

Lancashire Deaf Link Worker Service: E-Referral Form

Support for people who are D/deaf or have hearing loss.

Eligibility Criteria:

The service is for people who are D/deaf or have hearing loss who use British Sign Language or English as their first language. The service works with D/deaf Adults aged 18 years plus who live in the 12 districts of Lancashire. The service can support with overcoming barriers to accessing services that are affecting mental or physical wellbeing.

There are 3 main areas where support can be provided.

- The Link Worker can support PDHL individuals and support them to overcome communication barriers that they face when trying to access services.
- The Link Worker can work with services and professionals to share with them the information that they need regarding the rights and communication needs of the Deaf Community to improve access for BSL Users as well as the hard of hearing community.
- The Link Worker can work to create and establish pathways into services that are reliable and sustainable to allow independent access to that service by PDHL individuals.

Examples of services that may present with barriers to communication that would benefit from support from the DLWS

- Health settings: GPs, Hospitals
- Social Care: Accessing care packages, equipment
- Housing: Housing associations, landlords.
- DWP: accessing benefits
- Education
- Employment

Referral Process:

- Referrals must meet the specified criteria above
- All referrals should be issued electronically by completing the e-referral form on the next page
- Once completed; the e-referral form must be sent to DLW@deafway.org.uk
- Electronic referrals are preferable. If this is not possible text referrals can be made by texting this number: 07823426993

Lancashire Deaf Link Worker Service E-Referral Form:

Referrers Details	
Referring date:	
Name of referrer:	
Organisation/Job Title:	
Contact details (Mobile no / email address):	
Consent: Has referrer explained what info will be shared?	
Consent: Have they consented to sharing of relevant safeguarding information?	
Is feedback required?	
Client details	
Title:	
Name:	
Address (Incl. Post Code):	
Mobile number:	
Preferred method of initial contact: eg Text, Email, Facetime, WhatsApp	
D.O.B:	
GP surgery:	
Main reason for referral:	
Other agencies involved please provide contact numbers where possible:	
Any known incidents of violence or threat to workers:	
Any known risk: *Please do not leave blank*	
Additional information	

Changes to Deaf Link Service in Lancashire – Funded by Lancashire County Council

Deafway is the new provider for the Deaf Link Service in Lancashire, having started the contract on 1 January 2026.

A registered charity Deafway, founded and operating in Lancashire, aims to ensure equal access and opportunities for people who are Deaf.

About the Deaf Link Service

The Deaf Link Service aims to address communication barriers faced by people who are Deaf or have hearing loss. The Deaf Link worker will provide support by:

- Providing outreach, visits, and tailored support to Deaf adults across Lancashire to help them overcome communication barriers when accessing services.*
- Working with services and professionals through training to share information about the rights and communication needs of the Deaf community, to improve accessibility.*
- Creating and establishing sustainable pathways into services that enable Deaf people to access support independently and reliably.*
- Promoting digital access for health professionals and people who are Deaf*

Accessing the Service

From January 2026, the route to access The Deaf Link Service will be through Deafway. The Deaf Link Worker can be reached directly, the service will be available Monday to Friday 9:00am to 5:00pm (excluding bank holidays).

Deaf Link Service contact details

Telephone: 07823426993

Email: DLW@deafway.org.uk

Website: www.deafway.org.uk

A referral form is attached with this briefing note.

Deafway is working closely with N-compass, who have provided the service for a number of years, with a shared aim of ensuring that these changes have minimal impact on individuals currently accessing the Deaf Link Service. N-compass have appreciated the opportunity to work with the Deaf Community and wish them and Deafway well for the future.