Sensory Services

guide

A to Z of Sensory Services 2011
The A to Z is a book of good
It talks about community unity services and support
with a bit of love
When I need advice about lights or riding my tandem bike
I know where to look cos I’ve got the book and website
It’s so right
Easy to find
I don’t mind
Logging on the site to find
Info about Braille and grab rails, sign and lip read
Cos it’s what I need.

Poem by Kaukub Asia

Cover image, Norris Wroe
Introduction

Welcome to Sensory Services Guide - the Kirklees directory for people with a sensory impairment, their families and carers, and organisations who work with them.

This guide has been produced to help you use the wide range of services and sensory support solutions provided by organisations across Kirklees. It includes services provided by Kirklees Council, as well as a variety of local voluntary, community and independent organisations.

The guide provides people with sight and/or hearing impairments with the information they need to play a full part in their community.

At Kirklees Council we are committed to supporting all people to live active and independent lives. There are many organisations that exist to help people with a sensory impairment to do this, but people do not always know what is available.

Many of the organisations listed in this guide are run by and for people with sensory impairments. We want to acknowledge the contribution of the many volunteers who give their time to work with others and make voluntary and community groups successful.

Sight and/or hearing loss can affect anyone:

- There are approximately 9 million Deaf and hard of hearing people in the UK. www.RNID.org.uk

- There are around 35,000 people in the UK who lose their sight and around 350,000 people who are registered as blind or partially sighted. www.RNIB.org.uk

- There are 23,000 deafblind people in the UK. www.RNID.org.uk

Some people are totally deaf and/or totally blind – other deafblind people have some hearing and vision. A further 250,000 people experience some degree of dual sensory impairment, many in older age.

People who are Deaf, hard of hearing, blind, visually impaired or deafblind lead full and independent lives. Some may need help with certain tasks and may have to adapt their daily lives. Many people find that they have more difficulties in seeing and hearing as they get older. The services in this directory can help you to cope better with these changes and help reduce feelings of isolation.
If you have a sensory impairment, or are a family member or a carer to someone who does, please use the guide to contact the organisations listed. They are there to work with you and help you enjoy your life.

The information can be made available in the following formats:

- Large print
- Audio
- Braille
- www.kirklees.gov.uk/sensoryservices

We have tried to include information about as many groups, organisations and sources of support that we can in this directory – there may well be ones we have missed, and if people let us know about them we will aim to include them in any future editions. We hope you find this handbook a useful starting point.

The artwork used in this guide was produced by people in Kirklees with sensory impairments. Thank you to all the organisations in the Sensory Impairment Development Group for their contributions.

Please note the information in this booklet was correct to the best of our knowledge at time of print in February 2011.

Please note that inclusion of an agency in this publication does not constitute a recommendation by Kirklees Council.
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>Contents</td>
<td>5</td>
</tr>
<tr>
<td><strong>Joint Sensory Services</strong></td>
<td>9</td>
</tr>
<tr>
<td><strong>Local Organisations</strong></td>
<td>9</td>
</tr>
<tr>
<td>Gateway to care</td>
<td>9</td>
</tr>
<tr>
<td>Kirklees Council Sensory Services</td>
<td>9</td>
</tr>
<tr>
<td>Kirklees Service for Children with Sensory Impairment</td>
<td>10</td>
</tr>
<tr>
<td>Kirklees Council Activities and Opportunities for Young People</td>
<td>10</td>
</tr>
<tr>
<td>Kirklees Council Community Partnership team</td>
<td>11</td>
</tr>
<tr>
<td>Hutchinson Deafblind Trust</td>
<td>11</td>
</tr>
<tr>
<td><strong>National Organisations</strong></td>
<td>12</td>
</tr>
<tr>
<td>Sense Deaf-Blind and Rubella Association</td>
<td>12</td>
</tr>
<tr>
<td>Sense</td>
<td>12</td>
</tr>
<tr>
<td>Deafblind UK</td>
<td>13</td>
</tr>
<tr>
<td><strong>Services for Deaf and hearing impaired people</strong></td>
<td>13</td>
</tr>
<tr>
<td><strong>Local Organisations</strong></td>
<td>13</td>
</tr>
<tr>
<td>Kirklees Interpreting Service</td>
<td>13</td>
</tr>
<tr>
<td>Huddersfield Deaf Centre</td>
<td>14</td>
</tr>
<tr>
<td>Kirklees Deaf Children’s Society</td>
<td>15</td>
</tr>
<tr>
<td>Huddersfield Hard of Hearing Fellowship</td>
<td>15</td>
</tr>
<tr>
<td>Music and the Deaf</td>
<td>15</td>
</tr>
<tr>
<td><strong>National Organisations</strong></td>
<td>16</td>
</tr>
<tr>
<td>Royal National Institute for Deaf people (RNID)</td>
<td>16</td>
</tr>
<tr>
<td>Hearing Dogs for Deaf People</td>
<td>16</td>
</tr>
<tr>
<td>UK Deaf Sport</td>
<td>17</td>
</tr>
<tr>
<td>Deafax</td>
<td>17</td>
</tr>
<tr>
<td>Deafsign</td>
<td>17</td>
</tr>
</tbody>
</table>
DeafBooks ........................................................................................................................................... 17
British Deaf Association (BDA) ........................................................................................................ 18

**Services for blind and visually impaired people** ................................................................. 18

**Local Organisations** .................................................................................................................. 18
Better Future for the Blind ................................................................. 18
Blind and Visually Impaired in Kirklees (BVIK) .............................................................. 19
Colne, Holme and Dearne Valleys Society for the Blind ............................................. 20
Huddersfield Guide Dogs for the Blind ................................................................. 20
Huddersfield Society for the Blind ......................................................................................... 20
Kirklees Transcription Service (KTS) .................................................................................. 21
Kirklees Visual Impairment Network (KVIN) ................................................................. 21
KR Talking News .................................................................................................................. 22
Society for the Blind of Dewsbury, Batley and District ........................................ 22
Kirklees Vision Service Ltd ................................................................................................. 23
VI (Visually Impaired) Readers’ Group ............................................................................ 23
The Huddersfield Macular Disease Society ................................................................. 24
Eye Clinic Liaison Officers (Action for Blind People) ......................................................... 25

**National Organisations** ........................................................................................................... 26
Calibre .................................................................................................................................................. 26
Guide Dogs ........................................................................................................................................ 26
The Listening Eye ................................................................................................................................ 26
Sightline Vision North West ........................................................................................................ 26
Royal National Institute of Blind People (RNIB) National Library Service 27
Royal National Institute of Blind People (RNIB) ................................................................. 27
Thrive ................................................................................................................................................ 28
General support services ................................................................. 29
Carephone Home Safety Service .................................................. 29
Citizens Advice .............................................................................. 29
Cloverleaf Advocacy ...................................................................... 29
Jobcentre Plus .............................................................................. 30
Mind .......................................................................................... 31
NHS Direct .................................................................................. 31
Samaritans .................................................................................. 31
Worklink ...................................................................................... 31
In an emergency ............................................................................ 32
Police, Fire Brigade and Ambulance service ................................... 32
Accident and Emergency departments (A and E)............................ 32
Out of office emergency .............................................................. 33
GPs and out-of-hours service ....................................................... 33
Keeping safe – what is adult abuse and how to report it ............... 33
Caring for someone else ................................................................ 34
Comments form ........................................................................... 35
Do you need this directory in a different format? ......................... 39
Joint Sensory Services

Local Organisations

Gateway to care

Kirklees Council Gateway to care is a starting point for any health and social care needs you may have.

Contact Gateway to care:
Call: 01484 414933
Text: ‘Gateway’ and your question to 07781482931
Email: gatewaytocare@kirklees.gov.uk
Visit the website: www.kirklees.gov.uk/gatewaytocare

Kirklees Council Sensory Services

Kirklees Council Sensory Services offer support to:

• Deaf, deafened and hard of hearing people

• blind and partially sighted people, and

• people with the dual sensory loss of both sight and hearing.

The service will assess what your needs are, and in some cases we can provide you with equipment to support you. We provide advice and information, and British Sign Language interpreters.

We work in partnership with Eye Clinic Liaison Officers and Kirklees Vision Services. We may refer you to Kirklees Vision Services after your assessment to help meet your needs.

Sensory Services can be contacted Monday to Friday, 9.30 am – 4 pm, to talk about what help you may need.

To contact Sensory Services:
Call: 01924 324274
Text: 07973 464202
Minicom: 01924 324293
Fax: 01924 324276
Email: sensory.services@kirklees.gov.uk
Visit the website: www.kirklees.gov.uk/sensoryservices

Address:
Red Laithes Court
Red Laithes Lane, Ravensthorpe
Dewsbury, WF13 3EU
Kirklees Service for Children with Sensory Impairment

The team of qualified teachers of the deaf, qualified teachers of children with a visual impairment, support workers, educational audiologist, mobility officers and Braille technicians provide support for children with an identified sensory impairment.

They work in partnership with parents, advise and give information to schools and other childcare providers on the use of specialist skills and strategies to encourage the development of communication. Children can be referred at any age, by anyone, with the parents’ permission. They work in homes, nurseries, schools and with other agencies such as the NHS and Sure Start.

To contact Children with Sensory Impairment team:

Call: 01484 221494
Minicom: 01484 221497
Fax: 01484 221496
Email: sensory.impairments@kirklees.gov.uk
Visit the website: www.kirklees.gov.uk

Kirklees Council Activities and Opportunities for Young People

Young People’s Service deliver fun holiday activity programmes for young people in Kirklees that are open access and free to attend.

The programme covers arts, sports, environmental and adventurous activities and more, and is targeted at all young people in Kirklees, with many activities being suitable for young disabled people. This varied programme is enhanced by activities delivered by small voluntary organisations with volunteer workers, through to larger not-for-profit organisations who employ staff and operate as companies limited by guarantee.

To contact Kirklees Young People’s Service:

Call: 01484 225044
Email: yps.projects@kirklees.gov.uk
Address:
Young People’s Service
2nd Floor
Somerset Buildings
10 Church Street
Huddersfield
HD1 1DD
Kirklees Council Community Partnerships team

The Kirklees Council Community Partnerships team provide funding, development opportunities and support to local health and social care organisations who want to offer their own projects and activities. This includes their work with sensory impairment projects and organisations.

Contact the Community Partnerships team for an up-to-date list of the sensory impairment projects they fund and support.

To contact the Kirklees Council Community Partnerships team:
Call: 01484 225142
Email: community.partnerships@kirklees.gov.uk
Address:
Kirklees Council Community Partnerships,
3rd Floor, Gateway to care
30 Market Street, Huddersfield,
HD1 2HG

Hutchinson Deafblind Trust

The Hutchinson Deafblind Trust provides grants to assist Kirklees residents who are affected by severe combined hearing and visual impairment, resulting in difficulties in communication, mobility and access to information. Grants may be used to buy equipment, take a respite break or access training and development.

To apply for funding please write to the Trust with the following:

- information about yourself, or the deafblind individual you are applying for
- details on how you intend to use the grant
- a supporting letter from a professional who knows you or the person you are applying for such as a doctor, nurse or social worker.

To contact the Hutchinson Deafblind Trust:
Email: hutchinsondeafblind@hotmail.co.uk
Address:
Hutchinson Deafblind Trust
PO Box 86
Liversedge, WF16 6AH
National Organisations

Sense Deafblind and Rubella Association
Sense is the UK’s leading organisation for people who are deafblind or have associated disabilities. They provide advice, support and information for all deafblind children or young adults and their families. To contact the Sense Deafblind and Rubella Association:
Call: 0113 205 9500
Fax: 0113 205 9501
Email: northenquiries@sense.org.uk
Visit the website: www.sense.org.uk
Address:
SENSE North
Rodney Clark Resource Centre
Leeds Road, Robin Hood
Wakefield, WF3 3 BG

Sense
Sense is a national charity that supports and campaigns for children and adults who are deafblind. They provide advice and information as well as specialist services to deafblind people, their families, carers and the professionals who work with them.
Sense also support people who have sensory impairments with additional disabilities.
To contact Sense:
Call: 0845 127 0060
Text: 0845 127 0062
Fax: 0845 127 0061
Email: info@sense.org.uk
Visit the website: www.sense.org.uk
Address:
Sense
101 Pentonville Road
London, N1 9LG
Deafblind UK
Deafblind UK is a national charity which provides a range of support services to deafblind people and their carers.

Deafblind UK’s vision is that people who are deafblind or have a combined sight and hearing loss should have equal rights, access and opportunities as all other citizens within society.

To contact Deafblind UK:
Call or text: 01733 358 100
Fax: 01733 358 356
Email: info@deafblind.org.uk
Call the information and advice line: 0800 132 320
Visit the website: www.deafblind.org.uk
Address:
Deafblind UK
National Centre for Deafblindness
John and Lucille van Geest Place
Cygnet Road, Hampton
Peterborough, PE7 8FD

Services for Deaf and hearing impaired people

Local Organisations

The Kirklees Interpreting Service
The Kirklees Interpreting Service interprets between British Sign Language and English for deaf and hearing impaired people. Interpreters work in many places including council offices, doctors surgeries, courts and JobCentres.

All interpreters booked by Kirklees interpreting service are qualified and insured. BSL/English interpreters are there to provide an unbiased service. It is confidential and no records are kept about the appointment other than the details of the appointment itself.

They interpret in many different situations including medical appointments, job interviews, driving tests and parents’ evenings. Please contact us to see if we can assist you.

When booking an interpreter please ensure that you have the following information

• The date, time and place of the appointment
• The nature of the assignment
• The names of those attending
• The contact person’s details
Kirklees Interpreting Service is available Monday to Friday, 9 am to 5 pm. We can provide a service in the evening and at weekends. Please ensure that interpreters for these times are booked in advance. If you need an interpreter in an emergency then hospitals and police stations have contact details for interpreters who work out of office hours.

To contact the Kirklees Interpreting Service:
Call: 01924 324274
Text: 07973 464 202
Minicom: 01924 324293
Fax: 01924 324276
Email: sensory.services@kirklees.gov.uk
Visit the website: www.kirklees.gov.uk

Huddersfield Deaf Centre
Huddersfield Deaf Centre offers social and recreational facilities. The centre welcomes anyone who has a degree of hearing loss and their families.

Huddersfield Deaf Centre is a registered charity run by a board of trustees including Deaf, hearing, deafened and hard of hearing members. Its’ main aim is to provide a social and meeting place for Deaf and hard of hearing people and their families.

Groups meeting at Huddersfield Deaf Centre include the Hard of Hearing Fellowship and the Deaf Children’s Society.

Sign Language Classes are also held at the centre, please telephone 01484 542713 (voice, fax and text) for further details.

The Deaf Social Club meets every Friday and the third Saturday in the month from 7 pm to 11 pm.

Administration office is open every Wednesday 9 am to 2 pm.

There is ramp access into the building. The meeting room is upstairs. There is a chair lift but please note there is not a lift for wheel chairs.

To contact Huddersfield Deaf Centre:
Call / minicom: 01484 542713
Fax: 01484 542713
Email: huddsdeafcentre@talktalk.net
Visit the website: www.kdhi.org.uk
Address:
Huddersfield Deaf Centre
53a Trinity Street, Huddersfield, HD1 4DN
**Kirklees Deaf Children’s Society**
Kirklees Deaf Children’s Society is a group of parents with deaf children who support each other and families with deaf children.

The group meet once a month either at Huddersfield Deaf Centre or at venues locally. For details and dates check out the website and click on the Kirklees Deaf Children’s Society button or contact Jayne Fenton on 01484 681329 or text Fiona McTague on 07968 162818.

To contact Kirklees Deaf Children’s Society:
Call: 01484 542713
Fax: 01484 542713
Email: kirkleesdcs@hotmail.co.uk
Visit the website: www.khdi.org.uk
Address:
Huddersfield Deaf Centre
53a Trinity Street, Huddersfield, HD1 4ND
The office is open Wednesdays, 9 am to 2 pm.

To contact the Huddersfield Hard of Hearing Fellowship:
Call: 01484 684779
Email: gavinholmfdirth@tiscali.co.uk

**Music and the Deaf**
Music and the Deaf is an organisation to help hearing-impaired people of all ages to explore the world of music and develop their own musical skills and interests.

The organisation has:

- music workshops and activities for Deaf people
- sign language theatre performances
- a Deaf Youth Orchestra
- publications to enable deaf pupils to access music in schools
- training workshops for teachers who would like to know more about providing music opportunities to deaf young people.

One of our major projects is the West Yorkshire Deaf Youth Orchestra and instrumental tuition scheme in Huddersfield. We are always keen to recruit deaf young players from Kirklees - either advanced musicians or complete beginners.

Please enquire for more details.

The centre is open Monday to Friday from 9 am to 5 pm.
To contact Music and the Deaf:
Call: 01484 483115
Text: 01484 483117
Fax: 01484 483116
Email: info@matd.org.uk
Visit the website:
www.matd.org.uk or www.deafyouthorchestra.org.uk
Address:
Music and the Deaf
The Media Centre,
7 Northumberland Street
Huddersfield, HD1 1RL

Email: informationline@rnid.org.uk
Visit the website: www.rnid.org.uk

**Hearing Dogs for Deaf People**
Hearing Dogs for Deaf People is a national charity that trains specially selected dogs to alert deaf people to everyday household sounds.

Hearing dogs alert their deaf owners to everyday sounds we take for granted, providing greater independence, confidence, security, and of course companionship. These sounds include the doorbell, telephone, alarm clock, cooker timer, baby cry as well as danger sounds; such as the smoke alarm and fire siren.

Instead of barking, the dogs alert the deaf person by touch, using a paw to gain attention and then lead them back to the sound source. For sounds such as the smoke alarm and fire alarm, the dogs will lie down to indicate danger.

The majority of dogs are selected from rescue centres giving unwanted dogs useful and happy lives to the benefit of deaf people. However, some dogs are donated by breeders and members of the public. Hearing Dogs also has a small breeding scheme to provide dogs particularly suited to deaf people with specific requirements including non-moulting dogs for those with asthma or allergies, to supplement the supply of donated and rescue dogs.

**National Organisations**

**Royal National Institute for Deaf people (RNID)**
RNID is a UK charity tackling hearing loss.

RNID helps people to identify whether they have hearing loss, campaigns for change, provides services and training and actively supports scientific and technological research.

RNID provides information and resources for people who are Deaf and hard of hearing, their families, friends, employers and professionals.

To contact RNID:
Call: freephone 0808 808 0123
Text: 0808 808 9000
To contact Hearing Dogs for Deaf People:
Call: 01759 322299
Email: info@hearingdogs.org.uk
Visit: www.hearingdogs.org.uk
Address:
Hearing Dogs for Deaf People
Northern Training Centre
Hayton Road, Bielby
York, YO42 4JP

UK Deaf Sport
UK Deaf Sport is a registered charity which aims to encourage deaf people to participate, enjoy and excel at sport.
They provide information on deaf sporting events throughout the UK.
To contact UK Deaf Sport:
Email: office@ukds.org.uk
Visit the website: www.ukdeafsport.org.uk

Deafax
Deafax aims to improve the quality of deaf, deafblind, speech and hearing impaired children and adults’ lives by developing their communication skills, literacy and employability using technology and other methods.
To contact Deafax:
Call: 0118 935 3685
Fax: 0118 935 3686
Email: info@deafax.org
Visit the website: www.deafax.org

Deafsign
Deafsign is an online source of information, contacts and discussion on issues related to deafness and sign language.
To contact Deafsign:
Email: cath@deafsign.com
Visit the website: www.deafsign.com

DeafBooks
An independent publisher of British Sign Language (BSL) teaching and learning materials for all ages and abilities from early years to adult learners and includes dictionaries, books, guides, posters, flashcards, reward stickers and badges plus commissioned work. Resources can be viewed and ordered on-line and the website has free games and downloads.
To contact DeafBooks:
Call: 01642 580505
Visit the website: www.DeafBooks.co.uk
British Deaf Association (BDA)
The British Deaf Association is the largest Deaf organisation in the UK that is run by deaf people.

The BDA wants to see a society where Sign Language users have the same rights, responsibilities, opportunities and quality of life as everyone else. The BDA is campaigning for the legislation of BSL. They are also working to gain the right for all deaf children to receive bilingual education, using BSL and English, and the right to quality and choice in education.

BDA want to see an end to discrimination against Sign Language users, both Deaf and hearing.

To contact the British Deaf Association:
Call: 02476 550936
Text: 02476 550393
Email: bda@bda.org.uk
Visit the website:
www.bda.org.uk/index.php
Address:
British Deaf Association
10th Floor, Coventry Point
Market Way, Coventry,
CV1 1EA

Services for blind and visually impaired people

Local Organisations

Better Future for the Blind
Better Future for the Blind provide a range of services to blind and partially sighted people in Kirklees, especially those over the age of 55.

Employment
Better Future for the Blind are working with Job Centre Plus and various other employment agencies to start a working group which aims to help visually impaired people to build confidence, gain experience at interview level and to help them to tackle barriers when seeking employment.

Swimming sessions
Better Future for the Blind is working in partnership with Kirklees Active Leisure to provide swimming sessions for visually impaired people. These swim sessions take place every Monday afternoon at the Huddersfield Sports Centre.
2.30pm to 3.30pm Monday
Gentle exercise classes
We run these gentle exercises classes every Wednesday afternoon at the Nerve Centre, Half Moon Street, Huddersfield. These exercises help with mobility, increase well-being and provide a social setting. 1.30pm to 3pm Wednesday

Befriending service
A team of volunteers provide a visiting and independence service for blind and partially sighted people with friendly, social contact in the comfort of their own homes and/or over the phone and, for those who are able, outside the home. This service offers:

- assistance with reading correspondence and, occasionally, writing letters dictated by the service user
- information on where to get loans of audio equipment arranged through the Library and Kirklees Council adult social care
- information about local drop-in and social groups
- information about local news and events
- help to individuals to make contact with statutory services
- support to become more independent outside of the home.

To contact Better Future for the Blind:
Call: Jean Goodison 01484 542320
Mobile: 07940 502461
Email: bffb09@tiscali.co.uk

Blind and Visually Impaired in Kirklees (BVIK)
Blind and Visually Impaired in Kirklees is a website designed by visually impaired people to help local visually impaired people access information, support and advice in Kirklees.

BVIK provides information and news from a number of local organisations serving the visually impaired community within Kirklees. These interest groups include Better Future for the Blind, KVIN (Kirklees Visual Impairment Network), Huddersfield Macular Society, Huddersfield Society for the Blind, Society for the Blind of Dewsbury Batley and District and Kirklees Council services.

BVIK is hosted by the Society for the Blind of Dewsbury, Batley and District and supported by Kirklees Council.

To contact BVIK:
Email: info@northkirkleesblind.org.uk
Visit the website: www.bvik.co.uk
Colne, Holme and Dearne Valleys Society for the Blind
The Colne, Holme and Dearne Valleys Society for the Blind organise a summer trip, Christmas party and home visits to blind and visually impaired people who need support by trustees, who are volunteers.

The Society covers the Colne and Holme Valleys, Meltham and the Dearne Valley (all of South Kirklees except Huddersfield).

To contact Colne, Holme and Dearne Valleys Society for the Blind:
Call: 01924 848549

Huddersfield Guide Dogs for the Blind
Huddersfield Guide Dogs for the Blind is a fundraising group.

The group meets on the third Monday of February, April, June, September and November at 2 pm.

To contact Huddersfield Guide Dogs for the Blind:
Call: 01484 850254
Email: walter.young1@googlemail.com
Address: Mr W Young
17 Copley Avenue
Meltham, Holmfirth
HD9 5LS

Huddersfield Society for the Blind
The Huddersfield Society for the Blind meet socially at St. Paul’s Church (Dalton, Huddersfield) on the first and third Tuesday of the month at 2 pm (except June, July and December). Transport is provided. There are also days out and a Christmas party.

New members are always welcome, but they must be registered blind or partially sighted and live in the area of the old Huddersfield District.

The office is open Monday, Thursday and Friday from 2 pm to 4 pm.

To contact the Huddersfield Society for the Blind:
Tel: 01484 538384
Email: huddersfieldsocietyforblind@hotmail.co.uk
Visit the website: www.bvik.co.uk
Address: Huddersfield Society for the Blind Office
Britannic Buildings
3 Upperhead Row
Huddersfield
HD1 2JL
Kirklees Transcription Service (KTS)
Kirklees Transcription Service is a council department where alternative formats are created. The department can transcribe your documents into Braille, large print and any type of audio format.

KTS also offer information and advice about visual impairment issues. You can call into our office weekdays or phone us on the number below, we will be happy to assist in any way we can.

Tel: 01484 221955
Email: transcription.service@kirklees.gov.uk
Website: www.kirklees.gov.uk/transcription

Kirklees Transcription Service
Huddersfield Library
Princess Alexandra Walk
Huddersfield
HD1 2SU

Kirklees Visual Impairment Network (KVIN)
Kirklees Visual Impairment Network promotes equal access to services and provides educational and social opportunities for visually impaired people in Kirklees.

KVIN is run and managed by visually impaired people. Its members can significantly influence what the network does. KVIN organise and manage activities which can improve the health and social lives of visually impaired people. They also provide training and support on the use of a wide range of assistive technologies with a view that we can live more independently, improve the quality of life and where appropriate, improve skills towards employability.

Current services and projects include:

• peer IT training and support drop in: Friday 10am to 3pm at Voluntary Action Kirklees, 15 Lord St Huddersfield

• peer mobility orientation project using GPS technology designed for visually impaired people

• coordination of an exhibition of assistive technology with taster events and experiences

KVIN arrange social activities and enable members to learn new skills or raise and campaign on issues which specially affect visually impaired people.
Members can contact the committee which will consider their proposals or discuss their ideas.

Wherever possible, we will work in partnership with others to achieve equality for visually impaired people.

To contact KVIN:
Call David Quarmby (Chair Person): 07736 087019
Email: david.quarmby@btconnect.com
Visit the website: www.kvin.org.uk or www.bvik.co.uk

**KR Talking News**
KR Talking News is a free fortnightly audio newsletter available on CD delivered direct to your door. It is a council-funded service which provides news, views and features from the local newspapers circulating within Kirklees. If you struggle to access conventional newspapers then we would be pleased to hear from you.

To contact KR Talking News:
Call: 01484 221793
Email: Kirklees.recorder@kirklees.gov.uk
Address: KR Talking News
KTS Office
Huddersfield Library
Princess Alexandra Walk
Huddersfield, HD1 2SU

**Society for the Blind of Dewsbury, Batley and District**
The Society for the Blind of Dewsbury, Batley and District is a local independent charity for visually impaired people who live in North Kirklees.

They provide a range of interesting and stimulating activities based in a safe and caring environment at its centre in Batley.

This includes 11 weekly activity groups and a large number of outings, theatre trips and holidays. Activities at the centre include craft, computer and dancing classes, day care and social centre. This aids the rehabilitation process, provides social inclusion and a chance to mix with others in a similar situation.

To contact the Society for the Blind of Dewsbury, Batley and District:
Call: 01924 445222
Fax: 01924 420156
Email: info@northkirkleesblind.org.uk
Visit the website: www.bvik.co.uk/dewsburysociety and fill in an online referral form

Address:
The Whitfield Centre
180 Soothill Lane
Batley, WF17 6HP
Kirklees Vision Service Ltd
Kirklees Vision Service Ltd is a partnership between the Society for the Blind of Dewsbury, Batley and District and Kirklees Council. It delivers a rehabilitation, equipment, support, information and advice service for all visually impaired adults living anywhere in Kirklees.

This service provides assessment and individual packages of rehabilitation and support with mobility, personal care, access, communication and any other issues caused by visual impairment.

The service accepts self referrals, from family and friends, as well as from other care professionals, for those with sight loss.

There is an extensive range of equipment especially designed for visually impaired people to assist with daily living that can be purchased. This includes talking microwaves, weighing scales, watches, clocks, big button telephones and pill minders. They are the Kirklees agent for the British Wireless for the Blind Fund’ Office is open Monday to Friday from 9 am to 5 pm.

To contact the Kirklees Vision Service:
Call: 01924 445222
Fax: 01924 420156

Email:
info@northkirkleesblind.org.uk
Visit the website: www.bvik.co.uk/kvs
Address:
The Whitfield Centre
180 Soothill Lane
Batley, WF17 6HP

VI (Visually Impaired) Readers’ Group
The VI (Visually Impaired) Readers’ Group is a small friendly book group for people who are unable to read standard print.

Members borrow large print or audio books and then discuss amongst the group. There are monthly meetings at Huddersfield and Dewsbury Libraries. Please contact for dates of meetings.

To contact VI (Visually Impaired) Readers’ Group:
Call: 01484 221955 (Huddersfield Library)
01924 325080 (Dewsbury Library)
or Lesley Holl on 0781 474 9716
Email:
Huddersfield.lic@kirklees.gov.uk
Dewsbury.lic@kirklees.gov.uk
Visit the website:
www.kirklees.gov.uk/libraries
Addresses:
Huddersfield Adult Lending Library
Huddersfield Library and Art Gallery
Princess Alexandra Walk
Huddersfield, HD1 2SU

Dewsbury Library
Dewsbury Retail Park
Railway Street
Dewsbury
WF12 8EQ

The Huddersfield Macular Disease Society
The Huddersfield Macular Disease Society is a self help support group for those suffering from macular degeneration.

The society meets on the first Wednesday of the month (except January) in the first floor Reception Room at Huddersfield Town Hall, from 10.00 am to 12.30 pm.
The annual subscription is £10.

A short business meeting is followed by a speaker on health information or light hearted topics. Days out and luncheons are organised. Members are consulted on what they would like to do.

Members have a chance to chat to each other, compare conditions and pass on tips and ideas. Once a year someone from the National Society attends one of the meetings. They are able to keep the group up to date with research, treatments and what is happening at our Head Office.

To contact the Huddersfield Macular Disease Society:
Call: 01484 603029
Email: help@maculardisease.org
Visit the website: www.maculardisease.org
Or call the national helpline: 0845 241 2041 (Monday to Friday, 9 am – 5 pm)
Eye Clinic Liaison Officers (Action for Blind People)

Eye Clinic Liaison Officers (ECLOs) provide information and support to blind and partially sighted people, as well as their carers and families, at the point of diagnosis. The role brings together healthcare, social care and community based support to provide a holistic service.

ECLOs can offer emotional support, referrals to specialist services, assistance with registering as blind or partially sighted and visual awareness training for hospital staff. They provide a wide range of information on local services, allowing individuals to make informed decisions about the support they access.

In Kirklees there are ECLOs based at Huddersfield Royal Infirmary and Dewsbury and District Hospital.

To contact the ECLOs:
Call: 0303 123 9999 (Monday to Friday 8.45 am – 6 pm; Sat 9 am – 4 pm)
Visit the website: www.actionforblindpeople.org.uk

South Kirklees
Call: 01484 342 454
Email: debra.baverstock@actionforblindpeople.org.uk
Address:
Eye Clinic Liaison Officer
Eye Department
Huddersfield Royal Infirmary
Acre Street, Lindley
Huddersfield, HD3 3EA

North Kirklees
Call: 07702 958 709
Email: carly.marno@actionforblindpeople.org.uk
Address:
Eye Clinic Liaison Officer
Ophthalmology Outpatients
Dewsbury and District Hospital
Halifax Road
Dewsbury
WF13 4HS
National Organisations

Calibre Audio Library
Calibre offers a free postal library service of audio books for people with sight problems. There are over 8000 titles, all unabridged and professionally recorded, available on MP3 CDs, memory sticks and cassettes. There are no subscriptions or fines for lost or damaged books, but there is a small charge for large print catalogues. No independent proof of eligibility is required.

To join please telephone or download an application form from the website.
Call: 01296 432339
Visit the website: www.calibre.org.uk

Guide Dogs
Guide Dogs provide mobility and freedom to blind and partially sighted people. They also campaign for the rights of people with visual impairment, educate the public about eye care and fund eye disease research.

Guide Dogs have been expertly breeding and training guide dogs for more than 75 years, providing many thousands to blind and partially-sighted people of all ages and from all walks of life. They also deliver confidence-building rehabilitation services to adults, young people and children - including long cane mobility training and communication and daily living skills.

You don’t need to have lost all your sight, or to be registered as blind or partially-sighted for Guide Dogs to help you. You just need to have sight loss that makes it difficult to get around independently or live life to the full.

To contact Guide Dogs:
Call: 0118 983 5555
Fax: 0118 983 5433
Email: guidedogs@guidedogs.org.uk
Visit the website: www.guidedogs.org.uk
Address:
The Guide Dogs for the Blind Association
Burghfield Common
Reading, RG7 3YG

The Listening Eye
The Listening Eye is a service that offers support by blind people with long experience of living with visual impairment. They are willing to listen or chat about particular problems or offer advice if asked.

Lines are open 6 pm to 10 pm Tuesday, Wednesday and Thursday.
Free helpline: 0800 783 1979

Sightline Vision North West
Lines are open from 6pm to 10pm on Friday, Saturday, Sunday and Monday.
Free helpline: 0800 587 2252
Royal National Institute of Blind People (RNIB) National Library Service
The Royal National Institute of Blind People is the largest agency within the United Kingdom working for the blind and visually impaired. RNIB delivers a wide range of direct and indirect services including the RNIB Book Service. This offers a range of postal lending services of materials in audio, DAISY, Braille, large print, audio-described video and electronic formats. Materials include fiction and non-fiction titles for adults and children, music scores and tactile maps and diagrams. The majority of Braille is also available for sale.

The library service of Digital Talking Books (on CD) offers over 16,000 unabridged titles from numerous genres. A charge is made for this service.

To contact RNIB:
Call: 0303 123 9999
Email: cservices@rnib.org.uk
Visit the website: www.rnib.org.uk
Address:
RNIB Talking Books Service
PO Box 173
Peterborough, PE2 6WS

Royal National Institute of Blind People (RNIB)
Royal National Institute of Blind People is the regional centre for Yorkshire and Humberside. RNIB regional centres provide a range of services including; job search help, IT assessments, training courses, information for teachers, advocacy services for parents, family events and activities.

To contact the Royal National Institute of Blind People:
Call: 0113 386 2800
Fax: 0113 386 2801
Email:
actionyorkshumber@actionforblindpeople.org.uk
Visit the website: www.rnib.org.uk
Address:
Yorkshire, Humber and North East Regional Team
Fairfax House
Merrion Street
Leeds
LS2 8JU
Thrive
Thrive is a small national charity, founded in 1978, that uses gardening to change the lives of disabled people.

Activities are varied but focus on championing the benefits of gardening to individuals and organisations, as well as teaching techniques and practical applications so that anyone with a disability can take part and enjoy gardening.

A research programme underpins Thrive’s work to provide evidence and improve understanding.

Gardening can help individuals accomplish many things. It can help rebuild a person’s strength after an accident or illness, and can provide a purposeful activity for someone coping with a difficult period in their life.

Thrive has a wealth of information and tips to pass on through it’s National Blind Gardeners’ Club, a partnership with the RNIB. This work is guided by an Advisory Committee of blind gardeners. Just being in the garden can make you feel better.

To contact Thrive:
Call: 0118 988 5688
Email: info@thrive.org.uk
Visit the website: www.thrive.org.uk
General support services

Carephone Home Safety Service
Carephones are also known as pendant alarms. They automatically contact a control centre when the user presses an emergency button on the pendant. You can wear the pendant around the neck, clipped on to clothing or attached to a wristband.

If you need help, for example if you have a fall, all you have to do is push the button on the pendant. The carephone will send a call to the control centre, even if it is in another room. As soon as you make a call to the control centre a member of staff will answer and help. This help could involve contacting the caller’s family, friends or neighbours or the emergency services.

The Carephone Home Safety Service aims to help people live independently in their own homes. It operates 24 hours a day, every day of the year.

Many people can have items of equipment for free, or at a reduced rate, following completion of a personal financial statement.

If you do not wish to complete a financial statement, you can pay the full cost of the Carephone Home Safety Service.

How do I apply?
Please contact Gateway to care.
Call: 01484 414933
E-mail: gatewaytocare@kirklees.gov.uk
Text: 07725 909090

Citizens Advice
Citizens Advice is a free and independent service that provides information and advice on a wide range of issues.

To contact Citizens Advice:
Call: 0844 848 7970
Visit the website: www.adviceguide.org.uk

Cloverleaf Advocacy
Cloverleaf Advocacy gives independent advocacy and support to people with sensory impairments. Services are free and confidential. The office is open Monday to Friday from 9am to 5pm (but please ring first for an appointment).

Call: 01924 438 438
Fax: 01924 438 444
Email: kirklees@cloverleaf-advocacy.co.uk
Website: www.cloverleaf-advocacy.co.uk
Cloverleaf Advocacy
26 Bond Street
Dewsbury
WF13 1AU
**Jobcentre Plus**
If you need extra employment support because of a disability, your local Jobcentre can put you in touch with one of their disability employment advisers.

Disability employment advisers (DEAs) can give you help and support regardless of your situation. They can help you find work or gain new skills even if you have been out of work for a long time, or if you have little or no work experience.

Your disability employment adviser can offer you:

- an employment assessment to identify what type of work or training suits you best
- a referral to other people that can help you
- a job-matching and referral service - the DEA can let you know about jobs that match your experience and skills
- information on employers in your area who have adopted the ‘two ticks’ disability symbol

**Access to Work**
Access to Work can help you if your health or disability affects the way you do your job. It gives you and your employer advice and support with extra costs which may arise because of your needs.

Access to Work might pay towards a support worker or the equipment you need at work. It can also pay towards the cost of getting to work if you cannot use public transport.

If you need a communicator at job interviews, then Access to Work may be able to pay some or all of the communicator costs.

**Huddersfield Jobcentre Plus**
Castle House
Market Street
Huddersfield
HD1 2NE
Call: 0845 604 3719
Textphone: 0845 608 8551

**Dewsbury Jobcentre Plus**
Crown Buildings
Rishworth Road
Dewsbury
WF12 8EF
Call: 0845 604 3719
Textphone: 0845 608 8551

**Batley Jobcentre Plus**
26 Wellington Street
Batley
WF17 5HZ
Call: 0845 604 3719
Textphone: 0845 608 8551
Spen Valley Jobcentre Plus
411 Bradford Road
Liversedge
WF15 6DD
Call: 0845 604 3719
Textphone: 0845 608 8551

Mind
Mind is the leading mental health charity in England and Wales.
Mind helps people take control of their mental health. They provide information and advice, and campaign to promote and protect good mental health for everyone.
To contact Mind:
Call: 0845 766 0163
Visit the website: www.mind.org.uk

NHS Direct
NHS Direct is a 24 hour, confidential telephone, online and interactive digital TV health advice and information service.
To contact NHS Direct:
Call: 0845 46 47
Visit the website: www.nhsdirect.nhs.uk

Samaritans
Samaritans have an office in Huddersfield which is open to visitors at various times – please ring first to check.
To contact Samaritans:
Call: 01484 533 388 or 08457 909 090
Text: 07725 909090
Email: jo@samaritans.org.uk
Visit the website: www.samaritans.org.uk
Address:
Samaritans
14 New North Parade
Huddersfield
West Yorkshire, HD1 5JP

Worklink
An employment service run by Kirklees Council specialising in disability or health related problems (including mental health) and also working with anyone with a barrier to employment. i.e. lone parents, young people and black and minority ethnic groups. Its aim is to help find and sustain employment through advice and guidance, work search and in some cases work experience.
Worklink also provides consultancy services to local employers wishing to increase their disabled workforce. Worklink delivers mentorlink training for small to medium sized enterprises.
We no longer operate from an office base and are based in localities.

To contact Worklink:
Call: 0845 6039740 or 01484 223520
Email: worklink@kirklees.gov.uk
Visit the website:
www.kirklees.gov.uk/worklink

**In an emergency**

**Police, Fire Brigade and Ambulance service**

If you need immediate help from these services call the emergency number.

Call: 999

**Accident and Emergency departments (A and E)**

A and E is where you should go if you suffer a serious, critical or life threatening injury or condition. Departments have 24 hour open access service to the public with dedicated staff. Contact the ambulance service on 999 if you need help and are unable to get to an A and E department.

Address:

**Huddersfield Royal Infirmary**
Acre Street
Lindley
Huddersfield
HD3 3EA
Call: 0844 811 0101

**Dewsbury and District Hospital**
Halifax Road
Dewsbury
WF13 4HS
Call: 0844 811 8110

Photography, Norris Wroe
Out of office emergency
The emergency social work team are able to respond to people who have urgent needs when the social care offices are closed.

They provide:

• telephone advice
• advice and support from voluntary organisations
• support to carers
• liaison with GPs, community psychiatric nurses, psychiatrists and hospitals
• mental health assessments.

Call: 01924 326 489
Email: gatewaytocare@kirklees.gov.uk

GPs and out-of-hours service
If you need to contact a doctor outside of the normal service hours for your health clinic, then call your normal GP number and you will be redirected to the out-of-hours service.

Keeping safe – what is adult abuse and how to report it
Everyone has the right not to be abused or neglected. The whole community has a responsibility to report any suspected abuse situations.

Abuse and neglect can include:

• financial – for example, the illegal or unauthorised use of person’s property, money, pension book or other valuables
• emotional – for example, shouting, swearing, frightening, blaming, ignoring or humiliating
• physical – for example, hitting, slapping, burning, pushing, restraining or giving too much medication or the wrong medication
• sexual abuse – for example, forcing a person to take part in any sexual activity without consent
• neglect – for example, where a person is deprived of food, heat, clothing, comfort or medication
• discriminatory abuse – including racist, sexist and other forms of harassment.

If you are unhappy with the way someone is treating you, or if you have seen behaviour toward someone that concerns you, then contact Gateway to care:

Call: 01484 414933
Emergency duty team: 01924 326 489
Email: gatewaytocare@kirklees.gov.uk
Caring for someone else
A carer is someone who looks after family, partners, friends or neighbours in need of help because they are ill, frail or have a disability. This includes carers of people with substance or alcohol addiction. The care they provide is unpaid – this means they might, or might not, receive carers’ allowance, but they are not employed as a carer, or provide care as a volunteer for a voluntary organisation.

Every caring situation is different and not all carers are the same. For example, some carers might provide a few hours support a week. Other carers might care full-time. Carers can be of any age.

Some carers of older people might be older themselves and some carers might have a disability. Recognising yourself as a carer is the very first step to getting the support you need. Many of us do not see ourselves as carers straight away: we are mums and dads, husbands, wives, partners, brothers, sisters, friends and neighbours. We are simply doing what anyone would, looking after, unpaid, a loved one or friend, helping them through when they are unable to do things for themselves.

The fact is you are also a carer and you are not alone – there are approximately 40,000 unpaid carers living in Kirklees and there is help and support available to you.

Kirklees Council Carers Gateway and Gateway to care can offer a wide range of support and advice including:

- carers assessments
- a chance to meet other carers
- information on how to get a well earned short-break
- social activity information and help in your community
- information on how to get the benefits you have a right to
- advice on how to get back into training and employment
- quarterly newsletter with useful information aimed at carers
- Carers Emergency Support Service

Call Gateway to care on 01484 414933

Email: gatewaytocare@kirklees.gov.uk

Text Gateway and your question to 07781 482931
Comments form

This is your guide. We hope you find the information useful.

Please use this form to comment on this guide, or to let us know about something that is not in the guide that might be useful for future editions.

Please complete and return to:
Communications and Marketing Team
Gateway to care, 2nd Floor
30 Market Street
Huddersfield
HD1 2 HG

Alternatively you can email your feedback to marketing.communication@kirklees.gov.uk or call 01484 225274.

Is the guide easy to use?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

What format would you prefer the guide to be in?
E.g. audio tape, Braille, large print.

________________________________________________________________________

________________________________________________________________________
Is there any additional information you would like added to the guide?

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Please let us know if you believe there are changes to any of the details listed in this guide:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Are we able to contact you to discuss the information provided?
Yes [ ]  No [ ]

If so please fill in your contact details below.
If you would prefer not to be contacted, please leave blank.

Name: ___________________________________________________________________

Address: __________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Telephone: __________  Email: ________________________________
Please let us know if you believe there are changes to any of the details listed in this guide:

__________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________

Are we able to contact you to discuss the information provided?
Yes ☐  No ☐

If so please fill in your contact details below.
If you would prefer not to be contacted, please leave blank.

Name: _______________________________________________________________________________________________________

Address: _____________________________________________________________________________________________________

__________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________

Telephone: ______________  Email: ____________________________

This information will be used to ensure Kirklees Council provide you with help and support appropriate to your needs. It will not be used for any other purpose without your consent.

Thank you for taking the time to fill in this feedback form.
This will help us make any future editions more useful for you.
Anne Newton
Sequin picture
Do you need this guide in a different format?

This information can be made available in languages other than English. It can also be made available in large print, audio CD and Braille. Full details are available by telephoning 01484 225274.
For health and social care information and advice contact Kirklees Council
Gateway to care
Call: 01484 414933
Email: gatewaytocare@kirklees.gov.uk
30 Market Street
Huddersfield
HD1 2HG
Visit the website:
www.kirklees.gov.uk/gatewaytocare