

Darlington Association on Disability

Information Guide

Language and Interpretation

If your first language is not spoken English, it can be very difficult to begin to gain access to opportunities and services. This section lists organisations offering advice services and support in different languages, both spoken and signed.

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Local Advice Services

Darlington Citizens Advice Bureau (CAB) can provide information about their services in different languages, including support on all aspects of law and assistance with welfare benefits, money matters, community care and self advocacy. The national CAB website also provides many documents translated into several languages.

Darlington and Durham Racial Equality Council can assist people in accessing information, support and legal advice.

Language, Interpretation and Translation Services

Many local authorities, for example **Darlington, Stockton, Middlesbrough and Sunderland**, provide or can access independent translation and interpretation services.

A Braille translation service is available from **Darlington Council for Voluntary Service** and from **Darlington Social Services' Physical and Sensory Impairment Team** based at Vane House. There is a cost for this service.

Language Line is a telephone interpreting service, offering over 140 languages. It can be accessed locally through Darlington

Borough Council reception areas, Darlington Primary Care Trust GP surgeries including Piper House, and Darlington Association on Disability. The service can also be accessed directly, but there may be a charge.

Check in Yellow Pages for private interpretation and translation services.

Multikulti is a website aiming to support citizenship through the delivery of culturally appropriate and accurately translated information in the following areas of welfare law — debt, employment, health, housing, immigration and welfare benefits. It is currently translating material in Albanian, Arabic, Bengali, Chinese, Farsi, French, Gujerati, Somali, Spanish and Turkish.

A BSL sign language interpreting service for social services and health related issues is available in Darlington. For further information contact **Darlington Association on Disability**.

RNID (Royal National Institute for Deaf People) provides information on sign language interpreting services and lip speaking services.

RNID Typetalk is the only national telephone relay service which enables deaf, deafblind, deafened, hard of hearing and people with a speech impairment to communicate with hearing people anywhere in the world. It is run by the RNID and funded by British Telecom. RNID Typetalk's relay service links a textphone user and a hearing person through a trained operator who provides a discreet and confidential service. Typetalk also enables direct access to emergency services for fire, police, ambulance and coast guard services. The Text Users Rebate Scheme provides 60% rebate on British Telecom and Typetalk bills to compensate for the fact that typed calls are generally longer.

Other Sources of Information

Other sections of the Darlington Association on Disability Information Guide may contain further information relevant to language and interpretation issues.

The **Equipment** section includes information on where to find communication aids.

The section on **Living Independently** covers minicomms and other communication equipment.

The **Media** section provides details of broadcast and published services for people with sensory impairments.

There are a number of local and national organisations providing broad information and advice resources. Please refer to this guide's Introduction for contact details.

Contact **Darlington Association on Disability's** Information Service for assistance with searching for information about any subject in this guide or for support in dealing with your information requests.

Contacts

Darlington Association on Disability

20-22 Horsemarket

Darlington

DL1 5PT

Telephone 01325 489 999

Fax : 01325 488 188

Minicom : 01325 245 061

Email : mail@darlingtondisability.org

Website : www.darlingtondisability.org

Darlington and Durham County Racial Equality Council

CVS Building

Church Row

Darlington

DL1 5QD

Telephone : 01325 283900

Fax : 01325 287178

Minicom :

E-mail : ddcrec@care4free.net

Website : www.darlingtonrec.org.uk

Darlington Citizens Advice Bureau (CAB)

Bennet House

14 Horsemarket

Darlington

DL1 5PT

Telephone : 01325 380755, Appointments 01325 256999

Fax : 01325 380324

Minicom :

E-mail :

Website : www.darlingtoncab.co.uk

National advice website : www.adviceguide.org.uk/

Darlington Council for Voluntary Service (CVS)

Church Row

Darlington

DL1 5QD

Telephone : 01325 266888

Fax : 01325 266899

Minicom :

E-mail : <mailto:enquiries@darlingtoncvs.org.uk>

Website :

Darlington Social Services

Physical and Sensory Impairment Team

Vane House Resource Centre

Arts Centre Grounds

Vane Terrace

Darlington

DL3 7AX

Telephone 01235 388131

Language Line

Swallow House

11 – 21 Northdown Street

London

N1 9BN

Telephone : 0800 169 2879 or 020 7520 1430

Fax : 020 7520 1450

Minicom :

Email: enquiries@languageline.co.uk

Website : www.languageline.co.uk

Multikulti

Multikulti Project

London Advice Services Alliance

Universal House

88/94 Wentworth Street

London

E1 7SA

Telephone : 020 7247 7226

Fax :

Minicom :

E-mail : contact through website

Website : www.multikulti.org.uk

RNID Typetalk

PO Box 284

Liverpool

L69 3UZ.

Telephone : 0151 709 9494

Voice helpline : 0800 7 311 888

Fax : 0151 709 8119

Minicom : 18001 0800 500 888

Email : helpline@rnid-typetalk.org.uk

Website : www.rnid-typetalk.org.uk

Stockton Borough Council

First Contact Team

Advice Centre

Bath Lane

Stockton-on-Tees

TS18 2EQ

Telephone : 01642 415030

Fax :

Minicom : 01642 415017

E-mail: firstcontact@stockton.gov.uk

Website : www.stockton.gov.uk

Sunderland City Council

Language Point

Social Services

Cassaton House

43-49 Fawcett Street

Sunderland

SR1 1RR

Telephone : 0191 5661750

Fax : 0191 5661751

Minicom :

E-mail : languagepoint@ssd.sunderland.gov.uk

Website : www.sunderland.gov.uk

This section was last updated 6 October 2005