Milton Keynes Sensory Services

delivered by B·I·D SERVICES

Winter 2026 Newsletter



Meet the team



Pauline Jarvis

Team Manager



Dona Rooke

Administrator



Rachel Cross

Sensory Service Officer



Elaine Wooding

Sensory Service Officer

MKSS News & Events

Promoting The Service

We attend presentations and wellbeing events to promote the service and share information about the support we offer.
If you would like us to speak to your organisation or group, please get in touch – we'd be happy to visit.



[Image shows Elaine and Pauline stood either side of an MKSS branded stall. They're both looking towards the camera and smiling.]

Hard of Hearing Group



[Image shows 6 people sat at tables, looking towards a man who is positioned next to a large presentation screen..]

Our Hard of Hearing Group continues to attract good attendance, with members actively taking part in discussions and activities. We regularly cover a range of useful topics, including coping with hearing loss, communication strategies and equipment that can make everyday life easier.

At our most recent meeting, Nicholas Orpin (pictured) from Hearing Link Services at Hearing Dogs for Deaf People gave an informative and interactive presentation about the charity's work. He also introduced members to the charity's

Helpful Hour webinars, which are free online sessions offering information and advice on a variety of hearing loss topics. For more information, visit: https://www.hearingdogs.org.uk/support/hearinglink/webinars

We were particularly impressed that Nicholas's presentation included live subtitles, helping to ensure everyone could fully take part. The session ended with some hands-on learning, giving participants the opportunity to explore features on their mobile phones that can help support people with hearing loss.

BSL Group



[Image shows 13 people sat around tables, looking towards the presenter who is stood at the end of the room, next to a tv screen.]

Joanne Clarke, a PCSO from Thames Valley Police, visited the BSL Group and provided lots of useful information about how Deaf people who use BSL can access support and services from the police.

She reminded attendees that Deaf people can be victims of hate crime if they are targeted because they are Deaf or have a hearing loss. She explained that the police can support Deaf people in a number of ways, including:

- Providing BSL interpreters when needed
- Using accessible communication methods such as text messages, email and video relay services
- Referring victims to appropriate support services

Joanne also encouraged everyone to make use of the safety features on their mobile phones. This includes enabling Emergency SOS and updating their Medical ID information to include details about their hearing loss or deafness, which can help emergency services provide the right support if needed.

Olney & West Bletchley Hearing Aid Clinics

We run a monthly hearing aid clinic for people who use NHS hearing aids issued by Milton Keynes Hospital. The clinic is held at **The Olney Centre, High Street, Olney, MK46 4EF** on the **third Wednesday of each month** from **10.00am to 12.00pm**.

From 3 November 2026, we will also be running a clinic at **West Bletchley Parish Council, 221 Whaddon Way, West Bletchley, MK3 7DZ.** This clinic will take place on the **first Tuesday of each month** from **10.00am to 12.00pm**.

Both clinics are for Milton Keynes Hospital patients who use full earmould hearing aids. We can provide:

- Retubing
- Advice on cleaning earmoulds
- General hearing aid guidance and support

Please note that these clinics are by appointment only and do not offer a drop-in service. If you would like to book an appointment, please contact us.

Meta Glasses Demo Day



There has been a lot of media attention recently about Ray-Ban Meta glasses and concerns about how the camera feature could affect other people's privacy. However, these glasses can be a valuable tool for people with sight loss, helping them to be more independent and access information more easily.

To give people the chance to see how they work, we are partnering with Synnaptic to host a demonstration day on Thursday 3 December – morning and afternoon appointments available. People with sight loss can book a one-to-one appointment to try the glasses and find out how they could help in everyday life.

We expect places to fill up quickly, so please contact us as soon as possible to book an appointment.

Government Says No to National Funding for BSL Interpreters in Emergencies

The UK Government has said it has no plans to provide national funding for BSL interpreters in emergency services.

While deaf people can use the 999 BSL service to contact emergency services, support often ends once help has been sent. Campaigners are calling for BSL interpreters to be available throughout an emergency.

The charity SignHealth says leaving responsibility to local services could create a "postcode lottery", meaning the support available may vary depending on where someone lives.

Have you used emergency, hospital, GP or other health services as a deaf BSL user? We'd like to hear about your experiences, both positive and negative, and whether you received the communication support you needed. Please get in touch to share your views.

Mental health support is now one message away

If you're feeling anxious, overwhelmed, stressed or low, a new service can help.

The East of England Mental Health Crisis Text Service offers free, confidential support from trained mental health professionals, 24 hours a day, 7 days a week.

You can message about anything that's on your mind. You don't need a referral, and you don't need to give your name to start.

The service is open to people of all ages across Bedfordshire, Luton, Milton Keynes, Cambridgeshire, Peterborough, Hertfordshire, Norfolk, Suffolk and Essex.

Text SOS to 80899, WhatsApp 0800 884 0655 or visit nxgthrive.co.uk/crisis-text-service.

The service is commissioned by the NHS and delivered by NXG Thrive. If you or someone else is in immediate danger, call 999.

MK Theatre Access Performances

Matilda The Musical

Audio Described: Saturday 07 Nov 2026 at 2:30pm with Touch Tour at 1pm
BSL: Thursday 5 Nov 2026 at 7:30pm
Captioned: Friday 13 Nov 2026 at 7:30pm
Relaxed Environment: Saturday 14 Nov 2026 at 2:30pm

Sleeping Beauty – Pantomime

Audio Described: Saturday 19 December 2026 at 2.30pm with Touch tour at 1.00pm
BSL: Tuesday 29 December at 7.00pm
Captioned: Wednesday 6 January 2027 at 7.00pm

Matthew Bourne's Cinderella

Audio Described: Saturday 30 January 2027 at 2.30pm

Back To The Future – The Musical

Captioned: Thursday 11 February 2027 at 7.30pm
Audio Described: Friday 12 February 2027 at 7.30pm



HOW TO CONTACT MKSS

Telephone: 01908 401135
SMS: 07803 452617
Email/Facetime: mkss@bid.org.uk

ADDRESS

Milton Keynes Sensory Service
Gloucester House, 399 Silbury Boulevard,
Milton Keynes, MK9 2AH

We are on Social Media!

Facebook@MiltonKeynesSensoryServices
Instagram @mkss_bid
Linkedin @BIDServices
YouTube @bidservices

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