

Useful Information for people with a hearing loss.

To make a referral to the Sensory Team please phone Adult Triage 020 8227 2915 or email Intaketeam@lbbd.gov.uk

If you or someone you know needs help contact the council helpline <https://www.lbbd.gov.uk/let-us-know-if-you-need-help-or-support> please phone 020 8227 2115 / 020 8227 2927 or Email homesandmoneyhub@lbbd.gov.uk

For sensory team enquiries, please email: sensory@lbbd.gov.uk

LBBD Sensory Team Drop-in services:

Digital Ability Inclusion Drop-in service, learn to make a video relay call; how to use the next generation text service, Relay UK; how to use the loop program, etc. or make settings on your mobile phone, tablet, or laptop more accessible, help with downloading useful Apps. Second and fourth Thursday of every month at Dagenham Library.

Deaf and Hard of Hearing Drop-in Service, every Tuesday 1pm to 3pm and Thursday 2pm to 4pm, ask someone at Dagenham Library reception to contact us for you and we will meet you downstairs.

Financial:

Attendance Allowance: Telephone: 0800 731 0122 Textphone: 0800 731 0317 <https://www.gov.uk/attendance-allowance>

LBBD Home and Money Hub Welfare Advice:
<https://www.lbbd.gov.uk/money-and-debt/homes-and-money-hubs>
020 8724 2115 homesandmoneyhub@lbbd.gov.uk.

DABD Welfare Benefits Advice & form-filling:

<https://www.dabd.org.uk/help-and-advice/help-with-money/benefits-advice>: 020 8252 5340/8603 info@dabd.org.uk

Personal Independence Payment: Telephone: 0800 917 2222

Textphone: 0800 917 7777 Website: <https://www.gov.uk/pip/how-to-claim> (BSL video relay service calling available)

Resources for the Home

LBBD Personal Alarm: <https://www.lbbd.gov.uk/adult-social-care/help-live-home/care-technology> contact Adult Triage: 0208 227 2915 intaketeam@lbbd.gov.uk

Independent Living Agency: 020 8593 6677

<http://www.independentlivingagency.org/>

Harmony House:

<https://www.harmonyhousedagenham.org.uk/handyperson/> 020 8526 8200 enquiries@hhd.org.uk

Council Housing Repairs: <https://www.lbbd.gov.uk/council-tenant-and-leaseholder-services/repairs> 020 8592 7388/ 020 8215 3000

Free Fire Service Smoke Alarm and Safety Check:

<https://www.london-fire.gov.uk/safety/the-home/book-a-home-fire-safety-visit/> 0800 028 4428 smokealarms@london-fire.gov.uk

Transport

Accessible Transport Advice Line: <https://tfl.gov.uk/transport-accessibility/help-from-staff> 020 7737 2339

London Transport Mentoring: <https://tfl.gov.uk/transport-accessibility/learn-to-use-public-transport> 020 3054 4361

Dial-a-Ride: <https://tfl.gov.uk/modes/dial-a-ride/> 0845 999 1999
dar@tfl.gov.uk

Taxi Card/Blue Badge/freedom pass: Eligibility criteria must be met with medical evidence: <https://www.lbbd.gov.uk/parking/blue-badges/apply-blue-badge>

Mobility Team mobility@lbbd.gov.uk 020 8227 2334

Freedom Pass: Eligibility criteria must be met with medical evidence: <https://www.londoncouncils.gov.uk/services/freedom-pass/disabled-persons-freedom-pass/eligibility>

Disability Action (DABD) Transport advice:
<https://www.dabd.org.uk/help-and-advice/help-to-get-around/door-to-door-transport> 020 8252 5930

Disabled Persons Railcard: <https://www.disabledpersons-railcard.co.uk/> 0345 605 0525

TfL Highway impediments: <https://tfl.gov.uk/help-and-contact/contact-us-about-streets-and-other-road-issues> 0343 222 1234

Transport for All: <https://www.transportforall.org.uk/contact-us/>
020 7737 2339 contactus@transportforall.org.uk

Low Vision:

Ask your GP to refer you for a Low Vision Assessment for things like magnifiers and antiglare glasses or seek additional advice from your Eye Care Liaison Officer, Optician, or the Sensory Team.

VIP Diaries Large Print Products. 01539 726613

Advice Services:

Deafblind UK Advice Line:

https://deafblind.org.uk/get_support/helpline/ BSL video relay service available 0800 132 320

Diabetes UK: https://www.diabetes.org.uk/how_we_help/helpline
0345 123 2399 helpline@diabetes.org.uk

Royal Association for the Deaf

<https://www.royaldeaf.org.uk/services/for-families/independent-living/>

Telephone: 0300 688 2525

Text Phone: 0300 688 2527

SMS: 07851 423 866

Email: info@royaldeaf.org.uk

Skype: reception_ch

<https://www.royaldeaf.org.uk/services/i-am-deaf/independent-living/>

DeafblindUK

<https://deafblind.org.uk/contact/>

Telephone: 0800 132320

Text: 07950 008870

Text relay: 18001 then 0800 132320

Facetime: helpline.dbuk@deafblind.org.uk (Not BSL)

BSL Video Relay direct link to online BSL interpreter:

<https://www.insignlanguage.co.uk/vrs/client-direct/cf6b3f3e-1608-4046-a8e6-a42338fa039f/>

Royal National Institute for the Deaf

<https://rnid.org.uk/information-and-support/information-line/bsl-information-service/>

Email information@rnid.org.uk

Text message 0780 000 0360

Relay UK 18001 then 0808 808 0123

Textphone 0808 808 9000

Live chat on our website [Chat to us now](#)

SENSE

<https://www.sense.org.uk/contact/contact-supporter-services/>

Address: Freepost RRXE-TRES-GEUR 101 Pentonville Road
London N1 9LG

Telephone: 0300 330 9250.

BSL via Sign solutions Starleaf App or weblink:

<https://portal.starleaf.com/web rtc?name=sense&target=sense%40interpreterslive.call.sl>

REMARK Empowering Deaf People to remain independent:

<https://www.remark.uk.com/supporting> 020 7269 2620

info@remark.uk.com

For information in BSL, please ask for a copy of the 'Information Handout in BSL' this is available on the LBBD sensory service webpage, <https://www.lbbd.gov.uk/adult-health-and-social-care/health-and-wellbeing/sight-and-hearing-loss>.

Hospital Passport/Health Plan for people with a hearing loss.

<https://signhealth.org.uk/health-wellbeing/the-about-me-plan/>

Counselling/Psychological Services/Well-being

The Big White Wall mental health and wellbeing, an online community support service www.bigwhitewall.com

Healthy Lifestyles Team: 020 8724 8018

healthy.lifestyles@lbbd.gov.uk

Mental Health: Crisis Text Service <https://giveusashout.org/get-help/> Text DEAF to 85258, or text SHOUT to 85258

DeafblindUK Helpline: https://deafblind.org.uk/get_support/helpline/
BSL video relay service available 0800 132 320

LBBD BHR IAPT Talking Therapies: 0300 300 1554—option 3
<https://www.talkingtherapies.nelft.nhs.uk/barking-and-dagenham/>
for urgent help phone: 0800 995 1000 (24hrs) Samaritans 116 123
Sign Health Talking Therapies IAPT: <https://signhealth.org.uk/with-deaf-people/psychological-therapy/therapy-service/>

Emotional support in BSL

<https://www.youtube.com/watch?v=R8hvNWObRh0>

<https://signhealth.org.uk/with-deaf-people/psychological-therapy/therapy-service/>

<https://www.youtube.com/playlist?list=PL7zNI2HpED2hHeK-UhArnAkhw1MXPfytQ>

<https://signhealth.org.uk/with-deaf-people/crisis-text-service/> text
DEAF to 85258

Self-help app – available guidance on different topics in BSL
<https://play.google.com/store/apps/details?id=pic2.uk.nhs.ntw>

Local Social Groups and Activities

Please note, some groups are not running post pandemic but will hopefully re-start in the future.

Diabetes UK Support Group: 020 8593 3693

Silvernet, for more information, please call Ravi: 020 8526 8215

Thrive gardening club: <https://www.thrive.org.uk/get-gardening/plants-to-help-ease-the-mind> Email: info@thrive.org.uk
0118 988 5688

Empowering Deaf Society <https://empoweringdeafsociety.org/> To join virtual group in Barking and Dagenham contact EDS: events@empoweringdeafsociety.org.uk or text 07584687127

Technology

DeafblindUK 0800 132320 or text 0790357288
<https://deafblind.org.uk/get-support/help-with-technology/> for help with using technology.

Next Generation Text Relay Service: Numbers within this information handout can be contacted via NGT using this service: <https://www.relayuk.bt.com/about-relay-uk.html> Telephone: 0800 7311 888 or Textphone and Relay UK App: 0800 500 888 or write to: Relay UK Team Internal Box 14, Telephone House 170-175 Moor Lane, Preston, Lancashire. PR1 1BA.

Catalogue orders for useful equipment:

RNID Connevans 01737 247571 askaquestion@connevans.com

Sarabec: 01642 247789 MAIL@SARABEC.CO.UK

Clinical Home-Visiting Services (eligibility criteria applies)

Visual Care Options Optician Home Service: 0800 047 0425
Ich.visualcareoptions@nhs.net

Specsavers optician home visit:
<https://www.specsavers.co.uk/home-eye-tests> live chat available.

NHS funded Home Visiting Audiology Service: contact your GP to be referred. For privately funded audiology services, ask usual audiologist if this is available.

Dental Care Home visits: Community Dental Service, NELFT, Vicarage Fields Health Centre, Vicarage Drive, Barking, IG11 7NR.
Tel: 0300 300 1708, Fax: 020 3644 2022 dentalreferrals@nhs.net

Audiology Services:

Hearing aid batteries and tubing can be posted to home address.

For a hearing test and NHS hearing aids, ask your GP to refer you to your local audiology clinic: Broad Street InHealth: 0333 202 0298; King George Hospital: 020 8970 8025; Queens Hospital: 01708 503579. Some private audiology clinics provide free hearing tests, please refer to audiology handout for GPs for information about Ear Nose and Throat (ENT) and micro-suction service please ask for a copy of the Audiology services handout from sensory@lbbd.gov.uk

Podiatry Service:

NHS: 0300 300 1676 PodiatryBD@nhs.net