

## Services for people with both Sight and Hearing Loss or Impairment

This factsheet provides information about services if you have a sight and hearing loss or impairment.

The department can offer support, information and advice for individuals and their families with regard to local services, support groups, specialist equipment and benefits.

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 have both sight and hearing loss or impairment and who have been assessed as being eligible for services.

This might include special methods of communication support, accessing information and mobility assistance to cope with the functions of everyday life. And also:

- **Mobility:** to enable people to get around, become familiar with their environment and learn routes which they need to use regularly.
- **Communication:** to teach individual skills which enable them to communicate with other people or record and read information.
- **Daily Living Skills:** to practice tasks which are performed regularly, such as making a drink or a snack.

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

### » **Blind Welfare Association**

The Hartlepool Blind Welfare Association is a registered charity concerned with the welfare of visually impaired people of all ages living in Hartlepool.

The Blind Welfare Association gives support and information on all aspects of living with a visual impairment.

The Blind Welfare Centre is on Avenue Road opposite the Police Station. It is open Monday to Thursday from 9am to 5pm.

There is a selection of aids and equipment to try, some of which are available for home loan.

For more information contact the Blind Welfare Association on **01429 272494**.

## » 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)



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## » About this factsheet

This factsheet tells you about services for people with both Sight and Hearing Loss or Impairment. We issued this factsheet in March 2016 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)