

Transition Service

Information Pack



moving from the
children's service
to the adult service

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Overview of the Hearing Centre

Services available to you:

- ⊕ Opening times to access batteries and repairs
- ⊕ Problem solving your aid
- ⊕ How to access the repair service
- ⊕ Where to get batteries
- ⊕ Reassessment of your hearing
- ⊕ Hearing Therapy Service
- ⊕ Contact information

Opening times to access batteries or repairs:

We are open for repairs from 9am to 4pm Monday to Friday. The clinic is closed from 12-1pm. We are not open weekends.

Problem solving the hearing aid

Before making an appointment for our repair clinic, follow these simple checks to see if the problem can be solved:

1. If the aid is not working always try a new battery first.
2. Look at the tubing. Is there wax blocking the tubing at the part where it which goes down the ear? You may be able to pick the wax out using a needle or removing it by taking the mould and hearing apart and cleaning it in soapy water.
3. Is there condensation (water) in the tubing? If so, simply take the mould and hearing aid apart and give it a good shake or blow. Then leave it in a warm place for ten minutes.
4. If you have done all these checks and the aid is whistling then you should visit your GP to have a look in your ears. You may have lots of wax in your ears which will cause the aid to whistle. Your GP may give you drops. If there is a lot of wax you will need an appointment to have the wax cleared out. If your GP does not remove wax, ask the GP to refer you to the wax clearance clinic ran on the Ear, Nose and Throat clinic (ENT).

There are troubleshooting guidelines and videos on our website which you may find useful. Please visit: www.heartlandshearingcentre.co.uk

How to access the repair service

To be seen on a repair clinic you must book an appointment, either by telephone or by dropping in to the reception. You will not be seen for a repair without an appointment.

Where to get batteries

You can get your hearing aid batteries from local surgeries and health centres. You can ask where the nearest place is to get batteries by phoning the office, or popping in to the Hearing Centre.

Reassessment of your hearing

Your hearing needs to be checked every three years. To be placed on the reassessment waiting list simply pop into the department with your brown battery book and ask at reception. Or you can phone the Hearing Centre and ask to be placed on the waiting list. As an adult in our service **it is now your responsibility to ask for this service** and not the teacher of the deaf.

Hearing Therapy Service

A Hearing Therapist provides rehabilitation for adults who have hearing difficulties.

What does a Hearing Therapy service include?

- ⊕ Explanation and advice as to the reasons behind hearing difficulties and how to overcome them
- ⊕ Giving support, advice and help to people with a sudden or acquired hearing loss
- ⊕ Information and advice on the management of tinnitus including overcoming any sleep difficulties
- ⊕ Tailored made programmes in:
 - Auditory training to improve listening skills
 - Lipreading
 - Communication tactics for the individual, partner and family members
 - Relaxation techniques
- ⊕ Working with people with learning difficulties and/or dual sensory impairment
- ⊕ Giving information and demonstration of equipment that can assist hearing both in the home and in the work place
- ⊕ Group work including:
 - Hearing Aid User Group
 - Lipreading group
 - Relaxation Group

How will a Hearing Therapy service benefit me?

After attending the Hearing Therapy sessions we hope people will have had the opportunity to:

- ⊕ Work towards acceptance of their hearing loss
- ⊕ Have the ability to use effective strategies to reduce difficulties in communication and attitude within the home, work and society as a whole
- ⊕ Use their hearing aid(s) effectively and correctly, and to use it to its optimum use
- ⊕ To understand why you have lost your hearing and what the results of the hearing test mean
- ⊕ Improve confidence
- ⊕ Discuss the work environment and gain appropriate information and advice on how to make changes to help you and others around you
- ⊕ To meet other people with similar problems
- ⊕ To feel able to discuss hopes and expectations
- ⊕ To reduce the intrusiveness of tinnitus and to cope better with it
- ⊕ To have an awareness of Assistive Listening Devices to help at home, university, college, work environment etc., and know where to get them from.

Contact information:

Hearing Centre
Heart of England NHS Foundation Trust
Heartlands Hospital
Bordesley Green East
Birmingham
B9 5SS

Office tel: 0121 424 0888
Fax: 0121 424 3069
Minicom: 0121 424 3071
Email: hearing.centre@heartofengland.nhs.uk

Or, you can contact the Hearing Therapist on:
0121 424 3154



www.bid.org.uk

Overview of bid services

bid services is a UK registered charity working with deaf, deafened, hard of hearing and physically and sensory disabled people across the UK. Services we provide include Care Management, Supporting People, Equipment Services, BSL Interpreting, Deaf Awareness Training, Employment, Deaf Care, Palliative Care, Duty Social Work Services, Information and Guidance, British Sign Language courses and residential homes that support Deaf people with additional needs based in the West Midlands area.

Bid services offers a wide range of services including:

- ⊕ Care Management
- ⊕ Communication
- ⊕ Community Services
- ⊕ Employment services
- ⊕ Supporting people

Care Management

We are commissioned by local authorities to provide Care Management Services to profoundly deaf British Sign Language (BSL) users. Care Management's philosophy is built on empowerment and facilitating independence.

Communication

We can offer interpreting services and training on British Sign Language (BSL) and deaf related training.

Community Services

Community services are provided to the community to enable people to overcome the barriers they face in their everyday life. Services include Volunteering, Equipment, Residential, Palliative Care and Deaf Care.

Employment Services

Our Employment Service helps deaf and hard of hearing people find employment, develop new skills and find training opportunities. We provide advice, guidance and support, help with CV development and interview training.

Supporting People

Supporting people aims to help vulnerable people improve their quality of life by enabling them to live more independently.

Contact information:

bid services

The Deaf Cultural Centre
Ladywood Road
Birmingham
B16 8SZ

Phone(voice): 0121 246 6100

Minicom: 0121 246 6101

Fax: 0121 246 6125

Email: info@bid.org.uk



Overview of the Deaf Cultural Centre

The UK's first Deaf Cultural Centre brings together diverse elements of the Deaf community and Deaf culture under one roof and is a place where Deaf culture is celebrated, explored and represented through a series of community and leisure projects, arts, exhibitions and social events.

Contact information:

Deaf Cultural Centre
Ladywood Road,
Birmingham B16 8SZ

Voice. 0121 246 6100
Textphone. 0121 246 6101
Fax. 0121 246 6125
Email: info@deafculturalcentre.com



Birmingham & District Tinnitus Group

Registered Charity Number 1055001

www.tinnitusbham.org.uk

Overview of the Birmingham and District Tinnitus Group

We are a self-help group based in Birmingham in the heart of England. Established in 1981 we have been helping the tinnitus community since that time. We aim to give the best support and information available to help people cope with tinnitus.

Aims of our group:

- ✦ To give all tinnitus sufferers in Birmingham and the surrounding areas access to up-to-date information through meetings, newsletters and support literature
- ✦ To offer anyone troubled by tinnitus the chance to meet other sufferers in a supportive environment
- ✦ To provide opportunities for members to share ideas about coping with tinnitus
- ✦ To support tinnitus research and work towards improvement of services available to tinnitus sufferers

What we provide:

- ✦ Useful information and self-help papers on our website
- ✦ Access to practical support via Email or telephone
- ✦ Counselling and information service
- ✦ Regular quarterly meetings, and monthly support sessions
- ✦ A regular newsletter sent free of charge to all members

Contact information:

General Contact;
The Birmingham & District Tinnitus Group
c/o Birmingham Institute for the Deaf
Ladywood Road
Birmingham
B16 8SZ

Email: info@tinnitusbham.org.uk

Meetings and Support literature contact;
Email: eileenhewitson@blueyonder.co.uk

Membership contact;
The Membership Secretary
B&DTG
3 Pilkington Avenue
Sutton Coldfield, B72 1LA

Email: membership@tinnitusbham.org.uk



Overview of Hiype!

Hiype! is a website for hearing impaired people who are working, studying now and are looking for some advice or support. Whether you consider yourself hearing impaired, hard of hearing, deaf or deafened the main thing is that you won't be thinking about picking up your pension just yet! Hiype! offers a wide range of services, including:

- ✦ Communication support
- ✦ Out and About
- ✦ Get involved
- ✦ Keep in touch

Communication Support

Hiype! can help you communicate more easily with hearing people. Hiype! can provide:

- ✦ Lip speakers and lipreading
- ✦ Communication Support Workers (CSW's)
- ✦ Speech To Text Reporters (STTR)
- ✦ Interpreters - BSL or SSE

Out and About

Visit our website and find out what is happening near you. If you're willing to travel then there's always something happening around the UK, including:

Clubs, pubs and entertainment

- ✦ Deaf Rave
- ✦ Deaf Pub UK
- ✦ BSL Meet Up
- ✦ Stagertext
- ✦ BSL and Lipspeaking tours

Sports

- ✦ UK Deaf Sports
- ✦ British Deaf Sports Council
- ✦ West Ham DFC
- ✦ British Deaf Football
- ✦ Deaf UK Athletics

Internet based groups

- ✦ Yahoo Groups: Bristol Social
- ✦ Yahoo Groups: HOHUK
- ✦ <http://tribalvillages.org/deaf/>
- ✦ <http://deaf.meetup.com/>

Get involved

If you're interested in volunteering have a look at the following websites:

- www.volunteering.org.uk
- www.studentvol.org.uk
- www.csv.org.uk
- www.do-it.org.uk
- www.timebank.org.uk

Keep in touch

Contact us if you would like to receive information via our e-newsletter. We'll keep in touch by letting you know what's happening around the UK, information on local resources and contacts, news on employment issues and details of courses specifically for deaf people

Contact information:

e-mail: maria@hiype.org.uk

ACTION ON HEARING LOSS

Overview of Action on Hearing Loss

Action on Hearing Loss provides a wide range of services and training to individuals and organisations. You can read about how we support deaf and hard of hearing people at home and at work. We give this support by:

- ⊕ Helping and advising
- ⊕ Through giving information on equipment and
- ⊕ even providing help for supported housing.

Action on Hearing Loss offers a wide range of services, including:

- ⊕ Information on different topics including hearing loss and tinnitus
- ⊕ Online shop
- ⊕ Advice for job seekers

Information and resources for deaf and hard of hearing people, their families, friends and employers, and professionals

We have information on accessible entertainment, the Disability Discrimination Act, hearing aids, tinnitus and many other things. You can also practice sign language and fingerspelling with our interactive tools, and learn useful tips to help you communicate better.

About deafness and hearing loss

We can tell you what causes hearing loss and tinnitus. You can also find out the latest facts and figures about deafness and learn about deaf awareness.

Getting help

We provide information about where to get help for yourself or for a friend or family member. You can also read about people's experiences of hearing loss.

Advice for Job seekers

Action on Hearing Loss can help you get a job that is right for you. We can provide advice and guidance on how to find your ideal job and provide individual support that will help you get into work.

Tinnitus

Information about the causes of tinnitus and where you can get help. Find out what you can do to manage the condition, including the latest equipment and where you can join support groups.

Hearing aids

Find out about how to get a hearing test and about the different types of hearing aids and how to get them. Also, find out how to look after your hearing aid and to get the best from it.

Action on Hearing Loss Online Shop

The **Action on Hearing Loss** shop has many devices which help hearing. There are a large variety of devices which can be used with or without a hearing aid to help in many different situations such as hearing the television better, hearing better on a mobile phone, hearing your music better, hearing the smoke alarm etc.

For further information on Assistive Listening Devices contact **Action on Hearing Loss** on:

Customer Services

Telephone 01733 363928

Textphone 01733 238020

Fax 0870 789 8822

www.actiononhearingloss.org.uk/shop

Email solutions@hearingloss.org.uk



www.btplc.com/inclusion/

www.shop.bt.com/learn-more/bt-branded-products-and-services/phones-for-the-hard-of-hearing-5177.html

Overview of British Telecom

BT offers a range of services to help you hear better on the phone:

- ⊕ Online shop
- ⊕ Product features for people with hearing impairment
- ⊕ Highly recommended phones
- ⊕ Text phones
- ⊕ RNID type talk
- ⊕ BT textdirect
- ⊕ Mobile phones

Hearing & Being Heard

At BT we have a range of products and services to ensure that all our customers can use the phone regardless of their ability to hear. Product features can be found on a range of our phones to help you hear. This includes inbuilt loops and volume controls.



Textphones



If you are profoundly deaf or speech impaired, you can use a textphone to make phone calls. A textphone has a keypad and a small screen so that you can type what you want to say. You can also read what the person on the other end of the phone line is typing back to you. You can use your textphone to call people who use ordinary voice phones by using BT TextDirect. Textphones are available from the rnid.

RNID Typetalk

RNID Typetalk is an operator based relay service run by RNID and paid for by BT. RNID Typetalk has over 300 operators who help textphone users to communicate with people using ordinary voice phones.

BT TextDirect

Where a BT TextDirect call is being made between people using an ordinary voice phone and a textphone, an RNID Typetalk operator will automatically join the call and translate what is being said.

Mobile phones

For information on loops for mobile phones, or purchasing a pay-as-you-talk mobile phone with an inbuilt loop, please visit the RNID online shop or contact RNID customer services.

www.rnid.org.uk



Overview of Connexions Birmingham

Connexions service

From April 2012 onwards, Connexions Birmingham is changing quite a lot. The law has changed. From September 2012 it became the responsibility of schools to make sure that their pupils get impartial careers information, advice and guidance. Up until then this had been the role of Connexions.

What help is Connexions Birmingham providing to young people?

We are continuing to provide:

- careers information, advice and guidance to young people who are in “vulnerable” groups – for example teenage parents, young offenders, looked after children and care leavers
- help to statemented young people with learning difficulties or disabilities with their move into further education, training or employment
- help to those young people who have left school and are not in education, employment or training
- a Connexions Outreach service at a range of venues around the city
- a website to help young people and their parents/carers
- information on jobs and other opportunities for young people

A paid-for careers information, advice and guidance service is also available to schools and colleges from Connexions Birmingham.

<http://www.connexions-bs.co.uk/>

E-mail: connexionsweb@birmingham.gov.uk

Connexions Area Teams:

- **Connexions North Team**
Phone: 0121 675 4782
- **Connexions West Team**
Phone: 0121 675 6105/6
- **Connexions East Team**
Phone: 0121 675 6484
- **Connexions South Team**
Phone: 0121 675 7677 or 0121 675 9410

Solihull Specialist Careers Service (formerly Connexions)

New arrangements for Careers Support

If you are aged 13-18 years old, there are important changes to how you will access careers support.

The new online **National Careers Service** provides information, advice and guidance to help you make decisions on learning, training and work opportunities. The service offers confidential, helpful and impartial advice, supported by qualified careers advisers. Check out their website for loads of information and how to get in touch.



<http://www.solihull.gov.uk/connexions/default.htm>

Since **1st September 2012** schools have had a legal responsibility to make sure their pupils get impartial careers information, advice and guidance.

Solihull Specialist Careers Service will provide a specialist careers guidance support service for 16-18 year olds who are not in education, employment or training in Solihull, and eligible young people who need support services.



<http://www.jobcentreplus.gov.uk>

Overview of Access to Work

Access to Work scheme offers a range of services:

- ✦ Local Job Centres and contact information
- ✦ What is Access to Work?
- ✦ What type of help can be provided by Access to Work?

Local Job Centre:

Washwood Heath Job Centre Plus
295 Washwood Heath Road
Washwood Heath
Birmingham
B8 2XX
Tel: 0121 253 3910
Text: 0121 480 3636

What is Access to Work?

Access to Work (AtW) is available to help overcome the problems resulting from disability. It offers practical advice and help to meet the needs of an individual in a particular job.

How does it do this?

As well as giving advice and information to disabled people and employers, Jobcentre Plus pays a grant, through AtW, towards any extra employment costs that result from a person's disability.

What type of help can be provided through Access to Work?

AtW can help in a number of ways. For example, it can help pay for:

- ✦ communicator support at interview (CSI)
- ✦ a support worker, which allows the applicant to use the services of a helper.
- ✦ special aids equipment to help a disabled person function in the work place;
- ✦ adaptation to premises or to existing equipment;
- ✦ help with the additional costs of travel to, or in, work for people who are unable to use public transport.



www.skill.org.uk

Overview of Skill

We are a national charity promoting opportunities for young people and adults with any kind of impairment in post-16 education, training and employment.

Skill offer a range of services:

- ⊕ Information service
- ⊕ Volunteering
- ⊕ E-newsletter

Information service

Our UK-wide service gives information and advice for disabled students and people calling on their behalf.

We can answer your questions about

- ⊕ access to education after age 16
- ⊕ training at work
- ⊕ entry to employment
- ⊕ volunteering

Information Service contact details:

Telephone 0800 328 5050

Textphone 0800 068 2422

Email: info@skill.org.uk

Volunteering

We have exciting opportunities for disabled people aged 16-25. Visit our website for more information

E-newsletter

Young Learners e-Newsletter is a free e-newsletter for anyone in the UK. Sign up and we will send you a copy by email.

Contact information:

Skill: National Bureau for Students with Disabilities

Unit 3, Floor 3, Radisson Court

219 Long Lane

London SE1 4PR

Telephone and Textphone 020 7450 0620

Email: skill@skill.org.uk



www.apprenticeships.org.uk

Overview of Apprenticeships

Apprenticeships are a service offering support and advice to help you earn money while you learn:

- ⊕ Earn while you learn
- ⊕ About apprenticeships
- ⊕ Why do apprenticeship?
- ⊕ Who can do an apprenticeship?
- ⊕ How to apply
- ⊕ Completing an apprenticeship

Earn while you learn

Get new skills. Get paid. Simple as that



Business Administration Construction Accountancy
Travel Hospitality Motor Industry Management Personnel
Food and Drink Manufacturing Customer Service
Information Technology Electronic Services

Just some of the possibilities...

As an apprentice you could get paid while you learn. If you are determined to succeed and you're not afraid to commit yourself to one, two or even five years of training and study, then an Apprenticeship could be for you.

Demand for places is high, so if you're still considering your options why not talk to a Connexions Direct Adviser? You can get in touch with them by calling on 080 800 13219.

About Apprenticeships

Are they for you?



First you'll need to decide which career suits you best. You'll then need to decide whether you can work for an employer and study for a qualification at a college at the same time.

Why do an Apprenticeship?

When you decide to take up an Apprenticeship, you will:

- ⊕ earn real wages
- ⊕ gain new qualifications
- ⊕ gain new knowledge and Key Skills

Who can do Apprenticeships?

If you are aged 16-24, live in England and are not in full-time education you can do an apprenticeship. Entry requirements are flexible because Apprenticeships are not just based on your exam results. Practical skills count and your interest in the area of work you've chosen. Employers value keenness to work and keenness to learn.

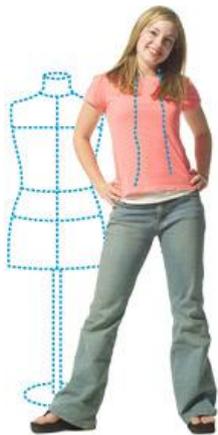
How to apply

Call the national Apprenticeships helpline on 08000 150 600 and ask for more details about the areas of work you are interested in. It's a freephone number, so the call won't cost you anything. You'll then be sent some information. Within a few weeks, a local adviser will be in touch to set up meetings with learning providers near you. These learning providers have contacts with local employers who may have suitable vacancies.

Alternatively, get in touch with your local Connexions service who should be able to help. Visit www.connexions-direct.com  for more information.

Completing an Apprenticeship

What you learn in your Apprenticeship or Advanced Apprenticeship will vary, but you'll always end up gaining the following:



- ✦ Practical experience, skills and knowledge from working in your chosen type of employment
- ✦ A National Vocational Qualification (NVQ), at Level 2 for an Apprenticeship, or Level 3 for an Advanced Apprenticeship
- ✦ Key Skills qualifications, e.g. working in teams, problem-solving, communication and using new technology
- ✦ A technical certificate such as a BTEC National Diploma or a City & Guilds Progression Award (included in most Apprenticeships)
- ✦ Any extra qualifications or requirements that are important for your chosen occupation.

What can you do afterwards?

When you complete an Apprenticeship, you'll be able to show an employer that you have new skills and qualifications. There is also the opportunity to progress on to higher education.

It should increase your chances of getting a good rate of pay, and of getting promoted. In the long term, you may decide to take things further and go for further studies, such as a Diploma or a Degree.

Get in touch

Now that you're a little more clued up about Apprenticeships, why not get in touch? You can call us on 08000 150 600.



www.princes-trust.org.uk

Overview of The Prince's Trust

The Prince's Trust is a charity that helps young people. We help 14-30 year olds realise their potential and change their lives through:

- ⊕ Support
- ⊕ Training
- ⊕ Financial help

We help people who have struggled at school, been in care, been in trouble with the law, or are long-term unemployed. We have four key target groups which we help:

- ⊕ Unemployed young people
- ⊕ Young people underachieving in education
- ⊕ Young people leaving care
- ⊕ Young offenders and ex-offenders

Unemployed young people

To help those with few or no qualifications to build skills, confidence and find employment, we provide personal development opportunities. To assist young people trying to move into a job, training or education - but lacking the money to do so - we give Development Awards

Young people underachieving in education

To combat school-related challenges such as truancy, exclusions and poor performance, we run XI clubs within 300 schools across the UK.

Young people leaving care

Approximately 8,000 young people leave care more vulnerable than most. They are more likely to have no qualifications or low basic skills, or be unemployed or homeless.

Young people offenders and ex-offenders

The Prince's Trust does not run programmes exclusively for young offenders and ex-offenders, but we recognise the strength of our programmes to help them break the offending cycle and fulfil their aspirations.

Contact information:

The Prince's Trust West Midlands Regional Office
Lye Business Centre
Enterprise Drive, Hayes Lane
Lye, Stourbridge
West Midlands DY9 8QH
phone: 01384 892 100

email: webinfowm@princes-trust.org.uk