



EAST SUSSEX
HEARING

HERE TO HELP YOU HEAR

ESH STANDARD ACCREDITATION

The journey to become a
hearing friendly premises

www.eshrc.org

Why become a hearing friendly premises?

With over 122,000 people in East Sussex having some form of hearing disability it has never been more important for organisations to address the needs of those who are deaf/Deafened or hard of hearing.

East Sussex Hearing is the county's leading hearing charity. For over two decades, the charity has been delivering expert services to individuals that improve their lives; allowing people to maintain strong family and community ties, free from the fear of isolation and discrimination that so many with hearing loss face. Our community work and service user feedback has found that far too many people exclude themselves from using businesses and services simply because they struggle to hear and thus be heard!

So, to combat this, we have launched the ***East Sussex Hearing Standard***. The charity devised this accreditation to partner with the public, private and third sectors, to break down the barriers that one in five people face daily as they go about their lives. Whether it's talking to their GP, seeking advice and support or trying to converse with friends over a meal.

The benefits to your business or organisation

By fostering inclusivity and accessibility within your organisation, you not only create a welcoming environment but also instill confidence in your clients, patients, or visitors when utilising your services.

- Enhance your business's reputation as an accommodating and supportive space for individuals with hearing disabilities.
- Your staff is attuned to the communication challenges people face, ensuring stress-free interactions for all parties involved. This approach makes both societal and business sense.

Congratulations on taking the initial steps by reading this far! We encourage you to collaborate with us in establishing a hearing-friendly facility, and we'll proudly showcase your achievements to our extensive user base throughout the county.

Five Steps



Step One

Please contact Mark Dimmock, mark@eshrc.org to discuss more about the **East Sussex Hearing Standard** scheme.

Step Two

Schedule in for a Hearing Audit of your premises, conducted by East Sussex Hearing.

Step Three

Implement recommendations from the initial hearing audit and book deaf awareness training for your staff. (If recommended)

Step Four

East Sussex Hearing will revisit the premises to re-assess the Hearing Audit and changes your business or organisation has implemented.

Step Five

On successful completion, receive your East Sussex Hearing standard accreditation and marketing materials. Then, join our ever-growing community network of hearing-friendly establishments.

“South Downs Health and Care Ltd are committed to providing high quality, accessible, sustainable, person-centred care to our population. Working with East Sussex Hearing will enable us to provide an even better service to our patients with hearing loss”.

Kirstie Ingram, Director of Quality, Compliance and Engagement



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