high levels of satisfaction. Almost 75% of respondents reported being **very satisfied** with the support they received, while a further 20% were satisfied. Access to services was also viewed positively with 87% describing access as either **very easy** or **easy**.
- 2.2 Feedback regarding staff was strong with 87% of respondents saying they are always treated with respect and understanding. Similarly, the majority of respondents felt that support met their needs, with 68% saying that the support received fully met their needs and 23% saying it mostly met their needs.
- 2.3 The strength of client satisfaction is reflected in the recommendation rates, with **94% of respondents stating they would recommend the service to others**, and only one respondent indicating they would not (remaining answered maybe).

3. Impact on People's Lives

- 3.1 The survey demonstrates that Rotherham Sight and Sound has a significant positive impact on people's lives. Most respondents reported feeling more confident and independent as a result of the support they received, while many also said the service had helped reduce barriers caused by sensory loss and had improved their overall wellbeing.
- 3.2 The comments provide powerful examples of this impact. Several respondents described the organisation as a **"lifeline"**, particularly in relation to mental wellbeing and reducing social isolation. One person commented that without the service, their mental health would have suffered, while another explained that the groups had helped them develop a large friendship network and avoid loneliness. Another respondent highlighted that the service had "brought [them] out of isolation, built strong friendships and support," and had even helped them meet their partner.

- 3.3 Many clients valued the social opportunities provided through activities, trips, coffee mornings, craft sessions, bingo, BSL groups and peer support opportunities. Respondents frequently referenced the importance of meeting people with similar experiences and feeling part of a supportive community.

4. What the Service Does Well

- 4.1 A consistent theme throughout the feedback was the quality of staff and the personalised support provided. Respondents repeatedly described staff as: friendly and welcoming; knowledgeable and professional; caring and supportive; helpful and approachable; good at listening and understanding individual needs.
- 4.2 Specific members of staff were praised for their support, particularly in relation to welfare benefits advice, form filling, equipment provision and home visits.
- 4.3 Clients also highlighted the practical benefits of the service, including hearing aid repairs; accessible equipment and training; welfare benefits and form-filling support; technology support; emotional wellbeing support; signposting, accessible activities and social groups.
- 4.4 Many respondents valued the provision of specialist equipment such as talking scales, one-cup kettles, hearing aids and visual aids, which helped them maintain independence in everyday life.

5. Feedback from Deaf BSL Users

- 5.1 Feedback from Deaf BSL users was largely positive, with most respondents reporting that BSL communication support was available either always or most of the time when needed.
- 5.2 Comments highlighted the value of Deaf advice services, BSL groups and communication support. Suggestions for development in this area focused on increasing BSL capacity, recruiting more BSL users and volunteers, and providing additional communication support opportunities.

6. Areas for Improvement

- 6.1 While feedback was overwhelmingly positive, some areas for improvement emerged.
- Reducing waiting times for some equipment and assessments.
 - Increasing the range and frequency of activities where funding allows.
 - Providing additional technology support.
 - Maintaining and expanding support for Deaf BSL users.
 - Increasing proactive contact with individuals who may not currently engage with groups or activities.
 - Continuing to improve access to hearing aid support and repairs.

7. Conclusion

- 7.1 The survey presents a very positive picture of Rotherham Sight and Sound. Clients clearly value the organisation's wide range of services, the dedication of its staff and the positive impact it has on independence, confidence, wellbeing and social inclusion. The feedback suggests that the organisation is viewed not simply as a service provider, but as an important source of friendship, practical support and reassurance.
- 7.2 Comments such as ***"a wonderful lifeline", "there is always someone to help you", "exceptional service", and "what a privilege to have RSS on our doorstep"*** reflect the significant difference the organisation makes to people's lives.
- 7.3 Commissioners were also directly contacted by the daughter of a service user (daughter lived some distance away and had been trying to get support for her mum from various organisations) to tell us that ***"Rotherham Sight and Sound were absolutely fantastic from the outset. Above all, they have given her hope that her life is not over, and it is worth living. I can't explain how different she is now and that is all down to Sight and Sound"***.
- 7.4 While some opportunities for development have been identified, the overall feedback demonstrates a highly respected and valued service that continues to have a meaningful impact on the lives of Rotherham residents.