

March 2007

Guide to Services for people who are Deaf or Hard of Hearing

Here to help



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

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Introduction

The Royal Borough of Kensington and Chelsea provides a variety of services for people who are Deaf or Hard of Hearing. Social Care aims to ensure that all our service users are fully involved and included in what help they need and in making plans together with professionals.

We have also listed in this booklet other organisations that may be of interest.

Help from Social Care


Social work help

There is a specialist social work team working with people who have a sensory impairment including a specialist worker, based at Kensington Town Hall, for people who are Deaf.

Who to contact

Social Worker for Deaf people


 Telephone (voice): 020 7361 2483

 Minicom: 020 7937 7232

 SMS: 07980 211335

 Email: sensoryteam@rbkc.gov.uk


 Fax: 020 7361 2148

 Kensington Town Hall, Hornton Street, London W8 7NX


Team Manager, sensory impairment

 Telephone (voice): 020 7361 2353

 Email: sensoryteam@rbkc.gov.uk

 Kensington Town Hall, Hornton Street, London
W8 7NX

Disability Duty Social Worker

 Telephone (voice): 020 7361 2968 or
020 7361 3013


You can also e-mail Social Services on:

 Email: social.services@rbkc.gov.uk

 Email: sensoryteam@rbkc.gov.uk

The office is open Monday to Friday 9am to 5.00pm.

In an emergency you can contact the Out Of Hours Duty Team by telephone on:

 Telephone (voice): 020 7373 2227 or
020 7361 3013 or

 Email ssedt@rbkc.gov.uk

Drop-in service

The Social Worker for Deaf people runs a drop-in session every Wednesday morning, 10am to 1pm. The drop-in session is held at Kensington Town Hall. This service is designed to help with initial queries or problems and is a way of ensuring that there will always be someone here who can communicate in British Sign Language.

If you require further help an appointment will be made for you at a separate time.

If you cannot come to Kensington Town Hall on a Wednesday morning, please contact the Social Worker for Deaf people to make an appointment.

The Social Worker for Deaf people is able to provide:

Advice and information about services, benefits and activities in the Royal Borough of Kensington and Chelsea.

Social work support to help you make plans to tackle problems, suggest useful services and contact other groups who give help.

An assessment will be completed if your needs are more complex. The social worker will discuss with you (and with your carers) what might be done to help

and the options available to stay as independent as possible. You or your carer can also request an assessment of your needs if you feel this would be helpful.

A care plan will then be completed which gives an outline of the agreed support and advice you require. This will be reviewed on a regular basis.

There may be a charge for home care services. An assessment will be completed to decide how much you may have to pay.

Assessment and registration as Deaf or Hard of Hearing (not compulsory). Registration is a means of identifying the number of people with a hearing loss in the Royal Borough of Kensington and Chelsea. This enables Social Care to provide an appropriate service and to keep people informed about issues and events that may be of interest and relevance to them.

Support with your communication needs – Social Care can organise communication support for meetings with their own staff; for example, social work teams, housing or council tax. This could include British Sign Language, Sign Supported English or Lipspeakers.

For health service or hospital appointments please ask NHS staff to arrange an interpreter.

For job interviews contact your local Disability Employment Advisor.

If you are attending a college course contact the Disabled Students Advisor at the college.



Videolink and Sympathetic Hearing Card

Kensington Town Hall has a Video Interpreting Link so that Deaf people can access Council services via the main reception desk at Kensington Town Hall. The Borough also has a Sympathetic Hearing Card which Deaf people can present at Council reception desk to alert staff to their hearing difficulties. This is available from the Sensory Impairment Team or Main Reception at the Town Hall.


CACDP (Council for Advancement of Communication with Deaf People)

For any social activities contact the CACDP for lists of registered specialist Sign Language agencies and interpreters, DeafBlind communicators or Lipspeakers. If English is not your first language please let us know and we will provide an interpreter for you.

 Durham University Science Park Block 4,
Stockton Road, Durham DH1 3UZ

 Tel: 0191 383 1155

 Text: 0191 383 7915

 Fax: 0191 383 7914

 Email: durham@cacdp.org.uk

Web: www.cacdp.org.uk

Services for people who have an additional visual loss

Services to people with a dual sensory loss are provided jointly by the Social Worker for Deaf people and the team for people who have a visual impairment. There is a specialist communicator guide service for people who have a combined visual and hearing loss.

Equipment

The Social Worker for Deaf people can assess for and provide some basic equipment to people who are profoundly Deaf or have a combined hearing and visual impairment. Equipment is available on loan from Social Care Services.

The type of equipment available includes textphones, visual alerts for door and telephone, flashing light /vibrating alarm clocks and baby alarms. There are occasional needs for other specific pieces of equipment to meet individual need on a 'one off' basis.

A copy of the eligibility criteria for provision of equipment to people who are Deaf is available on request from the Sensory Impairment Social Care Team.

The Occupational Therapy Team will assess and provide equipment for people who have a hearing impairment and do not require sign language communication. In some cases a joint visit will take place with the social worker and occupational therapist.

Occupational Therapy

If you require equipment which is not related to your hearing and you meet the service eligibility criteria, an occupational therapy assessment will be undertaken, for which Social Care will provide communication support. This service is able to help people who are having additional problems, for example, needing help with dressing, mobility and so on.

You can contact the Occupational Therapy Service at your local Social Care Services office or on the Social Servicesline 020 7361 3013. If you need communication support, contact the Social Worker for Deaf people.

Children and young people

The Children with Disabilities Team is able to offer information, advice, support and practical help to families with children under 18 who have a disability, including hearing impairment. The team includes social workers, a family support worker, an occupational therapist and a health development worker. The Social Worker for Deaf people can also provide specialist support and advise on services, communication and equipment.

For further information please contact:

The Children with Disabilities Team

 36 Oxford Gardens, London W10 5UQ

 Tel: 020 7361 3013

 Fax: 020 7598 4716


Travel

Disabled Persons' Travel Permit (Freedom Pass)

If you are profoundly Deaf and have serious communication difficulties which prevent you from being able to state your destination or buy a ticket without help, then you are entitled to a travel permit. The Disabled Persons' Travel Permit allows free travel in London on buses, the Underground, the Docklands Light Railway and on overland train services.

You will be asked to complete an application form including medical evidence from your GP. A decision will then be made on your eligibility for this permit.

For an application form please telephone Disability Services on:

 020 7361 3013 or ask the duty social worker for more information.


Older persons' travel permits are issued to people aged from 60 years.

Taxicard

The Taxicard scheme enables people with serious walking disabilities to travel in designated taxis at reduced rates. To qualify you must be unable to use ordinary buses or trains.

Parking permit

A parking permit gives free parking in pay and display bays in Kensington and Chelsea and in resident parking spaces. Parking permits are issued to disabled resident drivers and passengers who have severe walking impairments.

In both cases, the Social Worker for Deaf people will be able to advise you or call the Disability Service on:  020 7361 3013.

For further information there is a Royal Borough of Kensington and Chelsea leaflet called '**Transport Services for Disabled People**'.

This is available from Social Care Services offices and by phoning 020 7361 3013 or minicom 020 7647 7934.

Comments, suggestions and complaints

You can comment or complain about the service you are getting from the Royal Borough of Kensington and Chelsea. If you have a problem or want to make a suggestion, you can talk to the Social Worker for Deaf people or the Sensory Impairment Team Manager. If you are not satisfied or prefer not to approach your Social Worker or the Team Manager, you can contact the Customer Care and Complaints Officer. Communication support can be provided.

For further information, contact:

The Customer Care and Complaints Team

 Adult Social Care, Kensington Town Hall, Hornton Street, London W8 7NX

 Tel: 0800 587 0072

 Fax: 020 7361 3770

 Email: sscomplaints@rbkc.gov.uk

Other Organisations

Support and Advice Groups

deafPLUS

 2 Erconwald Street, East Acton, London W12 OBS

 Tel: 020 8749 4111

 Text: 020 8743 1287

 Fax: 020 8749 4111

 Email: london.ealing@deafplus.org.uk

Provides contact, information, training, interpreting service and advocacy. Also has an information and equipment display vehicle which visits the borough regularly.

Asian Deaf Women's Group

Contact deafPLUS (see above) for details

Hard of Hearing Support Group

 The Hut Association, 59 Godolphin Road, London W12 8JE

Meeting the last Thursday of the month.

 Tel: 020 8743 2034

Contact deafPLUS (see above) for details.

ADKC (Action Disability Kensington and Chelsea)

 Whitstable House, Silchester Road, London W10 6SB

 Tel: 020 8960 8888

 Text: 020 8960 8888

 Fax: 020 8960 8282

 Email: info@adkc.org.uk

Providing a range of services for those with physical and sensory impairments resident in the Royal Borough of Kensington and Chelsea. Services include leisure and holidays, information and advice, lifelong learning, young people's worker, volunteer coordinator, wheelchair hire, accessible meeting rooms with loop system installed. BSL communication available.

Hearing Concern

 4th Floor, 275 -281 King Street, Hammersmith, London W6 9LZ

 Tel: 0845 0744600 (Information Line)

 Text: 020 8233 2929

 Fax: 020 8233 2934

 Email: info@hearingconcern.org.uk

Web: www.hearingconcern.org.uk

Support, advice and information for hard of hearing adults.

West London Tinnitus Group

 86 Cedar Grove, Ealing, London W5 4AR

 Tel: 020 8932 0896

 Fax: 020 8932 0896

Advice and support for adults with tinnitus.

Social Clubs

Shepherds Bush Deaf Club

Royal Association of the Deaf, St Saviour's Centre for Deaf people

 1 Armstrong Road, London W3 7JL

 Tel: 020 8749 8857

 Fax: 020 8749 7053

 Text: 020 8746 1864

 Email: action@royaldeaf.org.uk

Web: (via) www.royaldeaf.org.uk

Social Club held every Wednesday, daytime and 7.30pm to 11pm, and every other Saturday. Regular bingo and other activities.

Westminster Social Club for Deaf People

 42 Westbourne Park Road, London W2 5PH

 Tel: 020 7641 5710/5713


 Text: 020 7641 5711

 Fax: 020 7641 5712

Social Club held last Saturday of each month
11am to 4pm.

Education

Kensington and Chelsea College

 College Centres at Hortensia Road, Wornington Road, Airlie Gardens, Sloane Avenue and Park Walk

 Course Information Line: 020 7573 5333

 College switchboard: 020 7573 3600

 Text: 020 7573 5352

 Email: enquiries@kcc.ac.uk

Web: www.kcc.ac.uk

BSL and lipreading courses

City Lit Centre for Deaf People

 Keeley House, Keeley Street, London WC2B 4BA

 Tel: 020 7492 2600

 Email: accesstolearning@citylit.ac.uk

 Text: 020 7492 2746

Web: www.citylit.ac.uk

Computer Centre for People with Disabilities

 72 Great Portland Street, London W1N 5AL

 Tel: 020 7911 5163

 Fax: 020 7911 5162

 Text: 020 7915 5475

Web: www.wmin.ac.uk/ccpd

A variety of courses run over the year, with some only for Deaf people

Employment

Westminster Job Club for Deaf People

 42 Westbourne Park Road, London W2 5PH

Contact: Senior Project Officer

 Text: 020 7641 5711

 Tel: 020 7641 5710/5713

 Text: 020 7296 8053

 Fax: 020 7641 5712

Kensington Recruitment


 2 Beatrice Place, off Marloes Road, London
W8 5LP

 Tel: 020 7937 1611

 Fax: 020 7937 7721

Employment support for people with learning, physical or sensory disabilities.

Special Needs Careers Adviser (for 16 – 20 year olds)

 Hammersmith Connexions Centre,
181 King Street, London W6 9JU

 Tel: 020 8741 2441

 Fax: 020 8741 5217

 Hammersmith@capitalcareers.ltd.uk


Web: www.connexions.gov.uk

City Lit Centre for Deaf People

Employment Advisers - see page 13

RNID Employment and Learning Project

 Tel: 020 7296 8053

 Voice/Fax: 020 7296 8128

Children and Young People

Royal Association in aid of Deaf People Summer play schemes - RAD

 St Saviour's Centre, 1 Armstrong Road, London
W3 7JL

 Tel: 020 749 8857

 Fax: 020 746 7053

 Text: 020 8746 1864

Web: www.royaldeaf.org.uk

Shape

 LVSRC, 356 Holloway Road, London N7 6PA

 Tel: 020 7691 6160

 Text: 020 7700 6161

 Fax: 020 7700 6162

 Email: info@shapearts.org.uk

Web: www.shapearts.org.uk

Arts organisation which arranges workshops and activities for Deaf children, young people and adults.

HAYA (Hearing Aided Young Adults) 18–30 and 30+ Youth section of Hearing Concern

See Hearing Concern – page 12

National Deaf Children’s Society (NDCS)

 15 Dufferin Street, London EC1Y 8UR

 Tel: 0808 800 8880

 Tel: 020 7250 0123

 Fax: 020 7250 5020

 Email: helpline@ndcs.org.uk

Web: ndcs.org.uk

The NDCS works to enable Deaf children maximise their skills and abilities, providing support, information advice to parents and carers.

South and West London National Deaf Children’s Society

 Tel: 020 8870 9690 (Secretary/Chair of local group)


 Tel: 020 8846 6102 (Local NDCS representative)

Support and activities for parents and children.

Deafblind Services

Sense South East

The National Deafblind and Rubella Association

 The Anne Wall Centre, 12 Hyde Close, Barnet, Herts EN5 5TT


 Tel: 020 8449 0964

 Text: 020 8449 9876

 Fax: 020 8364 8083

 Email: jlansbury@sensebarnet.org.uk

SENSE and SENSE Usher (National Organisation)

 11-13 Clifton Terrace, Finsbury Park, London PE1 1DY

 Tel: 020 7272 7774


 Text: 020 7272 9648

 Fax: 020 7272 6012

 E-mail: enquiries@sense.org.uk

Web page: www.sense.org.uk

Deafblind UK

 National Centre for deafblindness, John and Lucille van Geest Place, Cygnet Road, Hampton, Peterborough PE7 8FD

 Tel/Text: 01733 358 100


 Fax: 01733 358 356

 Email: info@deafblind.org.uk

Web: www.deafblind.org.uk

Mental Health

British Society for Mental Health and Deafness

 Westwood Park, London Road, Little Horkesley, Colchester, Essex CO6 4BS

 Tel: 01206 274 075

 Text: 01206 274 076

 Fax: 01206 274 077

 Email: info@bsmhd.org.uk

Web: www.bsmhd.org.uk

Promotes positive mental health for Deaf people.

Sign

 5 Barming Road, Beaconsfield, Buckinghamshire
HP9 2NB

 Tel: 01494 687 600

 Text: 01494 687 626

 Fax: 01494 687 622

 Email: info@signcharity.org.uk

www.signcharity.org.uk

National voluntary organisation offering a range of services to support Deaf people who experience mental health difficulties.

Sports

Greater London Deaf Sports Council

📍 122 Snells Park Road, Upper Edmonton, London N18 2SY

📞 Text: 020 8807 4258

📠 Fax: 020 8351 0395

London Sports Forum for Disabled People

📍 Ground Floor, Leroy House, 436 Essex Road, London N1 3QP

☎ Tel: 020 7354 8666

📞 Text: 020 7354 9554

📠 Fax: 020 7354 8787

📧 Email: lsf@disabilitysport.freeserve.co.uk

Develops sports and recreation for all disabled people. Produces a calendar of events and offers advice.

Newspapers / Magazines

Hearing Concern Magazine

📄 4th Floor, 275 - 281 King Street, Hammersmith,
London W6 9LZ

☎ Tel: 0845 074 4600

✉ Text: 020 8233 2929

📠 Fax: 020 8233 2934


💻 Email: info@hearingconcern.org.uk

Web: www.hearingconcern.org.uk

Quarterly magazine published for the hard of hearing.

One in Seven

 RNID, 19-23 Featherstone Street, London
EC1Y 8SL


 Tel: 020 7296 8000 (switchboard, ask for
subscriptions)

 Text: 020 7296 8001

 Email: oneinseven@rnid.org.uk

RNID magazine published bi-monthly.

Quiet

 4th Floor, White Building, Fitzalan Square,
Sheffield, South Yorkshire S1 2AZ

 Tel: 0800 018 0527

 Fax: 0114 279 6222

 Email: bta@tinnitus.org.uk

Magazine of the British Tinnitus Society. For those who experience tinnitus and for professionals in the field. Published quarterly.

Talk

 NDCS, 15 Dufferin Street, London EC1Y 8PD

 Tel: 020 7250 0123 (general enquiries and helpline)

 Text: 020 7250 0123


 Fax: 020 7251 5020

 Email: membership@ndcs.org.uk

Web: www.ndcs.org.uk

Supporting children, their parents and carers on all aspects of childhood deafness.

Talking Sense

 11-13 Clifton Terrace, Finsbury Park, London
N4 3SR

 Tel: 020 7272 7774

 Text: 020 7272 9648

 Fax: 020 7272 6012

 Email: canders@sense.org.uk

Supporting people who are Deafblind, their families, carers and professionals. Members of Sense get a reduced subscription rate.

Sign Matters

 Tel: 020 7588 3520


 Text: 020 7588 3529

 Fax: 020 7588 3527

Magazine of the British Deaf Association. Published monthly.

Hearing Dogs

Hearing Dogs for Deaf People

 The Grange, Wycombe Road, Saunderton,
Princes Risborough, Buckinghamshire HP27 9NS

 Tel: 01844 348 100

 Text: 01844 348 100

 Fax: 01844 248 101

 Email: info@hearing-dogs.co.uk

Web: www.hearing-dogs.co.uk

Specially selected and trained dogs to assist profoundly Deaf people by alerting them to everyday noises.

National Organisations

Royal National Institute for Deaf People – RNID

 19-23 Featherstone Street, London EC1 8SL

 Tel: 0808 808 0123 (information line)

 Text: 0808 808 9000 (information line)

 Fax: 020 7296 8199

 Email: information@rnid.org.uk

Web: www.rnid.org.uk

British Deaf Association – BDA

 1 Worship Street, London EC2A 2AB

 Tel: 0800 652 2965


 Text: 020 7588 3520

 Fax: 020 7588 3527

 Email: helpline@bda.org.uk

Web: www.signcommunity.org.uk


National Association for Deafened People

 Ashby Place, 27 Stubbs Wood, Chesham Bois,
Bucks HP6 6EY

 Tel: 01494 431 932

 Fax: 01494 431 932

The Link Centre for Deafened People

 19 Hartfield Road, Eastbourne, East Sussex
BN21 2AR

 Tel: 01323 638 230


 Text: 01323 739 998


 Fax: 01323 642 968


 Email: reception@linkdp.org.uk

Web: www.linkcentre.org

British Tinnitus Association

 Ground Floor, Unit 5, Acorn Business Park,
Woodseats Close, Sheffield S8 0TB

 Tel: 0800 018 0527 (information line)

 Fax: 0114 58 2279

 Email: info@tinnitus.org.uk

Web: www.tinnitus.org.uk

RNID Tinnitus Helpline RNID

 19-23 Featherstone St, London EC1Y 8SL


 Tel: 0808 808 6666

 Text: 0808 808 0007

 Fax: 020 7296 8199

 Email: tinnitushelpline@rnid.org.uk

Jewish Deaf Association

 Julius Newman House, Woodside Park Road,
North Finchley,
London N12 8RP

 Tel: 020 8446 0502

 Text: 020 8446 4037

 Fax: 020 8445 7451

If you do not understand English or you need help to communicate because for example, you have sight or hearing loss, we can give you the information in this leaflet

- **on audio cassette or in very large print or braille**
- **translated into the main languages spoken in Kensington and Chelsea**
- **by arranging an interpreter for you**

Please contact your local Social Care Services office on 020 7361 3013 or email:

social.services@rbkc.gov.uk to arrange this help

Your call may be recorded. This will be used for training and monitoring purposes only