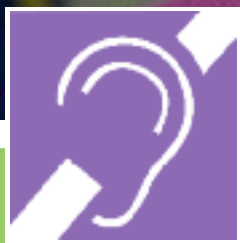




Nottinghamshire
County Council

Deaf? Deafened? Need help?



Information on services for
Deaf/deafened people living
in Nottinghamshire

Adult Deaf
and Visual
Impairment
Service

September 2009

Who are we?

We are the Nottinghamshire County Council Deaf Team. We are based within the Adult Deaf and Visual Impairment Service.

- The team is made up of a manager, qualified social workers, community care officer and technical officers.
- We understand about Deaf people and Deaf culture.
- All of us can sign.
- We have Deaf staff and hearing staff.

Who can get help?

We can help if you:

- are Deaf/deafened
- are aged 18 years and over
- live in Nottinghamshire (except Nottingham City).

We also provide support to the families and carers of Deaf people.

What do we do?

- Social work help.
- Advice and information.
- Help with worries.
- Equipment.

Other information available

- A service/team handbook.
- Hard of hearing leaflet.
- A DVD in British Sign Language (BSL) about our services.

Useful organisations

Mansfield & North Notts Society for Deaf People

1 Wood Street, Mansfield, Nottinghamshire. NG18 1QB
Telephone/Minicom: **01623 652 029** Fax: **01623 625 769**

Nottinghamshire Deaf Society

22 Forest Road West, Nottingham. NG7 4EQ
Telephone/minicom: **0115 970 0516**
Fax: **0115 942 3096** Email: **NDS@nottsdeaf.org.uk**
Web: **www.nottsdeaf.org.uk**

Nottinghamshire Sign Language Interpreting Service (part of Nottinghamshire Deaf Society)

Telephone/minicom: **0115 978 6984**
Fax: **0115 942 3729** Email: **NSLIS@nottsdeaf.org.uk**
Web: **www.nottsdeaf.org.uk**

Royal National Institute for Deaf People – information line

19-23 Featherstone Street, London. EC1Y 8SL
Telephone: **0808 808 0123** Textphone: **0808 808 9000**
SMS: **0780 000 0360** Fax: **0207 296 8199**
Email: **informationline@rnid.org.uk**
Web: **www.rnid.org.uk**

www.nottinghamshire.gov.uk/sensoryimpairment

Equipment

If you are Deaf or deafened you may be able to borrow some of the following equipment from us.



▲ Loop systems



▲ Smoke alarms



▲ Vibrating/flashing alarm clocks



▲ Telephone indicators



▲ Baby alarms



▲ Minicoms

Practical help

For help with telephone calls, writing letters or booking an interpreter County Contact offer a drop-in service. You do not need to book – someone with BSL skills will be there to help you.

Thursdays 10am-1pm Queens Buildings, Potter Street, Worksop, S80 2BZ

Fridays 1pm-4pm Regent Street, Mansfield, NG18 1SS

Changes to social care – giving you choice and control

From October 2010, service users will be given a Personal Budget based on their needs. You will know how much money you are entitled to and will be in control of how that money is spent. This means you will be able to get the support and care that best suits you.

For more information on what changes will be happening and the choices you will have, see our website: www.nottinghamshire.gov.uk/puttingpeoplefirst



Contact information

Adult Deaf and Visual Impairment Service

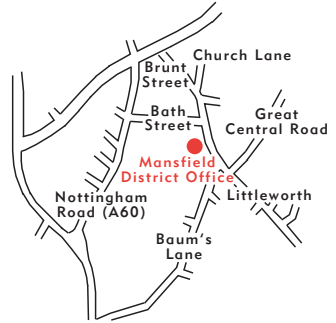
Mansfield District Office, Meadow House, Littleworth, Mansfield, Nottinghamshire. NG18 2TB

Telephone: **08449 80 80 80**

Minicom: **01623 433 653**

Fax: **01623 433 245**

Email: **deafteam.duty@nottsc.gov.uk**



Our duty service is also available and a member of staff with BSL skills will be available to help:

Tuesday: 9am – 12.30pm

Wednesday: 1.30pm – 5pm

Thursday: 9am – 12.30pm

If you **live in the City of Nottingham** you need to contact:

City Deaf Team, Deaf Services, The Mary Potter Centre, Gregory Boulevard, Nottingham NG7 5HY

Telephone/Minicom: **0115 883 8280** Fax: **0115 883 8281**

SMS: **07930 282 756**

If you are **under the age of 18** you will need to contact:

Deaf and Disabled Children's Team, Meadow House, Littleworth, Mansfield, Nottinghamshire NG18 2TB

Telephone: **01623 433 433** Minicom: **01623 433 200**

A leaflet is available called Deaf children and their families. Contact the Customer Service Centre for a copy (see back page for details).

Standards

We have standards for our services. When you receive a service we will make clear to you what you can expect. We welcome all comments about the standard of service you get.

Your records

You have rights of access to information recorded about you. A leaflet, 'Information we hold about you' explains this in more detail. Contact the Customer Service Centre for a copy (see the back page for details) or see our website www.nottinghamshire.gov.uk/accesstorecords

Tell us what you think

We welcome comments about our services and hope that you are satisfied with the help we provide. If you have problems, please talk first to the Deaf Team. If you are still not satisfied you can make a formal complaint by contacting:

Customer Relations Service, County Hall, Loughborough Road, West Bridgford, Nottingham. NG2 7QP

Telephone: **08449 80 80 80** Fax: **0115 977 2787**

Email: customer-relations-service@nottsc.gov.uk

Emergency Duty Team

In an emergency situation that cannot wait until the following working day the Emergency Duty Team may be able to help outside office hours or on a weekend/bank holiday:

Telephone: **0300 456 4546** Minicom: **01623 683 686**

Fax: **01623 683 684**

Urdu

آپ اس اشاعت کو کسی اور صورت میں 'پاؤں کا اردو'
ترجمہ کرتے ہیں تو براہ مہربانی کسٹمر سروس سینٹر
سے رابطہ کیجئے۔

Hindi

यदि आपको यह प्रबन्धन किसी दूसरी फोरमेट या
हिन्दी भाषा में चाहिए तो कृपया आप कन्ट्रोल
सर्विस सेंटर को सम्पर्क करें।

Punjabi

ਜੇਕਰ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਤੁਹਾਨੂੰ ਕਿਸੀ ਦੂਸਰੀ
ਫੋਰਮੈਟ ਜਾਂ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ ਤਾਂ
ਤੁਸੀਂ ਕਸਟਮਰ ਸਰਵਿਸ ਸੈਂਟਰ ਨੂੰ ਸੰਪਰਕ ਕਰੋ

Polish

Proszę o kontakt z Customer
Service Centre jeżeli chcieliby
Państwo uzyskać tą publikację w
innym formacie lub po polsku.

Contact the Customer Service Centre if you need
the information in a different language or format:

Customer Service Centre, PO Box 9320,
Nottingham. NG15 5BL

phone **08449 80 80 80**

Calls cost 3p/min from BT landlines. Mobile costs may vary.

e-mail **customerservice.centre@nottsc.gov.uk**

website **www.nottinghamshire.gov.uk**



INVESTOR IN PEOPLE



2005-2006
Sustainable Energy
2006-2007
Culture and Sport for
Hard to Reach Groups
2007-2008
Emergency Planning
2008-2009
Improving Accessibility

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