



# **INFORMATION GUIDE**

**FOR**

**DEAF  
HARD OF HEARING  
DEAFENED  
&  
DEAFBLIND PEOPLE**

**IN**

**THE EAST MIDLANDS**

**Produced November 2010 by Angela Hunt and Mayran Isse  
All information and web links checked and valid at time of printing**

# **CONTENTS**

## **CONTENTS**

### **INTRODUCTION**

ABOUT ACTION DEAFNESS  
ACTION DEAFNESS PRODUCTS & SERVICES

### **HOW TO USE ACTION DEAFNESS DIRECTORY**

### **HEARING LOSS & OTHER HEARING-RELATED CONDITIONS      Section 1**

HEARING LOSS & OTHER HEARING-RELATED CONDITIONS  
DEAFBLINDNESS

### **HEARING LOSS – WHAT HAPPENS NEXT?      Section 2**

AUDIOLOGY DEPARTMENTS  
    How do I get a hearing aid through the NHS?  
HEARING AID CENTRES  
    Some Private Hearing Centres  
COCHLEAR IMPLANTS

### **HEALTH      Section 3**

BARRIERS TO HEALTHCARE  
SPECIALIST HEALTH SERVICES FOR DEAF & HARD OF HEARING  
PEOPLE

### **EMERGENCY SERVICES – FIRE/POLICE/MEDICAL      Section 4**

ACCESSIBLE EMERGENCY CONTACTS & RELATED INFORMATION

### **HOME, FAMILY & FRIENDS      Section 5**

COMMUNICATION  
SPECIALIST EQUIPMENT  
ASSISTANCE DOGS  
SUPPORT AT HOME  
INFORMATION, ADVICE & GUIDANCE  
BENEFITS

### **WORK      Section 6**

ORGANISATIONS PROVIDING SUPPORT AT WORK  
COMMUNICATION SUPPORT AT WORK  
DEAF AWARENESS TRAINING

**LEARNING**

**Section 7**

INCLUSIVE/MAINSTREAM LEARNING PROVIDERS

DERBYSHIRE

LEICESTERSHIRE

NORTHAMPTONSHIRE

NOTTINGHAMSHIRE

SPECIALIST SUPPORT FOR INCLUSIVE/MAINSTREAM LEARNING  
SETTINGS

SPECIALIST LEARNING PROVIDERS

**SOCIAL SERVICES DEPARTMENTS**

**Section 8**

DERBYSHIRE

LEICESTERSHIRE

NORTHAMPTONSHIRE

NOTTINGHAMSHIRE

**MISCELLANEOUS**

**Section 9**



# **INTRODUCTION**

**ABOUT ACTION DEAFNESS**

**ACTION DEAFNESS  
PRODUCTS & SERVICES**

**HOW TO USE  
ACTION DEAFNESS INFORMATION GUIDE**

# ABOUT





**Action Deafness** works with Deaf, Hard of Hearing, Deafened and Deafblind children, young people, adults and older people across Leicester, Leicestershire and the East Midlands. The organisation's Head Office is based in Leicester and from here we provide a range of specialist services.

## Vision Statement

**Action Deafness** aspires to a society where we have shared understanding between Deaf, Deafened, Deafblind, Hard of Hearing and Hearing people, where communication is seamless.

## Mission Statement

**Action Deafness** aims to improve quality of life by promoting independence and equality of opportunity for Deaf, Deafened, Deafblind and Hard of Hearing people.

We aim to do this by:

- Promoting effective communication and improving access to services
- Increasing the status and participation of deaf and hard of hearing people from diverse backgrounds
- Providing specialist support, learning and community services

## Contact Us

**Action Deafness** would like to hear from you. If you have any queries or feedback about the products and services we provide, please contact us in any of the following ways:

- **Head Office**, First Floor, The Peepul Centre, Orchardson Avenue, Leicester LE4 6DP
- **Derby Office**, The Old Courthouse, 18-22 St Peters Churchyard, Derby DE1 1NN
- **Northampton Office**, 3 Spencer Parade, Northampton, Northamptonshire NN1 1AA

## Telephone

Main: 0844 5938440  
Minicom: 0844 5938442  
Fax: 0844 5938441  
SMS: 07949632644

## Email

[enquiries@actiondeafness.org.uk](mailto:enquiries@actiondeafness.org.uk)

## Website

[www.actiondeafness.org.uk](http://www.actiondeafness.org.uk)



Visit the **Action Deafness** website for accessible information about our products and services and for up-to-date **Blog** and **Vlog** entries.



# **PRODUCTS & SERVICES**



## ADVOCACY SERVICE

**Action Deafness Advocacy Service** is a free and confidential service open to all D/deaf, Deafened, and Hard of Hearing people living in Leicestershire and Rutland. It is intended to assist clients in fulfilling their needs and asserting their rights.

An **Advocate** can assist in Offering advice and support in dealings with organisations. This could relate to complaints or other issues with:

- A school
- A hospital
- The local authority
- An employer
- Other service provider

**Advocates** can also assist in other areas, including completion of various forms, applications, and representation on the client's behalf at meetings or benefit appeal tribunals.

Using an **Advocate** is different from using an Interpreter, who can only pass on the information given and received; the **Advocate** can be present to offer information, advice, and help in making decisions.



The '**Aiming High**' Family Services contract is aimed at supporting families with hearing impaired children across Northamptonshire and also working with D/deaf parents with hearing children. The contract is providing sign language training for parents, advice and guidance through drop-ins and formal events, play schemes for children and family days during school holiday periods. Deaf awareness training is also being provided to employees of Northamptonshire County Council, and the Team is working with professionals in the county to set up a 'Befriender Network' called "**Family Link-Up**" to provide opportunities for families with young children with hearing loss to link-up with a similar families for mutual support.



**Action Deafness Books** is a new Social Enterprise company that sells **books, DVDs** and **E-books** all related to D/deaf matters. As a Social Enterprise company the profits from book and DVD sales are invested back into the business to fund our work in supporting D/deaf writing, literacy and publishing. Ours is a business model with a difference – one that combines market efficiency with the promotion of social justice and access for D/deaf people.

Our particular focus is to promote and foster integration between D/deaf and Hearing writers, publishers, distributors and booksellers. To bring the two worlds together in a unique association of interests – one that will facilitate learning, the development of new ideas and the sharing of best practice.

Please visit the **Action Deafness Books** website: [www.actiondeafnessbooks.org.uk](http://www.actiondeafnessbooks.org.uk)



**Action Deafness Communications** provides **British Sign Language Interpreters** as well as other forms of **Communication Support** for D/deaf, Hard of Hearing, Deafened and Deafblind people.

For information on **booking Interpreters** and the types of **Communication Support** available:

- Online booking form: [www.adcommunications.org.uk/booking.html](http://www.adcommunications.org.uk/booking.html) or contact **Action Deafness** (See **Contact Us** under **ABOUT ACTION DEAFNESS** above and )



## COMMUNITY GROUPS

There are a number of **Action Deafness Community Groups** throughout both the Leicester and Loughborough areas that organise a variety of social events, meetings and trips. Below is a list of the various groups that run on a regular basis, both in Leicester and Loughborough:

- Deaf Ladies Club
- Deaf Special Needs Group
- Deaf Sport and Social Club
- Hard of Hearing Club
- Leicester Deaf Children's Society
- Loughborough Hard of Hearing Club
- Over 50s Club

**We are happy to answer any questions.** For more information regarding the Leicester and Loughborough **Community Groups**, contact:

- **Leicester Deaf Club:** [www.leicesterdeafclub.co.uk](http://www.leicesterdeafclub.co.uk) via the online contact form or **Action Deafness** (See **Contact Us** under **ABOUT ACTION DEAFNESS** above)



## COMMUNITY SUPPORT SERVICE

**Action Deafness** aims to support Deaf, Hard of Hearing, Deafened (D/deaf) and Deafblind people to gain independence, thus achieving their full potential. **Action Deafness Community Support Service** delivers a specialist package of **Community Support** to those people living in their own homes and local communities who require this service.

Agreements may include liaison with D/deaf Service Users, Leicestershire Adult & Social Care's Services to Deaf and Hard of Hearing People, specialist Mental Health Services or Learning Disability Teams in Leicester, Leicestershire and Rutland.

**Action Deafness Community Support Service** will enable D/deaf and Deafblind people to maintain their independence in a range of different ways. We will work in partnership with the referrer as well as other agencies involved with the individual client, to ensure an effective multi-agency approach.

**Community Support Workers** will engage with the client through the individual support plan process. This system will enable a package of support to be created, agreed between **Action Deafness** and the client as well as other agencies involved with the individual. This focussed approach will ensure that strong links are forged between all agencies involved with the client, in order to provide the most appropriate support package.

An agreement will be created with input from all parties, with specific emphasis on placing the client at the centre of this process. The **Community Support Workers** will enable the client to forge links with their own local community and encourage increased independence through a range of varied activities.

### **Action Deafness Community Support Service Principles:**

- Achieve Economic Well-being
- Be Healthy
- Enjoying and Achieving
- Making a Positive Contribution
- Staying Safe

### **Action Deafness Community Support Service Drop-in Service...**

- Need a phone call made?
- Need a letter translating?
- Have a question? Not sure where to go or what to do? – Need information, advice or guidance?

...then come to the Main Reception at The Peepul Centre, Orchardson Avenue, Leicester LE4 6DP on a Monday, Tuesday or Wednesday between 9am and 12pm – no appointment needed!

Please contact **Action Deafness** with enquiries about the **Community Support Service**:

- [communitysupportservice@actiondeafness.org.uk](mailto:communitysupportservice@actiondeafness.org.uk)
- **Tel: 0844 593 8440** and ask for a member of the **Community Support Service staff**



**Action Deafness Cultural** is an exciting and pioneering project based within the Leicester City area and aimed at Deaf, Hard of Hearing and Deafened (**D/deaf**) people from Black, Minority and Ethnic (**BME**) backgrounds.

The aim of the project is to work alongside **BME D/deaf** people to encourage participation in and access to a wide range of services such as:

- Accessibility to voluntary work
- Employment
- Housing advice
- Benefits advice
- One to one and/or group Information, Advice & Guidance (IAG) support
- Communication/language support
- Outreach work

Please visit our website: [www.actiondeafness.org.uk/hearnow\\_introduction.html](http://www.actiondeafness.org.uk/hearnow_introduction.html)

For enquiries, please contact **Jaz Mann**, Tel: 0116 2533208 [jazmann@actiondeafness.org.uk](mailto:jazmann@actiondeafness.org.uk)





Action Deafness launched a new and exciting project aimed at Deaf, Hard of Hearing and Hearing parents in April 2009. This project is sponsored by the Parenting Fund and is overseen and managed by **Action Deafness Deaf Parenting Programme**.



**Deaf Parenting Programme** aims to promote inclusion, equality and opportunities for D/deaf parents and hearing parents of D/deaf children and works to improve the accessibility of services for these families across the city; we also signpost families to expert organisations and service providers, to meet their needs.

**Deaf Parenting Programme** continues to develop new sessions aimed at assisting families to develop their communication at home in a fun and relaxed environment. These sessions bring families together, enabling them to support one another. Parents have the opportunity to meet others to share information and knowledge. The programme provides volunteers and positive D/deaf role models. If you require childcare for any of the groups, contact us (details below).

There are also smaller projects within **Deaf Parenting Programme** that form the foundations of a citywide D/deaf parenting network, from which the organisation will identify peer-to-peer befrienders to provide support. New volunteers are always welcome and they can gain experience in working with or supporting parents of D/deaf children. Search for **Deaf Parenting Programme** on facebook too!



## Future and Current Activities

- Drop-in Centre
- Fathers Group
- **FREE** BSL course for Hearing parents with D/deaf children or D/deaf parents with Hearing or D/deaf children
- Living With Teenagers Course
- Monthly Trips
- Sign It Together (SIT), encouraging parents to sign with their children in the home
- **'The TT Club'** - a Summer Activity Programme every Tuesday and Thursday throughout the school holidays

**We welcome any ideas and suggestions from parents and carers, so please get in touch!**

- For any enquiries or concerns about **Action Deafness Deaf Parenting Programme**:
  - **Dr Joanna Downes, Development Manager**: 07825881934 (SMS)  
[joannadownes@actiondeafness.org.uk](mailto:joannadownes@actiondeafness.org.uk)
- To book **childcare** or for more information about **trips**, contact:
  - **Sally Gallimore**: [sallygallimore@actiondeafness.org.uk](mailto:sallygallimore@actiondeafness.org.uk) SMS: 07528J551169
  - **General Enquiries**: [parenting@actiondeafness.org.uk](mailto:parenting@actiondeafness.org.uk)



## HearNow

**Action Deafness** is running an exciting, pioneering project called **HearNow**. The project has been funded by The Big Lottery Fund for 3 years and covers the Leicester city and Leicestershire county areas. **HearNow** is aimed at Deaf, Hard of Hearing, Deafened and Deafblind (D/deaf) people of all ages from **Black, Minority and Ethnic (BME)** backgrounds.

The aim of the project is to work alongside **BME D/deaf** people to encourage access to and participation in a wide range of services such as:

- Benefits Advice
- Communication/Language Support
- Employment
- Housing Advice
- One To One and/or Group Information
- Advice and Guidance (IAG) Support
- Outreach Work
- Voluntary Work

**HearNow** will be offering free D/deaf awareness training for organisations and BSL Level One classes for relatives, friends and colleagues of **BME D/deaf** individuals, following our given criteria for the **BME D/deaf** community. We are also looking for volunteers to support and work with **BME D/deaf** people.

Throughout the three years, **HearNow** aims to raise awareness of the issues surrounding **BME D/deaf** people within the Leicester city area. We are confident that the project will make a difference to their lives.

## Help for D/deaf people from BME communities

- **Problems with benefits or housing? Looking for jobs or training etc?**  
We are qualified in Information, Advice & Guidance (IAG)
- **Hard to communicate with family, friends, work colleagues or people at temples, mosques, churches and other places?**  
We can provide **FREE** BSL Level 1 classes
- **Want to learn how to lip-read?**  
We can offer advice on Lip-Reading and run Lip-Reading classes
- **Feeling isolated or lonely?**  
We can help you meet other **BME D/deaf** people for social activities like coffee mornings, lunch clubs etc.
- **Want someone to go with you to appointments like doctor, dentist or hospital?**  
We can provide a volunteer to support you and much more

## Employers & Organisations

### Are you an employer/organisation with D/deaf people from BME background?

- Is your organisation or business accessible for D/deaf people?
- Would you know how to communicate with D/deaf people, including customers, clients or colleagues?
- Is your workplace appropriate for D/deaf people?

### We can help with:

- **FREE** D/deaf awareness training for your staff
- **FREE** BSL Level 1 courses to improve communication between Hearing and D/deaf staff
- Professional advice/consultancy on how to adapt the work environment to make it more accessible for D/deaf people and to meet their needs

## Interested in volunteering?

We are looking for volunteers to support us and to 'buddy' **BME D/deaf** people to promote independence and to increase confidence and wellbeing. In return you get the satisfaction of time and effort well spent whilst having fun.

- Got any spare time?
- Want to do something useful?
- Want to meet new people?
- Want to learn new skills and gain valuable experience?
- Would you like to be a role model for D/deaf people?
- Want to improve your signing skills?

If you are from a **BME D/deaf** background, have a **BME D/deaf** member of your family or know someone who is from a **BME D/deaf** background, contact **HearNow**:

- **Jaz Mann, Lead Development Officer:** [jazmann@actiondeafness.org.uk](mailto:jazmann@actiondeafness.org.uk)
- **Sonia Sarpal, Development Officer:** 07817261835 (Voice or SMS)



Are you a public or university library, bookseller or publisher, looking for advice on D/deaf Awareness or Training in D/deaf Equality issues?

Do you have a staff team that requires an introduction to the basics of British Sign Language (BSL)?

**Action Deafness Knowledge Training and Courses** include the following subjects:

- British Sign Language (BSL)
- Deaf Awareness
- Deaf Equality
- Lip-reading

As well as taster courses for beginners we provide fully accredited BSL courses from our central location at The Peepul Centre. Other locations will be considered in Derby and Northampton upon demand.

For more information about Action Deafness Knowledge training courses and/or to discuss your specific requirements, please visit the **Action Deafness Knowledge** website:

[www.actiondeafnessbooks.org.uk/training-4-w.asp](http://www.actiondeafnessbooks.org.uk/training-4-w.asp)

**For course specific enquiries** contact **Lauren Metcalfe**, Projects Co-ordinator

Tel: 0116 2533210 Textphone: 0116 2574850 [laurenmetcalfe@actiondeafness.org.uk](mailto:laurenmetcalfe@actiondeafness.org.uk)



## SIGNING FUTURES PROJECT

During the academic year 2009-2010 **Action Deafness Signing Futures Project** visited over 20 Schools across the city of Leicester and a small number of schools in the County, teaching basic British Sign Language skills.

**Action Deafness Signing Futures Project** has covered topics such as Deaf Awareness, BSL alphabet, signed songs, vocabulary development and has allowed them to ask questions about Deaf people, the Deaf community and British Sign Language. It has proven hugely popular amongst both children and staff and as a result, some schools have also requested that we support them with an after school Sign Language Club to enable the children to develop their skills further.

The basic Sign Language skills learnt by the children allow them to develop skills they would need when meeting a Deaf person, including learning to sign their name. During the autumn term, a number of schools requested that we taught their children to sign Christmas songs for their concerts and carol services. Many schools are also incorporating signed songs into their end of term or summer concerts.

Many of the children have thoroughly enjoyed learning these new skills and the feedback we have received from teachers and parents alike have been very positive and encouraging.

**If you are a parent or teacher who thinks our Project may benefit your school, contact:**

- **Charlotte Chapman**, Project Co-ordinator: 07791729083 (Voice or SMS)  
[charlottechapman@actiondeafness.org.uk](mailto:charlottechapman@actiondeafness.org.uk)  
[www.actiondeafness.org.uk/signing\\_futures.html](http://www.actiondeafness.org.uk/signing_futures.html)



**“A range of cutting-edge solutions to aid communication”**

**Action Deafness Tech** is **Action Deafness’** exciting new social enterprise, providing equipment and cost-effective technological solutions to aid communication for Deaf, Deafened, Hard of Hearing, and Deafblind people across the UK. Our products have been selected as a result of extensive research and recommendations to provide simple and effective solutions.

- From flashing doorbell systems to loop systems and amplified telephones, we offer a range of products – all of which have a one year warranty and feature a 28 days money back guarantee – aimed at affording confidence and peace of mind.
- Our team has more than 60 years personal experience of Deafness and hearing loss. If you are struggling with your hearing, if you are a hearing aid user wanting a new solution, if you are experiencing tinnitus or more, then get in touch.
- If you are a Deaf person or a business wanting to make your services accessible to Deaf people, we are positive we can help make a difference! We will endeavour to equip businesses with relevant equipment to provide access to Deaf and Hard of Hearing people using their services.

For enquiries regarding **Action Deafness Tech** products please contact us:  
[adtech@actiondeafness.org.uk](mailto:adtech@actiondeafness.org.uk) [www.actiondeafnesstech.org.uk](http://www.actiondeafnesstech.org.uk)

# HOW TO USE



FOR

**DEAF  
HARD OF HEARING  
&  
DEAFENED PEOPLE**

IN

**THE EAST MIDLANDS**





**INFORMATION GUIDE for Deaf, Hard Of Hearing & Deafened People in The East Midlands** contains information about **Action Deafness** and our products and services, alongside a wide range of Information and Advice for D/deaf people in the East Midlands area.

We hope that the **ACTION DEAFNESS INFORMATION GUIDE** will provide you with the information you require.

**Action Deafness** cannot accept responsibility for the content of non-Action Deafness websites listed in the **ACTION DEAFNESS INFORMATION GUIDE** and is neither responsible for the content of these websites nor the quality of products and services provided by non-Action Deafness organisations.

**To help you find your way around the ACTION DEAFNESS INFORMATION GUIDE:**

- The **CONTENTS** pages appear at the **front** of the Directory and states the title of each **Section** with its respective **Sub-Sections**
  - Each Section is separated by a tabbed and labelled divider
- **To avoid unnecessary repetition of information**, references back to the first full entry of the same information are made in **brackets** (See example below in the final paragraph). The **tabbed, numbered Section dividers**, along with the **CONTENTS** and **INDEX** pages will aid navigation of the Information Guide
- Any long websites listed beginning with 'http://' and with many sections divided by hyphens '-' and slashes '/', will need to be typed out in full; if you try to abbreviate them, say by removing 'http://' they will not take you to the intended information. For example,  
[www.royaldeaf.org.uk/index.php?option=com\\_content&view=category&id=8&Itemid=10](http://www.royaldeaf.org.uk/index.php?option=com_content&view=category&id=8&Itemid=10) needs to be typed out in full.

If you have any queries, or problems using this Information Guide, please do not hesitate to contact **Action Deafness**. (See **Contact Us** under **ABOUT ACTION DEAFNESS** above.)

# **Section 1**

## **HEARING LOSS & OTHER HEARING-RELATED CONDITIONS**

# HEARING LOSS AND OTHER HEARING-RELATED CONDITIONS

- **Deafness Research Foundation**, an American Organisation (contact details at the bottom of each web page or use Online Contact Form) [www.drf.org](http://www.drf.org)  
**“DRF’s mission is to attain a lifetime of healthy hearing and balance through quality research, education and advocacy”**
  - Online **Dictionary of Hearing Conditions and Options** covering 16 Hearing Conditions and Diseases (found under the ‘Programmes that Make a Difference’ tab:  
<http://www.drf.org/Dictionary+of+Hearing+Conditions+and+Options>
- **Deafness Research UK**, 330-332 Gray’s Inn Road, London WC1X 8EE.  
Tel: 020 78331733 Textphone: 020 79151412 Fax: 020 72780404  
[contact@deafnessresearch.org.uk](mailto:contact@deafnessresearch.org.uk) [www.deafnessresearch.org.uk](http://www.deafnessresearch.org.uk)  
**Information Service:** Freephone: 0808 8082222 (Mon-Fri 9am-5pm)  
[info@deafnessresearch.org.uk](mailto:info@deafnessresearch.org.uk)  
**“The UK’s only national charity dedicated to helping deaf and hard of hearing people through medical research and education”**
  - Encouragement and funding for research into deafness and related conditions to help prevent and cure them in the future
  - Information and education, support and campaigning to ensure the best possible health care and support for people with deafness and related conditions anywhere in the UK
    - Detailed articles about all kinds deafness at any age, its many causes, its prevention and treatments
- **Hearing Times**, Hearing Times Ltd, Craven House, The Lansbury Estate, 102 Lower Guildford Road, Woking, Surrey GU 21 2EP. [info@hearingtimes.co.uk](mailto:info@hearingtimes.co.uk)  
[www.hearingtimes.co.uk](http://www.hearingtimes.co.uk)
  - **“Hearing Times is a forum for everyone connected with acquired hearing loss and deafness”**
    - Paper copy delivered through your door monthly: £15 for 10 copies
- **The Hyperacusis Network**, Dan Malcore: [earhelp@yahoo.com](mailto:earhelp@yahoo.com)  
[www.hyperacusis.net](http://www.hyperacusis.net)
  - Online Network and resource for people with Hyperacusis and their families
- **National Association of Deafened People (NADP)**, PO Box 50, Amersham HP6 6XB.  
Tel: 0845 0559663 SMS: 07527 211348 Fax: 01305 262591 [enquiries@nadp.org.uk](mailto:enquiries@nadp.org.uk)  
[www.nadp.org.uk](http://www.nadp.org.uk)
  - Deaf-related links: [www.nadp.org.uk/links.htm](http://www.nadp.org.uk/links.htm)

- **Ménière's Society**, The Rookery, Surrey Hills Business Park, Wotton, Dorking, Surrey RH5 6QT. Helpline: 0845 1202975 Minicom: 01306 876883 Fax: 01306 876057  
[info@menieres.org.uk](mailto:info@menieres.org.uk) [www.menieres.org.uk](http://www.menieres.org.uk)
  - Information and support:
    - Vertigo
    - Tinnitus
    - Deafness
  
- **The British Tinnitus Association**, Ground Floor Unit 5, Acorn Business Park, Woodseats Close, Sheffield S8 0TB. Freephone: 0800 0180527  
Minicom: 0114 2585694 Fax: 0114 2582279 [info@tinnitus.org.uk](mailto:info@tinnitus.org.uk)  
[www.tinnitus.org.uk](http://www.tinnitus.org.uk)
  - Free Information Leaflets
  - Quarterly Magazine – ‘Quiet’
  - UK-wide Awareness Raising Events

## DEAFBLINDNESS

- **Deafblind UK, National Centre for Deafblindness**, John and Lucille van Geest Place, Cygnet ad, Hampton, Peterborough PE7 8FD. Tel: 01733 358356  
Info/Advice: 0800 132320 Fax: 01733 358356 [info@deafblind.org.uk](mailto:info@deafblind.org.uk)  
[www.deafblind.org.uk](http://www.deafblind.org.uk)
  - **“A national charity offering specialist services and human support to Deafblind people and those who have progressive sight and hearing loss acquired throughout their lives”**
    - Deafblind Awareness Training
  
- **Sense**, Head Office, 101 Pentonville Road, London N1 9LG. Tel: 0845 1270060 or 020 75200999 Textphone: 0845 1270062 or 020 72500959 Fax: 0845 1270061 or 020 75200958 [info@sense.org.uk](mailto:info@sense.org.uk) [www.sense.org.uk](http://www.sense.org.uk)  
**“Sense is the leading national charity that supports and campaigns for children and adults who are Deafblind”**
  - Information about what deafblindness is:  
[www.sense.org.uk/what\\_is\\_deafblindness](http://www.sense.org.uk/what_is_deafblindness)
    - Types of deafblindness
    - Data on future UK population of Deafblind people
    - Rubella and MMR
    - Communicating with Deafblind people
  
- **Usher Syndrome**, BBC Health information website:  
[www.bbc.co.uk/health/physical\\_health/conditions/ushers1.shtml](http://www.bbc.co.uk/health/physical_health/conditions/ushers1.shtml)  
**“There are three types of this rare genetic syndrome that causes deafblindness”**

## **Section 2**

# **HEARING LOSS – WHAT HAPPENS NEXT?**

# AUDIOLOGY DEPARTMENTS

## How do I get a Hearing Aid through the NHS?

- [www.nhs.uk/chq/pages/894.aspx?categoryid=68&subcategoryid=157](http://www.nhs.uk/chq/pages/894.aspx?categoryid=68&subcategoryid=157)

### DERBY NHS

- **Audiology Clinic, Derby Hospitals NHS Foundation Trust**, Uttoxeter Road, Derby DE22 3NE. Tel: 01332 265500 ext 4711 [www.derbyhospitals.nhs.uk](http://www.derbyhospitals.nhs.uk)

### LEICESTERSHIRE NHS

- **Children's Community Health Service**, Bridge Park Plaza, Bridge Park Road, Thurmaston, Leicester LE4 8PQ. Tel: 0116 2252525 Fax: 0116 2255233  
[childhealthwebsite@leicestercitypct.nhs.uk](mailto:childhealthwebsite@leicestercitypct.nhs.uk)  
[www.leicschildhealth.nhs.uk/ ClinicalServices-Audiology-AudiologyClinics.aspx](http://www.leicschildhealth.nhs.uk/ClinicalServices-Audiology-AudiologyClinics.aspx)

### NORTHAMPTON GENERAL HOSPITAL

- **Children's Audiology Service, Northampton General Hospital NHS Trust**, Cliftonville, Northampton NN1 5BD. Tel: 01604 545810 SMS: 07710545838 Text Phone: 01604 523449 Fax: 01604 545147  
[www.northamptongeneral.nhs.uk/OurServices/Clinical/ChildHealth/ChildrensAudiologyService.aspx](http://www.northamptongeneral.nhs.uk/OurServices/Clinical/ChildHealth/ChildrensAudiologyService.aspx)

### NOTTINGHAM NHS

- **Nottingham Audiology Services**, Ropewalk House, 113 The Ropewalk, Nottingham NG1 5DU. Tel: 0115 9194488 Minicom: 0115 9507169 Fax: 0115 9485515  
[audiology@nuh.nhs.uk](mailto:audiology@nuh.nhs.uk) [www.nuh.nhs.uk/audiology](http://www.nuh.nhs.uk/audiology)

# HEARING AID CENTRES

## Some Private Hearing Centres:

### DERBY

- **In Health Hearing Care**, Unit 11 St Peter's Way Derby, DE1 2NR.  
Non-NHS Tel: 01332 298559 NHS: 0845 6026981 [info@inhealthhearingcare.com](mailto:info@inhealthhearingcare.com)  
[www.inhealthgroup.com/hearingcare/centre.php?locationID=48](http://www.inhealthgroup.com/hearingcare/centre.php?locationID=48)
  - Also offer home visits if you can't attend the centre. Contact the Patient Referral Centre for details: 0845 6026918

### LEICESTER

- **David Ormerod Hearing Centre, Leicester Boots Hearingcare**, 30-36 Gallowtree Gate, Leicester Leicestershire LE1 1DD. Tel: 0845 2701595  
[info@davidormerod.co.uk](mailto:info@davidormerod.co.uk) [www.davidormerod.co.uk](http://www.davidormerod.co.uk)
- **The London Road Clinic**, 96 London Road, Leicester LE2 0QS. Tel: 0845 6187077  
Fax: 0116 2988282 [enquiries@thelondonroadclinic.co.uk](mailto:enquiries@thelondonroadclinic.co.uk)  
[www.thelondonroadclinic.co.uk](http://www.thelondonroadclinic.co.uk)

### NORTHAMPTON

- **County Hearing Aids**, 11a Market Place, Kettering, Northamptonshire NN16 0AJ.  
Tel: 01536 484201 Fax: 01536 521338 [www.countyhearingaids.co.uk](http://www.countyhearingaids.co.uk)
  - **Bedford Hospital NHS Trust Audiology Department South Wing**,  
Kempston Road, Bedford MK42 9DJ

### NOTTINGHAM

- **Nottingham Hearing Aids**, 18 Main Street, Lambley, Nottingham NG4 4PN.  
Tel: 0115 9314444 [www.nottinghamhearingaids.co.uk](http://www.nottinghamhearingaids.co.uk)

# COCHLEAR IMPLANTS

- An American website with arguments for and against cochlear implants
  - [www.cochlearwar.com](http://www.cochlearwar.com)
- An American website with information about cochlear implants
  - [www.nidcd.nih.gov/health/hearing/coch.asp](http://www.nidcd.nih.gov/health/hearing/coch.asp)
- **Deafness Research UK**, 330-332 Gray's Inn Road, London WC1X 8EE.  
Tel: 020 78331733 Textphone: 020 79151412 Fax: 020 72780404  
[contact@deafnessresearch.org.uk](mailto:contact@deafnessresearch.org.uk) [www.deafnessresearch.org.uk](http://www.deafnessresearch.org.uk)  
**Information Service:** Freephone: 0808 8082222 (Mon-Fri 9am-5pm)  
[info@deafnessresearch.org.uk](mailto:info@deafnessresearch.org.uk)  
**"The UK's only national charity dedicated to helping deaf and hard of hearing people through medical research and education"**
  - Encouragement and funding for research into deafness and related conditions to help prevent and cure them in the future
  - Information and education, support and campaigning to ensure the best possible health care and support for people with deafness and related conditions anywhere in the UK
    - Pages with extensive information about **cochlear implants:**  
[www.deafnessresearch.org.uk/1624/cochlear-implants/cochlear-implants.html](http://www.deafnessresearch.org.uk/1624/cochlear-implants/cochlear-implants.html)
- **The Ear Foundation**, Marjorie Sherman House, 83 Sherwin Road, Lenton, Nottingham NG7 2FB. Tel: 0115 9421985 Fax: 0115 924 9054
  - Homepage [www.earfoundation.org.uk](http://www.earfoundation.org.uk)
  - Cochlear Implant page [www.earfoundation.org.uk/cochlear](http://www.earfoundation.org.uk/cochlear)
  - Information about different cochlear implant systems (under the 'Resources' tab) [www.soundingboard.earfoundation.org.uk](http://www.soundingboard.earfoundation.org.uk)
  - Free Downloads [www.earfoundation.org.uk/cochlear/downloads.html](http://www.earfoundation.org.uk/cochlear/downloads.html)
- **What is a Cochlear Implant?**
  - Site for Young People [www.ci-4teenz.com](http://www.ci-4teenz.com)
- **What is the Controversy around Cochlear Implants?**
  - [www.wisegeek.com/what-is-the-controversy-around-cochlear-implants.htm](http://www.wisegeek.com/what-is-the-controversy-around-cochlear-implants.htm)



## **Section 3**

# **HEALTH**

# BARRIERS TO HEALTHCARE

- **Better Services, Better Health, The healthcare experiences of Black and minority ethnic disabled people** – a research report by Sonali Shah and Mark Priestly for Leeds Involvement Project.  
[www.leeds.ac.uk/disability-studies/projects/healthcare/LIPfinalreport.pdf](http://www.leeds.ac.uk/disability-studies/projects/healthcare/LIPfinalreport.pdf)
- **Black Minority and Ethnic (BME) Community Development Project in Leicester, Leicestershire and Rutland, Age Concern**, Minster House, 30 De Montfort Street, Leicester LE1 7GD. City Team Tel: 0116 223737 County Team Tel: 0116 2046440 BME Child and Adolescent Mental Health Worker Tel: 0116 2237367  
[cdw.enquiries@ageconcernleics.com](mailto:cdw.enquiries@ageconcernleics.com) [www.ageconcernleics.com/cdw/](http://www.ageconcernleics.com/cdw/)  
**“...to improve access, outcomes and experiences for people of BME origin in Mental Health”**
  - Strengthening relationships with local communities and promoting good mental health within those communities
- **Health Information Translations, [www.healthinfotranslations.com](http://www.healthinfotranslations.com)**  
**“Quality translations in multiple languages”**
  - An online resource in many languages about a variety of health-related issues
  - Of particular interest to speakers of other languages and members of the **BME** community
    - Find information about **Hearing Loss** and **Hearing Test for Babies** by picking the language of your choice from the drop-down list in the ‘Search by Languages’ box. Information available in English, followed by translations in the following languages and more:
      - ❖ Arabic
      - ❖ Hindi
      - ❖ Somali
      - ❖ Other languages

# SPECIALIST HEALTH SERVICES FOR DEAF & HARD OF HEARING PEOPLE

- **British Society for Mental Health and Deafness (BSMHD)**, PO Box 10587, Colchester CO1 9JE. [info@bsmhd.org.uk](mailto:info@bsmhd.org.uk) [www.bsmhd.org.uk](http://www.bsmhd.org.uk)
  - **“Promoting Healthy Deaf Minds”**
- **Sign Health**, 5 Baring Road, Beaconsfield, Buckinghamshire HP9 2NB.  
Tel: 01494 687600 Textphone: 01494 687626 SMS: 07966976749 Fax: 01494 687622  
[info@signhealth.org.uk](mailto:info@signhealth.org.uk) [www.signhealth.org.uk](http://www.signhealth.org.uk)
  - **“The healthcare charity for deaf people, providing health related services for all deaf people”** including:
    - Independent Mental Health Advocacy (IMHA) services with Deaf or fluent signers
    - Psychological Therapy with qualified therapists who “can use BSL, have an awareness and understanding of Deaf culture [and who] work within a professional and ethical framework”
- **National Deaf Mental Health Service, Dr Steven Carney Consultant Psychiatrist**, Jasmine Suite, The Balberry, 25a Vincent Drive, Birmingham B15 2FG.  
Tel: 0121 3012454 Fax: 0121 3012451 [steven.carney@bsmhft.nhs.uk](mailto:steven.carney@bsmhft.nhs.uk)  
[www.autism.org.uk/directory/resources/14119.aspx](http://www.autism.org.uk/directory/resources/14119.aspx)
  - Multi-disciplinary service for D/deaf people only (primarily for profoundly deaf BSL users) from 18-65 years old and occasionally for over 65s
  - A 12-bedded inpatient service, but most work is in the community or in a number of outpatient clinics across the country in East and West Midlands and elsewhere
  - NHS only or referral by recommendation

## **Section 4**

# **EMERGENCY SERVICES**

**FIRE  
POLICE  
MEDICAL**

# ACCESSIBLE EMERGENCY CONTACTS AND RELATED INFORMATION

- **East Midlands Ambulance Service NHS Trust**, Trust Headquarters, 1 Horizon Place, Mellors Way, Nottingham Business Park, Nottingham NG8 6PY. Tel: 0115 8845000  
Minicom: 0115 9291119 General Fax: 0115 8845001  
Ambulance Control Fax: 0115 8845493 [communications@emas.nhs.uk](mailto:communications@emas.nhs.uk)  
[www.emas.nhs.uk/contact/emergency-text-service/?vAction=fntReset](http://www.emas.nhs.uk/contact/emergency-text-service/?vAction=fntReset)
  - **For D/deaf and speech impaired people** who must **register in advance** to use the service. There is a link to a PDF Registration/Information Form on the above website under: “Emergency Text Service for the Deaf and Speech Impaired”
- **EmergencySMS – SMS to the emergency services**, [www.emergencysms.org.uk](http://www.emergencysms.org.uk)  
“Register your mobile phone now; don’t wait until you need the emergencySMS service”
  - To register, **text ‘register’ to 999**. You will get a reply – then follow the instructions you are sent
  - **Textphone** users: dial 118000 to call the emergency services via the Text Relay Service
- **Reach 112**, University of Bristol, Centre for Deaf Studies, 8 Woodland Road, Bristol BS8 1TN. Tel: 0117 9546900 Textphone: 0117 9546920 Fax: 0117 9546921  
[enquiries-cds@bristol.ac.uk](mailto:enquiries-cds@bristol.ac.uk) [www.reach112.co.uk](http://www.reach112.co.uk) [www.reach112.eu](http://www.reach112.eu)
  - Direct access to emergency services (**999 in UK** and **112 Europe-wide**) through Total Conversation (Project running from 2009 until 2012)
    - [www.reach112.co.uk/information](http://www.reach112.co.uk/information)

# **Section 5**

## **HOME FAMILY & FRIENDS**

# COMMUNICATION

- **Action Deafness Communication, Action Deafness**  
**For specialist information, advice and support on all aspects of D/deafness**
  - **Head Office**, First Floor, The Peepul Centre, Orchardson Avenue, Leicester LE4 6DP
  - **Derby Office**, The Old Courthouse, 18-22 St Peters Churchyard, Derby DE1 1NN
  - **Northampton Office**, 3 Spencer Parade, Northampton, Northamptonshire NN1 1AA

Tel: 0844 5938440 Minicom: 0844 5938442 Fax: 0844 5938441 SMS: 07949632644  
[communication@actiondeafness.org.uk](mailto:communication@actiondeafness.org.uk) [www.adcommunications.org.uk](http://www.adcommunications.org.uk)

  - Communication Support and Interpreter Services for D/deaf, Hard of Hearing, Deafened and Deafblind people in a variety of situations using a variety of Language Service Professionals  
[www.adcommunications.org.uk/lsp.html](http://www.adcommunications.org.uk/lsp.html)
  - Booking Form: [www.adcommunications.org.uk/booking.html](http://www.adcommunications.org.uk/booking.html)
- **Ansaar**, 112 Melbourne Road, Leicester, LE2 0DS. Tel: 0116 262100 [info@ansaar.org](mailto:info@ansaar.org)  
[www.ansaar.org](http://www.ansaar.org)
  - Supports people with learning disabilities from **BME** backgrounds (some of whom may be D/deaf, Deafened, Hard of Hearing or Deafblind)
- **Association of Lipspeakers (ALS)**, ALS Information Office, 5 Furlong Close, Upper Tean, Stoke on Trent, Staffordshire ST10 4LB. Tel: 01538 722482 Mobile: 07973 359824 Fax/Textphone: 01538 722442 [information@lipspeaking.co.uk](mailto:information@lipspeaking.co.uk)  
[www.lipspeaking.co.uk](http://www.lipspeaking.co.uk)
  - Lipspeaking Services and Training for various settings
- **Communication Unlimited**, Flat 1 Perth House, Athlone Close, Derby DE21 4BP. Tel: 01332 369920 Minicom: 01332 369459 SMS: 07990902656 Fax: 01332 369459  
[comunli@aol.com](mailto:comunli@aol.com) [www.communicationunlimited.co.uk](http://www.communicationunlimited.co.uk)
  - See 'Contact Us' tab for contact details for emergency interpreter services
- **Cued Speech Association UK**, 9 Jawbone Hill, Dartmouth, Devon TQ6 9RW. Tel/Textphone: 01803 832784 Fax: 01803 835311 [info@duedspeech.co.uk](mailto:info@duedspeech.co.uk)  
[www.cuedspeech.co.uk](http://www.cuedspeech.co.uk)
  - **"Complete spoken language through vision"**  
Unique access to spoken language for deaf babies, children and adults
    - An Introduction to Cued Speech (PDF)
- **Deafsign**, Co-sign Communications, 16 Highfield Crescent, Hartburn, Stockton-on-Tees, Cleveland TS18 5HH. Tel: 01642 580505 Fax: 01642 808959  
[cath@deafsign.com](mailto:cath@deafsign.com) [www.deafsign.com](http://www.deafsign.com)
  - An online resource **"bringing the Deaf and hearing worlds closer together"**

- **Lip-reading Classes in Leicestershire:**
  - **Action Deafness**, Head Office, First Floor, The Peepul Centre, Orchardson Avenue, Leicester LE4 6DP. **Contact Lauren Metcalfe** Tel: 0844 5938440 Minicom: 0844 5938442 Fax: 0844 5938441 [enquiries@actiondeafness.org.uk](mailto:enquiries@actiondeafness.org.uk) [www.actiondeafness.org.uk](http://www.actiondeafness.org.uk)
  - **Earl Shilton**, Leicestershire, Age Concern, Kings Walk, Earl Shilton
    - Tuesday 1.30 – 3.30
  - **Leicester**, Age Concern, Clarence House, Leicester
    - Tuesday 10.30 – 12.30
  
- **myFriend Central**, University of Bristol, Centre for Deaf Studies, 8 Woodland Road, Bristol BS8 1TN. Tel: 0117 9546900 Textphone: 0117 9546920 Fax: 0117 9546921 MyFriend: 1179289009 [support@myfriendcentral.com](mailto:support@myfriendcentral.com) [www.myfriendcentral.com](http://www.myfriendcentral.com)
  - “myFriend is a new way to make video, audio and text calls at the same time from your computer. You can use it to call your friends and family, your work or office, a relay interpreter and even 999 operators”
  
- **National Deaf Children’s Society (NDCS)**, 15 Dufferin Street, London EC1Y 8UR. **Freephone Helpline: 08088008880** Tel: 020 74908656 Minicom: 020 74908656 Fax: 020 72515020 [ndcs@ndcs.org.uk](mailto:ndcs@ndcs.org.uk) [www.ndcs.org.uk](http://www.ndcs.org.uk)
  - Information under the ‘Family Support’ tab about communicating with deaf children: [www.ndcs.org.uk/family\\_support/communication\\_m/index.html](http://www.ndcs.org.uk/family_support/communication_m/index.html)
  
- **Reach 112**, University of Bristol, Centre for Deaf Studies, 8 Woodland Road, Bristol BS8 1TN. Tel: 0117 9546900 Textphone: 0117 9546920 Fax: 0117 9546921 [enquiries-cds@bristol.ac.uk](mailto:enquiries-cds@bristol.ac.uk) [www.reach112.co.uk](http://www.reach112.co.uk) [www.reach112.eu](http://www.reach112.eu)
  - Communicate by video, voice and text
  - Relay Service access to people who use voice telephones
  - Direct access to emergency services (999 in UK, 112 Europe-wide) through Total Conversation (Project running from 2009 until 2012)
  
- **The Ear Foundation**, Marjorie Sherman House, 83 Sherwin Road, Lenton, Nottingham NG7 2FB. Tel: 0115 9421985 Fax: 0115 9249054 [www.earfoundation.org.uk](http://www.earfoundation.org.uk)

Online contact form: [www.earfoundation.org.uk/about/enquiry.html](http://www.earfoundation.org.uk/about/enquiry.html)

  - Connect and Communicate Family Programme: [www.earfoundation.org.uk/families](http://www.earfoundation.org.uk/families)



- TalkBy Text [www.ictrnid.org.uk/talkbytext.html](http://www.ictrnid.org.uk/talkbytext.html)  
[www.ictrnid.org.uk/talkbytext.html](http://www.ictrnid.org.uk/talkbytext.html)
  - “RNID’s suite of award winning Internet text solutions”
    - Home Edition: [www.ictrnid.org.uk/tbthe.html](http://www.ictrnid.org.uk/tbthe.html)
    - Business Edition: [www.ictrnid.org.uk/tbtwin.html](http://www.ictrnid.org.uk/tbtwin.html)
    - Web Edition (also for use on mobiles):  
[www.ictrnid.org.uk/tbtweb.html](http://www.ictrnid.org.uk/tbtweb.html)

For a quote for Business Edition:

**RNID Products**, Tel: 01733 361199 Textphone: 01733 238020

Fax: 01733 361161 [solutions@mid.org.uk](mailto:solutions@mid.org.uk) [www.ictrnid.org.uk/tbtwin.html](http://www.ictrnid.org.uk/tbtwin.html)

## SPECIALIST EQUIPMENT AT HOME

- **Action Deafness Tech, Action Deafness**
  - **Head Office**, First Floor, The Peepul Centre, Orchardson Avenue, Leicester LE4 6DP
  - **Derby Office**, The Old Courthouse, 18-22 St Peters Churchyard, Derby DE1 1NN
  - **Northampton Office**, 3 Spencer Parade, Northampton, Northamptonshire NN1 1AA

Tel: 0844 5938440 Minicom: 0844 5938442 Fax: 0844 5938441 SMS: 07949632644  
[adtech@actiondeafness.org.uk](mailto:adtech@actiondeafness.org.uk) [www.actiondeafnesstech.org.uk](http://www.actiondeafnesstech.org.uk)

  - **“Action Deafness Tech is a social enterprise-based business, providing equipment and technological solutions across the UK”**
  
- **BT Including You** website: [www.bt.com/includingyou](http://www.bt.com/includingyou)
  - **“Our website for people that need extra help with communications”** (including BSL user videos)
    - **BT Products and Services**
    - **Getting Online**
    - **Making Calling Easier**
  
- **Clofield Limited**, 19 The Bridge Business Centre, Dunston Road, Chesterfield, Derbyshire S41 9FG. Freephone: 0800 387397 Textphone: 01246 572141 Fax: 01246 450789 [care.info@silent-alert.co.uk](mailto:care.info@silent-alert.co.uk)  
[www.sarabec.com](http://www.sarabec.com)
  
- **Connevans Limited**, 54 Albert Road North, Reigate, Surrey RH2 9YR.  
Tel: 01737 247571 Minicom: 01737 243134 Fax: 01737 223475  
[www.connevans.co.uk](http://www.connevans.co.uk)
  
- **Directgov “Public Services all in one place”** [www.direct.gov.uk](http://www.direct.gov.uk)
  - General government information on a range of subjects
  - **“Independent living if you are deaf or hearing impaired”**  
[www.direct.gov.uk/en/DisabledPeople/HomeAndHousingOptions/YourHome/DG\\_10029422](http://www.direct.gov.uk/en/DisabledPeople/HomeAndHousingOptions/YourHome/DG_10029422)
    - General information about equipment for Deaf people at home and at work
  
- **Gordon Morris Ltd.**, Unit 21 Wessex Park, Somerton Business Park, Somerton, Somerset TA11 6SB. Tel: 01458 272121 Fax: 01458 274545  
[online@gofonmorris.co.uk](mailto:online@gofonmorris.co.uk) [www.gordonmorris.co.uk](http://www.gordonmorris.co.uk)

- **Hearing Concern LINK**, 27-28 The Waterfront, Eastbourne, East Sussex BN23 5UZ. Tel: 0300 1111113 Fax: 01323 471260 [info@hearingconcernlink.org](mailto:info@hearingconcernlink.org)  
[www.hearingconcernlink.org](http://www.hearingconcernlink.org)
  - **“Information for people with a hearing loss”**  
Many useful links under ‘How We Can Help’ tab on main website including:
    - Changing Your Telephone  
[www.hearingconcernlink.org/howwecanhelp/telephones.html](http://www.hearingconcernlink.org/howwecanhelp/telephones.html)
    - Sound Advice – Cochlear Implant Support  
[www.hearingconcernlink.org/howwecanhelp/cochlearimplant.html](http://www.hearingconcernlink.org/howwecanhelp/cochlearimplant.html)
  
- **Hector Tanner & Co Ltd**, 23/24 Barnack Trading Centre, Bristol BS3 5QE. Tel: 0117 9661751/9667303 Fax: 0117 9667404 [info@silentbell.co.uk](mailto:info@silentbell.co.uk) or [sales@silentbell.co.uk](mailto:sales@silentbell.co.uk) [www.silentbell.co.uk](http://www.silentbell.co.uk)
  - Selling **The Mountcastle Silent Bell**
  
- **Newtech Southern Ltd**, Canada House, 1 Carrick Way, New Milton, Hampshire BH25 6UD. Tel: 01425 620210 Fax: 01425 638443 [sales@newtechsouthern.co.uk](mailto:sales@newtechsouthern.co.uk)  
[www.newtechsouthern.co.uk](http://www.newtechsouthern.co.uk)
  - **“Audio Visual Services & specialists in equipment for the hard of hearing”**
  
- **Royal National Institute for Deaf people (RNID)**, 19-23 Featherstone Street, London EC1Y 8SL. Tel: 0808 8080123 (free) Textphone: 0808 808 9000 (free) SMS: 07800 000360 Fax: 020 72968199 [informationline@rnid.org.uk](mailto:informationline@rnid.org.uk)  
[www.rnid.org.uk](http://www.rnid.org.uk)
  - [www.rnid.org.uk/information\\_resources/productsandequipment](http://www.rnid.org.uk/information_resources/productsandequipment)
    - Contact **RNID** for information on **any aspect of deafness, hearing loss or tinnitus**, or about the work **RNID** do
    - For printable **RNID** fact sheets and leaflets:  
[www.rnid.org.uk/information\\_resources/factsheets](http://www.rnid.org.uk/information_resources/factsheets)
  
- **Sarabec Ltd**, 15 High Force Road, Middlesbrough TS2 1RH. Tel: 01642 247789 Minicom: 01642 244148 Fax: 01642 230827 [mail@sarabec.co.uk](mailto:mail@sarabec.co.uk)

## ASSISTANCE DOGS

- **Hearing Dogs for Deaf People**, The Grange, Wycombe Road, Saunderton, Princes Risborough, Buckinghamshire HP27 9NS. Tel/Minicom: 01844 348100 Fax: 01844 348101 [info@hearingdogs.org.uk](mailto:info@hearingdogs.org.uk) [www.hearingdogs.org.uk](http://www.hearingdogs.org.uk)

## SUPPORT AT HOME

- **Action Deafness**

- **Head Office**, First Floor, The Peepul Centre, Orchardson Avenue, Leicester LE4 6DP
- **Derby Office**, The Old Courthouse, 18-22 St Peters Churchyard, Derby DE1 1NN
- **Northampton Office**, 3 Spencer Parade, Northampton, Northamptonshire NN1 1AA

Tel: 0844 5938440 Minicom: 0844 5938442 Fax: 0844 5938441 SMS: 07949632644  
[enquiries@actiondeafness.org.uk](mailto:enquiries@actiondeafness.org.uk) [www.actiondeafness.org.uk](http://www.actiondeafness.org.uk)

**For specialist information, advice and support on all aspects of D/deafness**

- **Action Deafness** works with Deaf, Hard of Hearing, Deafened and Deafblind children, young people, adults and older people across Leicester, Leicestershire and the East Midlands. The organisation's Head Office is based in Leicester and from here we provide a range of specialist services
- 
- **Aiming High for Disabled Children**, contact **Action Deafness** for details (See above). The '**Aiming High**' Family Services contract is aimed at supporting families with hearing impaired children across Northamptonshire and also working with D/deaf parents with hearing children. The contract is providing sign language training for parents, advice and guidance through drop-ins and formal events, play schemes for children and family days during school holiday periods. Deaf awareness training is also being provided to employees of Northamptonshire County Council, and the Team is working with professionals in the county to set up a 'Befriender Network' called "**Family Link-Up**" to provide opportunities for families with young children with hearing loss to link-up with a similar families for mutual support.
    - NHS Northamptonshire/Northamptonshire County Council:  
**"Northamptonshire's Aiming High for Disabled Children Joint Strategy April 2009 – March 2011"** PDF information leaflet:  
[www.northamptonshire.nhs.uk/resources/uploads/files/NHSN-09-95\\_Aiming\\_High\\_Strategy.pdf](http://www.northamptonshire.nhs.uk/resources/uploads/files/NHSN-09-95_Aiming_High_Strategy.pdf)
- 
- **Ansaar**, 112 Melbourne Road, Leicester, LE2 0DS. Tel: 0116 262100 [info@ansaar.org](mailto:info@ansaar.org)  
[www.ansaar.org](http://www.ansaar.org)
    - Supports people with learning disabilities from Black, Minority and Ethnic (BME) backgrounds (some of whom may be D/deaf, Deafened, Hard of Hearing or Deafblind)
- 
- **Deafblind UK, National Centre for Deafblindness**, John and Lucille van Geest Place, Cygnet ad, Hampton, Peterborough PE7 8FD. Tel: 01733 358356  
Info/Advice: 0800 132320 Fax: 01733 358356 [info@deafblind.org.uk](mailto:info@deafblind.org.uk)  
[www.deafblind.org.uk](http://www.deafblind.org.uk)

- **“A national charity offering specialist services and human support to Deafblind people and those who have progressive sight and hearing loss acquired throughout their lives”**
- **Deaf Parenting UK**, 49 Gordon Square, London WC1H 0PD. SMS: 07789027186 Fax: 0871 2643323 [info@deafparent.org.uk](mailto:info@deafparent.org.uk) [www.deafparent.org.uk](http://www.deafparent.org.uk)
  - **“A central resources [sic] of information for Deaf parents and professionals working with Deaf parents”**
- **Derby Deaf Club**, Rycote Centre, Parker Street, Derby DE1 3HF. Tel: 01332 208023 Minicom/Fax: 01332 208022 [www.derbydeaf.co.uk/ddeafclub.php](http://www.derbydeaf.co.uk/ddeafclub.php)
  - Meet Wednesdays and Saturday evenings
  - Over 60s Club
  - Signing Church, Tel: 01332 249056 Fax: 01322 298265 [signingchurch@aol.com](mailto:signingchurch@aol.com)
- **Derby Deaf Forum**, [www.derbydeaf.co.uk](http://www.derbydeaf.co.uk)
  - Advice, information, guidance and support on all issues about D/deafness for people in Derby and Derbyshire
- **Hearing Concern LINK**, 27-28 The Waterfront, Eastbourne, East Sussex BN23 5UZ. Tel: 0300 1111113 Fax: 01323 471260 [info@hearingconcernlink.org](mailto:info@hearingconcernlink.org) <http://www.hearingconcernlink.org/>

**“Understanding Hearing Loss”**

  - **“The newly united charity providing support and information to people with a hearing loss and their families (formerly Hearing Concern and the LINK Centre for Deafened People)”**
    - Courses and Programmes to help you manage your hearing loss
    - Holidays with communication support
    - **Hearing Matters**, feature magazine (full version available online): [www.hearingconcernlink.org/getinvolved/magazinewy.php](http://www.hearingconcernlink.org/getinvolved/magazinewy.php)
- **National Deaf Children’s Society (NDCS)**, 15 Dufferin Street, London EC1Y 8UR. **Freephone Helpline: 08088008880** Tel: 020 74908656 Minicom: 020 74908656 Fax: 020 72515020 [ndcs@ndcs.org.uk](mailto:ndcs@ndcs.org.uk) [www.ndcs.org.uk](http://www.ndcs.org.uk)
  - Information under the ‘Family Support’ tab about communicating with deaf children: [www.ndcs.org.uk/family\\_support/communication\\_m/index.html](http://www.ndcs.org.uk/family_support/communication_m/index.html)
  - **Leicestershire Deaf Children’s Society (Leicestershire DCS)**, Glenda Johnson, Tel: 0116 2471184 Mobile: 07835318448 [leicestershire@ndcsgroup.org.uk](mailto:leicestershire@ndcsgroup.org.uk) [www.ndcs.org.uk/family\\_support/support\\_in\\_your\\_area/local\\_groups/find\\_a\\_local\\_group/east\\_midlands/leicestershire\\_dcs.html](http://www.ndcs.org.uk/family_support/support_in_your_area/local_groups/find_a_local_group/east_midlands/leicestershire_dcs.html)

- **Sense**, Head Office, 101 Pentonville Road, London N1 9LG. Tel: 0845 1270060 or 020 75200999 Textphone: 0845 1270062 or 020 72500959 Fax: 0845 1270061 or 20 200958 [info@sense.org.uk](mailto:info@sense.org.uk) [www.sense.org.uk](http://www.sense.org.uk)  
**“Sense is the leading national charity that supports and campaigns for children and adults who are Deafblind”**
  - On-going support for Deafblind people and families including:
    - Communicator Guide Schemes
    - Day Services
    - Holidays
    - Information, Advice & Guidance

## INFORMATION, ADVICE & GUIDANCE

- **Action Deafness**

- **Head Office**, First Floor, The Peepul Centre, Orchardson Avenue, Leicester LE4 6DP
- **Derby Office**, The Old Courthouse, 18-22 St Peters Churchyard, Derby DE1 1NN
- **Northampton Office**, 3 Spencer Parade, Northampton, Northamptonshire NN1 1AA

Tel: 0844 5938440 Minicom: 0844 5938442 Fax: 0844 5938441 SMS: 07949632644

[enquiries@actiondeafness.org.uk](mailto:enquiries@actiondeafness.org.uk)

[www.actiondeafness.org.uk/info\\_and\\_advice.html](http://www.actiondeafness.org.uk/info_and_advice.html)

**For specialist information, advice and support on all aspects of D/deafness**

- **Action Deafness** works with Deaf, Hard of Hearing, Deafened and Deafblind children, young people, adults and older people across Leicester, Leicestershire and the East Midlands. The organisation's Head Office is based in Leicester and from here we provide a range of specialist services

- **British Society for Mental Health and Deafness (BSMHD)**, PO Box 10587, Colchester CO1 9JE. [info@bsmhd.org.uk](mailto:info@bsmhd.org.uk) [www.bsmhd.org.uk](http://www.bsmhd.org.uk)

- **"The British Society for Mental Health and Deafness (BSMHD) is the society for the promotion of the positive mental health of deaf people in Britain"**

- **Deafblind Online**, [www.deafblindonline.co.uk](http://www.deafblindonline.co.uk)

- A free national advisory service offering support, information and impartial advice

- **Deafconnect**, Doddridge Centre, 109 St James Road, Northampton NN5 5LD.

Tel: 01604 589011 Minicom: 01604 588184 Video Phone: 0306 9990010

SMS: 07971406318 Fax: 01604 754529 [general@deafconnect.org.uk](mailto:general@deafconnect.org.uk)

- **"Previously known as the Northants & Rutland Mission to the Deaf"**

- **Deafness Research UK**, 330-332 Gray's Inn Road, London WC1X 8EE.

Tel: 020 78331733 Textphone: 020 79151412 Fax: 020 72780404

[contact@deafnessresearch.org.uk](mailto:contact@deafnessresearch.org.uk) [www.deafnessresearch.org.uk](http://www.deafnessresearch.org.uk)

**Information Service:** Freephone: 0808 8082222 (Mon-Fri 9am-5pm)

[info@deafnessresearch.org.uk](mailto:info@deafnessresearch.org.uk)

**"The UK's only national charity dedicated to helping deaf and hard of hearing people through medical research and education"**

- Encouragement and funding for research into deafness and related conditions to help prevent and cure them in the future
- Information and education, support and campaigning to ensure the best possible health care and support for people with deafness and related conditions anywhere in the UK

- Detailed articles about all kinds deafness at any age, its many causes, its prevention and treatments
- **Deafworks**, Studio 12, 65 Rivington Street, Shoreditch, London EC2A 3QQ.  
Tel: 020 76890033 Minicom: 020 76134474 Fax: 020 76891049  
[general@deafworks.co.uk](mailto:general@deafworks.co.uk) [www.deafworks.co.uk](http://www.deafworks.co.uk)
  - **“A quality approach to deafness – for training, advice and research”**  
Advice, support and training in the workplace for both D/deaf and hearing people, employees or employers
    - Legal Witness Reports covering a range of areas  
[www.deafworks.co.uk/our-services/legal-reports](http://www.deafworks.co.uk/our-services/legal-reports)
- **Newark & Sherwood District Council, Adult Deaf and Visual Impairment Team**, Meadow House, Littleworth, Mansfield, Nottinghamshire NG18 2TB.  
Tel: 08449 808080 Minicom: 01623 433653 Fax: 01623 433245  
[enquiries@nottscc.gov.uk](mailto:enquiries@nottscc.gov.uk)  
[www.nottinghamshire.gov.uk/home/learningandwork/caringforchildren/socialcareandhealth/deafchildren.htm](http://www.nottinghamshire.gov.uk/home/learningandwork/caringforchildren/socialcareandhealth/deafchildren.htm)
  - Help, information, guidance and equipment loan
- **Royal Association for Deaf people (RAD)**, 18 Westside Centre, London Road, Stanway, Colchester, CO3 8PH. Tel: 0845 6882525 Minicom: 0845 6882527 SMS: 07851 423866 [info@royaldeaf.org.uk](mailto:info@royaldeaf.org.uk) [www.royaldeaf.org.uk](http://www.royaldeaf.org.uk)
  - General organisations for D/deaf people  
[www.royaldeaf.org.uk/index.php?option=com\\_content&view=article&id=102&Itemid=349](http://www.royaldeaf.org.uk/index.php?option=com_content&view=article&id=102&Itemid=349)
  - Information for **D/deaf BME people**:  
[www.royaldeaf.org.uk/index.php?option=com\\_content&view=category&id=8&Itemid=10](http://www.royaldeaf.org.uk/index.php?option=com_content&view=category&id=8&Itemid=10)
    - Employment advice
    - Training
    - Advocacy Support
    - Cultural events and workshops
- **Royal Association for Deaf people (RAD) Legal Services**, Karen House, 2<sup>nd</sup> Floor 1-11 Baches Street, London N1 6DL.  
Tel: 020 76081888 SMS: 07595 652411 Fax: 020 76081899  
[www.radlegalservices.org.uk/bsl-advice](http://www.radlegalservices.org.uk/bsl-advice)
  - Online “Legal Advice for the Deaf Community” on the following:
    - Debt
    - Employment
    - Housing
    - Welfare Benefits



## BENEFITS

- **Hearing Concern LINK**, 27-28 The Waterfront, Eastbourne, East Sussex BN23 5UZ.  
Tel: 0300 1111113 Fax: 01323 471260 [info@hearingconcernlink.org](mailto:info@hearingconcernlink.org)  
[www.hearingconcernlink.org](http://www.hearingconcernlink.org)
  - **“Information for people with a hearing loss”**  
Many useful links under ‘How We Can Help’ tab on main website including:
    - Disability Living Allowance  
[www.hearingconcernlink.org/howwecanhelp/dla.html](http://www.hearingconcernlink.org/howwecanhelp/dla.html)
    - Publications, leaflets and order form specifically aimed at Deafened people including  
‘Disability Living Allowance – Deafened people can claim it’ and  
‘Appeals and the Law’  
[www.hearingconcernlink.org/howwecanhelp/Resources/Publication%20list%202009.pdf](http://www.hearingconcernlink.org/howwecanhelp/Resources/Publication%20list%202009.pdf)
- **National Deaf Children’s Society (NDCS)**, 15 Dufferin Street, London EC1Y 8UR.  
**Freephone Helpline: 08088008880** Tel: 020 74908656 Minicom: 020 74908656  
Fax: 020 72515020 [ndcs@ndcs.org.uk](mailto:ndcs@ndcs.org.uk) [www.ndcs.org.uk](http://www.ndcs.org.uk)
  - [www.ndcs.org.uk/family\\_support/information\\_for\\_young\\_deaf\\_people/money/benefits.html](http://www.ndcs.org.uk/family_support/information_for_young_deaf_people/money/benefits.html) Information about the following benefits :
    - Disability Living Allowance (DLA)
    - Education Maintenance Allowance (EMA)
    - Employment and Support Allowance (ESA)
    - Tax Credits
    - Disabled Students’ Allowance (DSA)
- **Royal National Institute for Deaf people (RNID)**, 19-23 Featherstone Street, London EC1Y 8SL. Tel: 0808 8080123 (free) Textphone: 0808 808 9000 (free)  
SMS: 07800 000360 Fax: 020 72968199 [informationline@rnid.org.uk](mailto:informationline@rnid.org.uk)  
[www.rnid.org.uk](http://www.rnid.org.uk)
  - For information on any aspect of deafness, hearing loss or tinnitus, or about **RNID**
  - Printable **RNID** fact sheets and leaflets:
    - [www.rnid.org.uk/information\\_resources/factsheets](http://www.rnid.org.uk/information_resources/factsheets)
  - **RNID** leaflet: **“Benefits and Services for deaf and hard of hearing people”**
    - [www.housingcare.org/downloads/kbase/2704.pdf](http://www.housingcare.org/downloads/kbase/2704.pdf)

# **Section 6**

## **WORK**

# ORGANISATIONS PROVIDING SUPPORT AT WORK

- **Action Deafness Communication, Action Deafness,**
  - **Head Office,** First Floor, The Peepul Centre, Orchardson Avenue, Leicester LE4 6DP
  - **Derby Office,** The Old Courthouse, 18-22 St Peters Churchyard, Derby DE1 1NN
  - **Northampton Office,** 3 Spencer Parade, Northampton, Northamptonshire NN1 1AA

Tel: 0844 5938440 Minicom: 0844 5938442 Fax: 0844 5938441 SMS: 07949632644  
[enquiries@actiondeafness.org.uk](mailto:enquiries@actiondeafness.org.uk) [www.actiondeafness.org.uk](http://www.actiondeafness.org.uk)

**For specialist information, advice and support on all aspects of D/deafness**

  - Action Deafness **Access to Work Package**  
[www.adcommunications.org.uk/access-to-work.html](http://www.adcommunications.org.uk/access-to-work.html)
  - “Action Deafness Tech is a social enterprise-based business, providing equipment and technological solutions across the UK”  
[adtech@actiondeafness.org.uk](mailto:adtech@actiondeafness.org.uk) [www.actiondeafnesstech.org.uk](http://www.actiondeafnesstech.org.uk)
  
- **Deafax, Head Office:** 1 Earley Gate, University of Reading, Whiteknights Road, PO Box 236 Reading, Berkshire RG6 6AT. Tel: 0118 9353685 Fax: 0118 9353686  
[info@deafax.org](mailto:info@deafax.org) [www.deafax.org](http://www.deafax.org)  
**Deafax Birmingham Office:** Tel: 0121 2449051
  - ICT and Personal Development Training specifically for D/deaf people
    - Online or on your own premises
  
- **Deafworks,** Studio 12, 65 Rivington Street, Shoreditch, London EC2A 3QQ.  
Tel: 020 76890033 Minicom: 020 76134474 Fax: 020 76891049  
[general@deafworks.co.uk](mailto:general@deafworks.co.uk) [www.deafworks.co.uk](http://www.deafworks.co.uk)
  - “A quality approach to deafness – for training, advice and research”
    - Advice, support and training in the workplace for both D/deaf and hearing people, employees or employers
  
- **Hiype!** [www.hiype.org.uk](http://www.hiype.org.uk)
  - “Managing your Hearing Loss – Impairment to Empowerment”
  - “Advice, support and information for hearing impaired younger people who are working or studying”
  
- **UK Council on Deafness,** Westwood Park, London Road, Little Horkesley, Colchester CO6 4BS. Tel: 01206 274075 SMS: 0758 4249527 Fax: 01206 274077  
[info@deafcouncil.org.uk](mailto:info@deafcouncil.org.uk) [www.deafcouncil.org.uk](http://www.deafcouncil.org.uk)
  - “The national infrastructure organisation for voluntary sector organisations working with deaf people”

## COMMUNICATION SUPPORT AT WORK

- **Action Deafness Communication, Action Deafness,**
  - **Head Office**, First Floor, The Peepul Centre, Orchardson Avenue, Leicester LE4 6DP
  - **Derby Office**, The Old Courthouse, 18-22 St Peters Churchyard, Derby DE1 1NN
  - **Northampton Office**, 3 Spencer Parade, Northampton, Northamptonshire NN1 1AA

Tel: 0844 5938440 Minicom: 0844 5938442 Fax: 0844 5938441 SMS: 07949632644  
[enquiries@actiondeafness.org.uk](mailto:enquiries@actiondeafness.org.uk) [www.actiondeafness.org.uk](http://www.actiondeafness.org.uk)

### For specialist information, advice and support on all aspects of D/deafness

- Communication Support and Interpreter Services for D/deaf, Hard of Hearing, Deafened and Deafblind people in a variety of situations using a variety of Language Service Professionals  
[www.adcommunications.org.uk/lsp.html](http://www.adcommunications.org.uk/lsp.html)
  - Booking Form: [www.adcommunications.org.uk/booking.html](http://www.adcommunications.org.uk/booking.html)
- **Association of Lipspeakers (ALS)**, ALS Information Office, 5 Furlong Close, Upper Tean, Stoke on Trent, Staffordshire ST10 4LB. Tel: 01538 722482 Mobile: 07973 359824 Fax/Textphone: 01538 722442 [information@lipspeaking.co.uk](mailto:information@lipspeaking.co.uk)  
[www.lipspeaking.co.uk](http://www.lipspeaking.co.uk)
    - Lipspeaking Services and Training for various settings.
  - **myFriend Central**, University of Bristol, Centre for Deaf Studies, 8 Woodland Road, Bristol BS8 1TN. Tel: 0117 9546900 Textphone: 0117 9546920 Fax: 0117 9546921 MyFriend: 1179289009 [support@myfriendcentral.com](mailto:support@myfriendcentral.com) [www.myfriendcentral.com](http://www.myfriendcentral.com)
    - “myFriend is a new way to make video, audio and text calls at the same time from your computer. You can use it to call your friends and family, your work or office, a relay interpreter and even 999 operators”
  - **Reach 112**, University of Bristol, Centre for Deaf Studies, 8 Woodland Road, Bristol BS8 1TN. Tel: 0117 9546900 Textphone: 0117 9546920 Fax: 0117 9546921  
[enquiries-cds@bristol.ac.uk](mailto:enquiries-cds@bristol.ac.uk) [www.reach112.co.uk](http://www.reach112.co.uk) [www.reach112.eu](http://www.reach112.eu)
    - Communicate by video, voice and text
    - Relay Service access to people who use voice telephones
    - Direct access to emergency services (999, 112) through Total Conversation (Project running from 2009 until 2012)
  - **Signstation**, University of Bristol Centre for Deaf Studies, 8 Woodland Road, Bristol BS8 1TN. Tel: 0117 9546900 Minicom: 0117 9546920 Videophone: 0117 9706253 Fax: 0117 9546921 [enquiries-cds@bris.ac.uk](mailto:enquiries-cds@bris.ac.uk) [www.signstation.org](http://www.signstation.org)
    - Online resource for “BSL and Deaf awareness workplace materials”

- TalkBy Text [www.ictrnid.org.uk/talkbytext.html](http://www.ictrnid.org.uk/talkbytext.html)
  - “RNID’s real time text communication”
    - Home Edition: [www.ictrnid.org.uk/tbthe.html](http://www.ictrnid.org.uk/tbthe.html)
    - Business Edition: [www.ictrnid.org.uk/tbtwin.html](http://www.ictrnid.org.uk/tbtwin.html)
    - Web Edition (also for use on mobiles):  
[www.ictrnid.org.uk/tbtweb.html](http://www.ictrnid.org.uk/tbtweb.html)

For a quote for Business Edition:

**RNID Products**, Tel: 01733 361199 Textphone: 01733 238020

Fax: 01733 361161 [solutions@mid.org.uk](mailto:solutions@mid.org.uk) [www.ictrnid.org.uk/tbtwin.html](http://www.ictrnid.org.uk/tbtwin.html)

# DEAF AWARENESS TRAINING

- **Action Deafness**

- **Head Office**, First Floor, The Peepul Centre, Orchardson Avenue, Leicester LE4 6DP
- **Derby Office**, The Old Courthouse, 18-22 St Peters Churchyard, Derby DE1 1NN
- **Northampton Office**, 3 Spencer Parade, Northampton, Northamptonshire NN1 1AA

Tel: 0844 5938440 Minicom: 0844 5938442 Fax: 0844 5938441 SMS: 07949632644  
[enquiries@actiondeafness.org.uk](mailto:enquiries@actiondeafness.org.uk) [www.actiondeafness.org.uk](http://www.actiondeafness.org.uk)

**For specialist information, advice and support on all aspects of D/deafness**

- **HearNow project**

[www.actiondeafness.org.uk/hearnow\\_employers.html](http://www.actiondeafness.org.uk/hearnow_employers.html)

**“Are you an employer/organisation with D/deaf people from BME [Black, minority and ethnic] backgrounds?”**

- ❖ **FREE** deaf awareness training for your staff
- ❖ **FREE** BSL Level 1 courses to improve communication between hearing and Deaf staff
- ❖ Professional advice/consultancy on how to adapt the work environment to make it more accessible for D/deaf people and meet their needs

- **Deaf Aware**, Orchard Court, Boughton, Chester, Cheshire CH3 5EW. Tel: 0773 2441383 [deafaware@ymail.com](mailto:deafaware@ymail.com) [www.deafaware.com](http://www.deafaware.com)

- Deaf Equality Courses
  - Deaf Awareness Training
  - Textphone/Minicom Training
  - Signature Level 1 Certificate in Developing Awareness and Communication with Deaf and Deafblind People (DAC1)
  - Signature Level 2 Certificate in Communication with Deaf People (CDA2)

- **Deafblind UK, National Centre for Deafblindness**, John and Lucille van Geest Place, Cygnet ad, Hampton, Peterborough PE7 8FD. Tel: 01733 358356  
Info/Advice: 0800 132320 Fax: 01733 358356 [info@deafblind.org.uk](mailto:info@deafblind.org.uk)  
[www.deafblind.org.uk](http://www.deafblind.org.uk)

- **“A national charity offering specialist services and human support to Deafblind people and those who have progressive sight and hearing loss acquired throughout their lives”**
  - Deafblind Awareness Training  
[www.deafblind.org.uk/services/deafblindawarenessandcommunicationtraining](http://www.deafblind.org.uk/services/deafblindawarenessandcommunicationtraining)

- **Deafworks**, Studio 12, 65 Rivington Street, Shoreditch, London EC2A 3QQ.  
Tel: 020 76890033 Minicom: 020 76134474 Fax: 020 76891049  
[general@deafworks.co.uk](mailto:general@deafworks.co.uk) [www.deafworks.co.uk](http://www.deafworks.co.uk)
  - **“A quality approach to deafness – for training, advice and research”**  
A wide range of advice, support and training in the workplace for both D/deaf and hearing people, employees or employers
    - Tailor-made **Deaf Awareness Training** courses UK-wide  
Tel: **Nicholas Callow** or [nic@deafworks.co.uk](mailto:nic@deafworks.co.uk)
      - ❖ **“Working with a Deaf colleague”**
      - ❖ **“Hearing Professionals Training”**
  
- **Hearing Concern LINK**, 27-28 The Waterfront, Eastbourne, East Sussex BN23 5UZ.  
Tel: 0300 1111113 Fax: 01323 471260 [info@hearingconcernlink.org](mailto:info@hearingconcernlink.org)  
[www.hearingconcernlink.org](http://www.hearingconcernlink.org)
  - **“Information for people with a hearing loss”**
    - Deafened Awareness Training  
[www.hearingconcernlink.org/howwecanhelp/trainingprofessi.html](http://www.hearingconcernlink.org/howwecanhelp/trainingprofessi.html)

# **Section 7**

## **LEARNING**



# INCLUSIVE/MAINSTREAM LEARNING PROVIDERS

## DERBYSHIRE

- **Derby City Council, Children and Young People's Department**, Middleton House, 27 St Mary's Gate, Derby DE1 3NN. Tel: 01332 716920 Minicom: 01332 716709  
Fax: 01332 716920 [customerservices@derby.gov.uk](mailto:customerservices@derby.gov.uk)  
[www.derby.gov.uk/ChildrenSchoolsFamilies/ChildrenLearningDifficulties/?qsNavSettings=max](http://www.derby.gov.uk/ChildrenSchoolsFamilies/ChildrenLearningDifficulties/?qsNavSettings=max)  
"Most children and young people with learning difficulties and/or disabilities will have their needs met at their local mainstream school. Some with the most complex and significant needs may be educated in a Special School"
- **Derbyshire County Council, Education and Learning**, County Hall, Matlock, Derbyshire DE4 3AG. Tel: 0845 6058058/01629 533295 Minicom: 01629 533240 Fax: 01629 533295 [contact.centre@derbyshire.gov.uk](mailto:contact.centre@derbyshire.gov.uk)  
[www.derbyshire.gov.uk/education/special\\_educational\\_needs/my\\_child/deaf\\_impaired/default.asp](http://www.derbyshire.gov.uk/education/special_educational_needs/my_child/deaf_impaired/default.asp)
  - Guidance for parents and carers about help in school

## LEICESTERSHIRE

- **Beauchamp College**, Ridgeway, Oadby, Leicestershire LE2 5TP. Tel: 0116 2729100  
Fax: 0116 2715454 [info@beauchamp.org.uk](mailto:info@beauchamp.org.uk) [www.beauchamp.leics.sch.uk](http://www.beauchamp.leics.sch.uk)
  - **Special Unit for Hearing Impaired students**
- **Gartree High School**, Ridgeway, Oadby, Leicestershire LE2 5TQ. Tel: 0116 2717421  
[admin@gartree.leics.sch.uk](mailto:admin@gartree.leics.sch.uk) [www.gartree.leics.sch.uk](http://www.gartree.leics.sch.uk)
  - **Special Unit for Hearing Impaired students**
- **University of Leicester**, University Road, Leicester LE1 7RH. Tel: 0116 252252  
Fax: 0116 2522200  
[http://www2.le.ac.uk/offices/ssds/accessability/information/current/support%20students\\_with\\_disabilities/students-with-hearing-impairments/information-for-students-who-are-deaf-or-have-a-hearing-impairment](http://www2.le.ac.uk/offices/ssds/accessability/information/current/support%20students_with_disabilities/students-with-hearing-impairments/information-for-students-who-are-deaf-or-have-a-hearing-impairment)
  - A range of specialist equipment, support and services for D/deaf students
    - **AccessAbility Centre**, situated inside the David Wilson University Library. Tel/Minicom: 0116 2525002 [accessible@le.ac.uk](mailto:accessible@le.ac.uk)  
<http://www2.le.ac.uk/offices/ssds/accessability>
    - **Accommodation Service**, Tel: 0116 2522428 Fax: 0116 2525134
      - ❖ A range of catered or self-catering accommodation with textphones and vibrating/flashing emergency alert systems

## NORTHAMPTONSHIRE

- **Queen Eleanor Primary School**, Queen Eleanor Road, Northampton NN4 8NN.  
Tel: 01604 761200 Fax: 01604 761257 [bursar@queeneleanor.northants-ecl.gov.uk](mailto:bursar@queeneleanor.northants-ecl.gov.uk)  
[www.queeneleanor.northants.sch.uk](http://www.queeneleanor.northants.sch.uk)  
[www.queeneleanor.northants.sch.uk/homedir/signing.htm](http://www.queeneleanor.northants.sch.uk/homedir/signing.htm)
  - Signing Resourced Provision for Deaf pupils supported by staff with BSL expertise, full-time Communication Support Workers and a Teacher of the Deaf
  - Hearing children with a deaf peer in their class learn new signs daily
  - After-school signing club
  
- **Vernon Terrace Primary Designated Special Provision (DSP)**, Northamptonshire County Council, Customer Service Centre, John Dryden House, 8-10 The Lakes, Northampton NN4 7YD. Tel: 01604 236236 Fax: 01604 236828  
[CustomerServices@northamptonshire.gov.uk](mailto:CustomerServices@northamptonshire.gov.uk)  
[www.northamptonshire.gov.uk/en/councilservices/EducationandLearning/schoolsdir/dsp/Pages/vernontp.aspx#top](http://www.northamptonshire.gov.uk/en/councilservices/EducationandLearning/schoolsdir/dsp/Pages/vernontp.aspx#top)
  - For pupils, primarily in Northampton Borough and the South and West of Northamptonshire, who have a moderate to profound hearing loss
  - Referral from the Special Needs Assessment Panel
  - Pupils are integrated into mainstream classes
  - A natural oral/aural approach to develop language and speech, although sign communication may be used in some circumstances for assessing and teaching some pupils
  - It is not expected that BSL first language users will be placed in the DSP
  - DSP for secondary school aged pupils is available at **Unity College, Northampton**

## NOTTINGHAM

- **Firbeck Primary and Nursery School**, Firbeck Road, Wollaton, Nottingham NG8 2FB.  
Tel/Fax: 0115 9155739 Minicom: 0115 9155740 Nursery: 0115 9155741  
[headteacher@firbeck.nottingham.sch.uk](mailto:headteacher@firbeck.nottingham.sch.uk) [www.firbeck.nottingham.sch.uk](http://www.firbeck.nottingham.sch.uk)

- A Community Primary School for boys and girls between the ages of 3 and 11 years.

The Individual Needs Centre for Deaf Children is an integral part of the school [www.firbeck.nottingham.sch.uk/Our%20work.htm](http://www.firbeck.nottingham.sch.uk/Our%20work.htm)

- Nottingham endorses a bilingual communication policy for Deaf children and the Centre combines the skills and experience of teachers at Firbeck together with the specialist skills of Teachers of the Deaf to:

- ❖ Enable linguistic competency
- ❖ Provide access to a wide curriculum
- ❖ Facilitate good literacy skills
- ❖ Provide Deaf pupils with a positive sense of own identity

[www.firbeck.nottingham.sch.uk/bsl.htm](http://www.firbeck.nottingham.sch.uk/bsl.htm)

# SPECIALIST SUPPORT FOR INCLUSIVE/MAINSTREAM LEARNING SETTINGS

- **Centre for Studies on Inclusive Education (CSIE)**, New Redland Building, Coldharbour Lane, Frenchay, Bristol BS16 1QU. Tel: 0117 3284007 Fax: 0117 3284005  
[admin@csie.org.uk](mailto:admin@csie.org.uk) [www.csie.org.uk](http://www.csie.org.uk)
  - **“Supporting inclusion, challenging exclusion”**
    - Talks and Training for parents, practitioners and/or other professionals on a range of inclusion issues
    - Publications
  
- **Jotters Ltd. Academic Support Solutions**, Imperial House St Nicholas Circle, Leicester, LE1 4LF Tel: 01162 424 164 SMS: 07979 502 923 [info@jottersltd.co.uk](mailto:info@jottersltd.co.uk)  
[www.jottersltd.co.uk](http://www.jottersltd.co.uk)  
**“Providing Support Workers to students with disabilities, specific learning differences and mental health issues within Higher Education in Leicestershire and the surrounding areas”**
  - Note-takers
  - Personal Assistants
  - Library Browsers
  - Academic and Social Mentors
  - Study Support Tutors
  - Exam Scribes and Readers

## SPECIALIST LEARNING PROVIDERS

- **Accessible Deaf Schools and Deaf colleges in UK**, [www.net-guide.co.uk/search/Education/U,046K,046\\_Education/Schools\\_and\\_Colleges/Deaf\\_Schools\\_and\\_Deaf\\_Colleges/index.html](http://www.net-guide.co.uk/search/Education/U,046K,046_Education/Schools_and_Colleges/Deaf_Schools_and_Deaf_Colleges/index.html)
  - List of websites of accessible D/deaf schools and colleges in UK, some Boarding and some Day Schools, catering for the needs of D/deaf pupils
    - Click the name of the school/college to go to their website
- **Action Deafness**
  - **Head Office**, First Floor, The Peepul Centre, Orchardson Avenue, Leicester LE4 6DP
  - **Derby Office**, The Old Courthouse, 18-22 St Peters Churchyard, Derby DE1 1NN
  - **Northampton Office**, 3 Spencer Parade, Northampton, Northamptonshire NN1 1AA

Tel: 0844 5938440 Minicom: 0844 5938442 Fax: 0844 5938441 SMS: 07949632644  
[enquiries@actiondeafness.org.uk](mailto:enquiries@actiondeafness.org.uk) [www.actiondeafness.org.uk](http://www.actiondeafness.org.uk)

  - **Action Deafness Books** [www.actiondeafnessbooks.org.uk](http://www.actiondeafnessbooks.org.uk)  
“The UK’s leading provider of books and DVDs on D/deafness, British Sign Language, D/deaf culture, D/deaf issues, Tinnitus and more!!”
  - **Action Deafness Signing Futures Project, Contact Charlotte Chapman**  
Mobile: 07791729083 [charlottechapman@actiondeafness.org.uk](mailto:charlottechapman@actiondeafness.org.uk)
    - ❖ Deaf Awareness taught in schools
    - ❖ British Sign Language and BSL Clubs for schools
    - ❖ Signed Songs in schools
  - **Action Deafness Knowledge**, [laurenmetcalfe@actiondeafness.org.uk](mailto:laurenmetcalfe@actiondeafness.org.uk)  
[www.actiondeafnessbooks.org.uk](http://www.actiondeafnessbooks.org.uk)
    - ❖ Training and courses in BSL, Deaf Awareness, Children’s sign language and Lip-reading
- **Action Deafness HearNow Literacy Classes for BME D/deaf people**,
  - **Head Office**, First Floor, The Peepul Centre, Orchardson Avenue, Leicester LE4 6DP

Contact Jaz Mann: 0116 2533208 SMS: 07817261835  
[enquiries@actiondeafness.org.uk](mailto:enquiries@actiondeafness.org.uk) [www.actiondeafness.org.uk](http://www.actiondeafness.org.uk)

  - Every Monday from 1pm-3pm
- **British Society for Mental Health and Deafness (BSMHD)**, PO Box 10587, Colchester CO1 9JE. [info@bsmhd.org.uk](mailto:info@bsmhd.org.uk) [www.bsmhd.org.uk](http://www.bsmhd.org.uk)
  - **“Promoting Healthy Deaf Minds”**
    - Certificate in Mental Health and Deafness; taught in BSL and English  
[www.bsmhd.org.uk/training.htm](http://www.bsmhd.org.uk/training.htm)
    - Diploma in Integrative Counselling; taught in BSL  
[www.bsmhd.org.uk/diploma.htm](http://www.bsmhd.org.uk/diploma.htm)

- **3D Derby Deaf Drama Theatre Company**, Two Can Resources Unit for Deaf People, Rycote Centre, Parker Street, Derby DE1 3HF. Tel: 01332 371750 Fax: 01332 366083 [janstreater@msn.com](mailto:janstreater@msn.com) [www.3dderbydeafdrama.co.uk](http://www.3dderbydeafdrama.co.uk)  
**“3D is the Derby-based independent theatre company with volunteers and run by Deaf people”**
  - An opportunity for deaf adults to develop themselves through education and fun
    - Must be 16+ years old and trained to BSL Level 2 standard
    - Meet most Wednesdays in the main hall 6-8pm
  
- **Derby Deaf Youth Football**, Football Development Officer, Deaf Friendly Football Club project, NDCS, 37a Great Charles Street, Birmingham B3 3JY. Mobile: 07966341022 [football@ndcs.org.uk](mailto:football@ndcs.org.uk)  
[www.ndcs.org.uk/whats\\_on/deaffriendly\\_football/key\\_clubs/derby\\_deaf\\_youth.html](http://www.ndcs.org.uk/whats_on/deaffriendly_football/key_clubs/derby_deaf_youth.html)  
**“The project is designed to give all deaf children the chance to play football in a safe, supportive and fun environment, either in mainstream football clubs or deaf football clubs.”**
  
- **Derbyshire County Council, Support Service for Children who are Deaf and Hearing Impaired, Phil Sutcliffe, Acting Head of Service**, Support Service Centre, Brookside Road, Breadsall DE21 5LF. Tel: 01332 833958 Minicom: 01332 832687 Fax: 01332 834005 [philip.sutcliffe@derbyshire.gov.uk](mailto:philip.sutcliffe@derbyshire.gov.uk)
  - **SPECIAL EDUCATIONAL NEEDS SUPPORT SERVICES FOR D/deaf and HEARING IMPAIRED PUPILS:**  
**“We work with children and young people and their families offering information and support from the point of diagnosis of hearing loss to leaving school or college”**
    - [www.derbyshire.gov.uk/education/special\\_educational\\_needs/support\\_services/deaf-hearing-impaired/default.asp](http://www.derbyshire.gov.uk/education/special_educational_needs/support_services/deaf-hearing-impaired/default.asp)
  
- **Driving for the Deaf: Queen Elizabeth’s Foundation for Disabled People (QEF)**, Damson Way, Carshalton, Surrey SM5 4NR. Tel: 0208 7701151 [mobility@qef.org.uk](mailto:mobility@qef.org.uk)  
[www.qef.org.uk/our-services/mobility-services/driving-school/driving-for-the-deaf](http://www.qef.org.uk/our-services/mobility-services/driving-school/driving-for-the-deaf)
  - **Information Pack** on learning to drive for D/deaf and Hard of Hearing people [www.qef.org.uk/wp-content/uploads/Driving-for-Deaf-people.pdf](http://www.qef.org.uk/wp-content/uploads/Driving-for-Deaf-people.pdf)
  - **Forum of Mobility Centres** offering driving lessons for D/deaf and Hard of Hearing people. The following centres are available in the East Midlands area; for alternatives contact **QEF** (See above):
    - **Derby Drivability**, Kingsway Hospital, Kingsway, Derby DE22 3LZ. Tel: 01332 371929 [www.derbydrivability.com](http://www.derbydrivability.com)
    - **Derbyshire: Robert Burgess** (British School of Motoring – BSM) Tel: 01530 270516
    - **Melton Mowbray: Clive Tomkins** Mobile: 07710009190

- **Hearing Concern LINK**, 27-28 The Waterfront, Eastbourne, East Sussex BN23 5UZ. Tel: 0300 1111113 Fax: 01323 471260 [info@hearingconcernlink.org](mailto:info@hearingconcernlink.org)  
<http://www.hearingconcernlink.org/>  
**“Understanding Hearing Loss”**
  - **“The newly united charity providing support and information to people with a hearing loss and their families (formerly Hearing Concern and the LINK Centre for Deafened People)”**
  - Courses and Programmes to help you manage your hearing loss:
    - Intensive Rehabilitation Programmes for Deafened People  
[www.hearingconcernlink.org/howwecanhelp/intensiveprogram.php](http://www.hearingconcernlink.org/howwecanhelp/intensiveprogram.php)
    - Self Management Courses for Adults with Acquired Hearing Loss (AHL)  
[www.hearingconcernlink.org/howwecanhelp/selfmanagementWY.php](http://www.hearingconcernlink.org/howwecanhelp/selfmanagementWY.php)
    - Short Courses for Deafened People  
[www.hearingconcernlink.org/howwecanhelp/shortcourse.php](http://www.hearingconcernlink.org/howwecanhelp/shortcourse.php)
  
- **Leicester City Council Hearing Impairment Team**, New Walk Centre, Welford Place, Leicester LE1 6ZG. Tel: 0116 2527000 [customer.services@leicester.gov.uk](mailto:customer.services@leicester.gov.uk)  
[www.leicester.gov.uk/your-council-services/education-lifelong-learning/about-us/lea-services/special-needs-teaching/1-hearing-impairment-team](http://www.leicester.gov.uk/your-council-services/education-lifelong-learning/about-us/lea-services/special-needs-teaching/1-hearing-impairment-team)
  - Audiological Management
  - Specially qualified peripatetic teachers provide support as appropriate to children from birth to 16 years of age at various levels:
    - At home
    - In mainstream schools and special schools
    - In a variety of pre-school settings
  
- **Leicestershire County Council Specialist Teaching Services, Hearing Support Service**, Tel: 01530 513600 [STS@leics.gov.uk](mailto:STS@leics.gov.uk)  
[www.leics.gov.uk/index/education/going\\_to\\_school/special\\_education\\_needs/specialist\\_teaching\\_service/service\\_teams/hearing\\_impairment\\_team.htm](http://www.leics.gov.uk/index/education/going_to_school/special_education_needs/specialist_teaching_service/service_teams/hearing_impairment_team.htm)
  - Click the ‘Services Provided’ tab in the left hand column to see a list of all the services provided by Leicestershire County Council including ‘out of county placements’ where a signed approach is offered:  
[www.leics.gov.uk/index/education/special\\_education\\_needs/specialist\\_teaching\\_service/service\\_teams/hearing\\_impairment\\_team/hearing\\_services.htm](http://www.leics.gov.uk/index/education/special_education_needs/specialist_teaching_service/service_teams/hearing_impairment_team/hearing_services.htm)
  
- **Longwill School for the Deaf**, Bell Hill, Birmingham, West Midlands B31 1LD. Tel: 0121 4753923 [enquiry@longwill.bham.sch.uk](mailto:enquiry@longwill.bham.sch.uk) [www.longwill.bham.sch.uk](http://www.longwill.bham.sch.uk)
  - Bilingual school for profoundly Deaf children from 2-11 years old where Sign Language and spoken and written English take equal status

- **Mary Hare School**, Arlington Manor, Snelsmore Common, Newbury, Berkshire RG14 3BQ. Tel: 01635 244200 Minicom: 01635 244260 Fax: 01635 248019  
Online Contact Form: [www.maryhare.org.uk](http://www.maryhare.org.uk)
  - **Boarding/Day School** for any deaf child in UK from 5-19 years old
  - Teaching uses an auditory/oral approach, without the use of sign language
  
- **Music and the Deaf**, 7 Northumberland Street, Huddersfield, HD1 1RL.  
Tel: 01484 483115 Textphone: 01484 483117 SMS: 07831 270479 Fax: 01484 483116  
[www.matd.org.uk](http://www.matd.org.uk)
  - Talks
  - Workshops
  - “Sing-Up” and signed songs
  - Theatre Productions etc.
  
- **Royal School for the Deaf Derby**, Ashbourne Road, Derby DE22 3BH.  
Tel/Minicom: 01332 362512 Fax: 01332 299708 [enquiries@rsd-derby.org](mailto:enquiries@rsd-derby.org)  
[www.rsd-derby.org](http://www.rsd-derby.org)
  - “...a child centred day and residential school which provides deaf children aged from 3 – 19 with access to language (English and BSL), literacy and all curriculum areas”
  
- **Signature**, Mersey House, Mandale Business Park, Belmont, Durham DH1 1TH.  
Tel: 0191 3831155 Textphone: 0191 38370915 Fax: 0191 3837914  
[durham@signature.org.uk](mailto:durham@signature.org.uk) [www.signature.org.uk](http://www.signature.org.uk)
  - **“Excellence in communication with deaf people”**
    - Qualifications in BSL, Irish Sign Language and Deafblind Communication
    - Certificate in Learning Support (Communication Support Worker)
  
- **St. Johns Catholic School for the Deaf**, Church Street, Boston Spa, Wetherby, West Yorkshire, England LS23 6DF. Tel: 01937 842144 Fax: 01937 541471  
[info@stjohns.org.uk](mailto:info@stjohns.org.uk) [www.stjohns.org.uk](http://www.stjohns.org.uk)  
**“St John’s school for the deaf is a day and boarding school for hearing impaired pupils aged 3 to 19. In 2007 we became a specialist school for sensory and physical impairments.”**
  - An oral school with specialist teachers of hearing impaired children and a great emphasis on supporting the development of pupils’ spoken language as well as reading and writing
  - Resident audiologist
  
- **The British Association of Teachers of the Deaf (BATOD)**,  
Answerphone/Fax: 0845 6435181 [secretary@BATOD.org.uk](mailto:secretary@BATOD.org.uk) [www.BATOD.org.uk](http://www.BATOD.org.uk)
  - [www.batod.org.uk/content/articles/teaching/training/teachingdeafchildren.pdf](http://www.batod.org.uk/content/articles/teaching/training/teachingdeafchildren.pdf) **Information for people thinking of becoming a Teacher of the Deaf**



- Apart from Qualified Teacher Status and some mainstream classroom experience, special training and qualifications are required
- **Two-Can Resources Unit**, Adult Learning Service, Rycote Centre, Parker Street, Derby DE1 3 HF. Tel: 01332 366083 Fax: 01332 366083  
[www.derbydeaf.co.uk/2canres.php](http://www.derbydeaf.co.uk/2canres.php)  
**“Two-Can Resources is an Adult Education Service for Deaf Adults ...we are here to provide Deaf people with access to Derby City Council's Adult Learning Service”**
  - Basic literacy, Numeracy, IT and Life Skills for D/deaf Adults

## **Section 8**

# **SOCIAL SERVICES DEPARTMENTS**

## DERBYSHIRE

- **Derbyshire County Council, Support Service for Children who are Deaf and Hearing Impaired, Phil Sutcliffe, Acting Head of Service**, Support Service Centre, Brookside Road, Breadsall DE21 5LF. Tel: 01332 833958 Minicom: 01332 832687  
Fax: 01332 834005 [philip.sutcliffe@derbyshire.gov.uk](mailto:philip.sutcliffe@derbyshire.gov.uk)
  - **EDUCATION AND LEARNING:**  
“We work with children and young people and their families offering information and support from the point of diagnosis of hearing loss to leaving school or college”
    - [www.derbyshire.gov.uk/education/special\\_educational\\_needs/support\\_services/deaf-hearing-impaired/default.asp](http://www.derbyshire.gov.uk/education/special_educational_needs/support_services/deaf-hearing-impaired/default.asp)
  - **SOCIAL CARE AND HEALTH:**  
“Our sensory impairment services offer a service to all children who are hard of hearing. They also give support, help and advice to adults who are profoundly deaf and who are British Sign Language (BSL) users”
    - [www.derbyshire.gov.uk/Social\\_health/services\\_for\\_children/children\\_with\\_disabilities/deaf/default.asp](http://www.derbyshire.gov.uk/Social_health/services_for_children/children_with_disabilities/deaf/default.asp)
    - **North of the county – Chesterfield:**  
Tel: 01246 347777  
Textphone: 01246 277249
    - **South of the county – Derby:**  
Tel: 01332 717567  
Textphone: 01332 344358

## LEICESTERSHIRE

- **Social Care Service Team**, Leicestershire County Council, Adult Social Care Service, Services for Deaf & Hard of Hearing People, 135 Welford Road, Leicester LE2 6BE. Tel: 0116 2492940 Textphone: 0116 2492950 SMS: 07949633788 Fax: 0116 2492960  
[servicesfordeafpeople@leics.gov.uk](mailto:servicesfordeafpeople@leics.gov.uk)  
[www.leicester.gov.uk/your-council-services/social-care-health/disabilities-information/services-for-people-with-disabilities/services-for-deaf-and-hard-of-hearing-people](http://www.leicester.gov.uk/your-council-services/social-care-health/disabilities-information/services-for-people-with-disabilities/services-for-deaf-and-hard-of-hearing-people)
- **Leicestershire County Council Social Care Offices**  
[www.leics.gov.uk/index/social\\_services/general\\_information/contact\\_info/ss\\_contact\\_us\\_local\\_offices.htm](http://www.leics.gov.uk/index/social_services/general_information/contact_info/ss_contact_us_local_offices.htm)
  - **Contact details for Offices in:**  
**Blaby, Oadby & Wigston, Hinckley, Harborough, Charnwood, Melton and North West Leicestershire**
    - Alternatively, contact **Mick Connell, Leicestershire County Council Adults and Communities Department**, County Hall, Glenfield, Leicester LE3 8RL. Tel: 0116 3057404 Minicom: 0116 3056870  
Fax: 0116 3057440 [adultsocialcare@leics.gov.uk](mailto:adultsocialcare@leics.gov.uk)

## **NORTHAMPTONSHIRE**

- **Northamptonshire County Council Sensory Impairment Unit**, The Adult Care Team, Customer Service Centre, John Dryden House, Northampton NN4 7YD.  
Tel: 0845 1254500 Fax: 01604 236826 [adultcare@norhtamptonshire.gov.uk](mailto:adultcare@norhtamptonshire.gov.uk)  
[www.northamptonshire.gov.uk/en/councilservices/asc/services/disabilities/Pages/Deaf.aspx](http://www.northamptonshire.gov.uk/en/councilservices/asc/services/disabilities/Pages/Deaf.aspx)
  - Services for children and adults who have been diagnosed with a hearing impairment
    - Advice, Assessment and Support
    - Inclusion on the D/deaf or Hard of Hearing Register – which may entitle you to benefits and services
    - Environmental Equipment provision and repair

## **NOTTINGHAMSHIRE**

- **City Deaf Team, Nottingham City Council**, Deaf Services, The Mary Potter Centre, 76 Gregory Boulevard, Nottingham NG7 5HY. Tel/Minicom: 0115 8838280  
SMS: 07930282756 Fax: 0115 8838281 [deaf.team@nottinghamcity.gov.uk](mailto:deaf.team@nottinghamcity.gov.uk)  
[www.nottinghamcity.gov.uk/index.aspx?articleid=3286](http://www.nottinghamcity.gov.uk/index.aspx?articleid=3286)
  - Emergency Duty Team, Tel/Minicom : 0115 9159299 for out of office hours emergencies

## **Section 9**

# **MISCELLANEOUS**

- **Deaf Cultural Centre**, Ladywood Road, Birmingham B16 8SZ. Tel: 0121 2466100  
Textphone: 0121 2466101 Fax: 0121 2466125 [info@deafculturalcentre.com](mailto:info@deafculturalcentre.com)  
[www.deafculturalcentre.com](http://www.deafculturalcentre.com)

**“A unique Third Sector venue offering bright and inspiring spaces”**

  - Art & Culture
  - Cafe and Bar with Outside Terrace
  - Events
  - IT facilities
  - Various contemporary and flexible spaces available to book for conferences and meetings:
    - Group/Club meetings
    - Parties
    - Exhibitions and Festivals

**To Book, contact Kadian Pow:** on the above telephone number or  
[kadianpow@deafculturalcentre.com](mailto:kadianpow@deafculturalcentre.com)
  
- **Deafness Research UK**, 330-332 Gray’s Inn Road, London WC1X 8EE.  
Tel: 020 78331733 Textphone: 020 79151412 Fax: 020 72780404  
[contact@deafnessresearch.org.uk](mailto:contact@deafnessresearch.org.uk) [www.deafnessresearch.org.uk](http://www.deafnessresearch.org.uk)  
**Information Service:** Freephone: 0808 8082222 (Mon-Fri 9am-5pm)  
[info@deafnessresearch.org.uk](mailto:info@deafnessresearch.org.uk)

**“The UK’s only national charity dedicated to helping deaf and hard of hearing people through medical research and education”**

  - Encouragement and funding for research into deafness and related conditions to help prevent and cure them in the future
  - Information, education, support and campaigning to ensure the best possible health care and support for people with deafness and related conditions anywhere in the UK
    - Detailed articles about all kinds deafness at any age, its many causes, its prevention and treatments
  
- **Enabling Education Network (EENET)**, c/o Educational Support and Inclusion, School of Education, University of Manchester, Oxford Road, Manchester M13 9PL. Tel: 0161 2753711 SMS: 07929326564 Fax: 0161 2753548 [info@eenet.org.uk](mailto:info@eenet.org.uk)  
[www.eenet.org.uk](http://www.eenet.org.uk)

  - **“EENET is an inclusive education information-sharing network, open to everyone. Our network members include teachers, parents, students, non-governmental organisations and policy-makers. We promote and share information and documentation originating in the South (developing countries). We encourage critical thinking, innovation and conversations within and between countries, on issues of inclusion, equity and rights in education. We promote concepts of inclusion by being inclusive and participatory in our own practices”**
    - Inclusion and Deafness, A Report on a Seminar, University of Manchester, 14<sup>th</sup> June 1999

[www.eenet.org.uk/resources/docs/repindex.php](http://www.eenet.org.uk/resources/docs/repindex.php)