

Information for Deaf and Hearing Impaired People in Darlington

This video clip gives information on support available to deaf and hearing impaired people in Darlington, including: social clubs, concessionary travel, leisure and education. This Video clip includes information from the Leaflet on services.

1. Darlington Borough Council

If you have a hearing impairment, Adult Social Care can provide Information and advice on support available. You can also request an assessment for social care support. Every Tuesday, a sign language interpreter is available to assist people who use British Sign Language.

Hearing Impairment Services

Adult Social Care hold a register of people who are deaf or hearing Impaired. If you choose to go on the register you as deaf or hearing impaired, this allows you to receive discounts for certain leisure and travel activities. A hearing impairment assessment can be carried out to identify what equipment or support you might need. This may include doorbells, alarm clocks and equipment for the television and telephone.

Adult Social Care Compliments and Complaints

If you wish to make a compliment or complaint about the services you receive from Adult Social Care, you can do this in the most convenient way for you. We can also arrange for an interpreter if you require one.

2. Communication

Interpreting Service for Social Care

Can arrange interpreters and lip speakers for Children and adult social Care appointments. For other services, such as your doctor, contact the doctors surgery directly to arrange for an interpretation.

Lip-Reading Group

This is a course taught by a qualified tutor. Anyone who has lost their hearing fully or partially is welcome to join. The course provides the

opportunity to learn to lip read and meet other people who have a hearing loss.

3. Social Groups

Darlington Deaf Centre

A social centre for deaf people who are sign language users and hearing people who have an interest in deaf issues. Activities include raffles and bingo. New members are always welcome.

Darlington Hard of Hearing Club

A group for people with a hearing loss, usually hearing aid users. indoor activities and light refreshments are provided. New members are always welcome.

Deaf Older Person's Group

A social group for people who are deaf and over the age of fifty. Activities include raffles, bingo and outdoor events. The group meets at the CVS Buildings, Church Row, Darlington. New members are always welcome.

Dual Sensory Loss Group

A place for people who have both a visual and hearing impairment to meet. Activities include day trips and bingo. The group meets at the Social Club for the Blind, 73 Corporation Road, Darlington. New members are always welcome.

Darlington Newsletter for Deaf and Hearing Impaired

A newsletter aimed at deaf and hearing impaired people in Darlington is produced . It gives people the opportunity to share information, hints and events taking place.

4. Voluntary Organisations

Darlington Association on Disability (DAD)

DAD is an organisation led by disabled people, which exists to promote independence and choice. They support disabled people and carers through the provision of services, support and information.

Hearing Dogs for Deaf People

Trains dogs to alert their deaf owners to sounds in their home or public buildings such as an alarm clock, telephone, doorbell or smoke alarm.

Action on Hearing Loss

Raising awareness of deafness and hearing loss. Provides communication support, care services, information and resources for deaf, deafened and hard of hearing people.

5. Money

Benefit Enquiry Line

Provides financial support for customers claiming disability benefits and their carers - for example, Disability Living Allowance & Carer's Allowance

Citizens Advice Bureau

Provides free independent advice on welfare benefits, employment, money and legal issues.

Disability Benefits Helpline

Offers advice on applications for Disability benefits.

North Regional Association for Sensory Support

Provides an independent advocacy service free of charge to anyone who is Deaf, deafened or DeafBlind. They support people with issues to do with health, housing, work, education, Social Care, benefit claims and discrimination.

The Pensions Service

The Pension Service provides a wide range of information about the State Pension, Pension Credit, Winter Fuel Payment and related benefits.

Welfare Rights Service

Provides information and advice on all Welfare Benefit and Tax Credit issues and ensures that all people receive benefits they are entitled to.

6. Health

Audiology Department

Advice and assistance for NHS patients regarding hearing loss, hearing aids, tinnitus and balance problems. There are regular hearing aid maintenance and repair sessions and we can arrange for a reassessment if your needs have changed. For new patients, referral would be through your GP.

Walk-In Centre

Healthcare advice, information and treatment for residents and visitors. Open seven days a week. No appointment is necessary.

7. Travel

People registered deaf or hearing impaired may be entitled to a free bus pass or vouchers. You may qualify automatically depending on your age. To apply, you will need proof of your age and address. If you qualify due to disability, you will need to complete an application form which requires verification from either Adult Social Care or your Doctor.

Disabled Persons Railcard

If you are registered deaf or hearing impaired, you can apply for the railcard which gives you a 33% discount on all fares. If another adult travels with you, they also receive the same discount.

8. Leisure

Live Darlington Concession Scheme

For use at the Dolphin Centre, Civic Theatre, Stressholme Golf Club and Eastbourne Sports Complex. If you are aged over 60 or registered hearing impaired, you can receive 25% off the cost of various activities at these locations. All applications are done at the Dolphin Centre and need to be made in person. You will need proof of address and a photo.

Civic Theatre

For people with hearing aids, there is an audio loop in the Theatre. Some performances are also sign language interpreted. If you are

attending a signed performance, please inform staff when booking so you can get seats in the best place.

Subtitled Cinemas

Most cinemas now provide films with subtitles for deaf or hearing impaired people. Visit the website to see which films are subtitled and when and where they are being screened.

9. Education and Employment

Access to Work

Can support you if your health or disability affects the way you do your job. They give you and the person you work for advice and support with extra costs such as equipment or support with travel expenses, depending on your needs.

Darlington College

To ensure any learner has access to a program of support. For hearing impaired people, this can include support such as sign language, specialist equipment, note-taking and help with study skills.

Job Centre Plus

To enable people to find and retain work and provide support to assist with employment.

10. The Deaf and Hearing Impaired Forum

Meets every three months. It gives a chance for deaf and hearing impaired people in Darlington to express their views on things which affect their everyday living. There are also regular guest speakers from organisations who work closely with deaf and hearing impaired people. The Forum members produce a newsletter which is sent to all registered Deaf and hearing impaired people in Darlington. It contains news, interviews, readers' stories, handy hints and upcoming events. If you would like to receive the newsletter, would like to include an article, or find out more about the forum please contact us.

Other Websites

Here are some links to other websites which help and support deaf and hearing impaired people.

Contact Details

Adult Social Care - Tel: 01325 346200 Fax: 01325 346474
Skype: dbcpsids

Adult Social Care Compliments and Complaints –
Tel: 01325 388401 e:mail complaints@darlington.gov.uk

Interpreting Service for Social Care - Tel: 0800 9172121
Fax: 01325 346457, Text: 07903 926564

Lip reading Group – Tel: 01325 346880. Fax: 01325 346457
Darlington Deaf Centre - Tel: 01325 346727. Fax: 01325 346457

Darlington Hard of Hearing Club - Tel: 01325 487622

Deaf Older Person's Group - Tel: 01325 346727
Fax: 01325 346457. Skype: dbcpsids

Dual Sensory Loss Group - Tel: 01325 346727
Fax: 01325 346457 Skype: dbcpsids

Darlington Association on Disability (DAD) - Tel: 01325 489999
Fax: 01325 488188 Textphone: 01325 245061
Website: www.darlingtondisability.org

Hearing Dogs for Deaf People - Tel: 01844 348100
Fax: 01844 348101 Minicom: 01844 348100
Website: www.hearingdogs.org.uk

Action on Hearing Loss - Tel: 020 7296 8000 Textphone:020 7296
8001 Fax: 020 7296 8199
Website: www.rnid.org.uk

Benefit Enquiry Line - Tel: 0800 882200 Textphone:0800 243355

Citizens Advice Bureau - Tel: 01325 256999
Fax: 01325 380324

Disability Benefits Helpline - Tel: 08457 123456
Textphone: 08457 224433

North Regional Association for Sensory Support -
Tel: 0191 4922035 Fax: 0191 4922143
E-mail: office@northregions.org.uk

The Pensions Service - Tel: 0845 6060265 Fax: 01851 767215
Textphone: 0845 6060285

Welfare Rights Service - Tel: 01325 388656
E-mail: welfarights@darlington.gov.uk

Audiology Department - Tel: 01325 743153 Fax: 01325 743302

Walk-In Centre - Tel: 01325 346271 Fax: 01325 746112

Concessionary Travel - Tel: 01325 388799 Fax: 01325 388088

Disabled Persons Railcard - Tel: 0845 6050525
Textphone: 0845 6010132
Website: www.disabledpersons-railcard.co.uk

Live Darlington Concession Scheme - Tel: 01325 388406
Fax: 01325 369400 Minicom: 01325 380786

Civic Theatre - Tel: 01325 486555 Fax: 01325 368278
Minicom: 01325 387761

Subtitled Cinemas - Website: www.yourlocalcinema.com

Access to Work - Tel: 0141 950 5327 Textphone: 0845 602 5850
Fax: 0141 950 5265

Darlington College - Tel: 01325 503190 Fax: 01325 503000
Website: www.darlington.ac.uk

Job Centre Plus - Tel: 0845 6002808 Textphone: 0845 6001770

Newsletter for Deaf and Hearing Impaired –
Tel: 01325 346200 Fax: 01325 346474
Deaf Forum – **Tel:** - 01325 346200 **Fax:** 01325 346457
Textphone: 01325 468504 **Text only:** 07940 930515