

## Services for people who are Deaf or Hard of Hearing

This factsheet provides information about services if you are deaf or hard of hearing.

The department offers support, information and advice for individuals and their families with regard to local services, support groups. We can demonstrate equipment designed to help you to hear your television, telephone, smoke alarm and/or door bell.

For more information go to [www.hartlepoolnow.co.uk](http://www.hartlepoolnow.co.uk)

Hartlepool Borough Council provides a specialist service for people of all ages who are deaf or hard of hearing and who have been assessed as being eligible for services.

For more information on eligibility for services see factsheet '*deciding what support you need*'.

See below for further information on services that you may want to contact.

### ■ Ask the Fire Brigade for a free Home Fire Safety Visit

Cleveland Fire Brigade will supply and fit smoke alarms – including special alarms for people who are hard of hearing – free of charge for those who need them. Anyone living in Hartlepool can ask Cleveland Fire Brigade for a free home visit. Brigade staff will come to your home to check for hazards, advise you on an escape plan, and explain the different types of smoke alarm available.

To book a Home Fire Safety Visit, contact Cleveland Fire Brigade by:



Telephone: 01429 872311



Email: [info@clevelandfire.gov.uk](mailto:info@clevelandfire.gov.uk)

## ■ North East Association for Sensory Support (NRASS)

NRASS promote the everyday welfare and wellbeing of people with a sensory loss condition. The charity provides Advocacy, Debt and Welfare Rights advice, thereby promoting independence, respect, health and wellbeing, equal access, anti-discriminatory practice and confidentiality.



Mobile: 07789 967 927



Email: [office@nrass.org.uk](mailto:office@nrass.org.uk)



Website: [www.nrass.org](http://www.nrass.org)

## ■ Hartlepool Deaf Centre

Hartlepool Deaf Centre provides information, advice, support and activities for deaf, deafened and hearing impaired people from their base in Cafe One77, 177 York Road, Hartlepool.

Activities include art and crafts, health awareness events, bowling lessons and a social club. A BSL Interpreter is provided at all events.



Mobile: 07872 607 124



Email: [wendy@hf1.org.uk](mailto:wendy@hf1.org.uk)

If you are having difficulties with your hearing, tell your Doctor. Hearing loss can be caused by many different things so, if you are struggling to hear, it is important that you tell your doctor. He or she will check your ears and may carry out some simple hearing tests. Your doctor may arrange for you to see an **audiologist** (hearing specialist), too.

An audiologist can carry out different tests in order to diagnose your hearing difficulties. They will talk to you about the things they can do to help you.

## » Contact us

You can contact the Early Intervention Team by letter, telephone, text, or email. If English is not your first language, we can provide a translation service.

## » Our opening times

We open at 8:30am every weekday. We close at 5:00pm from Monday to Thursday. On Fridays we close at 4:30pm.



Telephone: 01429 523390



Text Service: 60006 (start your text with HBC)



E-mail: [dutyteam@hartlepool.gcsx.gov.uk](mailto:dutyteam@hartlepool.gcsx.gov.uk)



Postal address: Adult and Community Based Services  
Hartlepool Borough Council  
Civic Centre  
Victoria Road  
Hartlepool  
TS24 8AY

## » About this factsheet

This factsheet explains some of the things you can do if you are struggling with your hearing. We issued this factsheet in January 2013 and updated it in April 2018. We will check the information is up to date in April 2020.



You can download all of our factsheets from  
[www.hartlepool.gov.uk/factsheetsandpublications](http://www.hartlepool.gov.uk/factsheetsandpublications)