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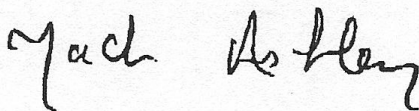
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Foreword (Lord Jack Ashley)

Rt Hon Lord Ashley of Stoke CH

The problems of deaf and hard of hearing people have been neglected in the past. The public are largely indifferent because they do not understand or feel able to cope with them, and services have been inadequate.

However, in recent years, there has been a growing understanding of the difficulties of deaf and hard of hearing people and a considerable increase in the number of services. But the difficulty that then arises is that most deaf and hard of hearing people so not know about these services. This booklet is an invaluable guide with a wealth of information. I warmly recommend it.

A handwritten signature in black ink on a light-colored background. The signature reads "Jack Ashley" in a cursive, slightly slanted script. The first name "Jack" is written in a more compact, rounded style, while "Ashley" is more elongated and flowing.

April 2003

A - Z OF LOCAL ORGANISATIONS

Audiology Department Norfolk & Norwich University Hospital

Colney Lane
Norwich
Norfolk, NR4 7UY

01603 287284 (**Telephone**)
01603 288904 (**Textphone**)
01603 288946 (**Fax**)

Email: john.fitzgerald@norfolk-norwich.thenhs.com
Web: N/A

Description of services

- GP referrals for hearing aids for the over 60's
- GP referrals for hearing tests for 16 – 59 years old
- Self referrals for reassessment for existing hearing aid users
- Services for children

Opening Times:

Norfolk & Norwich offers hearing aid repairs during the times listed below:

Monday to Friday 8.45am – 12.15pm

Monday only 1.45pm – 4.45pm

Every Tuesday 2.00pm – 4.00pm

Cromer 2nd and 4th Tues 2pm – 4pm

Audiology Department

James Paget Health Care NHS Trust

Lowestoft Road
Gorleston
Great Yarmouth
Norfolk, NR31 6LA

James Paget Healthcare 
NHS Trust

01493 452343 (**Telephone**)
01493 452343 (**Textphone**)
01493 453432 (**Fax**)

Email: N/A

Web: N/A

Description of services

- Assessment for provision and maintenance of hearing aids including rehabilitation
- The catchment area is the area served by the James Paget Healthcare NHS Trust
- The service includes paediatrics

New referrals for hearing assessment should be referred by GP only.

Opening Times:

For details of opening times, please contact the Audiology department

Audiology Deptment Kings Lynn & Wisbech Hospital NHS Trust

Audiology Dept, Queen Elizabeth Hospital
Gayton Road
Kings Lynn
PE30 4ET

01553 613805 **(Telephone)**

01553 613888 **(Textphone)**

01553 613485 **(Fax)**

Email: audiology@klshop.anglox.nhs.uk

Web: N/A

Description of services

- Issue, exchange and repair of NHS hearing aids
- Referral for a hearing aid from GP
- Hearing test for anyone via a request from GP.
- Services for children

Opening Times:

New batteries and repairs clinic;

Mon – Fri 9am – 12:30pm & 1:45pm - 4pm

Closed 1st Friday afternoon of the month

Bluebird Deaf Waterski Club

Costessey Pits
Taverham
Norwich

07810 373571 (**Voice/Text phone**)

Email: angie@ratcatchers.freemove.co.uk

Web: N/A

Description of services

- The club encourages & promotes water-skiing for deaf people, locally, nationally & internationally.
- Free for Deaf members, hearing members pay a fee.
- Water-skiing instructors have BSL signing skills.
- Wet suits and lifejackets are available – but bring your own if you have them.
- There are social days & evenings planned throughout the year i.e. Ten pin bowling, BBQ, Open Day, Deaf Children Ski Day, Championship Competition, Midsummer wine/cheese night, dinner/dance, Christmas party etc.
- There are also special inflatables events i.e. banana boat, and doughnut.
- Most Sundays are spent at Bramerton Wood's End to ski on the river, then lunch at the pub afterwards.

Opening Times:

April to October.

Bungay & District Hearing Impaired Club

27 Rectory Lane
Worlingham
Beccles
Suffolk, NR34 7RF

01502 714038 **(Telephone)**
01986 893817 **(24 hour Answer phone)**

Email: N/A

Web: N/A

Description of services

- Provides support to hard of hearing people of all ages in Bungay and District
- Promotes lip-reading and other activities which enable the hearing impaired to communicate more effectively
- Provides information and loans out technical aids
- Provides resources, exhibitions, demonstrations and holds meetings
- There is also a social club for hearing impaired people and their families
- Membership fees £5 annually.

Opening Times:

Monthly Meetings
2nd Monday of the month 7pm – 10pm

Children's Speech and Language Therapy Services Norwich PCT

40 Upton Road
Norwich
NR4 7PA

Tel: 01603 505581

Fax: 01603 452034

Email: gail.courteney@norwich-pct.nhs.uk

Description of services

- A specialist service is available for deaf children with severe/profound deafness.
- Other children with differing degrees of deafness are seen by speech and language therapists with advice from the Specialist Therapist on request:
- Ages range from pre-school – 16 years
- Written referrals with parental consent are accepted from other agencies e.g. Health Visitors, Teachers of the Deaf, Schools and parents
- A regular service is provided to the Units at Colman First and Middle Schools
- Weekly therapy may be given
- Working closely with families, schools and Sensory Support Service
- Assessment and therapy: understanding of language, expression, speech development, listening skills, social skills and other related areas e.g. play.

City College Norwich

Adult & Community Learning Gateway
Ipswich Road,
Norwich, NR2 2LJ

01603 773380 (**Telephone** -General enquires)
01603 773678 (**Textphone** - General enquires)
01603 773524 (**Fax**)

Email: information@ccn.ac.uk
Web: www.ccn.ac.uk

Description of services

- Courses include some specifically for those with hearing impairments. Students with hearing impairments have access to the full curriculum. Many classrooms in the college are equipped with induction loops.
- Provides a friendly and sensitive learning environment to assist students with disabilities (physical and / or sensory) learning difficulties, medical conditions and those recovering from mental health problems.
- The contents prospectus and all course booklets can be produced in large print or on audio tape on request.
- Courses for Deaf People; Communication Tactics; Community and Culture; Deaf Awareness; BSL Level One; BSL 2+; OCN Level One and Level 2 Note-taking Skills.

Deafblind Services

Sensory Support Unit
30 Unthank Road
Norwich, NR2 2RB

01603 622331 (**Telephone**)
01603 760534 (**Textphone**)
01603 619711 (**Fax**)

Email: jean.deegan.socs@norfolk.gov.uk

Web: www.deafblind.org.uk

Description of services

- Provide a communication guide service to give support on a one-to one basis if clients meet the eligible criteria
- Provide rehabilitation and residential training at Rainbow court Peterborough
- Offer a local club for deafblind people (See The Rainbow Club)
- Advice and training to other professionals working with deafblind people
- National 24 hours help line freephone 0800 132320.
Tel/Textphone: 01733 358100 and Fax: 01733 358356

Opening Times:

Mon- Fri 9am – 5pm

Deaf Connexions

Unit 14, Capitol House
4 Heigham Street
Norwich
NR2 4TE

01603 660889 **(Telephone)**

01603 661113 **(Textphone)**

01603 660889 **(Fax)**

Email: sue@deafconnexions.org.uk

Web: www.deafconnexions@fsnet.co.uk

Description of services

- Provide communication and information for Deaf and hard of hearing people
- Provide sign language interpreter service, lip speaking service, range of other communication support services
- Open door service
- Language aide service
- Family services
- Resource library

Opening Times:

Access at the Norwich Deaf Centre for face to face;
Mon, Tue and Thur 9am – 12noon

Access by phone, fax and textphone
Monday – Friday 9am – 5pm

Deaf Senior Citizens Club

Meets at the Norwich Deaf Community Centre
Johnson Place (around the side of the Vauxhall Centre)
Vauxhall Street
Norwich

Contact:
Jennifer Aldridge
34 Waldeck Road
Norwich

01603 501967 (**Textphone/Fax**)

Or contact the Norfolk Deaf Association

Description of services

Mainly for sign language users

- Activities include bingo, outings etc.
- Resource library

Opening Times:

Meeting monthly

1st Saturday in the month 2:30pm – 6.00pm

Deaf Tuesday Group

Meets at the Norwich Deaf Community Centre
Johnson Place (around the side of the Vauxhall Centre)
Vauxhall Street
Norwich

Contact:
Jennifer Aldridge
34 Waldeck Road
Norwich

01603 501967 (**Textphone/Fax**)

Or contact the Norfolk Deaf Association

Description of services

Social activities for the elderly, the retired and the unemployed

- Provides companionship
- Occasional outings

Opening Times:

Meets every Tuesdays 11:30am – 3:30pm

Great Yarmouth Deaf Club

22 Larch Drive
Bradwell
Great Yarmouth
Norfolk, NR31 8HJ

01493 662304 (**Telephone**)
01493 662304 (**Fax**)

Email: N/A

Web: N/A

Description of services

- Provide social meetings for deaf and hard of hearing people

Opening Times:

Meets on the last Saturday of the month
7:30pm – 10:30pm

Hard of Hearing Afternoon Club

Meets at the Norwich Deaf Community Centre
Johnson Place (around the side of the Vauxhall Centre)
Vauxhall Street
Norwich

Contact:
Norfolk Deaf Association
217 Silver Road
Norwich
NR3 4TL

01603 404440 (voice/text)
01603 404433 (fax)

Email: nda@btconnect.com

Description of services

Social activities for the elderly, the retired and the unemployed

- Provides friendship, information and support
- Occasional outings

Opening Times:

Meets on the 1st Wednesday of each month 2pm – 4pm

Hard of Hearing Evening Club

Meets at the Norwich Deaf Community Centre
Johnson Place (around the side of the Vauxhall Centre)
Vauxhall Street
Norwich

Contact:
Norfolk Deaf Association
217 Silver Road
Norwich
NR3 4TL

01603 404440 (voice/text)
01603 404433 (fax)

Email: nda@btconnect.com

Description of services

- Provides friendship and information
- Other activities arranged according to interests

Opening Times:

Meets on the 3rd Wednesday of each month
7:30pm – 9:30pm

Kings Lynn Cued Speech Group

c/o Cued Speech
Education Advice Centre West
St Margaret's House
Kings Lynn
Norfolk, PE30 5DR

01553 669235 (**Telephone**)
01553 669220 (**Fax**)

Email: N/A

Web: N/A

Description of services

- Provides information about training in cued speech
- Offer free tuition for parents of deaf children and deaf people
- Week long residential courses are provided

The many benefits of Cued Speech are that deaf people can see all the sounds of speech as clearly as hearing people

Opening Times:

The office is not open to the public but contact can be made by telephone or fax.

Kings Lynn Deaf Club

c/o The Deaf Centre
Railway Road
Kings Lynn
PE30 1NF

01553 773399 (**Telephone**)

01553 774766 (**Textphone**)

01553 660483 (**Fax**)

Email:

Web:

Description of services

- Provides activities which include bingo, darts and outings
- Socialise with friends old and new

Opening Times:

Meets on the 2nd and 4th Saturday of each month
6:30pm – 10:30pm

Learning Club

Meets at the Norwich Deaf Community Centre
Johnson Place (around the side of the Vauxhall Centre)
Vauxhall Street
Norwich

Contact:

Ricky Johns

At the Deaf Community Centre on Thursdays – or

Norfolk Deaf Association

217 Silver Road

Norwich

NR3 4TL

01603 404440 (voice/text)

01603 404433 (fax)

Email: nda@btconnect.com

Description of services

- Help with reading and writing
- Try your hand at computing
- Learn new skills

Opening Times:

Meetings every Thursday during term time between
8am and 2pm

Norwich City Council Theatre in the Parks

Event Team
City Hall
St Peters Street
Norwich, NR2 1WG

01603 212126 (**Telephone**)

01603 213006 (**Fax**)

Email: cathiedavis@norwich.gov.uk

Web: www.norwich.gov.uk

Description of services

- Provide outdoor free theatre in various city parks
- Offer performances with BSL interpreters or have BSL integrated within the performance
- The performances are for adults and children

Opening Times:

Event Hotline 01603 212626 during event period (26th June – 29th August). For more details an event programme can be found at the Tourist Information Centre, The Forum, and Norwich City Council

Norfolk Deaf Children's Society

Norwich Deaf Community Centre
Johnson Place (around the side of the Vauxhall Centre)
Vauxhall Street
Norwich

01603 755180 (**Telephone**)

01603 755180 (**Textphone**)

Email: N/A

Web: N/A

Description of services

- Social activities for deaf and hard of hearing children
- Meets on the first Saturday on the Month in Norwich

Opening Times:

By phoning or minicom only. 10am – 12 noon

Norfolk Deaf Association

217 Silver Road
Norwich
NR3 4TL

01603 404440 (**Telephone / textphone**)

01603 404433 (**Fax**)

Email: nda@btconnect.com

Description of services

- **Access audits & Disability Awareness Training** – free to registered charities, we assess accessibility of buildings, goods and services, install Loop equipment and deliver staff training.
- **Visual Language Media** – we produce, edit, subtitle and sign language interpret videos on site.
- **Befriending Project** – a volunteer based support for people with all levels of hearing loss, mainly for those who have become isolated through deafness.
- **Publications** – information, leaflets about services the association provides, deaf issues and communication with Deaf people, Deafened and Hard of Hearing people and the quarterly magazine “Deaf News”.
- **Norfolk Deaf Association Training Room** – is available for hire, fully accessible with loop system. The room will seat 16-20 people comfortably

Opening Times:

Monday – Friday 9:00am – 5:00pm

Norfolk Hearing Support Service

217 Silver Road
Norwich
Norfolk, NR3 4TL

01603 404440 (**Telephone**)
01603 404440 (**Textphone**)
01603 404433 (**Fax**)

Email: nda@btconnect.com

Web: N/A

Description of services

- A team of trained volunteers who visit clients in their own homes to give support and advice
- Volunteers clean and retube hearing aids and give simple maintenance
- Volunteers also visit Residential Homes, Day Centres and Sheltered Housing Units on a regular basis
- The services the Norfolk Hearing Support offers are free and they work closely with Audiology Dept, ENT and Social Services

Opening Times:

Contact by telephone, text phone or fax during office hours Monday – Friday 9am – 5pm

Norfolk Library and Information Services

County Hall
Martineau Lane
Norwich
Norfolk, NR1 2UA

01603 223190 (**Telephone**)

01603 223833 (**Textphone**)

01603 222422 (**Fax**)

Email: karen.holland.lib@norfolk.gov.uk

Web: www.library.norfolk.gov.uk

Description of services

Norfolk Library and Information Services have a selection of books, videos and other information on Deafness and sign language.

Opening Times:

Norfolk & Norwich Deaf Sports & Social Club

Meets at the Norwich Deaf Community Centre
Johnson Place (around the side of the Vauxhall Centre)
Vauxhall Street
Norwich

Contact:
Robin Amos
15 Manor Chase
Taverham
Norwich
Norfolk, NR8 6UB

01603 260727 (**Telephone**)
01603 260727 (**Textphone**)
01603 260727 (**Fax**)
Email: robinamos@lineone.net

Description of services

- Offers many sports and social events such as; Bowls (Friday night), Bingo (first Saturday of month), Power league football (Monday nights) among others
- Covers Norfolk and Norwich

Opening Times:

Contact by visiting the Deaf Community Centre, Vauxhall Centre, Johnson Place, Norwich.

Norfolk Tinnitus Society

Woodwinds
Davey Lane
Cromer
Norfolk
NR27 9JL

01263 512773 (**Telephone**)

01263 512773 (**Fax**)

Email: sharpmus@aol.com

Web: N/A

Description of services

- Information, advice and support to anyone with Tinnitus, Hypercuspis, Meniers's or those suffering from Low Frequency Noise
- Support service throughout the UK and abroad
- Quarterly magazine called 'Sound Waves'
- Leaflets, tape recordings of meetings, audio tapes for help with relaxation, and sound therapy available on loan or to purchase. Plus other equipment for members to try out before purchasing (pillow speakers, relaxer units etc).
- Free membership to those referred by Social Services.

Opening Times:

Any time day or night or meetings on the first Tuesday of the month (except January) at the Community Centre, New Road, North Walsham

Rainbow Club - Norwich (for Deaf/Blind people)

The Cottage
3 The Green
Brisley
Norfolk
WR20 5LL

01362 668839 **(Telephone)**
07780888006

Email: N/A

Web: N/A

Description of services

- A club for dual sensory impaired people
- Three outings per year
- Provides friendships and communication

Opening Times:

Meetings every 2 weeks
Please call for times

Rotary House for the Deaf

Rotary House
King Street
Norwich
Norfolk, NR21 2BL

01603 626170 (**Telephone**)
01603 626170 (**Textphone**)
01603 611437 (**Fax**)

Description of services

- Provide Self contained housing with warden attendance for people who are deaf or hard of hearing.
- Local applicants have priority but other areas will be considered

Opening Times:

N/A

Sign Language Conversation Group

Meets at the Norwich Deaf Community Centre
Johnson Place (around the side of the Vauxhall Centre)
Vauxhall Street
Norwich

Contact:
Peter Gosse
9 Angel Road
Norwich
NR3 3HL

01603 622242 (fax)

Email: peter.gosse@which.net

Description of services

- Provides opportunity for BSL level 1 students to practice their skills with sign language users in an informal setting.
- This is only for students who have passed BSL Level 1, working on their BSL Level 2 and those attending Bridge Course.

Opening Times:

Meetings every Monday during term time 7:30pm – 9:00pm

Treacher Collins Family Support Group

114 Vincent Road
Norwich
Norfolk, NR1 4HH

01603 433736 (**Telephone**)
01603 433736 (**Textphone**)
01603 433736 (**Fax**)

Email: neil@treachercollins.net
Web: www.treachercollins.net

Description of services

- Provides information and support for families, children and individuals with Treacher Collins Syndrome
- Offers a quarterly newsletter
- Meets annually

Opening Times:

Telephone anytime (answerphone if no-one is available).
Email or letter.

West Norfolk Deaf Association

Railway Road
King's Lynn
PE30 1NF

01553 773399 (**Telephone**)
01553 774766 (**Textphone**)
01553 660483 (**Fax**)



Email: wnda@btconnect.com
Web: N/A

Description of services

- A toddler or after school group for Deaf children.
- West Norfolk Hearing Support Service offering support to hearing aid users in the home or at the Centre.
- Equipment clinics with a visit from Social Services once a month.
- Hosting the King's Lynn Deaf club, providing activities for deaf people.
- Working closely with Adult Education to provide courses in Sign Language, Lipreading and other courses for deaf people
- Information & advice drop in services on a range of topics incl. Health, Employment, Benefits etc...
- Deaf Awareness Training and loop audits

Opening Times:

Mon – Fri 10am – 4pm

West Norfolk Deaf Children's Society

c/o The Deaf Centre
Railway Road
Kings Lynn
PE30 1NF

01553 773399 (**Telephone**)
01553 774766 (**Textphone**)
01553 660483 (**Fax**)

Email: ndcs@deafcentre.freemove.co.uk
Web: N/A



Description of services

- Provides support and advice
- Arranges family outings and children's parties
- Offers friendship and mutual support
- Arranges speakers and discussion groups

The WNDSC is a charity run by parents of Deaf children and meets 6 – 10 times a year at the Deaf Centre in Kings Lynn for informal meetings and all are welcome.

Opening Times:

You can contact the West Norfolk Deaf Children's Society through the Deaf Centre from Monday – Friday 10am – 4pm or by calling one of the following parents; Amanda Kenny 01553 810627 (Treasurer) or Peter Weston 01485 601009 (Chairman)

1 in 7 Club

c/o The Deaf Centre
Railway Road
Kings Lynn
PE30 1NF

01553 773399 (**Telephone**)

01553 774766 (**Textphone**)

01553 660483 (**Fax**)

Email: N/A

Web: N/A

Description of services

- Offers support to those that are hard of hearing
- Provides social activities
- Arranges speakers and other events
- A friendly and informal atmosphere where all are welcome

Opening Times:

1 in 7 Club meet at the Deaf Centre on the 1st and 3rd Friday of each month 10:30am – 12:30pm.

A - Z OF NATIONAL ORGANISATIONS

Association of Lipspeakers (ALS)

68 Victoria Road
Oxford
Oxon
OX2 7QE

01865 559497 (**Telephone**)
01865 559497 (**Fax**)

Email: information@lipspeaking.co.uk
Web: www.lipspeaking.co.uk

Description of services

- Professional development for lipspeakers
- Newsletters for lipspeakers and lip readers
- Provides support and information to lipspeakers and lipreaders
- Regional groups are being set up
- Comprehensive website

Badgers Holt Residential Care Home for people who are Deaf with Learning Difficulties

63 Haddington Road
Stoke
Plymouth
Devon, PL2 1RW

01752 569229 (**Telephone**)
01752 569229 (**Textphone**)
01752 551499 (**Fax**)

Email: martin.derbyshire@virgin.net

Web: N/A

Description of services

- Residential Care in the South West region

Opening Times:

9am – 9pm 7 days a week

British Association of Teachers of the Deaf

21 The Haystacks
High Wycombe
HP13 6PY

01494 464190 (**Telephone**)
01494 464190 (**Fax**)

Email: secretary@batod.org.uk
Web: www.batod.org.uk

Description of services

- Organises courses, national and regional meetings to provide relevant up-to-date information and to encourage good practice
- Produces a magazine five times a year and a referred Journal (Deafness and Education International) three times a year

Opening Times:

Contact by email, telephone (24 hour answerphone) and letter

BBC Access Services

Room 430 Design Block
Television Centre
Wood Lane
W12 7RJ

(Telephone)

(Textphone)

(Fax)

Email: subtitling@bbc.co.uk or signing@bbc.co.uk

Web: www.bbc.co.uk/info/progs/pro_h.shtml

Description of services

- Subtitles for 70% of programmes on BBC1 and BBC2, 40% for BBC3, BBC4, CBBC, CBeebies and BBCNews 24.
- Signed programmes, such as: BBCNews 24 at lunchtime, CBBC and CBeebies, plus a selection of programmes during sign zone on Tuesday evening.

British Deaf Association (Counselling Services)

13 Wilson Patten Street
Warrington
Cheshire, WA1 1PG

01925 652520 **(Telephone)**
01925 652529 **(Textphone)**
01925 652526 **(Fax)**

Email: counselling@bda.org.uk
Web: www.bda.org.uk

Description of services

- Provide a counselling service to any deaf or hard of hearing people, family or partners

Opening Times:

Mon – Fri 9am – 5pm
Textphone helpline, Wed evening 7pm – 10pm
Self referral, GP, Social Worker and Professional

British Deaf Association

1-3 Worship Street
London
EC2A 2AB



020 7588 3520 (**Telephone**)
020 7588 3529 (**Textphone**)
0800 6522 965 (**Textphone helpline**)
020 7496 9539 (**Fax**)

Email: helpline@bda.org.uk

Web: www.bda.org.uk

Description of services

- The Largest national organisation run by deaf people for deaf people
- Campaigns for the official recognition of British Sign Language
- Provides counselling, advocacy and youth services
- Offers an annual Deaf Film and TV Festival and run the London Deaf Access Project
- Gives information and advice on a range of subjects such as the Disability Discrimination Act, welfare benefits, education and BSL

Opening Times:

Monday - Friday 9am – 5pm

British Deaf Sports Council

7 Bridge Street
Otley
West Yorkshire, LS21 1BQ

01943 850214 (**Telephone**)

01943 850081 (**Textphone**)

01943 850828 (**Fax**)

Email: britdeafsport@btconnect.co.uk

Web: www.britishdeafsportsCouncil.org.uk

Description of services

- Provides sporting opportunities through regions and clubs
- Responsible for the selection of squads for deafolympics, European championships and world championships
- BDSC is the recognised governing body for deaf sport in England, Scotland and Wales.

Opening Times:

Mon – Thurs 9:30am – 5:30pm

Fri 9:30am – 5:00pm

CACDP (Council for the Advancement of Communication with Deaf People)

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

0191 383 1155 **(Telephone)**
0191 383 7915 **(Textphone)**
0191 383 7914 **(Fax)**

Email: durham@cacdp.org.uk
Web: www.cacdp.org.uk



Description of services

- Their aim is to advance communication between deaf and hearing people by developing qualifications in the various communication methods used by deaf and deafblind people
- They administer a national register of BSL/English Interpreters, lipspeakers for deafblind people and speech to text reporters.

Opening Times:

Monday – Thursday 9am – 5pm
Friday 9am – 4:30pm

Cochlear Implanted Children Support Group (CICS)

4 Ranelagh Avenue
Barnes
London, SW13 0BY

020 8876 8605 (**Telephone**)
020 8241 8177 (**Fax**)

Email: N/A

Web: N/A

Description of services

- Provide contact information and support to families whose children have cochlear implants
- Provide information and support for those who are undergoing assessment for implantation
- Organise social events and information days
- Newsletter for members

This national organisation is entirely voluntary.

Opening Times:

Any day 9am – 10pm

Cued Speech Association UK

Corner House
Bay View
Stoke Fleming
Dartmouth
Devon, TQ6 0QX

01803 770 944 (**Telephone**)
01803 770 944 (**Textphone**)
01803 770 946 (**Fax**)

Email: info@cuedspeech.co.uk

Web: www.cuedspeech.com

Description of services

- Provides information about training in cued speech
- They offer free tuition for parents of deaf children and deaf people
- Week long residential courses are provided

The many benefits of Cued Speech follow on from the simple fact that, with its use, deaf people can see all the sounds of speech as clearly as hearing people

Opening Times:

The office is not opened to the public but contact can be made by telephone, textphone or email.

Deafblind UK

100 Bridge Street
Peterborough
PE1 1DY

01733 358100 (**Telephone**)
0800 132320 (**Helpline 24 hours**)
01733 358356 (**Fax**)
01733 358100 (**textphone**)
01733 132320 (**Helpline 24 hours**)

Email: info@deafblind.org.uk

Web: www.deafblind.org.uk

Description of services

- Deafblind is a national charity that supports deafblind people.
- Provides deafblind people with support to overcome isolation, live independently and enjoy many activities.

Opening Times:

Mon – Thurs 9am – 5pm

Fri 9am – 4pm

Deaf Broadcasting Council

70 Blacketts Wood Drive
Chorleywood
Rickmansworth
Herts
WD3 5QQ

01923 284538 (**Textphone**)
01923 283127 (**Fax**)

Email: rmyers@waitrose.com

Web: www.deafbroadcastingcouncil.org.uk

Description of services

- Ensures that deaf, deafened and hard of hearing people have access to television and that access is of suitable quality
- DBC liaises with regulators and service providers to try to foster understanding of the needs and create general awareness.

Opening Times:

Contact can be made by telephone, fax or email

Deafax

Technology centre
University of Reading
Bulmershe Court
Reading, RG6 1HY



0870 770 3275 (**Telephone**)

0870 770 3276 (**Fax**)

0870 770 3275 (**Textphone**)

Email: ken@deafax.org

Web: www.deafax.org or www.deafchild.org

Description of services

- Provides training to deaf children and their teachers as well as technical support at deafblind UK centres
- Deafchild communication aids project – helps pupils with communication difficulties by providing technology to enable them to access the curriculum and interact with others.

Deafplus

Prospect Hall
12 College Walk
Selly Oak
Birmingham
B29 6LE

0121 415 2080 (**Telephone**)
0121 415 2080 (**Textphone**)
0121 415 2081 (**Fax**)
0121 415 2082 (**Videophone**)

Email: N/A

Web: www.deafplus.org

Description of services

- Develop innovative work with deaf and hearing people to enable them to improve their quality of life.
- Training
- Newsletter “News Plus”

Opening Times:

Opening times for national centres can be obtained by contacting the central office on the numbers above, or from the website

Deafway

Brockholes Brow
Preston
Lancashire
PR2 5AL

01772 796461 (**Telephone**)

01772 652388 (**Textphone**)

01772 654439 (**Fax**)

Email: deafway@deafway.freesevice.co.uk

Web: www.deafway.freeuk.com

Description of services

- Local, national and international work to achieve equality of access and opportunity for deaf people
- Services and projects include; Residential Care and Rehabilitation for deaf people with a range of needs, Community Services, Deaf Awareness and British Sign Language training, the provision of premises for Sports and Social Clubs for deaf people in Preston and Lancaster, Research projects, Deaf and Sign Language Art Development projects, and partnerships and projects with deaf organisations in Nepal.
- Working in partnership with other organisations to create new services tailored to specific needs in all parts of the UK.

Defeating Deafness

330 – 332 Grays Inn Road
London
WC1X 8EE

020 7833 1733 (**Telephone**)
020 7915 1412 (**Textphone**)
020 7278 0404 (**Fax**)

Email: ddeafness.info@ucl.ac.uk

Web: www.defeatingdeafness.org

Description of services

- Provides information and advice on hearing problems to help those affected and to promote a better understanding of these widespread but neglected disabilities.
- Supported entirely by voluntary donations, the charity aims to encourage and finance research into the prevention, diagnosis, treatment and cure of hearing difficulties
- Educates people about hearing problems and their treatment
- Newsletter quarterly

Opening Times:

Mon – Fri 9:30am – 5:30pm

Deaf Education through Listening and Talking (DELTA)

P.O. Box 20
Haverhill
Suffolk
CB9 7BD

01440 783689 (**Telephone**)
01440 783689 (**Fax**)

Email: enquiries@deafeducation.org.uk
Web: www.deafeducation.org.uk

Description of services

- Nationwide support group of teachers and parents of deaf children
- Provides support, information and advice to guide parents in helping their children develop normal speech and to live independently within a hearing society.
- Regional branches hold regular meetings and conferences
- Run courses for parents and families including summer schools for parents with hearing impaired children

Opening Times:

Mon – Fri 9am – 5pm

Eastern Deaf Sport Association

PO Box 2232
Leagrave
Beds, LU3 2YU

01582 483417 (**Telephone**)
01582 405710 (**Textphone**)
01582 720679 (**Fax**)

Email: western@luton.gov.uk
Web: www.britishdeafsportsCouncil@

Description of services

- Organises sports in the Eastern region covering; Norfolk, Suffolk, Cambridgeshire, Essex, Hertfordshire and Bedfordshire.
- Regular competitions are organised throughout the region

This is for anyone who is keen on sports or seeks advice on deafness in sports.

Opening Times:

Contact the Regional Secretary, Mike Webster on the above numbers

Friends for Young Deaf People (FYD)

120a Abbey Street
Nuneaton
Warwickshire, CV11 5BX

02476 641017 (**Telephone**)
02476 328083 (**Textphone**)
02476 641517 (**Fax**)



Email: family@fyd.org.uk / training@fyd.org.uk /
community@fyd.org.uk
Web: www.fyd.org.uk

Description of services

- Community programmes to enable deaf children and young people to access arts, sports and outdoor activities and national summer residential camps.
- Early intervention and family programme to encourage family and child to find their own strategy for living with deafness with support of role models and impartial advice. FYD run unique family weekends.
- Personal development training and peer support training for young deaf and hearing people (15-25 years) to discover their potential, develop self-confidence and use their skills to support others in their communities.
- Regular events across the country and regular newsletter.

Seeks to achieve social inclusion for all deaf children and young people through deaf and hearing integration.

Opening Times:

Mon – Fri 9am – 5pm

Hearing Concern

(British Association of the Hard of Hearing)

Hearing Concern
95 Gray's Inn Road,
London WC1X 8TX



020 7440 9871 (**Telephone**)

020 7440 9872 (**Fax**)

020 7440 9873 (**Textphone**)

Email: info@hearingconcern.org.uk

Web: www.hearingconcern.org.uk

Description of services

- **Hearing Adviser Network** – over a hundred advisers giving face to face support over the UK.
- **Deaf Awareness Project** – educating the general public about the communication needs of deaf and hard of hearing people.
- **Hearing Concern Magazine** – an essential source of information about all aspects of hearing loss.
- **Research** – to find solutions to the problems faced by those who are hard of hearing.
- **Campaigning** – on many issues such as pensions for veterans whose hearing suffered due to active service and provision of induction loop systems.

Opening Times:

Helpdesk Mon-Fri 10am – 4pm

Hearing Dogs for Deaf People

The Grange
Wycombe Road
Saunderton
Bucks, HP27 9NS

01844 348100 (**Telephone**)
01844 348100 (**Textphone**)
01844 348101 (**Fax**)

Email: info@hearing-dogs.co.uk
Web: www.hearing-dogs.co.uk

Description of services

- Hearing Dogs for Deaf People selects and trains dogs to alert severely or profoundly deaf people to everyday household sounds
- Request an application form by writing or online from the website

Opening Times:

Contact by phone, fax, letter, and email
Monday – Friday 9am – 5pm

Makaton Vocabulary Development Project

31 Firwood Drive
Camberley
Surrey, GU15 3QD

01276 61390 (**Telephone**)
01276 681368 (**Fax**)

Email: mvd@makaton.org

Web: www.makaton.org

Description of services

- Provide a unique communication and language programme used in the UK
- Through Makaton children and adults can interact with others, be integrated into family life, access education, participate in society, access information, training, and in some cases supported employment.
- Provide a range of training workshops and courses, books, videos, CD and other resources, translation services to make information available in symbols and sign help and advice.

Meniere's Society

98 Maybury Road
Woking
Surrey
GU21 5HX

01483 740597 (**Telephone**)
01483 771207 (**Textphone**)
01483 755441 (**Fax**)

Email: info@menieres.org.uk
Web: www.menieres.org.uk

Description of services

- Provide a telephone helpline offering support and information to members as well as dealing with enquires from the public
- Provide information sheets on all aspects of understanding, treating and living with Meniere's disease
- Produce a quarterly magazine "Spin" which includes articles from the medical profession and is also a useful forum for members to exchange views and coping strategies
- Promote local self-help groups for sufferers and their carers

Opening Times:

Telephone, email and letter
Mon – Fri 9am – 5pm

Music and the Deaf

The Media Centre
7 Northumberland Street
Huddersfield
West Yorkshire, HD1 1RL

01484 483115 (**Telephone**)

01484 483115 (**Textphone**)

01484 483116 (**Fax**)

Email: info@matd.org.uk

Web: www.matd.org.uk

Description of services

- Committed to helping deaf people accessing music performing arts through education work (including workshops), talks, demonstrations, signed theatre performances.
- Deal with individual enquires and have publications available.

Opening Times:

Mon – Fri 9am – 5pm

National Association for the Relief of Paget's Disease (NARPD)

323 Manchester Road
Walkden
Manchester, M28 3HH

0161 799 4646 **(Telephone)**
0161 799 6511 **(Fax)**

Email: NARPD@aol.com

Web: www.paget.org.uk

Description of services

- Information, advice and support for sufferers and carers
- Quarterly newsletter
- Directing sufferers to appropriate treatment.
- Offering membership
- Working to raise awareness of Paget's disease among the medical profession, health and care professionals and the public at large
- Encouraging and helping to fund research

Opening Times:

Mon – Fri 9am – 4pm

National Association of Deafened People

PO Box 50
Amersham
Bucks, HP6 6XB

01494 724830 **(Telephone) Mon – Wed**
01494 723613 **(Textphone) Mon – Wed**
01494 431932 **(Fax)**

Email: enquiries@nadp.org.uk

Web: www.nadp.org.uk

Description of services

- They are the only UK organisation that cater for people who have lost their hearing through illness or an accident
- Help people overcome their hearing problems
- Local groups and national groups have autumn meetings in various UK mainland areas
- They produce a quarterly newsletter “Network”

Opening Times:

Office hours are Mon – Wed by telephone or voicephone
Email and Fax 24 hours

National Deaf Children's Society

15 Dufferin Street
London
EC1Y 8UR

0808 800 8880 (**Telephone and Textphone**)
Helpline Mon – Fri 10am – 5pm
020 7251 5020 (**Fax**)

Email: helpline@ndcs.org.uk
Web: www.ndcs.org.uk

Description of services

- Provide information on all aspects of childhood deafness and can also help with practical support and advice
- Membership for families of deaf children, young deaf people, organisations and professionals
- Publish “Talk” magazine
- Freephone helpline that gives information, advice and simply someone to talk to

Opening Times:

Helpline, fax or letter. A network of regional staff who can do home visits – contact helpline for details.

Places for People

New Leaf Supporting Independence
12 Vivian Avenue
Sherwood Rise
Nottingham, NG5 1AF

01845 6044446 (**Telephone**)
0115 9856572 (**Textphone**)
0115 9692621 (**Fax**)

Email: diane.hall@nbh.co.uk
Web: www.nbh.co.uk

Description of services

- Supported housing scheme for deaf people. twelve Self contained flats (four two bedroom and eight one bedroom)
- Provides access and support for British Sign Language users
- People are welcomed from anywhere in the UK
- There is a Housing Support Worker and a Community Care Team

Royal National Institute for Deaf People (RNID)

19 – 23 Featherstone Street
London
EC1Y 8SL

0808 808 0123 (**Telephone information line**)
020 7296 8000 (**Switchboard**)
0808 808 9000 (**Textphone**)
020 7296 8199 (**Fax**)

Email: informationline@rnid.org.uk

Web: www.rnid.org.uk

Description of services

- Membership, training, information, employment, learning and skills service, care services
- A range of equipment through RNID Sound Advantage
- National telephone relay service through RNID Typetalk
- Communication support services
- A network of regional offices
- Offer disability and deaf awareness training
- Annual Breaking the Soundbarrier event
- Campaigning on issues ranging from subtitling to audiology services
- Commissioning research on a variety of topics
- Membership magazine – “One in Seven”

Sense

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

020 7272 7774 (**Telephone**)
020 7272 9648 (**Textphone**)
020 7272 6012 (**Fax**)

Email: enquiries@sense.org.uk

Web: www.sense.org.uk

Description of services

- Offers advice, help and information to deafblind people.
- Supports families through a national network and local branches
- Runs a holiday programme for deafblind children and adults
- Provides education, residential, respite and day services
- Provides communicator guides for one-to-one support
- Offers training and consultancy

Opening Times:

Phone lines are open
Mon – Fri 9am – 5:30pm

SHAPE

LVS Resource Centre
356 Holloway Road
London, N7 6PA

020 7619 6160 (**Telephone**)
020 7619 6161 (**Textphone**)
020 7619 6162 (**Fax**)

Email: john@shapearts.org.uk
Web: www.shapearts.org.uk

Description of services

- Give advice and consultancy
- Provide deaf awareness training
- Training and employment opportunities for deaf people
- Projects and training courses
- Publish a magazine Deaf Arts

Opening Times:

Services are accessed by email, website, post and minicom.

Office hours Mon – Fri 10am – 1pm and 2pm – 6pm

Sign. The National Society for Mental Health and Deafness

13 Station Road
Beaconfield
Bucks, HP9 1YP

01494 816777 (**Telephone**)

01494 816777 (**Textphone**)

01494 812555 (**Fax**)

Email: sign@charityheadoffice.freemove.co.uk

Web: www.signcharity.org.uk

Description of services

- There are projects in various areas such as; London, Manchester, Leeds and High Wycombe

SPIT (Sign Performances In Theatre)

1 Stobart Avenue
Manchester
M25 0AJ

0161 773 1715 (**Telephone**)
0161 773 1715 (**Fax**)

Email: sarah@spit.org.uk
Web: www.spit.org.uk

Description of services

- Provides a national listing of BSL interpreted and captioned performances of mainstream theatre.
- Quarterly newsletter
- Listing available

The British Tinnitus Association

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

0800 018 0527 (**Telephone**)

Email: info@tinnitus.org.uk

Web: www.tinnitus.org.uk

Description of services

- Information, advice and support to anyone with Tinnitus, and other interested parties
- Support service throughout the UK and abroad
- Quarterly journal – annual membership £10
- Promotes the foundation of self help groups

Opening Times:

Mon – Fri 9:30 – 4:30 answer phone at other times

The Forest Bookshop

Warehouse
The New Building
Unit 2, Ellwood Road
Milkwall
Coleford
Glos, GL16 7LE

01594 833858 (**Telephone**)
01594 833446 (**Fax**)
01594 810637 (**Videophone**)

Email: forest@forestbooks.com

Web: www.forestbooks.co

Description of services

- The world's leading mail-order specialist in books, videos and CD roms about deafness, sign language and deaf issues.
- Next day delivery service

Opening Times:

Mon – Fri 9am – 5:30pm

Sat 9am – 4:30pm

The Hearing Aid Council

Witan Court
305 Upper Fourth Street
Central Milton Keynes
Bucks, MK9 1EH

01908 235700 (**Telephone**)

01908 233770 (**Fax**)

Email: hac@thehearingaidcouncil.org.uk

Web: www.thehearingaidcouncil.org.uk

Description of services

- Regulating body for those who dispense hearing aids commercially.
- Sets standards of trade practise and dealing with complaints
- Gives information and advice for anyone wishing to set-up business in dispensing hearing aids.

Opening Times:

Mon – Thurs 8:30am - 5:30pm

Fri 8:30am – 2:00pm

The Link Centre for Deafened People

19 Hartfield Road
Eastbourne
East Sussex
BN21 2AR

01323 638230 (**Telephone**)
01323 739998 (**Textphone**)
01323 642968 (**Fax**)

Email: linkcntr@dircon.co.uk

Web: www.linkcentre.org

Description of services

- Running a rehabilitation programme for people who lost most or all of their hearing as adults.
- The aim is to assist adjustment to deafness by providing intensive psychological support and practical help and advice.
- The intensive programmes are held all over the UK.
- Newsletter 3 times a year.

Opening Times:

Mon – Fri 9am – 5pm

USEFUL INFORMATION FOR PEOPLE WHO ARE DEAF AND HARD OF HEARING

Benefits

Benefits for deaf and hard of hearing people

There is no single benefit specifically for deaf people. What you can claim will depend on your personal circumstances.

Each benefit has its own rules. Some of the benefits you may be able to claim include:

- Disability Living Allowance.
- Attendance Allowance.
- Incapacity Benefit.
- Industrial Injuries Disablement Benefit.
- War Disablement Pension.
- Income Support and Jobseeker's Allowance.
- Social Fund and Community Care Grants.
- Housing Benefit and Council Tax Benefit.
- Disabled Person's Tax Credit & Working Tax Credit.
- Children's Tax Credit

For more information about benefits please contact;

Benefits Enquiry Line for people with disabilities

A free advice line run by the Department for Work and Pensions. Tel: 0800 882200. Textphone: 0800 243355. (Monday-Friday, 8.30am-6.30pm. Saturday, 9am-1pm.)

British Sign Language Courses

Adult Education provides Level 1, Level 2 British Sign Language course and free Lip-reading classes in the Norfolk Area. Below are details of their area offices;

Attleborough

Community Centre, Church Street, Attleborough,
NR17 2AH

Tel: 01953 455634 Fax: 01953 457561

Email: doreen.newbury.edu@norfolk.gov.uk

judith.head.edu@norfolk.gov.uk

Diss

Adult Education Office, Walcot Road, Diss, IP22 4DH

Tel: 01379 651335 Fax: 01379 652870

Email: sue.carpenter.edu@norfolk.gov.uk

Eaton

Earlham High School, Earlham Road, Norwich, NR4 7NU

Tel: 01603 504031 & 01603 458317

Email: angela.grice.edu@norfolk.gov.uk

Fakenham

Fakenham Learning Centre, 18-20 Norwich Street,
Fakenham, NR21 9AE

Tel: 01328 851223 Fax: 01328 856623

Email: chris.chalk.edu@norfolk.gov.uk

Great Yarmouth

22 Euston Road, Great Yarmouth, NR30 1EA

Tel: 01493 336324 Fax: 01493 332807

Email: brian.brackley.edu@norfolk.gov.uk

British Sign Language Courses Cont....

Hellesdon

Hellesdon High School, Middleton's Lane, Hellesdon,
Norwich, NR6 5SB

Tel: 01603 411560 Fax: 01603 401068

Email: marcia.harbord.edu@norfolk.gov.uk

Hewett

Hewett School, Cecil Road, Norwich, NR1 1PL

Tel: 01603 616212 Fax: 01603 613597

Email: maggie.robertson.edu@norfolk.gov.uk

Kings Lynn

West Norfolk Professional Development Centre, Kilham's
Way, Kings Lynn, PE30 2HU

Tel: 01553 772766 Fax: 01553 692374

Email: mandy.chilvers.edu@norfolk.gov.uk
gill.daniels.edu@norfolk.gov.uk

North Walsham

Adult Education Office, Market Street, North Walsham,

Tel: 01692 407431 Fax: 01692 409111

Email: andrew.brighton.edu@norfolk.gov.uk

Sheringham

Sheringham Community Centre, Cromer Road,
Sheringham

Tel: 01263 822170 Fax: 01263 820247

Email: jan.feeney.edu@norfolk.gov.uk

British Sign Language Courses Cont...

Sprowston

Sprowston High School, Cannerby Lane, Sprowston,
Norwich

Tel: 01603 426379 Fax: 01603 408310

Email: alison.burnham.edu@norfolk.gov.uk

Swaffham

Swaffham Community Centre, Campinglands, Swaffham

Tel: 01760 720222 Fax: 01760 725936

Email: linda.brady.edu@norfolk.gov.uk

Thetford

Tanner House, Tanner Street, Thetford, IP24 2BQ

Tel: 01842 755492 Fax: 01842 760410

Email: carol.bushell.edu@norfolk.gov.uk

Thorpe

Thorpe Community Learning Centre, Longfields Road,
Norwich

Tel: 01603 435857 Fax: 01603 431894

Email: judy.youngs.edu@norfolk.gov.uk

Wensum

Wensum Lodge, 169 King Street, Norwich NR1 1QW

Tel: 01603 666021 Fax: 01603 765633

Email: vanessa.bowron.edu@norfolk.gov.uk

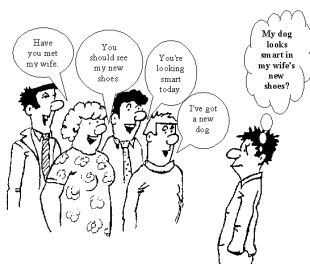
Communication Tips

Do's & Don'ts of Communication with deaf and hard of hearing people



H-E-L-L-O

Speak normally, Don't Exaggerate



Don't all speak at once

Don't Leave a deaf person out of a group conversation!



If you're stuck write it down

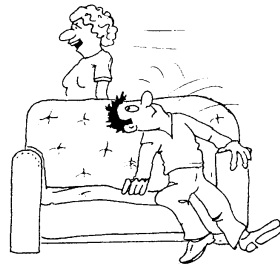
Communication Tips Cont...

The best conditions for hard of hearing people to listen to conversations in the home are;

1. A room that has soft furnishings such as; carpets, curtains, and cushions. These absorb sound and reduce the echo effect.
2. Try to reduce background noises. A tablecloth may lessen the noise of plates clattering for example.
3. Make sure you face the person you are talking to and speak clearly and a little louder. Mumbling and shouting may make it difficult for the person to pick out words that you say.



Don't Shout!!



Don't face away

Remember noisy places such busy streets, large shops, hospitals and railway stations will be more difficult to communicate in, because of the very loud background noise.

Deaf Awareness Courses

A number of organisations in Norfolk will provide courses to make your services more accessible for Deaf and Hard of Hearing people, or can help to raise your general awareness as an individual, these courses may include;

- Deaf Awareness
- Communication Tactics
- Short Sign Language Courses

For more information contact your nearest organisation

City College Norwich

Adult & Community Learning Gateway

Ipswich Road,

Norwich, NR2 2LJ

01603 773380 (**Telephone** -General enquires)

01603 773678 (**Textphone** - General enquires)

01603 773524 (**Fax**)

Email: information@ccn.ac.uk

Deaf Connexions

Unit 14, Capitol House

4 Heigham Street

Norwich

NR2 4TE

01603 660889 (**Telephone**)

01603 661113 (**Textphone**)

01603 660889 (**Fax**)

Email: sue@deafconnexions.org.uk

Deaf Awareness Courses Cont...

Norfolk Deaf Association

217 Silver Road

Norwich

NR3 4TL

01603 404440 **(Telephone / Textphone)**

01603 404433 **(Fax)**

Email: nda@btconnect.com

West Norfolk Deaf Association

Railway Road

King's Lynn

PE30 1NF

01553 773399 **(Telephone)**

01553 774766 **(Textphone)**

01553 660483 **(Fax)**

Email: wnda@btconnect.com

Adult Education

Wensum Lodge,

169 King Street,

Norwich

NR1 1QW

01603 666021 **(Telephone)**

01603 765633 **(Fax)**

Disability Employment Advisors

Disability Employment Advisors Help with Getting and Keeping a Job.

Disability Employment Advisors (DEA) work from Jobcentres. They offer help and support to people with disabilities who are seeking work. At present there are two advisory systems available to people, according to which types of benefits they receive. It is also possible to obtain help if you are not receiving benefits at all, or are in work and experiencing difficulties. A DEA can advise you which advisory system is appropriate to you.

DEA's can advise you about ...

- Work experience placements under the Work Preparation programme.
- Training opportunities, both local and at residential training colleges.
- Job vacancies.
- Travel expenses when attending job interviews.
- Communicator support for job interviews or when at work (such as staff meetings/ training courses).
- Special aids and equipment to help you overcome health related problems at work (such as loop systems, alarm/warning systems). This is under the Access To Work programme.
- Your rights, under the Disability Discrimination Act, as a job applicant or existing employee.

Disability Forums

The aims of the Forums are:

- To improve the health and well-being of people with physical and sensory disabilities, other disabilities and their carers by helping them to shape decisions and policies which affect their lives.
- To enable disabled people to input directly into the policy - making processes of the statutory service providers i.e. Health, Social Services, local authorities and comment on local issues.
- Provide a voice for disabled people to express their needs on any issue
- Make sure disabled people are consulted and are involved in commenting on local policy - making.
- Make sure disabled people are able to influence policy-making, planning, provision and monitoring of local services.

The majority of Forum members should be people with physical and/or sensory impairments. A few representatives of organisations/clubs delivering services to disabled people may also be included if Forum members think this will be beneficial. The members of the Forum should live or work in the district council /primary care trust area.

Disability Forums Cont...

The disability forums are supported by but independent of the health trusts and local authorities.

Lip speakers and interpreters are available to attend the meetings upon request

There are 6 Disability Forums;

Contact details:

Great Yarmouth: Lindsay Seward, Chair, 2,
Shakespeare Road, Gt. Yarmouth NR30 4HE
Tel: 01493 859597

North Norfolk: Sonia Shuter, North Norfolk District
Council, Holt Road, Cromer NR27 9EL
sshuter@north-norfolk.gov.uk
Tel: 01263 516173
Textphone: 01263 516005
Fax: 01263 515042

Broadland: Darryl Smith, Broadland District Council,
Thorpe Lodge, 1, Yarmouth Rd., Thorpe St. Andrew,
Norwich NR7 ODU
Tel: 01603 431133 fax: 01603 300087 minicom: 01603
703399

South Norfolk: Ian McArthur, South Norfolk Council,
South Norfolk House, Swan Lane, Long Stratton, Norfolk
NR15 2XE
Tel: 01508 533633
imcarthur@s_norfolk.gov.uk.

Disability Forums Cont...

Breckland: Fran Saratoon, Breckland District Council,
The Guildhall, Dereham Norfolk NR19 1EE
Tel: 01362 656830
fran.Saratoon@breckland.gov.uk.

West Norfolk: Carol Lascelles @ Borough Council of
King's Lynn and West Norfolk, King's Court, Chapel St.,
King's Lynn PE30 1EX
Tel: 01553 616381

Norwich: Veena Rodrigues/Jackie Milner @ Norwich
Primary Care Trust, St Andrew's House, St. Andrew's
Business Park, Northside, Thorpe St. Andrew, Norwich
NR7 OHT
Tel: 01603 307174 Email
veena.rodrigues@norfolk.nhs.uk

NCC's member champion for disabled people is
Councillor Tony Luckett, 15, Grantly Court, King's Lynn,
PE30 4 TH tel: 01553 775996

Equipment

EQUIPMENT

Why the need for equipment?

Many people who are deaf or hard of hearing often find everyday tasks difficult or even impossible.

Hearing the phone ring and following a phone conversation

Hearing the doorbell

Listening to the TV or radio

Taking part in a group discussion

Some people receive a hearing aid and are often under the impression that it will solve all their problems, then find it difficult when it doesn't. One reason is, that a hearing aid alone is unlikely to solve all their problems. Additional equipment is available that will assist with these everyday activities. Examples of the types of equipment available include:

Flashing doorbells

Domestic and personal loop system

Textphones

You can either get equipment from Social Services who will assess your needs and identify with you, the type of equipment that you will need. Following a short assessment, equipment can be issued on a permanent loan basis. There is a standard charge of £20 (March 2003) but this may change.

Equipment cont..

You can also buy equipment from private companies. Equipment can be expensive, seek advice before buy. A selection of suppliers of equipment for hard of hearing people is below;

Connevans

54 Albert Road North, Reigate, Surry, RH2 9YR

01737 247571 Tel

01737 243134 Text

Connevans have a full range of equipment available. A mail order catalogue can be requested free of charge.

Gordon Morris Limited

Twyford House, Ham street, Baltonsborough,

Glastonbury, Somerset, BA6 8QY

01458 850396 Tel

01458 850 396 Text

A full range of equipment is supplied by this company.

PC Werth Limited

Audiology House, 45 Nightingale Lane, London, SW12 8SP

020 8772 2700 Tel

020 8772 2700 Text

Manufacturers of hearing aids and other assistive listening devices.

Equipment cont..

Phonak UK Limited

**Cygnat Court, Lakeside Drive, Warrington, Cheshire,
WA1 1PP**

01925 623 600 Tel

01925 623613 Text

Manufacturers of hearing aids and other assistive
listening devices

Sarabec

**15 High Force Road, Riverside Park ind. Est,
Middlesborough, Cleveland, TS2 1RH**

01642 247789 Tel

01642 251310 Text

Supplier of textphones, alarm clocks, doorbells, vibrating
watches, inductive loop systems.

Sound Advantage

**1 Metro Centre, Welbeck Way, Peterborough,
PE2 7UH**

01733 361199 Tel

01733 238020 Text

A full range of equipment is supplied by this company.

(NHS) Hearing Aids

(How do I get a NHS Hearing Aid)

I am Under 60, How Do I Get My First NHS Hearing Aid?

(Children are treated as priority cases, especially when a hearing loss is suspected.)

Go to your GP and ask for a referral to the hospital. Your GP will refer you either to ENT or directly to Audiology.

Referral to ENT consultant.

Referral received, added to appropriate consultants list and appointment sent.

Visit One

Patient sees consultant. Hearing test is done. Impression of the ear is taken for ear mould to which hearing-aid will attach.

Visit Two

Patient attends audiology for fitting of hearing-aid, 6 – 10 weeks later.

Hearing Support Volunteer visit requested if required.

Follow-up arranged in department - if required.

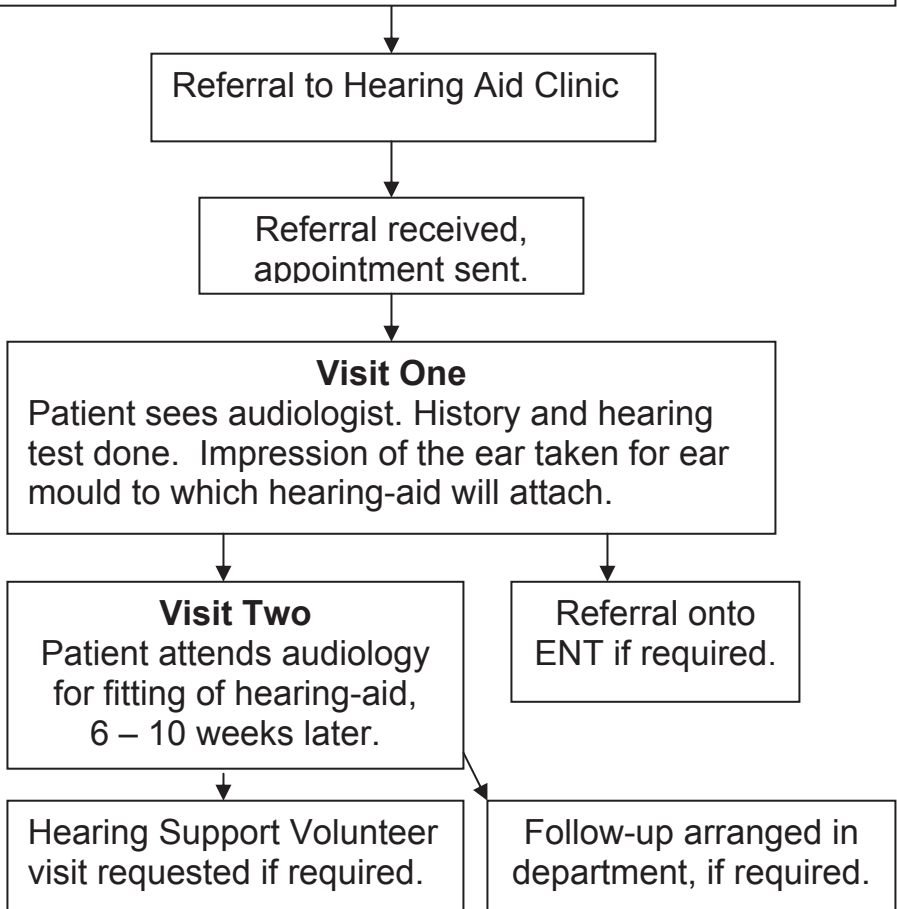
(NHS) Hearing Aids

(How do I get a NHS Hearing Aid Cont...)

I am Over 60 How Do I Get My First NHS Hearing Aid?

If you are an existing NHS hearing aid user, and require a reassessment, please contact the department directly.

Go to your GP and ask for a referral to the hospital. Your GP will refer you either to ENT or directly to Audiology.



NHS Hearing Aids

A lot of people wear NHS hearing aids and most of the NHS hearing aids have similar parts. Hearing aids are fitted behind the ear and attach to a mould that is placed in the ear.

Most patients are fitted with one hearing aid to begin with. However in some cases two aids can be fitted. All aids have the same three main components working inside, which are;

- 1. Microphone** - Picks up sound waves from the surrounding area and channels it into the aid.
- 2. Amplifier** - Increases the volume of these sound waves, which is the main requirement of the aid.
- 3. Loudspeaker** - Directs the amplified sound waves out of the aid through the tubing and ear-mould and into the patients ear

There are four controls on the hearing aid;

Volume Control – a continuous dial, which changes the volume of the hearing aid.

O = Off – when selected the aid is switched off.

T = Telecoil – when selected switches the aid to an induction loop.

M = Microphone – when selected it activates the microphone and switches the aid on.

Batteries

Hearing aids are powered by a small battery that needs replacing regularly

(NHS) Hearing Aid (Benefits and Limitations)

Benefits of using a Hearing Aid

- A hearing aid helps the user to live and function in the hearing world.
- It offers the user more opportunities in employment.
- It helps to reduce the feeling of isolation in some social situation.
- It alerts the user to sounds.
- It aids the understanding of speech when using lip-reading.

Limitations

- The hearing aid amplifies all sounds – not just the sounds the user would like to hear.
- A badly fitted ear mould can cause feedback and discomfort for the user.
- Some hearing aids pick up interference from machinery, fluorescent lights etc.
- The hearing aid does not restore normal hearing.

Many people have difficulty in accepting the fact that they need a hearing aid.

(NHS) Hearing Aids (Digital Hearing Aids)

Modernising NHS Hearing Aid Services and the provision of Digital Hearing Aids

In 2000, the Department of Health launched the Modernising NHS Hearing Aid Services (MHAS) project. Two of the aims of the project were to look at the costs and benefits of

- introducing digital signal processing (DSP) hearing aids "digital hearing aids". It included looking at aids worn behind the ear or in the ear and whether worn behind or in one ear or two and
- fully supporting people who are fitted with a hearing aid

The modernised services for children and adults will make digital hearing aids available to people who are new to needing a hearing aid and those people who are due for a reassessment of their hearing. Participating departments have been given guidelines about the number and frequency of visits that people should be offered as part of the provision of their hearing aid(s) and follow-up support. Once fitted with the aids, people will be invited for regular follow up visits providing them with support to help ensure that they use the aid properly and get the best from it.

Demand for digital hearing aids is expected to be high and waiting times may become longer as the staff working in Audiology departments are trained and offer the more frequent follow-up visits.

(NHS) Hearing Aids (Digital Hearing Aids Cont...)

The service is currently available to people living in the catchment area of the James Paget Hospital which was one of the first Audiology Departments in England to be used as part of the project. It is expected that the Queen Elizabeth Hospital in King's Lynn and the Norfolk and Norwich University Hospital will have joined the project by March 2005.

Further information can be found at www.mhas.info

(NHS) Hearing Aids (Hearing Aid Batteries from the QE Hospital)

How can you get replacement hearing aid batteries?

1 By Post

Please send your hearing aid record book and the old battery case to the following address:

Audiology Department
Queen Elizabeth Hospital,
Gayton Road
King's Lynn

2 At a local Health Centre

Take your hearing aid record book to one of the following:

Dersingham Surgery

Saxon Way, Dersingham
(4th Tues of month 2pm-3:30pm)

Downham Market Health Centre

Paradise Road, Downham Market
(1st and 3rd Wed of month, 2pm-3pm)

Hunstanton Surgery

Valentine Road, Hunstanton
(2nd Wed of month, 2pm-3:30pm)

North Cambridgeshire Hospital

The Park, Wisbech
(Mon & Wed 10am-12noon)

(NHS) Hearing Aids (Hearing Aid Batteries from the QE Hospital Cont.)

Queen Elizabeth Hospital

Gayton Road, Kings Lynn

(Open Mon-Fri 9am-12:30pm & 1:45pm-4pm)

Swaffham Community Hospital

Sporle Road, Swaffham

(1st & 3rd Tues of month, 2pm-3:30pm)

(NHS) Hearing Aids

(Hearing Aid Batteries from the N & N Hospital)

How can you get replacement hearing aid batteries?

1 By Post

Please send your hearing aid record book and the old battery case to the following address:

Audiology Department
Norfolk & Norwich University Hospital NHS Trust
Colney Lane
Norwich, NR4 7UY

2 At a local Health Centre

Take your hearing aid record book to one of the following:

Acle Medical Centre
Attleborough Health Centre
Beccles Hospital
Cromer Hospital
Dereham Hospital
Diss Health Centre
Fakenham Health Office
Holt Surgery
Long Stratton Health Centre
Loddon Surgery
Magdalen Medical practice
Market Surgery Aylsham
North Walsham Hospital
Norwich NHS Walk-in Centre at Dussingdale
Oak Street Surgery Norwich

(NHS) Hearing Aids

(Hearing Aid Batteries from the N & N Hospital Cont..)

Sheringham Health Centre,
Stalham Day Surgery,
The Surgery, 38 Unthank Rd. Norwich
Watton Health Centre,
Wells Surgery,
Willow Wood Surgery Sprowston,
Wroxham Surgery,
Wymondham Health Centre,

3 At the Norfolk & Norwich Hospital

Please take your hearing aid record book to the Audiology and ENT reception area situated in Outpatients West, Level 2 and the new batteries will be issued.

PLEASE NOTE: It is no longer necessary to return your old hearing aid batteries to us. Please dispose of these safely.

(NHS) Hearing Aids

(Hearing Aid Batteries from the James Paget Hospital)

How can you get replacement hearing aid batteries?

1 By Post

Please send your hearing aid record book and the old battery case to the following address:

James Paget Hospital Audiology Dept
Lowestoft Road
Gorleston
Great Yarmouth
Norfolk, NR31 6LA

2 At a local Health Centre

Take your hearing aid record book to one of the following:

Acle Health Centre
Beccles Hospital - **(Main Reception)**
Hemsby Medical Centre
James Paget Hospital - **(Main Reception)**
James Paget Hospital - **(Voluntary services desk)**
Lowestoft Hospital - **(Main Reception)**
Northgate Hospital - **(Locality Office)**
Northgate Hospital - **(Reception Norfolk Mental Health)**
Patrick Stead Hospital Halesworth - **(Main Reception)**
Southwold Hospital - **(Main Reception)**

(NHS) Hearing Aids (Loop Systems - T Switch)

The T Switch and Loop System

If someone with a hearing aid is attending the cinema, church service or theatre, they should ask if the building is fitted with an induction loop. With using this system it will give a clear direct signal without background noise.

What is it?

The 'T' switch can be found on a number of hearing aids and is used in conjunction with induction loop systems. When the hearing aid is switched to 'T' it can only respond if you are within a looped area. At this time, the microphone is no longer in operation.

Where can I use it?

It can be used in all public telephone boxes and in public buildings that have an induction loop fitted.

How do I use it?

Simply switch your hearing aid to 'T' and adjust the volume until you are able to hear clearly.

Some public buildings are only partially looped, so be sure to sit within the right area.

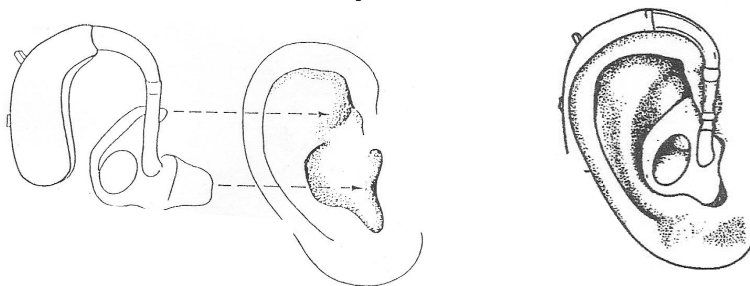
When using the telephone it will be necessary to place the receiver over the top of the hearing aid for the clearest signal.

(NHS) Hearing Aids (Fitting your Hearing Aid)

Fitting your Hearing Aid

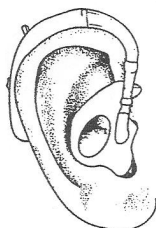
It is vital for the ear mould to be in the ear correctly so there isn't any feedback and to give comfort to the wearer. Below is a diagram of how to correctly insert the ear mould in the ear.

Ear mould in the correct position



This shows how your hearing aid fits behind your ear, with the ear mould fitted correctly in the ear.

Ear mould in the wrong position



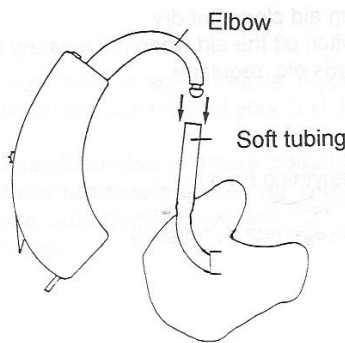
The top part of the ear mould has not been inserted correctly. It should be placed underneath and not on top of the fleshy part of your ear (the helix). This is the most common fault that people have in fitting their ear mould.

(NHS) Hearing Aids

(Cleaning your ear mould)

Cleaning your ear mould

Detach the ear mould from the hearing aid by pinching the top of the soft tubing and pulling it away from the elbow of the hearing aid. Do not pull tubing out of the mould.



Wash the mould in warm soapy water. Washing up liquid is acceptable, but do not use detergent such as bleach scouring powder etc.

Rinse the ear mould in clean water, blow through the tubing to remove drops of water and leave it in warm (not hot), place to dry overnight.

The ear mould should be re-attached to the hearing aid by pinching the soft tubing and sliding it over the grip of the elbow. The curved side of the mould should match the curve of the hearing aid.

Please note the hearing aid itself should be wiped with DRY cloth. DO NOT allow it to come near water.

(NHS) Hearing Aids (Hearing Therapy)

Hearing Therapy

Hearing therapy, provided by Hearing Therapists is available to help people develop ways of coping with their hearing loss, tinnitus or balance problems and to remain independent and not become withdrawn or isolated.

Who can be helped by a Hearing Therapist?

- People who have not been issued with a hearing aid because they have;
 - Too small a hearing loss for a hearing aid
 - Too greater hearing loss for a hearing aid
 - No residual hearing due to sudden hearing losses
 - A reluctance to wear a hearing aid
- People who have been issued with a hearing aid, but have problems wearing it. This may be due to physical reasons such as having an allergic reaction to ear moulds or a psychological reason.
- People who have had a sudden drop in hearing
- People whose home or work could be improved by the adaptation to their environment and the introduction of special environmental aids.

(NHS) Hearing Aids (Hearing Therapy Cont..)

- People whose hearing loss and communication needs are not fully understood by their families, friends or employers and whose situation could be improved by good hearing strategies.
- People who have tinnitus or problems with balance or have had aural surgery.

What can Hearing Therapists offer

- Communication strategies for the affected person and their family or friends or employer
- An introduction to learning how to lip-read
- Equipment to aid communication and white noise generators or sound enrichment device to help people with tinnitus.
- Relaxation classes for people who have tinnitus, balance or hearing loss problems.
- Counselling for people who are coming to terms with loss/balance problems/tinnitus
- An introduction to an individual balance rehabilitation programme for people who have problems with their balance.

(NHS) Hearing Aids (Hearing Therapy Cont...)

- Auditory training - A programme designed around a hearing impaired person's auditory needs, to help them recognise specific speech sounds that they find confusing. This programme involves listening to similar speech sounds in the presence of background noise minus lip-reading.

For more information about Hearing Therapy please contact your local audiology service.

Interpreting (Interpreting Services)

Interpreter Services

A sign Language Interpreter or Lipspeaker can be employed anywhere that they are needed to assist with communication between deaf and hearing people.

The service is normally free to those deaf people using the service, the charge is either covered by existing contract agreements or is picked up by the service provider.

The Interpreter's job is to relay the information between the hearing person. Everything that is said at the meeting will be treated as confidential.

Interpreters are qualified to provide this service are completely impartial and are not responsible for what is said at the meeting, only for conveying it accurately.

For contact details of local interpreting services – see Deaf Connexions.

Interpreting

(Guidelines for using an Interpreter)

Tips to get the most from your meeting

- Ensure details of venue, date and timing are provided well in advance.
- Before the meeting, introduce yourself to the deaf person and to the interpreter.
- It may be necessary to alter the seating and lighting to the needs of the interpreter and the deaf person. They will guide you in this.
- Please speak directly to the deaf person, not to the interpreter.
- Talk normally; the interpreter will ask you to slow down or repeat if required. They will let you know if they don't understand something.
- The interpreter has a duty to interpret everything heard or see, unless it is a private conversation out of earshot or view.
- The interpreter has a very complex task and will need frequent breaks, ideally every twenty minutes.
- Forwarding a handout or session plan in advance is a great help to the interpreter.
- It is also very helpful if any videos used in a session can be viewed by the interpreter.
- The interpreter is present to interpret only; please do not ask them to assist with anything else.

Interpreting (Guidelines for using an interpreter Cont...)

- There is often a time lag between what you say and what the interpreter signs. Please allow for this.
- In group situations, an interpreter can only sign for one person at a time. Please allow for this and ask people to take turns.
- The interpreter will regard everything to do with the meeting as completely confidential.
- The interpreter will not offer views or opinions, but will remain entirely neutral.
- If there are problems, please try to resolve them there and then. Anything else please feedback directly to the interpreter service.
- If the meeting lasts longer than expected, please be aware that the interpreter may have other commitments, and may not be free to stay.
- Interpreter's need coffee and comfort breaks just like anyone else; please do not expect them to interpret at these times.

Intran

INTRAN is the Interpretation and Translation Service for Norfolk Public Services.

Where you see this sign displayed, you know that you will be able to get help. If you need an appointment, the member of staff will be able to book a British Sign Language interpreter or lipspeaker for you.

Alternatively, you can contact Deaf ConneXions on 01603-661113 (text) or 01603 660889 (voice). They can arrange the appointment with an interpreter or lipspeaker for you.

If you need to see your GP, dentist, optician, pharmacist or if you would like to visit your local Council, you can get an interpreter or a lipspeaker.

The public services that are committed to booking a professional interpreter or lipspeaker for you are the :

All the NHS organisations of Norfolk
Norfolk County Council
Your local council
Norfolk Probation
Norfolk Constabulary



More and more staff working for the Public Services of Norfolk have been trained on “how to use interpreters” and will be happy to help you !

Language Aide Service

Language Aide Service

Supporting Deaf Children And Their Families

The service aims to support a deaf child and their family within the home. The service also provides communication support, an understanding of Deaf culture and help parents know what it is like to be deaf.

We work directly with the family and employ and train deaf people.

The service is FREE and can be used by any family who has a deaf child.

We cover all ages and all levels of hearing loss.

We offer a programme; designed to suit the needs of the family that takes place at times agreed between the language aid and the family.

An initial programme of 10 weekly sessions involves the Language Aide Worker visiting and working with the child and members of the family.

They are able to provide home tuition for various communication methods e.g. British Sign Language, Sign Supported English, Oralism, Cued Speech and Lip Reading.

Families can also use our resource library which has a range of books and games.

Language Aide Service Cont...

LANGUAGE AIDE VISITS

Firstly, the Language Aid Service Manager visits the family, to find out the families needs. Then a Senior Language Aide visits the family/child for one hour a week in their home. She will play with the child, using facial expression and simple signs. She will also help the parents by showing them basic signs so they can communicate with their child. Sometimes she will explain what her childhood was like, what sort of education she had, how her parents coped with her as a deaf child, she will also explain about deaf culture. These visits will last for about 10 weeks until the family is settled in and have learnt some basic signs, then she will introduce another Language Aide who will continue to work with this family. Regular contact is maintained to make sure both the Language Aide and the family are happy. A review then takes place after so many weeks to check everything is ok. This service then continues as long as the family wishes.

COFFEE MORNINGS

The Coffee Mornings held at the Deaf Centre, Johnson Place, Norwich, are run under the Language Aide Scheme. They were set up to get people together to practice their signing to help their families and friends who have children\adults who are deaf.

Language Aide Service Cont...

They meet up every Thursday from 10.30am to 12.00pm in the Bar Lounge. No obligation to come every week, just turn up and join in the fun of learning and practice signing.

The Coffee Mornings are open every Thursdays, even throughout the school holidays, and the summer holidays, the only time its closed is if Thursday falls on Christmas Day.

All people are welcome, all signing skills are welcome, come and join us.

These Coffee Morning are prepared by Senior Language Aide Julie Tufnail, occasionally if she is absent she will arrange another Language Aide to take her place.

Come and join in the fun, and practice at the same time.

For more information and contact details please see Deaf Connexions

Social Services

Who to contact to get help from Norfolk Social Services

If you contact any one of our offices for the first time because you are looking for help or advice, you will speak to someone in a reception and referral team.

These staff are the first point of contact to Social Services. You will be able to talk to them in complete confidence about your situation, what help you are looking for and what services you may be able to receive. You can contact Social Services Reception and Referral teams at any one of the following offices, by phone, letter or by calling in. If you are not sure which district you come under, you can contact any office for help.

Southern Norfolk.

31 Norwich Street
East Dereham
NR19 1DH
(01362) 694711

Elm Road
Thetford
IP24 23HL
(01842) 754484

Norwich

62 Bethel Street.
(01603) 760376
minicom (01603) 223500

Carrow House
King Street
Norwich
NR2 4AX
(01603) 224100
minicom (01603) 224100

Social Services cont...

Western Norfolk

Greyfriars House
Beech Tree Close
King's Lynn PE30 5SS
(01553) 669300
minicom (01553) 771475

Northern Norfolk

Northfield Road,
North Walsham
NR28 0AS
(01692) 500550
minicom (01692) 407737

Eastern Norfolk

St Nicholas Road
Great Yarmouth
NR30 1NN
(01493) 850317
minicom (01493) 332116

If you have an emergency out of hours, and the offices are closed phone (01603) 614022.

Not everyone who asks for help can be given a service, because we must make sure we can help those in greatest need.

If you are not eligible for a service, we will put you in touch with organisations that may be able to help.

Sensory Support Service - Education

Norfolk County Sensory Support Service Norfolk County Council

Who are we?

We are teachers and learning support assistants with special qualifications and experience. We provide specialist support for Deaf children and their families at home and at school.

What do we do?

We work in partnership with families, schools, other agencies and professionals. We aim to provide;

- High quality specialist support according to the needs of the child
- Informed choice
- Equality of educational opportunity
- Equality of provision

The following services are available for Deaf children from the age of 0-19 years.

- Pre-school support
- Home Visits
- Support for parents
- Mother and Toddler Groups

Sensory Support Service – Education cont..

- Liaison with other agencies
- Hearing assessment
- Assessment of educational needs
- Advice on Statutory Assessment
- Advice on the educational implications of deafness
- Adaptations to materials, resources and information
- Access to the curriculum
- Teaching support
- Advice on the arrangements for SATS and other examinations
- Audiological advice for example, improving listening conditions in schools
- In-service training

Where are we based?

Pupil Access and Support Service

County Sensory Support Service

C/o Heartsease High School,

Marryat Road,

Norwich NR7 9DF

Tel 01603 410242

Minicom 01603 410242

Fax 01603 410455

Email sensorysupport.edu@norfolk.gov.uk

Social Services Sensory Support

Social Services Sensory Support

The Sensory Support Unit provides services for people with Sensory Impairments – Deaf people, deafblind people, visually impaired people.

Rehabilitation Officers assist Visually Impaired and Deafblind people to help them maintain their independence.

Technical Resource Officers for deaf people (TRODs) assess and provide equipment for Deaf and Deafblind people – loop systems, doorbells and other equipment.

Communicator Guides are available for deafblind clients who would like a visitor. Communication Support Workers are allocated to clients who are assessed as needing communication support.

There are two Social Workers and two Social Work Assistants for Deaf people; there is one Social Worker for Deafblind people.

Deaf Social Worker Duty – Tuesday 9am – 5pm

Technical Resource Officer Duty – Thursday 10am – 4pm

Social Services Sensory Support cont...

**County Manager - Verity Gibson
Deputy Manger – Paul Bowerbank**

**Social Services Sensory Support Unit
30 Unthank Road
Norwich
Norfolk
NR2 2RB**

**Tel: 01603 622331
Fax: 01603 619711
Minicom: 01603 760534**

Tinnitus

What is Tinnitus?

Tinnitus is the name given to the condition of noises 'in the ears' and/or 'in the head' with no external source.

Tinnitus noises are described variously as ringing, whistling, buzzing and humming.

The word tinnitus describes the sensation of hearing a noise in the absence of any external sound. This noise may be heard in one ear, both ears or in the middle of the head or it may be difficult to pinpoint its exact location.

The noise may be low, medium or high-pitched. There may be a single noise or two or more components. The noise may be continuous or it may come and go.

What causes Tinnitus?

Tinnitus is not a disease or an illness, it is a symptom generated within a person's own auditory pathways.

Although it is often assumed that tinnitus occurs as a result of disease of the ears, this is often not the cause. The precise cause of tinnitus is still not fully understood.

Who gets Tinnitus?

Tinnitus is very common in all age groups, especially following exposure to loud noise, however, it is unusual for it to be a major problem. It is not true that tinnitus is confined only to the elderly. Studies have shown that it can occur at any age, even quite young children. Mild tinnitus is common.

Tinnitus

What If you think you have tinnitus?

See your doctor;

Tinnitus is rarely an indication of a serious disorder, but it is wise to see your doctor if you think you might have it. Should something treatable be causing it, you might be referred to a specialist.

Try not to worry;

The noises may seem worse if you are anxious or stressed. When tinnitus starts, particularly if it's sudden, you may naturally be frightened and your concentration or your sleep may be disturbed. You may get angry and frustrated because no-one else understands, or you may live alone and not have anyone to talk to about it. You will probably feel better when you find out more about the condition. Many people say that they notice tinnitus less when they are doing something. Keeping your mind occupied helps (but don't overdo things). If the noises seem louder at quiet times, particularly during the night, it may help to have soothing music or some other environmental or natural sound quietly on in the background. Practising relaxation and taking time out for yourself can also be a great help.

GLOSSARY OF TERMS

Glossary

Audiogram – An audiogram is used to measure a person's hearing. Hearing is tested by playing tones of varying pitches to a person and asking them to respond when they hear the sounds. The results are marked on the graph, Circles (o) mark the right ear and crosses (x) show the left ear.

British Sign Language (BSL) - The preferred and first language of profoundly Deaf people and those who have become Deaf before acquiring speech. BSL is a visual language, comprising of signs, lip-reading, facial expression and body language. BSL has a different grammar and structure from English. Britain has over 50,000 BSL users.

Cochlear Implants - Devices which stimulate the hearing nerve electronically. They all have external parts which can be taken on and off as the person wishes and internal parts planted during surgery. Externally the user wears a microphone, sound processor and transmitter with connecting leads. Internally, there is a receiver just below the skin behind the ear, and an electrode coiled round the cochlea in the inner ear.

Glossary

Conductive Hearing Loss - Hearing loss caused by problems with the outer or middle ear. The fault lies along the path which conducts the sound from the outside to the inner ear. Any hearing loss which cannot be corrected medically or surgically can usually be helped with a hearing aid.

Cued Speech - A variety of handshapes produced near the mouth and used with normal speech to denote certain letters and sounds. Enables lipreaders to distinguish between sounds with similar lip patterns

Deaf Community - Usually profoundly or prelingually deaf people who use **British Sign Language**, and use **lipreading** to comprehend speech. The community has its' own very strong cultural identity. Most deaf people join Deaf Clubs or organisations for Deaf people. Here they meet socially and relax among friends who use the same method of communication.

Deafblind - Combined visual and auditory impairment. Communication is by touch using the Deafblind Manual Alphabet or by spelling block capitals on the hand.

Deafblind Communicators - Communicators are trained to communicate with Deafblind people using the Deafblind Manual Alphabet or Block as preferred by the individual.

Glossary

Deafblind Guidehelpers - Guidehelpers visit deafblind people at home to assist with recreational activities, household tasks and shopping, etc. They will offer continued support to an individual Deafblind person.

Deafened - People who lose hearing later in life through illness, injury etc. Their first language is usually spoken, although they may learn **British Sign Language**. They rely on lipreading and written language for communication.

Disability Employment Advisors - Based in Job Centre Plus offices, DEA's offer guidance and counselling interviews. They can place people with disabilities in full, part time or supported employment. A Technical Consultant can advise on specialist equipment.

Disability Living Allowance - A tax-free benefit for people with an illness or a disability who need help with getting around or personal care. Provides three rates of help with care needs and two rates for mobility. This also applies to children.

Equipment - includes: minicomms, flashing door alarms, flashing telephone indicators, vibrating alarms clocks etc.

Glossary

Finger Spelling - Otherwise known as the manual alphabet. Not a language, but it used with sign languages to spell proper nouns, e.g. names, places etc. It is also used to spell words for which a sign is not known.

Glue Ear - If an obstruction occurs in the Eustachian Tube, the air in the middle ear is gradually absorbed by the lining of the middle ear (mucosa) which causes negative pressure. Fluid is then drawn to the middle ear cavity from the mucosa. The liquid thickens and is then known as glue ear. In surgery, the fluid is sucked out of the middle ear and a plastic tube (grommet) is inserted in the eardrum to allow air in the middle ear to equalise pressure on both sides of the eardrum.

Hard of Hearing - People with a hearing loss that can be helped by hearing aids are referred to as hard of hearing. It is estimated that 7 in 10 people over the age of 70 have some degree of hearing loss. They generally use a combination of hearing aid and lipreading to help communication.

Hearing Aids - There are several different types, and depending on the hearing loss, some are more suitable than others. Types of aids are: in-the-ear, behind-the-ear, spectacle aids, and body-worn aids. An ENT consultant or audiologist helps to decide which aid will be most beneficial.

Glossary

Hearing Therapist – advises, supports and counsels people with hearing problems who have difficulty communicating effectively or are having problems coming to terms with their hearing loss. Hearing Therapists also offer support to people with Tinnitus and Menieres Disease.

Lipreading - Used by people with all degrees of hearing loss whether or not they wear a hearing aid.

Lipspeaking - A lipspeaker conveys a speakers' message to lipreaders accurately using unvoiced speech. The lipspeaker clearly produces the shapes of the words, the flow, rhythm and phrasing of natural speech, including emphasis as used by the speaker. Facial expressions are used by the lipspeaker to aid the lipreader.

Makaton - Speech, signs and symbols used to communicate with some people who have communication difficulties.

Menieres Disease – This condition affects hearing and balance together and may affect one or both ears. Menieres usually affects adults and tends to run in families.

Glossary

Noise Exposure – High levels of noise exposure more than 90 decibels over sufficiently long periods of time more than 6hrs a day will cause sensori-neural hearing loss. The hearing loss can be prevented by wearing suitable ear protection. After continued loud exposure, permanent hearing loss may occur, usually affecting the higher frequencies. The hearing loss may also be accompanied by Tinnitus.

Otosclerosis - New bone growth in the middle ear means the sound does not pass clearly through the middle ear. Hearing loss usually occurs in young adults. Pregnancy accelerates the symptoms, and a family history frequently exists. The hearing loss may be treated, in some cases, by an operation called Stapedectomy. This operation corrects the conductive hearing loss in many patients. A hearing aid may also be valuable.

Ototoxicity – Some medicines taken over a period of time may affect the ear. This can lead to a person gaining a hearing loss

Presbycusis or Age related hearing loss caused by a gradual deterioration of the hair cells in the cochlear. This affects the high frequencies, and is very common.

Glossary

Profoundly deaf - People who are born deaf or have pre-lingual deafness. A hearing level of 75dB or more would constitute as profound deafness.

Sensori-Neural Hearing Loss - caused by damage to the cochlea or auditory (eighth) nerve during such illnesses as mumps, measles etc. Hair cells from the cochlea are lost and not replaced; therefore the hearing loss is permanent. Usually, the hearing of low tones is better than that for high tones.

Sign Supported English (SSE) – often mistaken for British Sign Language. SSE uses BSL signs, finger-spelling but it uses English word order. It is often used by hearing people to communicate with deaf people, and is widely understood amongst BSL users. SSE in itself is not a language.

Signed English (SE) – This is only used to teach grammatical spoken English where a sign is required for every word. Basic signs are the same as in BSL.

Speech and language therapy – Aims to improve face to face communication skills. It is not just about speech, it is about making a person a better all-round communicator in their chosen language.

Glossary

Total Communication (TC) – is the use of more than one communication method to help a deaf gain full understanding of language.

Usher Syndrome – A hereditary condition affecting both hearing and sight. The Usher person is born with a degree of hearing loss which may vary from moderate to profound.

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Changes

If there has been a change to the information shown in this handbook or details of organisations are missing and you would like to add or amend details for the next edition; please send the amended details to:

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Comments:

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