

Support for Deaf and Hearing Impaired People in Darlington

Information about support available if you are deaf or hearing impaired.

1. Darlington Borough Council

Adult Social Care

Contact: Darlington Borough Council, Town Hall, Darlington, DL1 5QT

Tel: 01325 406111

Type talk: 18001 or 18002 01325 406111

Purpose: If you have a hearing impairment, Adult Social Care can provide an assessment for hearing equipment, information, and advice on support available. You can also request an assessment for social care support.

Hearing Impairment Services

Purpose: 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 keep a register of people who are deaf and hearing impaired and can provide advice on how you can become registered. Registration enables you to receive discounts for certain leisure and travel activities.



2. Social Groups

Darlington Deaf Centre

Tel: 01325 406828

Textphone: 07506 737545

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.

Deaf Older Person's Group

Contact: Adult Social Care

Tel: 01325 406828

Textphone: 07506 737545

A social group for people who are deaf and over the age of 60. Activities include raffles, bingo, and outdoor events. New members are always welcome.

Dual Sensory Loss Group

Contact: Adult Social Care

Tel: 01325 406828

Textphone: 07506 737545

A place for people who have both a visual and hearing impairment to meet. Activities include playing cards, dominoes, scrabble, a Christmas meal, and a summer day trip. New members are always welcome.



4. Voluntary Organisations

Darlington Association on Disability

Contact: Unit 1P Enterprise House, Valley Street North, Darlington,
DL1 1GY

Tel: 01325 489999

Textphone: 07984 368605

Website: www.darlingtondisability.org

E-mail: mail@darlingtondisability.org

Promotes independence and choice and supports disabled people and carers through the provision of services, support and information.

Hearing Dogs for Deaf People

Contact: Wycombe Road, Saunderton, Princes Risborough,
Buckinghamshire, HP27 9NS

Tel: 01844 348100

Fax: 01844 348101

Text: 18001 01844 348100

Website: www.hearingdogs.org.uk

E-mail: info@hearingdogs.org.uk

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 providing independence, confidence and valuable companionship.



Action on Hearing Loss

Contact: 19-23 Featherstone Street, London, EC1Y 8SL

Tel: 0808 8080123 (free phone)

Textphone: 0808 8089000 (free phone)

SMS: 0780 0000 360

Website: www.actiononhearingloss.org.uk

E-mail: information@hearingloss.org.uk

Provide day-to-day care for people who are deaf and have additional needs, supply communication services and training, offer practical advice to help people protect their hearing, campaign to change public policy around hearing loss issues, support research into an eventual cure for hearing loss and tinnitus.

5. Money

Disability Benefits Centre

Website: www.gov.uk/disability-benefits-helpline

Get advice or information about any benefits you could claim. A video relay service is available for British Sign Language users.

Citizens Advice Bureau

Contact: The CORE, Church Row, Darlington, DL1 5QD

Tel: 01325 266888

Website: citizensadvisedrc.org.uk

Offers independent advice regarding benefits and employment issues and can assist you to complete forms.



North Regional Association for Sensory Support

Contact: Pinetree Centre, Durham Road, Birtley, DH3 2TD

Tel: 07789 967927

Textphone: 0191 492 2036

E-mail: office@nrass.org

Provide an independent advocacy service 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

Website: www.gov.uk/contact-pension-service

Provides information, advice and handles claims on allowances, grants, benefits and pensions for people over the age of 60.

6. Health

Audiology Department

Contact: Memorial Hospital, Hollyhurst Road, Darlington, DL3 6HX

Tel: 0191 333 2305

E-mail: ccda-tr.audiologyuhnd@nhs.net

The dedicated, skilled and experienced audiologists provide a comprehensive Audiology and Hearing Aid Service across County Durham and Darlington. They offer both adult and paediatric services covering hearing testing, hearing aids, hearing therapy, tinnitus, balance and dizziness, and bone anchored hearing aids.



Darlington NHS Urgent Care Centre

Contact: Darlington Memorial Hospital, Hollyhurst Road, Darlington,
DL3 6HX

Tel: 01325 380100

Provides healthcare advice, information and treatment. No appointment is necessary. At night the service transfers to Accident & Emergency at Darlington Memorial Hospital.

7. Travel

Concessionary Travel

Contact: Town Hall, Darlington, DL1 5QT

Tel: 01325 405222

E-mail: concessionarytravel@darlington.gov.uk

If you are registered profoundly or severely deaf and/or are of pensionable age, you may be entitled to a concessionary bus pass.

Disabled Persons Railcard

Tel: 0345 605 0525

Textphone: 0345 601 0132

Website: www.disabledpersons-railcard.co.uk

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



8. Leisure

Healthy Darlington Everyone Card

Contact: Dolphin Centre, Darlington, DL1 5RP

Tel: 01325 406000

E-mail: healthydarlington@darlington.gov.uk

The Healthy Darlington Everyone Card offers discounts off core activities at The Dolphin Centre and Eastbourne Sports Complex.

Darlington Hippodrome

Contact: Darlington Hippodrome, Parkgate, Darlington, DL1 1RR

Tel: 01325 405405

Website: www.darlingtonhippodrome.co.uk

An induction loop for use with hearing aids, and a hearing system which requires a headset (advanced booking through the Box Office required) are available upon request. There are a number of signed performances throughout the year, which are planned in collaboration with visiting theatre companies, or arranged by request.

Subtitled Cinemas

Website: www.yourlocalcinema.com

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

Tel: 0800 121 7479

Textphone: 0800 121 7579

An Access to Work grant can pay for practical support if you have a disability, health or mental health condition to help you start working, stay in work or move into self-employment or start a business.

Darlington College

Contact: Additional Learning Support Team, Darlington College,
Haughton Road, Darlington, DL1 1DR

Tel: 01325 503190

E-mail: als@darlington.ac.uk

Provides a programme of support for any learners with additional support needs.

Disability Employment

Contact: Disability Employment Advisors, 90 Bondgate, Darlington,
DL3 7JY

Tel: 0800 100 900

Website: nationalcareers.service.gov.uk

To enable disabled people to find and retain work and provide and support to assist you into employment.



Adult Social Care Compliments and Complaints

Contact: Complaints Manager, Town Hall, Darlington, DL1 5QT

Tel: 01325 406777

E-mail: complaints@darlington.gov.uk

Complaints

Form: https://selfserve.darlington.gov.uk/form/auto/complaints_compliments

Responds to customer feedback in a positive, sensitive way, whether they are compliments, comments, or complaints. An interpreter can be arranged if you require one.

This document will be made available on request in Braille, large print, audio, easy read, electronically and in other languages. Telephone 01325 406222