



MULTI-AGENCY TASKFORCE



Scottish Best Practice Standards



Social Work Services for Deaf, deafened, hard of hearing and deafblind people



It is essential that future services cover the range of needs from the simple to the most complex and to the highest standards. Underlying all our recommendations is the belief that people who use services should be at the heart of developments in those services. Their active participation ... will ensure that opportunities are made available for them to lead ordinary lives as valued members of society.

Sensing Progress, 1998

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**Social Work Services for Deaf, deafened, hard of
hearing and deafblind people**

Published by the

MULTI-AGENCY TASKFORCE

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Social Work Services for Deaf, deafened, hard of hearing and deafblind people

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Preface to the Standards

1 Purpose and origin of the Standards

These Standards are designed to ensure that community social work services offered to people who are Deaf, deafened, hard of hearing or deafblind are founded in good practice. The target audience is users of services, their families, and staff from the statutory or independent sector who commission, manage or provide social care.

The Standards build on published sources including the Scottish Draft National Care Standards (ongoing), the *Task in Hand* (1995), *Sensing Progress* (1998), and the English *Best Practice Standards* (1999). The Human Rights Act is used both as a framework and to reflect an emerging ethos. The Standards complement the National Care Standards for Care of People with Physical and Sensory Impairment, which protect the rights of deaf people using residential care services.

Whilst *Sensing Progress* determines the strategic development framework, this document provides a means to measure progress towards a quality service. Attention is drawn to the need for specialist deaf services and areas where there is scope for improvement in mainstream social work services. Expertise to support the monitoring and delivery of the Standards is available in both national and regional voluntary organisations, and partnership working is essential at every level.

2 Diversity

The word “deaf” is used throughout this document to refer to people with a wide range of individual needs related to hearing loss, tinnitus, and additional disabilities, including deafblindness.

Deaf people can be found in every part of Scottish society. They are of all ages, races and beliefs.

Table 1: Numbers of deaf people in Scotland (Source: *Hearing in adults* by A Davis) (Whurr, 1995)

Current population estimates, Office of National Statistics 1996.

Type	16-60 years	Over 60 years	Total
Mild/moderate deafness	193,000	482,000	675,000
Severe/profound deafness	9,000	46,000	55,000
All degrees of deafness	202,000	528,000	730,000

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About 6,000 Deaf people in Scotland are thought to have British Sign Language (BSL) as their first language. At least 40 people per 100,000 are deafblind¹.

These Standards are relevant to all social services provided to deaf people, but detailed overlapping guidance should also be referred to when designing and monitoring services for deaf children and people who have multiple and complex needs or are deafblind².

3 Deafblindness

People who are deafblind want to access the same range of local authority services as people who are deaf or hard of hearing. As such, the standards set out in this document are inclusive and will for the most part apply to people who are deafblind. Where appropriate, the document identifies standards that are specific to the support needs of deafblind people.

Many people who are deaf or hard of hearing can compensate by using their sight, for example, using lipreading or sign language to communicate. People who are deafblind cannot easily compensate in this way and some may not be able to use hearing or vision at all.

Deafblindness is known to be associated with difficulties in:

- * finding out information
- * communicating with other people
- * moving around the environment

These difficulties can be compounded by the age of onset of deafblindness as well as by the presence of additional learning, physical or health needs.

4 Children

During the development of the Standards, the Task Force gave a great deal of consideration to the inclusion of children in the document. However, it has been decided that as the needs of children are very specific, a separate set of standards needs to be developed for them.

¹ *Deafblind Services Consultation*, DoH 2001

² *Standards for Services for Adults who are Deafblind or have a Dual Sensory Impairment*, Sense, London 1996

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Deaf children are children first and should be given equal access to quality specialist children's services, and not bolted onto an adult specialist service. Communication needs of deaf children are extremely varied and require especially skilled communicators; adult services are not geared to the needs of children.

Some deaf children will need access to services which do not exist for adults for example:

- * Child protection
- * Looked after children
- * Residential school care

The proposed Best Practice Standards for Deaf Children will allow the Task Force to look in depth at the different needs of children without the risk of ambiguity, and also coopt children's specialists onto the working party. Many deaf children are born with additional, significant other needs (eg 70% of pre-five deaf children in Glasgow have a significant other need) and there is an increasing requirement for multidisciplinary planning and working.

5 Action required by social work and other agencies

Social care agencies should:

- * monitor their success in achieving these standards
- * find ways of involving deaf people and their families in planning and quality standards systems
- * employ and train qualified agency staff with a specialist interest in deafness, and train generic staff in deaf and deafblind awareness
- * ensure the availability of qualified human aids to communication
- * set high standards of equipment provision
- * respond vigorously to policies and legislation which affect deaf people such as the Millan Report (recommendations 18.1, 18.2) and the National Care Standards
- * work in partnership with the NHS and other statutory and voluntary agencies, especially those which are user-or-carer led.

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6 Key issues

The following are some issues which need to be addressed on a strategic and possibly national basis. Of these issues, the skills shortage in specialist trained staff has now reached crisis point, and will take years to redress.

- meeting the communication needs of deaf and deafblind people is an absolute prerequisite to a quality service
- information must be provided in a range of formats that is accessible to deaf and deafblind people
- each local authority should aim to have access to enough qualified social workers and other staff with specialist training and advanced communication skills to meet local and nationally set targets for access to services
- post-qualifying training, and deaf cultural awareness are vital
- close links should be established between specialist deaf social work and generalist social work, health services and the voluntary sector, including pooling skills and resources between agencies where appropriate
- there is a severe shortage of qualified staff, and this can only be addressed at a national level through a long-term human resources development strategy
- most, if not all, social work services and voluntary organisations need additional resources to meet current and growing future needs.

7 Acknowledgements

The Standards have been developed by a multi-agency Task Force including organisations of, and for:

- * Deaf, deafened and hard of hearing adults
- * Deaf children and their families
- * Deafblind people

There has also been significant input from:

- * Social Work and Local Authorities
- * Strathclyde Centre for Disability Research
- * Health Professionals

This work could not have been carried out without the involvement of service users and social work professionals. Small groups of Deaf, deafened and hard of hearing adults as well as deafblind people were consulted early on. Members of West Lothian Deaf Forum, Clackmannanshire Deaf Voices, and Inverclyde Deaf Forum also provided valuable comments on the consultation document.

The Task Force is most grateful to the many people who contributed to the development of this document, and who responded to the consultation. We also gratefully acknowledge the sponsorship of Deaf Alerter plc for their generous contribution towards the cost of printing and distributing this document, and The Royal National Institute for Deaf People (RNID) for funding the secretariat, hospitality and venues for meetings.

Chapter 1: Information

1 Deaf people have the right to be well-informed

Local authority social services have a duty under the Disability Discrimination Act, Human Rights Act, and the NHS and Community Care Act to provide essential information in a variety of formats. Scottish Accessible Information Forum³ (SAIF) guidelines should be followed.

<i>You can expect:</i>	<i>This means that:</i>
<ol style="list-style-type: none"> 1. information to be free of charge 2. information to be clear and understandable 3. to have access to information in a format that suits your needs 4. your rights, responsibilities and choices to be explained 5. to know what services are available and how to access them 6. to be consulted about information 7. to find out who can get services and equipment and how much they cost 	<ol style="list-style-type: none"> (a) information is provided freely (b) information is comprehensive and timely (c) agencies work together to provide information jointly and monitor uptake (d) your views about information are considered and acted upon where possible (e) meetings are accessible to you (f) policies are written in simple English (g) information is available in a variety of accessible formats such as: <ul style="list-style-type: none"> • simple English leaflets in large print • signed video with subtitles • face-to-face meetings supported by British Sign Language (BSL), Sign Supported English (SSE), Makaton and lipspeakers as required by those attending • Deafblind manual alphabet • Braille and Moon • Visual frame, Close-up and Hands-on signing • Block alphabet • electronic communication (with Braille out put or large text on screen) • e-mail and accessible websites • other communication systems as required

³ (See Appendix 3 for SAIF contact details)

Chapter 2: Participation

Deaf people have the right to access all social services

<i>You can expect:</i>	<i>This means that:</i>
8. to be able to access the full range of social care services	(a) you can have a full assessment by a worker with specialist training and communication skills (b) appropriate communication services have been made available to you (c) frontline and reception staff have been trained in deaf/deafblind awareness
9. to be able to improve your ability to interact with staff and other hearing and deaf people in your community	(d) you have been offered advanced communication skills training eg adult literacy, lipreading, BSL, IT skills development (e) communication skills training, support and equipment are available to people around you
10. services remove barriers and help you to take part in society	(f) access audits are carried out in partnership with service users and these demonstrate continuous improvement
11. to be involved in planning, management and evaluation of services	(g) to be given a regular chance to have a say in how the services are run and how they should change
12. to have the right to access services using your choice of communication	(h) communication support staff are provided on request (i) staff are fully qualified, including specialist and communication support workers (j) the correct equipment is provided to support effective communication (see Appendix 1)

Chapter 3: Diversity

Deaf people are entitled to the same rights and opportunities as hearing people, free from discrimination

<i>You can expect:</i>	<i>This means that:</i>
13. to live without fear of prejudice and discrimination	<ul style="list-style-type: none"> (a) the agency helps you to obtain equal access to jobs, housing, and leisure and social activities (b) the agency helps you to take a full part in society (c) the agency does not discriminate between deaf people and other members of the public (d) deaf people are treated equally, regardless of their gender, age, sexuality, ethnic origin, or religious beliefs
14. your chosen form of communication is given equal status to English	<ul style="list-style-type: none"> (e) you can access social services using your chosen form of communication
15. services ensure your individual communication needs are met	<ul style="list-style-type: none"> (f) your communication needs and preferences are met (g) the buildings and transport that you use are equipped for the needs of deaf, hard of hearing, and deafblind people (h) premises follow best practice guidelines on signposting
16. your cultural norms and values are respected	<ul style="list-style-type: none"> (i) staff show awareness of and sensitivity to cultural behaviours

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<i>You can expect:</i>	<i>This means that:</i>
<p>17. staff to take full account of the different causes and effects of deafness, eg Menière's, acoustic neuroma, tinnitus</p>	<p>(j) the agency has access to specialist expertise, either in-house or on an inter-agency basis (k) medical advice and assessment is available</p>
<p>18. staff to understand the discrimination that deaf and hard of hearing people face and to actively take steps throughout the services to combat it</p>	<p>(l) all frontline staff have had accredited training in deaf and deafblind equality issues (m) staff receive regular training on an ongoing basis</p>
<p>19. subject to your assessment, to be able to access the full range of social services including:</p> <ul style="list-style-type: none"> a) Children's services b) Adult services c) Learning disability d) Mental health e) Occupational therapy f) Criminal justice g) Out of hours service h) Services for older people i) Day and respite services j) Home care k) Residential care l) Support for independent living 	<p>(n) procedures and training (eg deaf awareness plus knowledge of specialist services to mainstream staff) are in place to enable these services to be provided on the basis of assessed need and informed choice</p>
<p>20. to complain if you are treated unfairly and to know that your views are listened to and acted upon</p>	<p>(o) there is clear information about how to complain and who to complain to (p) you are helped to make complaints in your chosen form of communication (q) you are given a clear explanation of the action taken as a result of your complaint (r) complaints are monitored at a senior level</p>

Chapter 4: Safety

Deaf people have the right to be safe, healthy and protected from abuse, bullying or neglect

<i>You can expect:</i>	<i>This means that:</i>
<p>21. your health and safety needs in your home and community to be taken into account in your agency assessment</p>	<ul style="list-style-type: none"> (a) the services offered are tailored to your individual circumstances and wishes (b) you are offered help to access health advice, care, treatment, equipment and adaptations (c) you can obtain information from your social worker about accessible housing, sports, social and leisure activities to help you stay healthy (d) your safety needs are met in the home, on agency premises and using agency and public transport
<p>22. to be shown how to protect your own health and safety and that of others around you</p>	<ul style="list-style-type: none"> (e) you can get information and advice to help you live independently (f) you can access information to help you care for others, eg children, disabled friends and relatives
<p>23. to choose equipment that aids your safety, independence and security</p>	<ul style="list-style-type: none"> (g) suitably trained staff provide you with safe equipment (see Appendices 1 and 2) (h) you can try out a selection of visible/tactile alerts, listening and amplifying equipment, and telecommunications equipment (i) you have been shown how to use portable or mains operated equipment properly
<p>24. to receive prompt and appropriate first aid and health care</p>	<ul style="list-style-type: none"> (j) agency staff are aware of your health needs and will refer you to appropriate health services if required (k) you know how to get help if you are hurt or frightened

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<i>You can expect:</i>	<i>This means that:</i>
25. to feel safe when using agency services	(l) buildings, equipment and services are designed with your safety and protection in mind (m) independent advocacy is provided
26. staff to recognise signs of abuse or neglect	(n) individual and service reviews incorporate health and safety risk issues, including potential abuse and bullying (o) all staff receive training in the observation and detection of child, adult, and elder abuse in deaf/deafblind people
27. to have access to a social worker with experience of mental health and deafness	(p) there is a qualified Mental Health Officer (MHO) with knowledge of deafness in each local authority (q) the MHO works closely with NHS community psychiatric practitioners and GPs
28. to have the same degree of protection from abuse and exploitation as hearing people	(r) guidelines on child abuse, appropriate adult procedures, elder abuse etc, take account of the needs and circumstances of deaf people
29. to have access to specialist advice for issues involving childcare and protection	(s) when there are child protection procedures in place, qualified specialist staff are available for you to use (t) child protection procedures take account of the particular cultural, language, and communication needs of deaf children and adults

Chapter 5: Choice

Deaf people have the right to independence and to make choices about things that affect their lives

<i>You can expect:</i>	<i>This means that:</i>
<p>30. to be consulted about the services and equipment that you use</p>	<ul style="list-style-type: none"> (a) you can make choices about what you do, and the services that you use (b) you are offered a range of equipment (c) services are commissioned from a diverse provider base that reflects the views and values of service users (d) adequate resources are identified to meet your assessed need and preferences for essential equipment and services
<p>31. to request different services if your needs change</p>	<ul style="list-style-type: none"> (e) you have a regular review and can have changes made where possible (f) assessments and reviews record your views about personal choices and independence, and can be easily understood (g) you can get help from independent specialist advocacy services or mainstream advocacy services with appropriate communication support available on request (h) you can change your care provider or receive direct payments to pay for services yourself
<p>32. to be consulted at every stage of the assessment and planning process</p>	<ul style="list-style-type: none"> (i) you are consulted about your own service package (j) you are given the chance to have a say in the development of plans and policies that affect you

Chapter 6: Dignity

Deaf people have the right to have their privacy and dignity respected in the home and in the community

<i>You can expect:</i>	<i>This means that:</i>
33. to be treated as a valued citizen with full human rights	(a) you are treated with respect at all times (b) you are given the help you need to communicate with staff (c) staff are given the help they need to communicate with you
34. to know that you are being assessed	(d) you are informed about and involved in your assessment
35. to know what information is stored about you and have access to your records	(e) you can find out what is written about you (except in rare cases where this endangers you or others, breaks confidentiality, or breaks the law) (f) you are able to have a copy of your assessment in a format you can understand
36. to be consulted about what information is shared with staff and others	(g) the agency has a policy about confidentiality and information sharing (h) you are informed about the policy
37. that confidentiality is built into the development of policy, plans and research	(i) you cannot be identified from planning information, training or research studies
38. your privacy is respected at all times	(j) you can communicate privately with reception staff (k) meeting rooms are not overlooked or overheard (l) textphone messages are routinely deleted (m) your personal information is kept locked away out of sight (n) loop systems are secure (o) fax machines are located where there is maximum privacy
39. staff are trained in human rights and are bound by a confidentiality clause	(p) staff recruitment and training is monitored (see Appendix 2)

Chapter 7: Equality

Deaf people have the right to a standard of living and quality of life equal to that enjoyed by hearing people

You can expect:	This means that:
40. that you will not be discriminated against or treated unfairly	(a) social services will work together with other agencies to improve public education and combat discrimination, at both local and national level
41. that your assessment takes account of your social and financial needs	(b) your assessment identifies your need for employment, training, and/or benefits advice
42. to be helped to improve your social and economic situation	(c) you have been offered counselling and advice to improve your position (d) the help offered to you has been appropriate
43. to receive help to exercise your legal and civil rights and fulfil your civic responsibilities	(e) you have been offered the opportunity to learn more about your civil rights and responsibilities (f) you know how to access legal advice
44. to have access to independent advocacy in the event of a dispute	(g) there is an advocacy service available (either a specialist service or top-up funding to pay for communication services)
45. to have equal access to social care and housing	(h) social housing providers and advice agencies are aware of and respond appropriately to the housing needs of deaf people ⁴

⁴ See also the *Draft National Care Standards for Care of People with Physical and Sensory Impairment*

Members of Task Force

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The work was coordinated by Dr Pauline Banks of the Strathclyde Centre for Disability Research at the University of Glasgow, and Rob Kay of RNID Scotland.

Appendix 1

Range of equipment that should be supplied to deaf people by social work departments

The range of equipment supplied to deaf people will vary from Council to Council.

Equipment includes visual and tactile alerts, plus amplifying equipment which is hearing based, portable and mains operated units, as well as telecommunications systems for use with or without hearing instruments.

The following range of equipment is indicative and does not refer to manufacturers or suppliers, as Councils will need to apply their own level of quality control in terms of best value. There should be good joint working between social work, housing and health, including consideration of a joint equipment store.

Specific equipment to meet the complex needs of deafblind users will normally require a full joint sensory impairment assessment.

Key points about assessment

- Users must be offered choice within a comprehensive range of equipment
- The assessment process should match user preference with assessed need
- Prioritisation of user need should not be dictated by financial priorities
- Assessments should be reviewed regularly (ie 2-3 years)
- Clear guidelines on assistive equipment should be available as follows:
 - Priority criteria
 - Budget levels in relation to demand
 - Range of equipment

Equipment should be allocated for personal and domestic use only. Deaf people should be directed to specialist employment services and the Access to Work scheme for all requests in relation to employment, whether self-employed or as employees.

Consultation with and regular feedback from users, formal or ad hoc, is essential. Best value (in other words, a careful comparison of cost and benefits) should be obtained from equipment suppliers at all times.

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VISIBLE/TACTILE ALERTS	COMMENTS
Paging systems, flashing light units and vibrating pads	<i>Systems can be mains operated, temporary wired or radio/infrared controlled</i>
Smoke, fire and carbon monoxide alarms, doorbells, shake alarms, telephone alerts, alarm clocks	
Baby alarms	<i>As required</i>
Portable systems (eg door knock flashes, vibrating clock alarms)	<i>For loan on holiday or temporary relocation of accommodation</i>
LISTENING AND AMPLIFYING EQUIPMENT	COMMENTS
Individual loops, room loops	
Range of headphones to attach to a variety of equipment	
Personal amplifiers	
Loud doorbells	
TELECOMMUNICATIONS EQUIPMENT	COMMENTS
Telephone amplifiers	
Induction loop couplers	
Amplified telephones	<i>BT Elderly and Disabled Service may be able to replace current customers' units at no cost</i>
Textphones	<i>For use with standard handsets – text only</i>
Fax machines	

Appendix 2

Training strategies

Social care agencies should have a training strategy that meets the full range of needs of users.

Such training should:

- respond to user needs
- reflect user priorities and values
- be flexible
- be monitored for quality and appropriateness

Agency post-qualifying and in-service training strategies

Local agency training strategies in the area of deafness have a number of specific aims:

- improving communication with deaf people across the board
- raising awareness across and throughout agencies
- increasing sign language and reception skills to the highest possible levels, particularly in specialist services and reception
- introducing specialist staff to the widest possible range of generic skills and knowledge
- meeting specific specialist user needs in areas such as deafblindness and technology

The table overleaf indicates the broad areas of likely needs. It is not exhaustive, and Training Managers may also wish to consider qualifications such as the CCETSW advanced award postgraduate Diploma/MA in Social Work Studies with Deaf People, and the proposed BTEC Course for Technical Officers.

Where possible, training should be carried out on a shared basis, so that staff from voluntary organisations, nurses, audiologists, CPNs and health visitors, and social work staff can train together in order to make the most use of existing resources, and cultivate a multi-disciplinary service culture based on shared values and trust.

There are significant benefits in involving deaf people themselves in many kinds of staff training.

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TYPE OF TRAINING	TRAINEES	COMMENTS
Issues in Deafness/Deaf/Deafblind Awareness Training	All staff	CACDP ⁵ Entry level Certificates in Deaf Awareness/Deafblind Awareness
Strategies for Communication	All staff in contact with service users	CACDP Entry Level Certificate in Communication Tactics with Deaf People
Basic Level Sign Language Communication	All staff in regular contact with users	CACDP Stage 1 Certificate, plus customised non-certificated courses
Conversational Sign Language Communication	All staff in daily contact with users	CACDP Stage 2
Fluent Sign Language Communication	All staff in daily contact and working at a specialist level with users	CACDP Stage 2/3 or SVQ/NVQ equivalent level
Sign Language Interpreters (SLIs)	All Sign Language Interpreters, Registered or Trainee or recognised by supporting agencies	See SASLI ⁶ and CACDP requirements
Deafblind Communication	All specialist or SLI staff	CACDP Level 2 Certificate in Deafblind Support Work CACDP Level 3 Certificate in Communication and Guiding Skills with Deafblind People
Specific training such as technical, low vision	Staff with specific roles such as technicians or social work assistants	
IT and telecommunications skills	All specialist and SLI service staff	

⁵ CACDP– Council for the Advancement of Communication with Deaf People

⁶ SASLI – Scottish Association of Sign Language Interpreters

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Appendix 3

Useful contacts

A Deaf/deafblind organisations

Organisation	Address	Tel/Fax/E-mail
Aberdeen & North East Deaf Society	Smithfield Road Aberdeen AB21 2NR	Tel: 01224 494566 Textphone: 01224 495675 Fax: 01224 494661 E-mail: info@aneds.org.uk
British Deaf Association (Scotland) (and access to local forums)	Princes House 5 Shandwick Place Edinburgh EH2 4RG	Tel: 0131 221 1137 Textphone: 0131 221 7962 Fax: 0131 221 7960 VT:0131 221 1143 E-mail: bda2@dircon.co.uk Website: www.britishdeafassociation.org.uk
Council for the Advancement of Communication with Deaf People - CACDP	100 Norfolk Street Glasgow G5 9EJ	Tel: 0141 420 1907 Fax: 0141 420 1907 E-mail: glasgow@cacdp.demon.co.uk Website: www.cacdp.demon.co.uk
Deaf Connections	100 Norfolk Street Glasgow G5 9EJ	Tel: 0141 420 1759 Textphone: 0141 429 6682 Fax: 0141 429 6860 VT: 0141 418 0597 E-mail: (firstname)@deafconnections.co.uk Web: www.deafconnections.co.uk
Deafblind Scotland	21 Alexandra Avenue Lenzie, Glasgow G66 5BG	Tel: 0141 777 6111 Textphone: 0141 777 6111 Fax: 0141 775 3311 E-mail: info@deafblindscotland.org.uk Web: www.deafblindscotland.org.uk
Edinburgh & East of Scotland Deaf Society	49 Albany Street Edinburgh EH1 3QY	Tel: 0131 556 3128 Textphone: 0131 557 0419 Fax: 0131 557 8283 E-mail: admin@escotdeafsoc.demon.co.uk
Hayfield Support Services with Deaf People	268 Ballater Street Glasgow G5 0ND	Tel: 0141 429 1278 Textphone: 0141 429 1278 Fax: 0141 420 1990 E-mail: director@hayfield.org.uk
National Deaf Children's Society	Suite 293-295 Central Chambers 93 Hope Street, Glasgow G2 6LD	Tel: 0141 248 2429 Textphone: 0141 248 4457 Fax: 0141 248 2597 E-mail: ndcs.Scotland@ndcs.org.uk Website: www.ndcs.org.uk

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Organisation	Address	Tel/Fax/E-mail
RNID Scotland	Crowngate Business Centre Brook Street Glasgow G40 3AP	Tel: 0141 5540053 Textphone: 0141 550 5750 Fax: 0141 554 5837 E-mail: frances.mcdowall@rnid.org.uk Website: www.rnid.org.uk
St Vincent's Centre for Deaf People	51 Tobago Street Glasgow G40 2RH	Tel: 0141 554 8897 Textphone: 0141 550 1616 Fax: 0141 551 8904
Scottish Council on Deafness	Clerwood House 96 Clermiston Road Edinburgh EH12 6UT	Tel: 0131 314 6075 Textphone: 0131 314 6078 Fax: 0131 314 6077 E-mail: admin@scod.org.uk Website: www.scod.org.uk
Scottish Course to Train Tutors of Lipreading	Donaldson's College West Coates Edinburgh EH12 5JJ	Tel: 0131 347 5620 Textphone: 0131 347 5591 Fax: 0131 347 5592 E-mail: Ltuyet@lineone.net
Sense Scotland	5th Floor, 45 Finnieston Street Clydeaway Centre Glasgow G3 8JU	Tel: 0141 564 2444 Textphone: 0141 564 2442 Fax: 0141 564 2443 E-mail: info@sensescotland.org.uk Website: www.sensescotland.org.uk
Tayside Association for the Deaf	36 Roseangle Dundee DD1 4LY	Tel: 01382 221124 Textphone: 01382 227052 Fax: 01382 200025 E-mail: assocdeafdundee@aol.com

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B Major Communication Services Units/Interpreters

Organisation	Address	Tel/Fax/E-mail
Deaf Connections	100 Norfolk Street Glasgow G5 9EJ	Tel: 0141 420 2814 Textphone: 0141 420 2814 Fax: 0141 429 6860 E-mail: MargaretN@deafconnections.co.uk
Deafblind Scotland	21 Alexandra Avenue Lenzie Glasgow G66 5BG	Tel: 0141 777 6111 Textphone: 0141 777 6111 Fax: 0141 775 3311 E-mail: info@deafblindscotland.org.uk
Edinburgh & East of Scotland Deaf Society	49 Albany Street Edinburgh EH1 3QY	Tel:/Textphone: 0131 652 3202 Fax: 0131 557 8283 E-mail: admin@escotdeafsoc.demon.co.uk
RNID Scotland	Crowngate Business Centre Brook Street Glasgow G40 3AP	Tel: 0141 550 5760 Textphone: 0141 550 5760 Fax: 0141 554 5837 E-mail: lena.mcmillan@rnid.org.uk Website: www.rnid.org.uk
Scottish Association of Sign Language Interpreters	Donaldsons College West Coates, Edinburgh EH12 5JJ	Tel: 0131 347 5601 Fax: 0131 347 5628 E-mail: mail@sasli.org.uk Website: www.sasli.org.uk

Social Work Services for Deaf, deafened, hard of hearing and deafblind people

C Other organisations

Organisation	Address	Tel/Fax/E-mail
Association of Directors of Social Work (ADSW)	c/o South Lanarkshire Council Council Offices Floor 8 Almada Street Hamilton, ML3 0AA	Tel: 01698 453875 Fax: 01698 453784
Convention of Scottish Local Authorities (CoSLA)	Rosebery House 9 Haymarket Terrace Edinburgh EH12 5XZ	Tel: 0131 474 9200 Fax: 0131 474 9292
Disability Rights Commission (Scotland)	1st Floor, Riverside House Gorgie Road Edinburgh EH11 3AF	Tel: 0131 444 4300 Textphone: 0131 444 4313 Fax: 0131 444 4301
DRC Helpline	Freepost Sitel House MID 02164 Stratford-upon-Avon CV37 9BR	Tel: 08457 622 633 Textphone: 08457 622 644 Fax: 08457 778 878 E-mail: enquiry@drc-gb.org Website: www.drc-gb.org
Scottish Accessible Information Forum	c/o Scottish Consumer Council Royal Exchange House 100 Queen Street Glasgow G1 3DN	Tel: 0141 226 5261 Textphone: 0141 226 8459 Fax: 0141 221 0731 E-mail: scc@scotconsumer.org.uk Website: www.connections.gcal.ac.uk/saif/

D Scottish Executive

Organisation	Address	Tel/Fax/E-mail
Education Department	The Scottish Executive Area 2-B, Victoria Quay Edinburgh EH6 6QQ	Tel: 0131 556 8400 Fax: 0131 244 7943 Website: www.scotland.gov.uk
Equality Unit	The Scottish Executive Area 2 West St Andrews' House Edinburgh EH1 3DG	Tel: 0131 244 0123 Fax: 0131 244 1824
Social Work Services Inspectorate	Room 38 James Craig Walk Edinburgh EH1 3BA	Tel: 0131 244 3530 Fax: 0131 244 5496

Social Work Services for Deaf, deafened, hard of hearing and deafblind people

E Equipment Suppliers (not a comprehensive listing)

Organisation	Address	Tel/Fax/E-mail
BT Age and Disability	9th Floor, Burne House Bell Street London NW1 5BZ	Tel: 0800 671 504 Textphone: 0800 243 123 Fax: 020 8205 4853 E-mail: disability@bt.com
Clofield Ltd	St John's Road Chesterfield Derbyshire S41 8PB	Tel: 01246 260045 Textphone: 01246 450789 Fax: 01246 450789 E-mail: clofield.ltd@virgin.net
Connevans Ltd	54 Albert Road North Reigate Surrey RH2 9YR	Tel: 01737 247571 Textphone: 01737 243134 Fax: 01737 223475 E-mail: mary@connevans.com
Deaf-Alerter plc	Enfield House 303 Burton Road Derby DE23 6AG	Tel: 01332 363 981 Textphone: 01332 363 981 Fax: 01332 293 267 Website: deaf-alerter.com
Hector Tanner & Co Ltd	23-24 Barnack Trading Centre Novers Hill Bristol BS3 5QE	Tel: 0117 966 1751 Textphone: 0117 966 7303 Fax: 0117 966 7404
McDonald, J M & Associates	Unit 13C5 Balmakeith Industrial Estate Nairn IV12 5QW	Tel: 01667 451 717 Fax: 01667 451 717 E-mail: mcdonassoc@clara.net
Northern Acoustics	117 Townhead Kirkintilloch Glasgow G66 1NX	Tel: 0141 776 2556 Textphone: 0141 775 2365 Fax: 0141 775 2365 E-mail: northern-acoustics@wiz.net.uk
RNID Sound Advantage	1 Metro Centre Welbeck Way Peterborough Cambridgeshire PE2 7UH	Tel: 01733 361199 Textphone: 01733 238020 Fax: 01733 361161 E-mail: solutions@rnid.org.uk
Sarabec Ltd	15 High Force Road Middlesbrough Cleveland TS2 1RH	Tel: 01642 247789 Textphone: 01642 251310 Fax: 01642 230 827
SJS Services	Birchwood House, Hawthorn Road, Muir of Ord Ross-shire IV6 7RL	Tel: 01463 87 1950 Textphone: 01463 87 0125 Fax: 01463 87 1950 E-mail: sjs.serv@virgin.net Website: sjs-services.co.uk

Social Work Services for Deaf, deafened, hard of hearing and deafblind people

Organisation	Address	Tel/Fax/E-mail
Teletec International Ltd	Sendale House 49 Coldacock Drive Coldacock Business Park Milton Keynes, Buckinghamshire MK7 8LF	Tel: 01908 270003 Textphone: 01908 270005 Fax: 01908 270010
Wintonfield Systems	Albyn Industrial Estate Broxburn West Lothian EH52 5PQ	Tel: 01506 852000 Fax: 01506 855506 E-mail: info@wintonfield.co.uk
W S Steele Ltd	Unit 5-05 Oakbank Industrial Estate Garscube Road Glasgow G20 7LU	Tel: 0141 353 3393 Fax: 0141 353 3396

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