Nottinghamshire County Council

Disability Living Allowance (DLA) form filling tips for Deaf adults

DLA Care Component

Many deaf people use friends and family informally, to help with communication. It is important that you describe this. For example:

- Do you find it difficult hearing what strangers are saying? Do you need help communicating with strangers who you do not understand? Do you find it difficult to hear what friends or family are saying?

- Do you find it difficult to understand gestures or body language used by hearing people and need to have them explained?

- Do you need general conversation explained to you, especially if there are several people speaking and you cannot see who is talking? Do you need someone to repeat what is said and explain it to you?

- Do you need TV programmes explained to you even when they are subtitled? Can you follow TV programmes that are not subtitled? Do you need important information from the radio passed on to you?

- If you rely on lip-reading, do you find yourself in situations where you are unable to see the face of the person speaking? Do you find that, when you are lip-reading, people use words and phrases that have to be explained to you?

- Even though you may be able to lip-read well, do you have many reasons why you still cannot communicate in all situations? Do you find you can only lip-read a trained lip-speaker?
- If you cannot lip-read, do you need an interpreter or other communication support? If you have some hearing, do you still need some sounds and some speech explained to you?

- Do you feel vibrations or hear a noise and have to ask what made the vibrations or noise? Do sounds such as traffic, alarms and announcements have to be brought to your notice and explained?

- Do you need someone to explain what children are saying to you because they cannot sign or speak clearly enough for you to lip-read them? Does someone need to let you know when a child is crying or distressed?

- If you use a hearing aid, do you find yourself in situations when you need help to understand what is being said, for example outdoors in crowded places when other people are speaking?

When you use an interpreter, the interpreter has to have breaks. Say how often and for how long, because the breaks mean that communication can take much longer. It is important to say that there are no appropriate alternatives to interpreters – such as using handwritten notes – if full and proper communication is to take place.

If you use sign language and you have difficulties understanding written English, you may need someone to explain written information such as:

- Simple leaflets

- Brief letters
- Bills and receipts
- Letters or leaflets with diagrams
- Newspapers
- Food labels
- Public transport information
- Advertisements

DLA Mobility Component (Low Rate)

You will qualify for the lower rate mobility component if you need someone to guide or watch you when you travel on unfamiliar outdoor routes. You may qualify for the Higher Mobility rate if you have a physical disability or you are registered blind.

If you are profoundly deaf, and rely on sign language, you may qualify for Lower Mobility if you need an escort to travel with you to places you do not know well. Explain why you need someone with you in these situations, for example:

- Do you know when traffic is approaching? Can you hear warning sounds, such as car horns or sirens?
- Do you need someone to explain loudspeaker announcements?
- Do you ever travel on your own in places you do not know well?
- Can you understand and follow street maps or do you need someone to help you follow directions to where you are going? Can you understand and follow written directions?
- Can you read or understand street signs, bus numbers and timetables, or destination boards?
- Do you need an interpreter (or another person) to communicate with hearing people?
- Can strangers understand your speech when you ask for directions? If a hearing person gives you directions, do you have difficulties understanding them? Can you lip-read strangers if they are explaining directions to you?
- Do you have balance problems, Menière's disease, or vertigo, and are unable to walk safely without help?

The form asks how many days each week you need this help – normally this would be seven days a week. Even if you do not actually go out every day you should say whether you would need help if you did go out.

Falls or stumbles

This section is relevant to both the mobility and the care component. The form asks why and where you fall or stumble. This may be because of blackouts, seizures, and fits or balance problems caused by Menière's disease, vertigo or epilepsy. Explain what happens and what help you need from another person when this happens.

Moving about indoors

This page only applies if you have a physical disability or you have a sight problem.

If you need further advice on claiming Disability Living Allowance you can find out where your nearest advice centre is located by contacting Nottinghamshire County Council on the contact details provided below or visit our benefit advice pages at www.nottinghamshire.gov.uk/benefitsadvice

Contact information:

Phone: 0300 500 80 80
Monday to Friday: 8am to 8pm
Saturday: 8am to 12 noon

Email: enquiries@nottscc.gov.uk
Website: www.nottinghamshire.gov.uk
Minicom: 01623 434993

Phone 0300 500 80 80 if you need the information in a different language or format.