

Appendix 3

Sensory Impairment Service – Rotherham Sight and Sound

Professional and Partner Survey June 2026 - Summary

1. Responses

- 1.1 A total of 24 professionals and partners responded to the survey, with the majority working in Social Care (58%), alongside respondents from Housing (17%), Health (13%), the voluntary sector and other organisations. Most respondents had direct experience of supporting adults with sensory impairments, particularly hearing loss (92%) and visual impairment (88%), while three-quarters had experience supporting people with dual sensory loss.

2. Awareness of the Service

- 2.1 Overall, the findings indicate a positive level of awareness and confidence in Rotherham Sight and Sound, particularly among professionals who regularly work with adults with sensory impairments. Many respondents had either referred people to the service or supported individuals to access it, with nearly two-thirds (63%) having made a referral.
- 2.2 Awareness was strongest for the service's core offer, particularly the provision of specialist sight and hearing equipment on behalf of Rotherham Council, which all but two respondents were aware of and half had seen used by people they support. Awareness was also relatively high for activity groups, social support groups, advice and information sessions, BSL advice and welfare support sessions, hearing aid repair and retubing services and the café offer.
- 2.3 However, the survey identified opportunities to improve understanding of some aspects of the service. Awareness was notably lower for daily living skills sessions and sensory awareness training for other organisations. Around four in ten respondents were unaware of these activities, suggesting there may be scope to strengthen promotion and communication of the wider service offer.
- 2.4 Professionals generally reported that information about Rotherham Sight and Sound is accessible. Around 71% described information as either extremely easy or somewhat easy to find, while only one respondent reported finding it extremely difficult.
- 2.5 38% of respondents had received feedback from service recipients about the service. All the feedback provided was positive, some examples below:
- 'My client fed back that it was really helpful that the service was local which enabled them to attend support groups. They liked the re-furbished building and having their support group in the cafe as they could eat whilst they were there and this made better use of their time'*

'Equipment that was provided to my client was a life changer, the client has been able to remain independent in his own home'

'A couple once described it to me as 'they provided us with a lifeline, meeting new people, improved our social life, finances and independence''

'Service users highly recommend and say equipment received from sight and sound has given them a new lease of life'

'My client informed me Sight and Sound has been a lifeline for him. He shared that without this support, he would likely be at home, suffering in silence, struggling with depression. He said that with this group, he feels "normal" and treated equally, which has had a profound impact on his confidence and happiness. The service has helped him maintain his independence, delaying the need for formal care and encouraging a positive daily routine'

3. Physical Presence

- 3.1 A particularly strong finding was the importance placed on maintaining a local physical base for the service. 88% of respondents rated having a dedicated building as important or very important, with two-thirds selecting the highest possible rating. This demonstrates strong support among professionals for retaining a visible, accessible community hub where people with sensory impairments can access specialist support, equipment, activities and social opportunities.
- 3.2 In summary, the survey findings suggest that Rotherham Sight and Sound is well regarded by professionals and partners, with strong recognition of its specialist sensory support role.

4. Area for Development

- 4.1 Key areas for future development include raising awareness of the full range of services available, improving promotion of specialist and preventative interventions, and continuing to ensure that people can access support through a dedicated local base.

5. Additional comments

- 5.1 *'They are a local service who understand the needs of local people'*

'It's in a good location - easy to get to and the refurbishment provides pleasant surroundings to meet in and improved accessibility'

'Their genuine care without being condescending is vital to the Rotherham community. The peer-to-peer support sessions are a fabulous credit to the Rotherham town'

'We have worked with sight & sound for more than 4 years by referrals and drop-ins with people using the service and the way they promote independence and support to each other is simply brilliant!'

'They do a great job, and more people need to know about them'

'A very good service that are brilliant with clients and understand the wide variety of needs they face whether it is sight loss, hearing loss or both'

'I would like to see the LA increase the funding to allow them to remain open for longer hours to be able to support people into paid employment potentially and provide more accessible counselling to family members too'

'X 's life and others that use Rotherham Sight and Sound would be completely different without this vital service, and what would this look like? and at what cost to the NHS and other services and the wider impact this would have on their families and caring responsibilities'