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## National Deaf Children's Society

### Organisation details

#### Description of activity

The National Deaf Children's Society is the UK's leading childhood deafness charity. We're here for every deaf child who needs us, no matter what their level or type of deafness or how they communicate. We're also here for their parents and carers, extended family members and the professionals who work with them.

Our vision is a world without barriers for every deaf child. With the right support, there's no reason why a deaf child can't achieve just as much as a hearing child.

#### Information

Our website has all the information families of deaf children and deaf young people need to make informed choices, find deaf-friendly services, learn from other families and access support. Go to [ndcs.org.uk](http://ndcs.org.uk).

The Buzz is our website for deaf children and young people aged 8 to 18. It's packed with information, support and real stories from other deaf young people, and all content is available in English and BSL. Check out the Buzz at [buzz.org.uk](http://buzz.org.uk).

#### Family and youth events

We offer a wide range of family events, both online and in-person. Our events are a great way to connect with other parents and families, grow your knowledge and learn from experts.

We also work with deaf young people through our interactive workshops, digital events and webinars, supporting them to develop their knowledge, skills and confidence.

#### Connecting families

Local deaf children's societies are support groups run by parents and carers. They're located all over the UK and offer support and advice as well as a range of activities.

We also have an online forum - Your Community - where you can connect with other parents and carers, get tips, ask questions and share experiences.

#### Try out the latest technology

Our Technology Test Drive loan service gives families and deaf children and young people the chance to try out products, such as vibrating alarm clocks and radio aids.

- Discover our information and services: [ndcs.org.uk/hereforyou](http://ndcs.org.uk/hereforyou)
- Contact our free helpline: [ndcs.org.uk/helpline](http://ndcs.org.uk/helpline)
- Become a member for free: [ndcs.org.uk/Family-Membership](http://ndcs.org.uk/Family-Membership)
- Find your local group: [ndcs.org.uk/findlocalgroup](http://ndcs.org.uk/findlocalgroup)
- The Buzz website for deaf young people aged 8 to 18: [buzz.org.uk](http://buzz.org.uk)

### Contact details

#### Contact name

Helpline

#### Telephone

0808 800 8880 (voice and text freephone helpline)

#### Email address

[helpline@ndcs.org.uk](mailto:helpline@ndcs.org.uk)

#### Website

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

### Social media links

[X link](#)

[https://twitter.com/NDCS\\_UK](https://twitter.com/NDCS_UK)

**Facebook link**

<https://www.facebook.com/NDCS.UK>

## Accessibility

**Accessible building**

N/A

**Accessible toilets**

N/A

**Parking facilities**

N/A

**Dietary needs catered for**

N/A

**Staff have specialist training**

N/A

**Please enter any further details about your accessibility / specialist support**

Phone: 0808 800 8880

Text: 0786 002 2888 (SMS)

Website: [ndcs.org.uk/helplinecontact](https://ndcs.org.uk/helplinecontact)

Live chat: [ndcs.org.uk/livechat](https://ndcs.org.uk/livechat)

SignVideo: [ndcs.signvideo.net](https://ndcs.signvideo.net)

English isn't your first language? We can call you back with an interpreter in your preferred language for free. Fluent Welsh speaker usually available Monday-Wednesday.

## Availability details

**Days and times of activity / opening**

<b>Monday</b>	from 09:00	to 17:00	you can call, text or email our freephone helpline
<b>Tuesday</b>	from 09:00	to 17:00	you can call, text or email our freephone helpline
<b>Wednesday</b>	from 09:00	to 17:00	you can call, text or email our freephone helpline
<b>Thursday</b>	from 09:00	to 17:00	you can call, text or email our freephone helpline
<b>Friday</b>	from 09:00	to 12:30	you can call, text or email our freephone helpline

**Description of eligibility or referral criteria and pathways (if applicable)**

We're here for every deaf child who needs us, no matter what their level or type of deafness or how they communicate. We use the term 'deaf' to refer to all types of hearing loss, from mild to profound. This includes deafness in one ear or temporary hearing loss such as glue ear.

Deaf children and young people aged 0 to 25 and their families

**Is there a cost for this service or activity**

No

## Who to contact for more information about inclusion and accessibility

**Name**

Helpline

**Email address**

[helpline@ndcs.org.uk](mailto:helpline@ndcs.org.uk)

**Phone**

0808 800 8880 (voice and text freephone helpline)

## Age range

**Age of users**

From 0 years to 25 years