

**THE DEAF HEALTH
CHARITY
SIGNHEALTH**

**IMPACT REPORT
2020**

Introduction



We are here to
improve
Deaf people's
health &
wellbeing

**THE DEAF HEALTH
CHARITY
SIGNHEALTH**

Awards



Winners of the UK Charity Governance Awards 2019!

We won the Board Diversity & Inclusivity award for our commitment to creating a trustee board that is largely representative of the people we serve, with four hearing trustees and six Deaf trustees including our Chair, Jackie Driver.

We have recruited more Deaf staff and all hearing staff are trained to at least level 2 in British Sign Language.

Nominated for the National Diversity Awards 2019

We were delighted to be a shortlisted nominee for the Community Organisation Award for Disability.

National Diversity Awards
Celebrating **Unity** in Society IN ASSOCIATION WITH **itv NEWS**

Coronavirus



Taking Action

As the pandemic hit, Deaf people turned to SignHealth as their main source of reliable and accessible information.

We responded early to the urgent concerns of our community. Deaf people needed coronavirus information so we provided it. We translated Public Health England guidance and daily government briefings into BSL videos.

Deaf people needed immediate access to healthcare services. The board agreed to launch the BSL Health Access initiative with Interpreter Now providing 24/7 remote interpreting across all healthcare settings.

At the end of the financial year our focus shifted to managing the impact of coronavirus. We wrote several letters, along with other charities, to the Prime Minister and people in government to call their attention to the absence of any information in BSL, including the lack of an in-person interpreter at the daily government press briefings.

All services continued to operate, and we clapped every Thursday evening for our key workers on the frontline.

“BSLHealthAccess saved my life! I couldn’t communicate with the doctor until my friend told me about the app, It was amazing! I hope this service carries on forever not just during coronavirus.”

Marie

↑
INCREASE

150%
increase in
social media
interactions
in March
compared
to the rest
of the year.

BSL 
**Health
Access**

Psychological Therapy



Total Referrals

441
2020

405
2019



9%
INCREASE



2,996
FACE TO FACE THERAPY SESSIONS

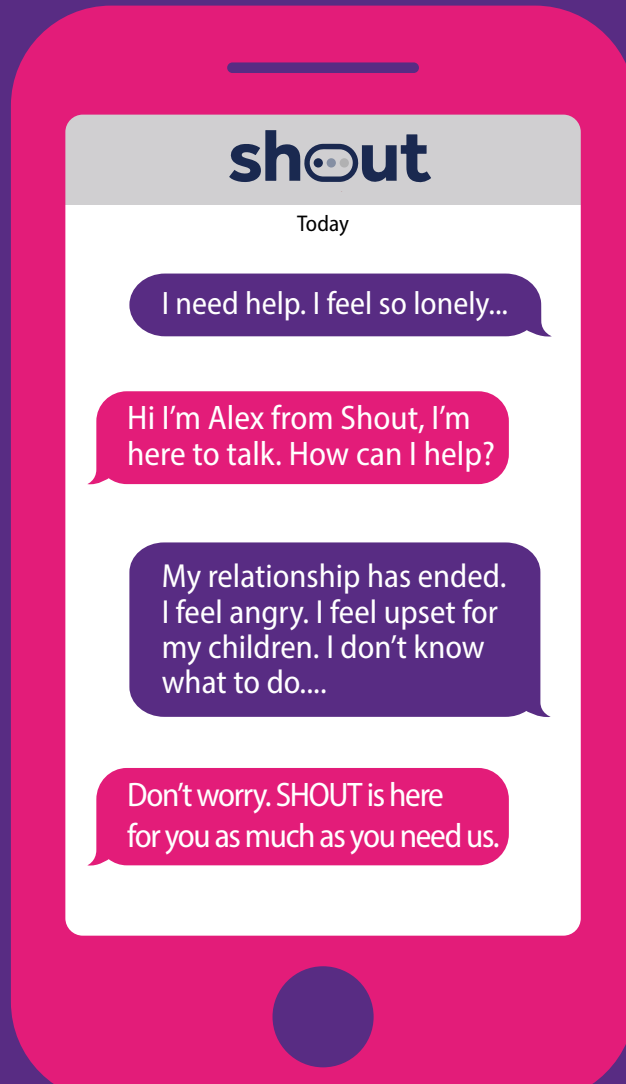


849
22% ONLINE SESSIONS

Recovery rate % NHS target 50% - Ours has increased from 59% to **61%**
Reliable improvement rate National NHS target: 50% - SignHealth: **67%**

SignHealth is the only specialist provider of NHS compliant IAPT Psychological Therapies for Deaf people in the UK. We want all Deaf people to have access to therapy in BSL. Currently 60% of CCGs (Clinical Commissioning Groups) will fund direct BSL therapy. The requirement for Individual Funding Requests to local CCGs means Deaf people wait longer for support. As a result only 18% of our clients enter treatment within six weeks against an NHS target of 75%.

Crisis Support



Launch of 24/7 Crisis Support

On World Mental Health Day, 10 October 2019, SignHealth joined forces with Shout to provide a free and immediate crisis support service. Since its launch, we've had 235 crisis conversations with people who needed our support.

We are very proud of our partnership with Shout and we have had overwhelmingly positive feedback from the Deaf community.



What they had to say...

"Thank you for your patience and lot of time given. It really did talk me thru a very dark time. I have not ever felt that way and the talking grounded me. Thank you very much indeed"

Crisis Text Service User

Domestic Abuse



Deaf women are **twice** and **Deaf children three times more likely to experience domestic abuse** as their hearing peers (British Crime Survey, 2010) yet SignHealth runs the UK's only Deaf Domestic Abuse Service working to keep Deaf women and children safe.

We believe that every Deaf adult and child has the right to live life free of fear and abuse.

Our Three Year Plan outlines our ambition to make this vital service available across the whole country.

Supporting Young People



"I enjoyed all of it. Understand better about healthy relationship!"

"I learn new things about healthy relationship & consent. It's about my safety and having an adult I can trust to talk to."

Keeping Adults & Children Safe

313

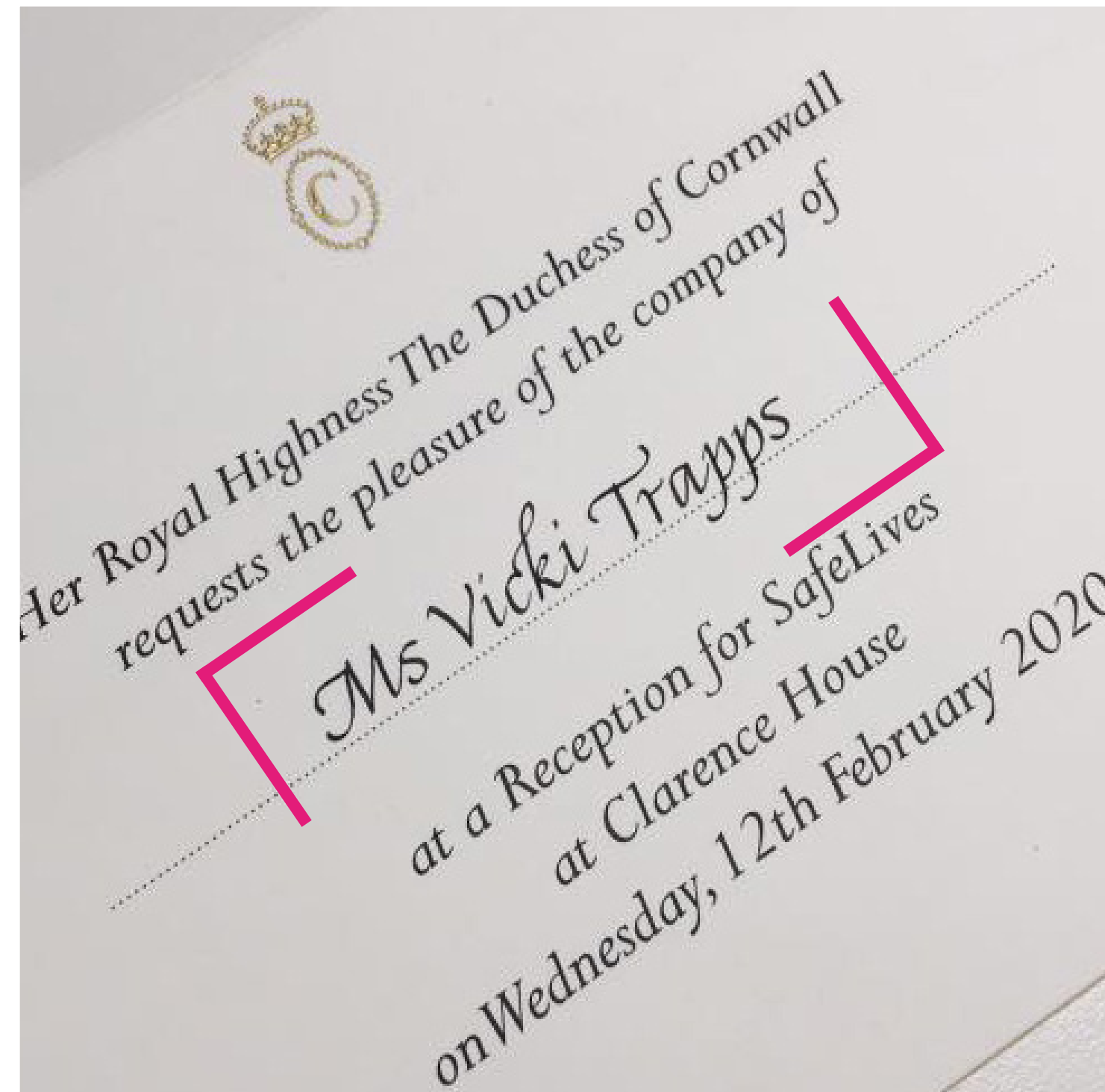
Deaf children & young people in total received healthy relationships training

120

Deaf victims of domestic abuse were supported by our Deaf IDVAs

8

Families were supported through our service & re-homed.



Comments from clients:

"The service has been amazing. You have supported me to find a new home and a job. Before, I was worried about my safety and the safety of my children. SignHealth saved my life".

"My IDVA was my guardian angel, I have no idea what I would have done without the support. She gave me my independence back."

"My mother-in-law was being abusive and refused my rights and freedom. I happened to attend a Deaf club with my sister where there was a talk by SignHealth's domestic abuse service. The speaker was describing my own experiences and I approached her afterwards for support. I was so pleased with their service and I have my freedom back to attend college."



SafeLives Star of the Month. SignHealth Independent Domestic Violence Advisor Vicki Trapps meets Her Royal Highness The Duchess of Cornwall.

Funding this vital service

The service relies solely on fundraised income and we are very grateful to funders who have given us grants: Home Office, London Councils, DCMS, People's Postcode Lottery, Children in Need, Surrey Community Foundation, Kent Police & Crime Commissioner, Kent Community Foundation, John Lyons, Sussex Police and Crime Commissioner and Ovingdean Hall Foundation. We would also like to extend our thanks to all the individuals and major donors who have contributed towards our work.

Social Care



SignHealth is incredibly proud of our person-centred care and support services. We have 30 residential care home places across the country and our services are always full. All our services are rated as Good by the CQC (Care Quality Commission). This year we developed new Service Specifications and a Quality Assurance Framework for our care homes and outreach services. All of our social care services have had a Quality Assurance Review in 2019/20. Improvements identified through these reviews have been incorporated into service specific action plans which are monitored on an ongoing basis.

About our residents:

73%

of residents moved to SignHealth from Specialist Deaf Inpatient Services

56%

of residents receive post-discharge, ongoing clinical or therapeutic input from Community Mental Health teams

68%

of residents are engaged in some form of therapeutic activity or leisure pursuit (e.g. college, voluntary work, therapeutic workshops etc.)



Case Study

Bob (not his real name) joined one of our residential homes in Manchester. Prior to moving in, Bob was living in his own flat with family support. His mental health deteriorated and he would spend long periods of time in bed. This led to an admission to a Deaf mental health unit and a clinical mental health diagnosis.

Today Bob's mental health shapes his life in a more positive way. Everyone in the home communicates in BSL and understands Deaf culture meaning Bob is able to talk and express himself freely. He has a structure to his week and feels empowered to make decisions which affect his life and are central to his care needs.

After much support and reassurance from staff, Bob engaged with SignHealth's psychological therapy team. This has been really positive for his recovery. Bob wants to live independently and to have a job in the future and we will do everything we can to help him achieve that.

Staff Comments

"I'm really happy working with my clients and seeing them transform their lives."
Marlene, Outreach Worker, London

"It's really good working here at SignHealth where residents and staff are valued."
William, Support Worker, Birmingham

Three Year Plan



Looking forward to 2020/21, we are working hard to ensure the milestones in Year Two of our Three Year Plan are still achieved despite the additional work the Coronavirus pandemic has thrown at us.

Growing our Services

- Therapy/counselling for young BSL users established and growing.
- Developing and embedding an organisational approach to suicide awareness and prevention



Developing our Profile

- Commission new Deaf health research, building on the success of Sick Of It
- Hosting a roundtable event, inviting Deaf clinicians and health professionals for example to showcase our work/research in mental health



Strengthening our Organisation

- Implement new technological systems and processes, and provide staff with training to use them to best advantage
- Update the Leadership Development Programme based on learning in Year One





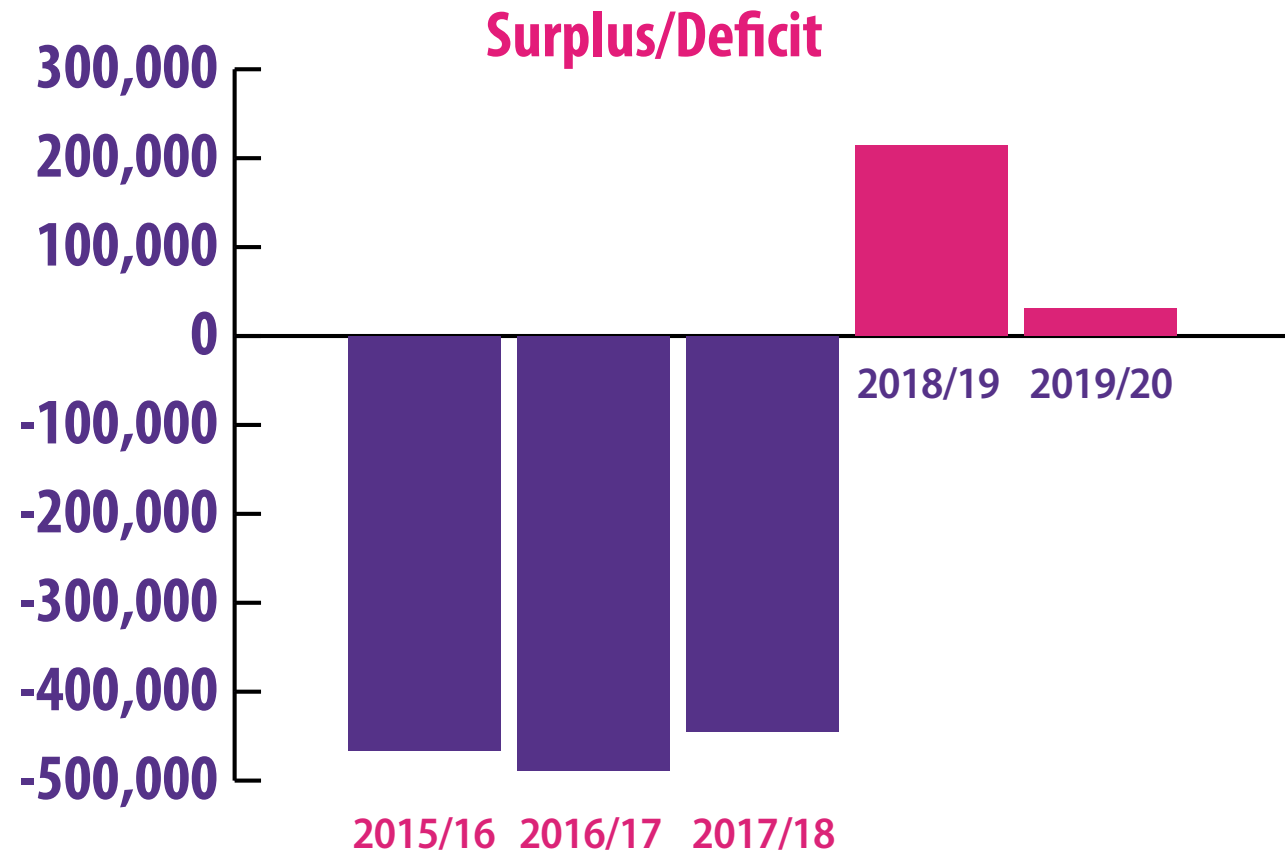
Thank You



PARTNERSHIPS
We are very grateful to our wonderful partners during 2019 / 2020:

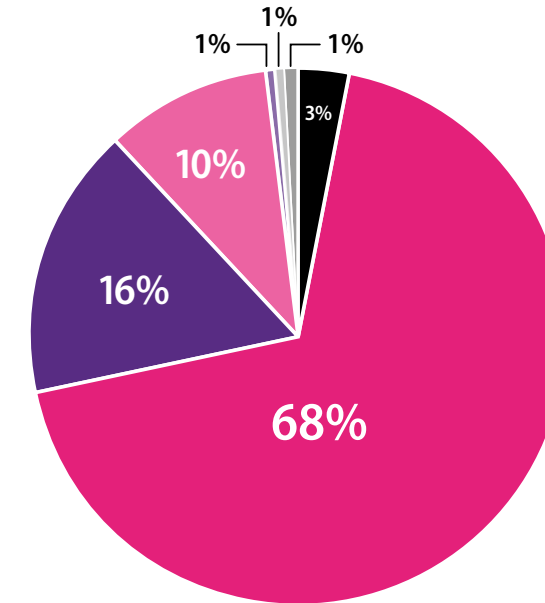


Financial Overview



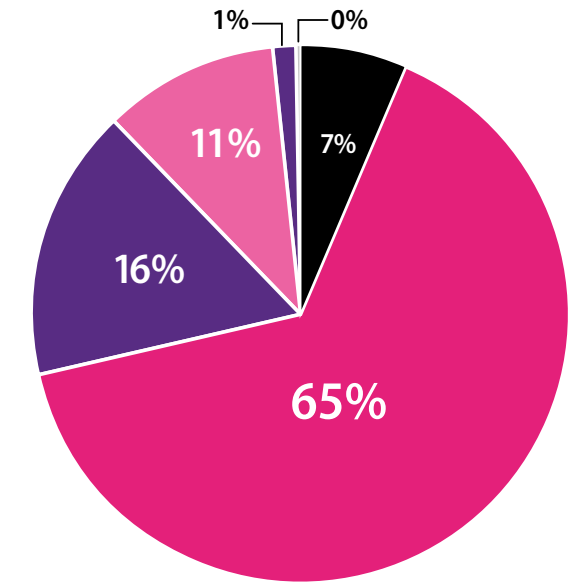
We have worked really hard to become a well-run organisation that has a sustainable business model. We achieved a small operational surplus at the end of the last two financial years and we are at our target for Reserves.

Where Money Comes From



- Social Care
- Therapies
- Grants
- Donations & Legacies
- Fundraising
- Investment
- Other Charitable Activities

Where Money Goes



- Social Care
- Therapies
- Domestic Abuse
- Raising Funds
- Other Charitable Activities
- Loss of sale of Assets

THE SIGNHEALTH TWO DEAF FOOT FUND

2019 saw the phenomenal fundraising efforts of 'Two Deaf Foot'. Mark Hodgson and Daniel Dorney became the first Deaf men to walk from John O'Groats to Land's End. Their journey raised awareness of mental health issues facing the Deaf community and they kindly donated £30,000 of funds raised to SignHealth. In December 2019



we set up the SignHealth Two Deaf Foot Fund Committee, which includes three Deaf Trustees. This ensures the Deaf Community can understand how their donations are being used. The Committee will review and approve projects and proposals and decide how best to support Deaf mental health.

SignHealth is a charity registered in England & Wales (1011056), and Scotland (SC044122)

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