

# Disability Resource Booklet



Cyngor Bwrdeisdref Sirol

**Blaenau Gwent**

County Borough Council

## DISABILITY RESOURCE BOOKLET

23<sup>RD</sup> FEBRUARY 2009

This document is available on e-mail, in large print, Braille, on audiotape, British Sign Language (BSL), or disk if requested. Please ring Alan Burkitt on (01495) 355108 or e-mail on [alan.burkitt@blaenau-gwent.gov.uk](mailto:alan.burkitt@blaenau-gwent.gov.uk).

*a better place to live and work - lle gwell i fyw a gweithio*

Blaenau Gwent has been addressing disability issues since 1995 due to the advent of the Disability Discrimination Act 1995 (DDA).

Firstly, Officers of the then Gwent County Council (North Gwent Social Services) and Officers of Blaenau Gwent Borough Council met to address the implications of the DDA and how it would impact on the authority and the disabled people of Blaenau Gwent.

Upon Local Government Re-organisation on 1<sup>st</sup> April 1996 – Blaenau Gwent County Borough Council formally established the Disability Access Group which consisted of appropriate officers of each department, and was chaired by the Social Services Department.

## PROGRESS

Initially the Authority allocated an annual budget of £50,000 per annum to improve access to council buildings – as a result of the pressure from the Disability Network, the budget was increased to a £105,000 per annum from April 2004 to speed up the compliance process.

A great deal of the focus of the Access Group in the early days was upon allowing improved access to wheelchair users – this focus has changed markedly over the last few years with the awareness that only a small proportion of disabled people are in wheelchairs and that many disabilities are not seen e.g. sensory and visual impairments etc.

It is the intention that disability awareness training for staff will be provided in order to raise awareness of disability issues. This will enable staff to understand the needs and requirements of disabled individuals. From July 2004 our induction



and customer care programmes have had a disability element incorporated into them to demonstrate how we are addressing its statutory (legal) obligations.

- The Authority was awarded the Two Ticks Disability Symbol Accreditation on the 12<sup>th</sup> of June 2006 to demonstrate its commitment to the disabled public of Blaenau Gwent.
- Leisure Services have established a Disability Sports Forum to organise Borough wide events for clubs.
- The majority of the buildings within the County Borough have been subjected to exhaustive access audits using four primary criteria- ambulant disability, all sensory impairments, wheelchair users, mental health disabilities. Reports have subsequently been sent to the respective client divisions. Asset Management design, specify and procure modifications to buildings with public access, to increase inclusivity for persons with all forms of impairments. To date 16 buildings have had facilities upgraded at a cost of £300,000, and four more are planned or ongoing in this fiscal year.
- All planning applications are vetted in Technical Services Division to ascertain that Access Statements, embodying the requirements of the Welsh Assembly Government are enshrined in the planning process.
- Planning applications are sent by the Planning Department by e mail to disabled members of the Disability Advice Project in Cwmbrân for them to view and comment upon.
- The Authority has written a Disability Equality Scheme as a result of the Disability Equality Duty. It is a statement of intent by the Authority to Involve Disabled staff, public and carers in the way the Authority runs. It has a

series of Action Plans that are designed to have a positive effect on the lives of disabled people and was informed from the Seminar below.

- (If you would like a copy of the Scheme please refer to the information on the front page of the document)
- An annual report has been written on the progress made in the first year of the scheme. Please contact the Equalities Officer for a copy in your chosen format
- In February of 2007 a Seminar (Access for All Seminar) was held in partnership with the Blaenau Gwent Local Health Board at Abertyleri Leisure Centre. Over 80 people attended, with the specific remit of the Seminar being the engagement and involvement of Disabled members of the public, their carers and disabled members of staff. The Seminar was a great success with a number of issues that were raised being taken on board as actions by the Authority and Local Health Board.
- The Disability Forum was renamed the **Access For All Forum** and has been successful in getting more involvement with disabled people and staff etc. Involvement is a key requirement of the DDA and relates to involvement with Disabled members of the public, their carers and disabled members of staff. The Forum is jointly chaired by Andrea Prosser from Blaenau Gwent Social Services and Claire Sullivan from Blaenau Gwent Local Health Board.



## TERMS OF REFERENCE

The **Terms of Reference** of the Access For All Forum mirror the General Duty of the Disability Equality Duty 2005:

**Public Authorities must, in carrying out their functions, have due regard to:**

1. Promoting equality of opportunity between disabled persons, groups and others.
2. Eliminating discrimination that is unlawful under the Act.
3. Eliminating harassment of disabled persons that is related to their disabilities.
4. Promoting positive attitudes towards disabled persons.
5. Encouraging participation by disabled persons in public life.
6. Taking steps to meet disabled persons needs, even where that involves treating disabled persons more favourably than other persons.

We hope that this booklet will not only give you useful information as to the services provided by the authority for disabled people, but also give a strong indication as to its commitment to Involving and providing quality services to the disabled people of Blaenau Gwent.



## AUDIO TAPES

### Resources Department

Council Tax Section

Civic Centre

Ebbw Vale

Telephone: (01495) 350555

The following tapes are available:

- Help from Social Fund
- Going into Hospital
- A Helping Hand with Benefits
- Help with your Council Tax
- Help if you Live in a residential Care or Nursing Home
- Help with your Rent
- Sick or Disabled
- Separated or Divorced

All departments will provide audiotapes upon request.

## AUDIO DISC / CD ROM

If you would like to transcribe text onto a CD Rom for people who are Blind or with poor vision you can contact Anna or Jane Peek at the RNID Transcribing Service on 02073 912030 or E Mail [tcjudd@rnib.org.uk](mailto:tcjudd@rnib.org.uk)



## BLAENAU GWENT PAYPOINT LOCATIONS

Payment cards are available for Council Tax and Rents that will allow you to make cash payments at Post Offices and pay point outlets nationwide. Local shops and Post Offices throughout Blaenau Gwent are illustrated below:

### ABERTILLERY PAYPOINT AGENTS

- The Co-op Group 19-21 Victoria Street, Roseheyworth Abertillery
- The Co-op Group, 53 High Street, Abertillery
- Somerfield Somerset Street, Abertillery
- Rite Stop 59 Powell Street, Abertillery
- Yasin General Store, 1A Fairview Terrace, Abertillery
- Londis, Commercial Road, Abertillery

### ABERTILLERY POST OFFICES

- Princess Street, 1 Cwm Cottage Road, Abertillery
- Abertillery, Anvil Court, Church Street, Abertillery
- Brynithel Terrace, Brynithel
- East Side, 2-3 Bridge Terrace, Cwmtillery
- 7 Commercial Road, Llanhilleth
- 13 Alexandra Road, Six Bells

### BLAINA & NANTYGLO PAYPOINT AGENTS

- The Co-op Group, 53 High Street, Blaina
- Costcutter, King Street, Nantyglo



## BLAINA POST OFFICES

- 96 High Street, Blaina
- 69 King Street, Nantyglo
- Winchestown, Nantyglo

## BRYNMAWR PAYPOINT AGENTS

- Beacon Stores Park View, Brynmawr

## BRYNMAWR POST OFFICES

- 8 Beaufort Street, Brynmawr

## EBBW VALE PAYPOINT AGENTS

- Glyncoed General Store, 2 Heol Penycae
- Cwm General Stores, 32 Marine Street
- E & S Stores, 57 Badminton Grove, Ebbw Vale
- David Taylor Garages, By-Pass Road, Ebbw Vale
- Ebbw Vale One Stop Spar, 2 - 4 Church Street, Ebbw Vale
- Concord Discount, 26 Bethcar Street, Ebbw Vale
- Hill Top Mini Market, 19 - 20 Hill Top, Ebbw Vale
- Adlams, 2 Queensway, Garnlydan
- Vals General Store, 4 Park Place, Waunlwyd



## BEAUFORT POST OFFICES

- 47 The Rise, Beaufort
- Mill Terrace, Cwm, Ebbw Vale
- 63 Bethcar Street, Ebbw Vale
- Rassau General Stores, Honeyfield Road
- Rassau Road, Rassau

## TREDEGAR PAYPOINT AGENTS

- Ashvale Stores, 69-71 Ashvale
- Armoury Stores, Dukestown Road, Dukestown
- Nantybwich Service Stn, Nantybwich, Tredegar
- RTM Food Stores, 27 Castle Street, Tredegar

## TREDEGAR PAYPOINT AGENTS

- Bargain Booze, 91 Commercial Street, Tredegar
- R & R Retail Gwent Shopping Centre, Tredegar
- Car Tyre and Exhaust, Park Hill, Tredegar

## TREDEGAR POST OFFICES

- 95 Atlee Way, Cefn Golau
- 5 Scwrfa Road, Dukestown
- 1 Edwards Terrace, Georgetown
- 61 Ashvale, Nantybwich
- 54/55 Commercial Street, Tredegar
- 37 James Street, Tredegar



You can also pay for Council Tax, Housing Rents, National Non Domestic Rates, Mortgages, Piper Alarms, Homecare and a range of sundry accounts such as Burial Plots, Ground Rent, Overpayment of Benefits and Home help with a credit or debit card by either calling C2BG on 311556 by visiting any of the Outreach locations, Libraries or Sports Centres or by accessing Blaenau Gwent's website [www.blaenau-gwent.gov.uk](http://www.blaenau-gwent.gov.uk)

## **BRAILLE COMMUNICATION**

Correspondence through the medium of Braille can be arranged through the following organisations:

### **Merthyr Tydfil Library Service**

Vicky Mitchel

Treharris Library

Telephone: (01443) 410517

E mail **resources.librarian@merthyr.gov.uk**

(Charged at 5p per A4 sheet, documents need to be in TXT or Word format. Will except RTF format but struggles. Also has major problems excepting PDF files).

### **Gwent Association for the Blind**

### **PIA**

(Contacts at the rear of this document).

**All departments will provide Braille upon request.**



# BRITISH SIGN LANGUAGE (BSL) INTERPRETER INFORMATION AND LIST OF PROVIDERS

Service Providers have a legal duty under the Disability Discrimination Act 1995 to provide BSL/English Interpreters to Deaf people. This information is to provide workers within the Authority information relating to BSL interpreters. This includes how to work with BSL interpreters, where to find them, how to book an interpreter, costs and considerations. A list of interpreters, which is not exhaustive, is provided towards the end of the pack along with contact information for further information about services relating to Deaf people.

## **Definitions**

**BSL Interpreter** – A BSL/English Interpreter is a professional who is trained and experienced in working between British Sign Language and English.

**ASLI** – Association of Sign Language Interpreters

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

**MRSLI** – Member of the Register of Sign Language Interpreters

**MASLI** – An interpreter who is a fully qualified member of ASLI

**Associate** – Someone who has completed Interpreter training and is working towards full professional status (MRSLI/MASLI). Often work alone but generally has a mentor. If working in situations where two or more interpreters are required, ASLI recommend that at least one is MRSLI/MASLI. Cases of mental health, legal situations or police work should not be interpreted by an Associate alone because of the complex language involved and the risk of misinterpretation.



There are two categories of Associate Interpreter:

- TI (Trainee Interpreter) and
- JTI (Junior Trainee Interpreter).

## **Overview**

- British Sign Language is the preferred language of many Deaf people. It is a language in its own right.
- In 2003 the British Government officially recognised British Sign Language as a language.
- According to the Department of Work and Pensions there are about 70,000 British Sign Language users in Britain and 3,000 in Wales.
- Conventionally the use of the word '**deaf**' (with a lowercase 'd') refers to any person with a significant hearing loss, whereas '**Deaf**' (with a capital 'D') refers to a person whose preferred language is BSL. '**Deaf**' people do not view themselves as disabled but as part of a distinct cultural group and linguistic minority.

## **How to Work with a BSL/English Interpreter**

### Best Practice

Check that the deaf person uses BSL and wants an interpreter. It is always best practice to ask the individual what s/he wants. There are other forms of communication that a Deaf person may prefer:

- Sign Supported English
- Lip speakers
- Note takers

- Speech-to-text reporters
- Electronic note-takers
- Deafblind Communicator Guides and Interpreters

### **Where to find a BSL/English Interpreter**

*A BSL/English Interpreter can be booked via an agency or directly. ASLI produces a Directory of its Licensed and Associate Interpreter members thus making it possible to book an interpreter direct.*

The Council for the Advancement of Communication with Deaf People (CACDP) administers the Register of BSL/English Interpreters through the Independent Registration Panel (IRP). They also produce a directory of their Registered Interpreters.

### **WARNING!**

There is a national shortage of BSL/English Interpreters, which means that they are likely to be booked up well in advance. **Book early!**

### **How to book a BSL/English Interpreter**

If you work for the Council you will have to contact an agency or freelance interpreter as listed at the end of this section. The Local Health Board have a central budget, held by the Patient Liaison Services Manager, for paying for BSL Interpreting Services. You can book an interpreter by telephoning the PLS Manager on 01633 238027. Whether you work for the Council or Local Health Board you will need to provide the following information:



- Date and time of the event including start and finish times.
- Full address of where the event is to take place (including directions/map).
- Contact name and telephone number of the person making the booking and the event venue.
- The nature of the event.
- How many people are going to be involved in the event, including the numbers of Deaf and hearing people who will be present and the requirements that they have. This may mean that more than one interpreter needs to be booked.
- Any other information that will assist the agency/interpreter, e.g. if a female interpreter is required for reasons of privacy or decency, or if a person has a visual impairment.

## **Costs**

The cost payable depends on a number of factors including:

- If you book an interpreter yourself or through an agency.
- The nature of the assignment.
- The times and duration of the assignment.
- The qualifications and experience of the interpreter.
- The mileage/travel expenses occurred can vary.

If an interpreter is cancelled within 2 weeks of the booking cancellation fees are normally charged. This should be checked when the booking is made.

## **How many interpreters shall I book?**

If the event will last longer than two hours and depending on the complexity, you may need to book two or more interpreters. Two interpreters working together will usually “swap” after 20 minutes so that one interpreter is “actively signing” and the other is working in a supporting capacity. If only one interpreter is considered appropriate, remember to schedule time for interpreter breaks – usually at 20 minute intervals.

## **Considerations before the event**

What you need to give the interpreter:

- Relevant paperwork – including Minutes, Agendas and Speeches.
- Details of the person in charge of the event.
- Details of co-workers (interpreters) if any.
- Any other information that is relevant to the event.

Agendas, Minutes and other papers are useful in advance. This information will assist the interpreter to be prepared for the event itself. If you give the interpreter papers at the start of the meeting, allow sufficient time for them to be read. It is also helpful for interpreters to have time to discuss any issues on arrival so please allow for this.

## **Considerations during the event**

There are a number of things that will enable the BSL/English Interpreter to provide an effective service:

- The environment needs to be conducive to good communication so consider lighting, sound and location.
- Turn taking



- Time lag
- Breaks.

Effective communication requires that the sign language user and interpreter are able to see each other clearly and that those relying on spoken English are able to hear the interpreter clearly.

Good practice means that one person speaks at a time. It is impossible to interpret for two people at the same time.

There will be a short time delay when a BSL/English Interpreter is working from BSL to English because the interpreter needs time to comprehend and reproduce in spoken English what is signed in British Sign Language and vice versa. This is especially important during questions or discussions to ensure that nobody is excluded.

This process is taxing and it is important to ensure breaks are scheduled.

BSL/English Interpreters are professionals. Members of ASLI agree to abide by the ASLI Professional Code of Conduct. They also have Professional Indemnity Insurance.

(Adapted from 'Working with Interpreters', <http://www.asli.org.uk/>)



## BSL/English Interpreters

<b>Contact details</b>	
Miss Julie Watkins Tel: 02920 487686 Mobile: 07787 126431 Fax: 02920 487686 Email: <a href="mailto:jwatkins_bsl@yahoo.co.uk">jwatkins_bsl@yahoo.co.uk</a>  MRS LI. ASLI registered.	
<b>Domains of work</b>	
Social Services Education Conference Police Medical Political Solicitor	Mental Health Employment Court Theatre Community Television/Media Training Courses

<b>Contact details</b>	
Mrs Rachel Smith MRS LI. ASLI registered.	Tel: 029 20565592 Mobile: 07753 766430 Fax: 029 20565592 Email: <a href="mailto:rachel.smith38@sky.com">rachel.smith38@sky.com</a>



<b>Domains of work</b>	
Social Services Education Conference Medical Solicitor Mental Health	Employment Theatre Religion Community Training Courses

<b>Contact details</b>	
Ms Patricia Rafique MRS LI. ASLI registered.  <b>Additional skills – Deafblind manual</b>	Tel: 01446 404938 Mobile: 07595 770896 Fax: 01446 404938 Email: <a href="mailto:patricia.rafique@ntlworld.com">patricia.rafique@ntlworld.com</a>

<b>Domains of work</b>	
Social Services Education Conference Medical Political	Solicitor Employment Religion Community Training Courses



<b>Contact details</b>	
Miss Rachel Young Email: <a href="mailto:rachels.young@ntlworld.com">rachels.young@ntlworld.com</a>	MRS LI. ASLI registered.
<b>Domains of work</b>	
Social Services Education Medical	Employment Community Training Courses

<b>Contact details</b>	
Mrs Tracey Pycroft Tel: 01792 324 477 Text Phone: 01792 324 422  MRS LI. ASLI registered.  <b>Additional skills – Lipspeaking</b>	Mobile: 07889 065867 Fax: 01792 324 422 Email: <a href="mailto:interpreter@pycroft.co.uk">interpreter@pycroft.co.uk</a> Website: <a href="http://tracey.pycroft.com">tracey.pycroft.com</a>
<b>Domains of work</b>	
Social Services Education Conference Police Medical Political	Solicitor Employment Court Community Training Courses



<b>Contact Details</b>	
Mrs Nez Parr Mobile: 07876 165015 Email: <a href="mailto:nez.bsl@googlemail.com">nez.bsl@googlemail.com</a>	Associate
<b>Domains of work</b>	
<ul style="list-style-type: none"> <li>• Training Courses</li> <li>• Education</li> <li>• Employment</li> <li>• Community</li> </ul>	

<b>Contact Details</b>	
Ms Zoe Bevans Tel: 01495 292997* Mobile: 07846 085280* (*Ring mobile first) E-mail: <a href="mailto:zoebevans@aol.com">zoebevans@aol.com</a>	MASLI (from July 2008) MRS LI (from September 2008) CODA  <b>Based in Blaenau Gwent</b> (UK coverage)
<b>Domains of work</b>	
<ul style="list-style-type: none"> <li>Social Services</li> <li>Education</li> <li>Conference</li> <li>Police</li> <li>Medical</li> <li>Political</li> <li>Solicitor/Legal issues</li> </ul>	<ul style="list-style-type: none"> <li>Mental Health</li> <li>Employment</li> <li>Court</li> <li>Community</li> <li>Television/Media</li> <li>Training Courses</li> <li>Emergency 24hr call-out</li> </ul>

Contact Details	
<p>Hilary Evans</p> <p>Mobile : 07779 970892</p> <p>Fax : 01443 225392</p> <p>Email : <a href="mailto:aitchlm@fsmail.net">aitchlm@fsmail.net</a></p>	<p>MRS LI</p> <p>ASLI Registered</p>
<i>Domains of work</i>	
<p>Social Services</p> <p>Education</p> <p>Conference</p> <p>Medical</p> <p>Solicitor/Legal issues</p>	<p>Mental Health</p> <p>Employment</p> <p>Community</p> <p>Training Courses</p>

Contact Details	
<p>Sue Williams</p> <p>54 Austin Road</p> <p>Newtown</p> <p>Porthcawl</p> <p>Tel 01656 785975</p> <p>Mobile : 07931 103435</p> <p>Email : <a href="mailto:suesign@yahoo.co.uk">suesign@yahoo.co.uk</a></p>	<p>ASLI Registered</p>



<b>Domains of work</b>	
Social Services	Employment
Education	Training Courses
Conference	Courts
Health	
Solicitor/Legal issues	

### **Interpreting Agencies**

Wales Council for the Deaf

Glenview House

Courthouse Street

Pontypridd

CF37 1JY

Telephone: 01443 485687

Textphone: 01443 485686

Fax: 01443 408555

Email: [wcdeaf@freenet.co.uk](mailto:wcdeaf@freenet.co.uk)

RNID Communication Services Cymru

Shaw Trust Disability Action Centre

D'Arcy Business Park

Llandarcy

Neath

SA10 6EJ

Telephone: 01792 324477

Textphone: 01792 324455

Fax: 01792 324422

Email: [csuneath@rnid.or.uk](mailto:csuneath@rnid.or.uk)

**Association of Sign Language Interpreters** - <http://www.asli.org.uk>

### **British Deaf Association (BDA)**

The largest Deaf organization in the UK, run by Deaf people, representing Deaf people. <http://signcommunity.org.uk>

### **Council for the Advancement of the Communication of Deaf People –**

Information relating to BSL qualifications, communication skills and interpreting.

<http://www.cacdp.org.uk>



Tel: 0191 383 1155

Text: 0191 383 7915

Fax: 0191 383 7914

### **Deaf Association Wales (DAW)**

DAW is the Welsh Division of the BDA above and provides Community and

Personal Advocacy - [michelle@bda.org.uk](mailto:michelle@bda.org.uk) <http://www.signcommunity.org.uk/>

Video phone 217.41.50.182

Text phone 0845 1302 853

Voice phone 0845 1302 851

Fax 0845 1302 852

### **National Deaf Children's Society (NDCS)**

Working towards breaking down barriers faced by deaf children.

<http://www.ndcs.org.uk/>

Tel: 020 7490 8656

Fax: 020 7251 5020

### **Royal National Institute for the Deaf (RNID)**

Information and services for Deaf, deaf and hard of hearing people.

<http://www.rnid.org.uk/>

Tel: 0808 808 0123

## **C2BG OUTREACH SERVICE**

Over 35 Outreach venues act as a customer service point for the whole range of C2BG services. These venues include Libraries, Sport Centres and local 'Face to Face' locations in the heart of Blaenau Gwent's communities.

## **C2BG OUTREACH VENUES DAYS AND TIMES**

## ABERTILLERY

Anvil Court	Mon /Tues / Thurs	9.00 - 11.00am and 3.00 - 5.00pm
Abertillery Library		During All Opening
Hours		
Abertillery Sports Centre		During All Opening
Hours		

## LLANHILLETH

Grace Pope Court	Friday	9.00 - 11.00am
Brynithel Community Centre	Wednesday	9.00 - 11.00am
Swffryd Community Centre	Monday	1.00 - 3.00pm

## SIX BELLS

Community Centre	Monday	9.30 - 11.30am
Abertillery Indoor Bowls Centre	Wednesday	9.00 - 11.00am





Peacehaven Court	Friday	12.00 - 2.00pm
Sirhowy Community Hall	Thursday	12.00 - 2.00pm
Waundeg Community House	Thursday	3.00 - 5.00pm

For Library and Sports Centre opening times contact C2BG on (01495) 311556 or visit [www.blaenau-gwent.gov.uk](http://www.blaenau-gwent.gov.uk)

Outreach Venues on a weekly rota.

### CONNECT TO BLAENAU GWENT

Telephone: (01495) 311556

Minicom: (01495) 355959

### DEDICATED REFERRAL TEAM

Telephone: (01495) 315700



## DISABILITY EMPLOYMENT AND PARTNERSHIP

### MONWEL SIGNS AND SERVICES

The Council has a supported factory in Ebbw Vale - Monwel Signs and Services, this being one of the biggest producers and suppliers of road signs in Wales.

### WORKSTEP

This scheme provides support, advice and guidance to both employers and employees, if they are looking to appoint a disabled person or an employee who has become disabled.

It is a Government funded scheme which is designed to give disabled people an opportunity to gain or retain employment (please contact Robert Mills on 01495 353908).

- The authority is in partnership with **Remploy** and the **Shaw Trust** who provide training and advice for employees with disabilities.
- Community Services Department, Leisure Division – employ a Disability Sports Officer - Greg Morgan 01495 355674 who arranges sporting activities for people with a variety of disabilities.
- Asset Management Division have allocated Access Officer duties to Howard Clarke (Asset Management) to deal specifically with Corporate Disability Access issues.



## DOLPHIN SUPERNOVA

The Human Resources Division has recently purchased this Visual Impairment Adaptive Technology, which is a programme that can both magnify and read the text on the screen which is designed specifically for both the visually impaired or the completely blind).

It was initially purchased to enable visually impaired people to undergo interviews on an equal footing with non - disabled people and it is now hoped that it can be purchased by other service providers in the Authority.

## INTERVIEW ROOMS

The authority has designated interview rooms within some office buildings in order to allow disabled people to visit and speak to staff face-to-face. The rooms are in the following departments and locations:

### **Civic Centre**

Ebbw Vale

Ground Floor

(Available to all departments)

Telephone: (01495) 350555

### **Regeneration Division**

Business Resource Centre

Tafarnaubach

Tredegar

Telephone: (01495) 355501

## **Central Depot**

Mon Usk

Brynmawr

(Suite of 3 rooms)

Telephone: (01495) 311556

## **Brynmawr Trading Standards Office**

Beaufort Street

Brynmawr

Telephone: (01495) 356138

## **LARGE PRINT BOOKS**

## **Social Services Department**

Civic Centre

Ebbw Vale

Telephone: (01495) 350555

The department will provide large print leaflets for Visually Impaired People. The Sensory Disability Team Newsletter is produced in large print on Yellow paper with Black ink.

## **Resources Department**

Civic Centre

Ebbw Vale

Telephone: (01495) 350555

## **Housing Services**

Anvil Court

Abertillery

Telephone: (01495) 354600

**The above will provide documents in large print if requested or required.**



## LIBRARY SERVICE

The service are about to sign a Service level Agreement to provide talking book services for Blind and Visually Impaired through referral by the Sensory team. That will run for 3 years and will provide talking books, large print, talking newspapers, membership of RNIB and opportunities to join a listening/reading group at one library every month.

## ASSISTIVE SOFTWARE

Assistive software on people's network computers - JAWS - providing internal software speech synthesizer and MAGIC magnification software available on one computer at all libraries

## BASIC I.T. INFORMATION LITERACY SUPPORT

Informal support for disabled customers and those with learning difficulties available by arrangement or referral (pilot with Bert Denning Centre at present).

## BRAILLE PROVISION

Small collection of Clearvision picture books are available on request from Ebbw Vale Library

## HOME DELIVERY SERVICE

Delivery Service for customers who cannot access a static library or the Mobile Library. Driver completes a customer profile with new customers and stock is chosen by staff at the local library. Deliveries are 3 weekly. We can get other information out to customers by this method and any agency wishing to send out information relevant to the customers is welcome to do so by arrangement.

Service continues to develop to cater for needs.

Can take customers through referral – no age restrictions



## LARGE PRINT BOOKS

There are approximately 9,000 items in stock across all service points and the range includes fiction and non-fiction.

## MOBILE LIBRARY SERVICE

Currently approx. 5,000 items in stock across 6 libraries and the Mobile Library service as well as a small collection at Llanhilleth Institute library. Around 3,000 of these are books on tape which we are gradually phasing out in preference of books on CD. We have 1 portable CD player available for loan to Home Delivery Customers. The vehicle has a lift and provides the same range of stock as static libraries. It has lift access and is a 3 weekly service.

## PLAYAWAY

Books on MP3 format option - pilot project currently running with Home Delivery Service customers and Brynmawr Library customers. The trials so far demonstrate that they are very popular and we intend to purchase more Playaways for those service points and extend to other libraries as the collection grows. They are available to any customer across Blaenau Gwent by request.

## TALKING BOOKS

**Provided by Blaenau Gwent Library Service through referral from the  
Brynmawr Sensory Team**

Social Services

107 – 110 Worcester Street

Brynmawr

Telephone: (01495) 322770 / 352277



## LIFTS

Some of the Major Council Buildings are accessible on upper floors through the provision of lifts:

- Anvil Court, Abertillery  
(01495) 354600
- Civic Centre, Ebbw Vale  
(01495) 350555
- Tredegar Library, The Circle Tredegar
- Ebbw Vale Leisure Centre, Civic Centre, Ebbw Vale
- Tredegar Leisure Centre, Stable Lane, Tredegar
- Abertillery Leisure Centre, Tillery Street, Abertillery
- Llanhilleth Institute, Llanhilleth
- Metropole Theatre, Abertyleri
- Brynmawr Learning Action Centre, Market Square, Brynmawr
- Ebbw Vale Learning Action Centre, James Street, Ebbw Vale
- VITCC, Tredegar Business Park, Tredegar
- Baldwin House, Garden Festival Site, Ebbw Vale

- Blaina Institute, Abertyleri Road, Blaina
- Blaina District Office, High Street, Blaina
- Abertillery District Office Mitre Street, Abertyleri

## MINI COM SYSTEM

### **Contact Centre**

Central Depot

Barleyfield Industrial Estate

Telephone: (01495) 355959

E-mail: [www.typpetalk.org](http://www.typpetalk.org)

### **Brynmawr Social Services**

Worcester St

Brynmawr

Telephone: (01495) 322770

The Council has the RNID type / talk service. Typetalk is a textphone relay service that enables deaf, deafblind, deafened, hard of hearing and speech impaired people to enjoy the benefits of the telephone.

### **Brynmawr Social Services**

107 –110 Worcester St

Brynmawr

Telephone: (01495)322770

## POSITIVE PARENTING GROUP

Does your child have a disability?

Would you like to meet parents in similar situations?

If the answer is yes, then the Positive Parenting Group could be for you!

Join them at the Heart of the Valleys Integrated Childrens Centre, High Street, Blaina . For further information on dates and times, please contact the Children's Information Service on Freephone 08000323339

## PORTABLE LOOP SYSTEMS AND PORTABLE PA SYSTEMS

The Electoral Registration Service have 8 portable loop systems for use at Elections, which are then available for loan to departments to use upon request. (contact Angela O'Leary on 01495 355090)

Also the Human Resources at the Civic Centre, Ebbw Vale, the 50+ Coordinator based in Old School Rassau, and the Democratic Services Manager have portable Public Address systems available for use in meetings to allow a better volume and quality of sound for people who are hard of hearing. Contact details below

### **Alan Burkitt**

Equalities Officer

Human Resources

Alan.burkitt@blaenau-gwent.gov.uk

Telephone: (01495) 355108

### **Ruth Iles**

Public Participation and Involvement Officer

Old School Rassau

Ruth.iles@blaenau-gwent.gov.uk

Telephone: (01495) 309951 / 353874

## **Julie Jefferies**

Democratic Services Manager

Civic Centre

Ebbw Vale

julie.jefferies@blaenau-gwent.gov.uk

Telephone: (01495) 355095

## **PUBLICATIONS**

The Council's Connect Magazine is available in both Word format for Supernova or Jaws users and is also available in large print. Please contact 01495 355815 Or 01495 355112.

## **SPORT**

Blaenau Gwent Otters is a swimming club for people with disabilities. It meets on Wednesday's at **Tredegar Leisure Centre** and for more information please speak to Derek Brown on 01495 305331.

Also a parent runs a swimming club, Blaenau Gwent Whales, for people with Learning Disabilities that includes the whole family. It is run at **Nantyglo Leisure Centre** on Friday's at 6.30pm and the contact is Christine Evans on 01495 711889.

## TALKING BOOKS

**Provided by Blaenau Gwent Library Service through referral from the  
Brynmawr Sensory Team**

Social Services

107 – 110 Worcester Street

Brynmawr

Telephone: (01495) 322770 / 352277

### **British Sign Language translation services**

EQUALSIGN

1 Riverside Business Park

St Annes Road

Bristol BS4 4ED

E Mail [info@equalsign.co.uk](mailto:info@equalsign.co.uk)

Phone 0117 958 8800

Text via Typetalk (18001) 0117 958 8800

Emergency out of hours 07739 989222

### **Deaf Association Wales**

British Sign Language Cultural Centre

47 Newport Road

Cardiff, CF24 0AD

Email: [wales@bda.org.uk](mailto:wales@bda.org.uk)

Videophone IP:

Textphone: 0845 1302853

Telephone: 0845 1302851

Fax: 0845 1302852



## TAXI OR TRANSPORT COMPANIES WITH WHEELCHAIR ACCESS

### **Alan's Taxis**

Nantyglo

(01495) 312800

### **Dial a Ride**

(01495) 309299

### **G&H Taxis**

Brynmawr

(01495) 311854

### **Met Taxis**

Tredegar

(01495) 724503

### **Tredegar Community Transport**

(01495) 711449

## VISITING SERVICE

### **Housing Services**

Anvil Court

Abertillery

Telephone: (01495) 354600

### **Resources Division**

Civic Centre

Ebbw Vale

Telephone: (01495) 350555

If disabled members of the public request, an officer will visit to deal with Housing Benefit or Council Tax queries. The authority would consider all such requests across all of the services.



## USEFUL CONTACTS / WEBSITES

Ableize (Disability Directory of disabled Information, Aids and mobility services)

<http://www.ableize.com/>

Age Concern

[www.accymru.org.uk/en/1.htm](http://www.accymru.org.uk/en/1.htm)

Association of Sign Language Interpreters

- <http://www.asli.org.uk/>

Blaenau Gwent Care and Repair

[www.blaenaugwentcareandrepair.co.uk](http://www.blaenaugwentcareandrepair.co.uk)

Blaenau Gwent Crossroads

Email: [bgcrossroads@ukonline.co.uk](mailto:bgcrossroads@ukonline.co.uk)

Telephone: (01495) 215646 / 321877

Blaenau Gwent Leg Club

[www.blaenaugwentlegclub.co.uk](http://www.blaenaugwentlegclub.co.uk)

British Deaf Association (BDA)

<http://www.bda.org.uk/>

Council for the Advancement  
of the Communication of Deaf People –

<http://www.cacdp.org.uk/>

Deaf Association Wales (DAW)

[michelle@bda.org.uk](mailto:michelle@bda.org.uk)

<http://www.signcommunity.org.uk/>

Disability Advice Project (DAP)

[www.dapwales.co.uk](http://www.dapwales.co.uk)

Disability Wales

[www.disabilitywales.org](http://www.disabilitywales.org)

Equality and Human Rights Commission

[www.equalityhumanrights.com](http://www.equalityhumanrights.com)

Gwent Association for the Blind

[www.dianesmith@rnib.org.uk](http://www.dianesmith@rnib.org.uk)

Gwent Association of Voluntary Organisation <http://www.gavowales.org.uk/>  
GAVO

Gwent Epilepsy Group [enquiry@gwentepilepsy.org.uk](mailto:enquiry@gwentepilepsy.org.uk)

Job Match 0800 0665452 [jobmatch@blaenau-gwent.gov.uk](mailto:jobmatch@blaenau-gwent.gov.uk)

Learning Disability Wales <http://learningdisabilitywales.org.uk/index.php>

Merthyr Tydfil Library Service Email Vicky: [resources.librarian@merthyr.gov.uk](mailto:resources.librarian@merthyr.gov.uk)  
Braille Provider

Mind Cymru <http://www.mind.org.uk>

National Deaf Children's Society (NDCS) . <http://www.ndcs.org.uk>

PIA -Braille and tape provider [www.pia.co.uk](http://www.pia.co.uk)

Royal National Institute for the Blind [www.rnib.org.uk](http://www.rnib.org.uk)

Royal National Institute for the Deaf [www.rnid.org.uk](http://www.rnid.org.uk)

Shaw Trust [www.shaw-trust.org.uk](http://www.shaw-trust.org.uk)

Sense-ability [www.sense-ability.co.uk/contact.htm](http://www.sense-ability.co.uk/contact.htm)

Stroke Association <http://www.strokeassociation.org.uk/>  
Anna Markall 01495 325410

Typetalk [www.typetalk.org/](http://www.typetalk.org/)

## **Blaenau Gwent Citizens Advice Bureau**

Arosfa House, High Street, Blaina, NP13 3AN.

Adviceline number: 08444 772020

Full Disability Access & Loop System

Drop-in Generalist Advice Mon - Thu 9.30 - 1.30

Drop-in Debt Advice Tue 9.30 - 12.30

Specialist Employment Advice by appointment only.

## **Useful Internal Contacts**

Alan Burkitt, Equalities Officer, Local Authority – 01495 325400

Claire Sullivan, Equalities Officer, Local Health Board – 01495 355108

Suki Wescott, Social Worker with Deaf People – 01495 357772



**STAFF QUALIFIED IN SIGN LANGUAGE**

<b><u>NAME</u></b>	<b><u>DEPARTMENT</u></b>	<b><u>LOCATION</u></b>	<b><u>TELEPHONE</u></b>	<b><u>QUALIFICATION</u></b>
SUKI WESCOTT	SOCIAL SERVICES	BRYNMAWR WORCESTER ST	01495 357772	LEVEL TWO
TINA SHARP	RESOURCES	HOUSING BENEFITS CIVIC CENTRE	01495 355305	LEVEL ONE
CATHRYN JONES	RESOURCES	COUNCIL TAX CIVIC CENTRE	01495 355209	LEVEL ONE
LEANNE BLANCHARD	PUBLIC PROTECTION	ENV. HEALTH CENTRAL DEPOT	01495 355057	LEVEL ONE OCN LEVEL TWO
STELLA LEWIS	PUBLIC PROTECTION	ENV. HEALTH CENTRAL DEPOT	01495 355057	LEVEL ONE
ANNETTE TYLER	SOCIAL SERVICES	BRYNMAWR WORCESTER ST	01495 357772	LEVEL ONE
TONY STAPLES	SOCIAL SERVICES	BRYNMAWR WORCESTER ST	01495 322770	LEVEL ONE
JANET PRICE	SOCIAL SERVICES	BRYNMAWR WORCESTER ST	01495 322770	LEVEL ONE
BELINDA MORRIS	SOCIAL SERVICES	HOME CARE	01495 322770	LEVELTWO



FOR FURTHER INFORMATION OR TO ADD  
INFORMATION TO THE BOOKLET  
PLEASE CONTACT:

Human Resources Division

**Municipal Offices, Civic Centre, Ebbw Vale, Gwent, NP23 6XB**

**Tel:** 01495 355108

**Fax:** 01495 355787

**Email:** [alan.burkitt@blaenau-gwent.gov.uk](mailto:alan.burkitt@blaenau-gwent.gov.uk)

