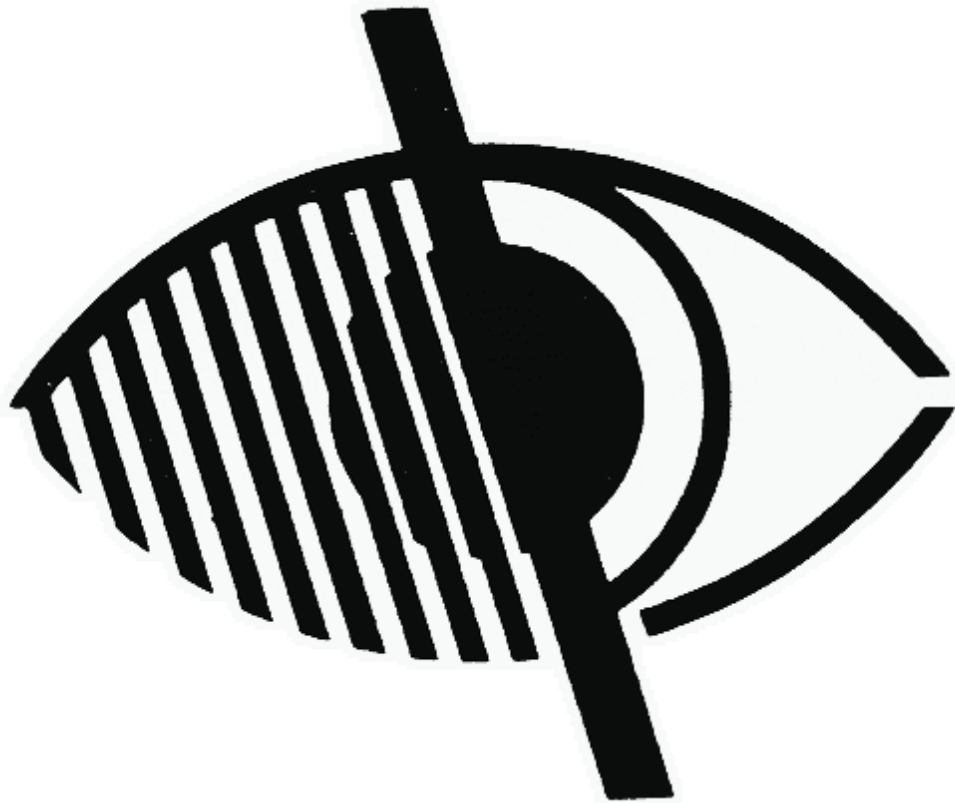


October 2015



Services for people who are blind or partially sighted

**to improve your quality of life and
increase your independence**



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Eyesight

It is recommended that you have a regular eye test at least once every two years, even if you have been diagnosed with an existing condition. Eye tests can prevent further sight loss and also reveal information about your general health.

Remember that only four in every 100 registered blind people have no sight. Many blind people still have some useful vision.

THE SERVICE

Who the service is for

The service is for visually impaired residents of any age whether or not registered as severely sight impaired/blind or partially sighted.

How you can receive a service

You can receive a service through:

Appointments

SMS/email/phone/Minicom/fax

Home visits

Being signposted by other services.

What happens next

There are different degrees of sight loss, so the type and amount of help needed varies. For this reason, we carry out an **assessment** before we arrange services.

An assessment is an opportunity to talk to you about your needs and to make sure we provide the right level of support.

Your records

With your agreement, we will need to keep records of the support we are providing you with. These records may include:

- basic information about you, such as address
- contacts we have made, such as visits to your home
- information about care and support you may need.

The records are held on a computer, which is very secure and only authorised staff members have access to it. With your agreement we will provide details to organisations involved in your care. For example, we might want to work jointly with a hospital team to arrange services for someone who is coming out of hospital.

We will not share the information with anyone who is not involved in your care, without your permission, unless there are exceptional circumstances; for example, where we have to share information by law.

Ask us for a copy of the leaflet “**Your records: Your Rights**”, if you would like more information. This leaflet can be found on www.peoplefirstinfo.org.uk.

What help is available

Services we can offer, following your sensory assessment are:

- information about the services and activities available locally for blind or partially sighted people
- support to learn the skills to manage practical tasks around the home
- training and advice on mobility, to increase confidence and safety out and about and at home
- tuition in using a white cane, crossing roads, shopping and using public transport
- help with communication difficulties such as reading, writing and using the telephone and help telling the time
- an equipment loan to help you manage in your own home
- referral to a social worker to help with practical and social problems or to other services such as meals service or home help
- referral to voluntary agencies such as the BlindAid or Guide Dogs for the Blind Association
- help with the management of practical tasks that become difficult for you as a result of living with a significant vision impairment
- visit you at your home
- talk with you about the difficulties you are having and identify sources of help that might be available.

What is free

Our vision rehabilitation service is free.

What costs

There may be a charge for some other social care services, for example if you need help with personal care, cooking or housework. We will complete a financial assessment to decide how much you may have to pay. View our leaflet '**Paying for care at home**' and our leaflet called '**Direct payments and personal budgets**'.

Personal budgets and direct payments

Money available from your local council to pay towards the cost of any support you need is known as a **personal budget**. This is the total sum of money the council thinks you need to pay for support each week based on your social care needs.

You can ask the council to spend your personal budget and organise your support.

You can also ask them to give the personal budget money to you, a carer, family member or a voluntary organisation known as a 'broker agency' in the form of a **direct payment** so that you can, for example, pay someone you know to provide support for you rather than using a care agency or other professional care provider.

However the money is managed, you have choice and control over how it is spent. That means you can choose the services that suit you.

For more information about Direct Payments including how to manage it and what it can be used for, view the **Direct Payments** leaflet under the Leaflets Library at the top of www.peoplefirstinfo.org.uk or ask us to print it off the web for you.

The People First website (www.peoplefirstinfo.org.uk) also provides listings of suppliers of all care and support services.

More on vision training to help you stay independent

We can help you with:

Communications

- reading/writing
- making contact with services such as talking books
- using a telephone
- using magnifiers, which may include electronic aids.

Daily or independent living skills

- pouring hot or cold liquids safely
- using household appliances with the help of tactile labels
- using lighting to maximise remaining vision
- labelling systems to identify food items in cupboards.

Mobility

- moving around the home safely
- outdoor travel skills – including the use of a white cane - symbol, guide or long cane
- making the most of any remaining vision to support your safety outdoors.

Advice

Advice can be provided to link into education, employment and leisure opportunities. We can help you to make plans to tackle problems, suggest useful services and contact other groups on your behalf.

Equipment

We can provide some basic vision equipment and will talk to you about specialist equipment. There are a number of aids available on loan from the council. Equipment is available to people who are blind or have both hearing and visual impairment. Available equipment includes:

- large button telephones
- liquid level indicators
- canes
- clocks and watches
- writing frames
- task lighting.

You can borrow low vision aids, for example magnifiers, from hospital Low Vision Clinics. Some people find these useful for short pieces of reading.

REGISTRATION

Do I have to be registered?

We offer sensory services to all people in the borough with significant sight loss. Significant sight loss is having permanent and substantial visual impairment affecting both eyes, not just one eye and where the vision cannot be corrected by prescribed spectacles and/or contact lenses. If you choose not to register, it will not affect your assessment for services.

You can be registered as:

- severely sight impaired/blind or
- sight impaired/partially sighted.

The Blind and Partially Sighted Register

The council keeps a register of people with a permanent and substantial visual impairment.

To get registered your consultant ophthalmologist will provide a Certificate of Vision Impairment (CVI) recommending registration as a Sight Impaired or Severely Sight Impaired person.

The eye clinic or hospital should give you a copy of your CVI. Another copy is sent to us.

Benefits of registering

Registration helps us know how many people with vision loss live in the borough. This helps us plan our services for you and to keep you informed about issues and events that may be of interest and relevance.

Being registered will help you to access certain benefits and entitlements such as a freedom pass, which gives you free travel on tubes/buses and free eye tests.

As stated, if you choose not to register, it will not affect your assessment for services. After receiving your CVI, a Rehabilitation Officer will arrange an appointment to visit you. They will provide information about services available including benefits, entitlements and details of other organisations that can offer help. At the assessment, can also discuss with you any difficulties/concerns you may have and if necessary refer you on to another worker, for example a social worker or occupational therapist.

OTHER SERVICES THAT CAN HELP

Advice

Citizens Advice Bureau (CAB)

Kensington CAB

2 Acklam Road

London W10 5QZ

Tel: 0844 826 9708 (Advice line)

020 8962 3485 (Reception)

Fax: 020 8960 4414

Web: www.citizensadvice.org.uk

Chelsea CAB

Old Town Hall, King's Road

London SW3 5EE

Tel: 0844 826 9708

Web: www.citizensadvice.org.uk

Drop in advice

Vision advice and information sessions are held on Tuesday and Thursday afternoons for any VI customer with a VI query. You can book an appointment and come in to meet with the Rehabilitation Duty Officer at Kensington Town Hall, telephone 020 7361 2968.

Benefits

Department for Work & Pensions (DWP):

Tel: 0800 917 2222 (to claim Disability Benefits)

0345 854 3322 (if you have already claimed and wish to make an enquiry)

0345 7123 456 (if you already have DLA and wish to claim Personal Independence Payment)

Web: www.dwp.gov.uk

RNIB Benefits Rights

Tel: 0303 123 9999

Carers

Support is also available for unpaid carers who look after an adult on a regular basis.

This includes information on the benefits carers can claim, help with completing carers' assessment forms and information on local services to support carers.

Carers Kensington & Chelsea

Carers UK

20 Great Dover Street

London SE1 4LX

Freephone: 0800 032 1089

Email: kandc@carersuk.org

The service is provided by Carers UK in partnership with the Royal Borough of Kensington and Chelsea and NHS Kensington and Chelsea.

Children and young people

The Disabled Children's Team is able to offer information, advice, support and practical help to families with children up to the age of 18 who have a disability, including hearing impairment. The team includes Social Workers, a Family Support Worker, an Occupational Therapist and a Health Development Worker. The Social Worker for Deaf People (located in Sensory Services) can provide specialist support and advice on services, communication and equipment. The Rehabilitation Officers for Vision Impairment (located in Sensory Services) can provide specialist support and advice on vision. The initial enquiry should be directed to the Children with Disabilities team.

To ask for 'Children's vision services' booklet, please telephone Social Service Line on 020 7361 3013.

Emotional support

The Listening Eye

National helpline for those having difficulty with their eyesight. Staffed by people with a visual impairment and wide experience of coming to terms with it.

Tel: 0800 783 1979 (6 to 10pm Tues, Wed and Thurs)

Web: www.whitestick.co.uk

RNIB Emotional Support Team

The RNIB provides short-term counselling over the phone before referring to local counselling services for long-term work. Holds a database of local counselling and emotional support groups.

Phone **0303 123 9999** and ask to be referred to the Emotional Support Telephone Service.

RNIB Tele Befriending

This involves four to six people taking part in a telephone conversation. It is run by a facilitator and acts as a social group aiming to share information and knowledge and increase social interaction.

For more information about the sessions and how to enrol call **0845 330 3723** or **020 7391 2218** or email talkandsupport@rnib.org.uk. The service also runs information sessions over the phone. There is a cost for this service.

Employment and training

Below are a number of organisations that may be able to offer further employment training, advice or further education.

For employment, training, work related benefits or further education the best place to start is with your **Disability Employment Advisor (DEA)**. They can be contacted through your local job centre:

Disability Employment Advisor North Kensington Jobcentre Plus

Quayside House, Kensal Road, W10 5BL

Tel: 0345 604 3719

Text: 0845 6055 255

Access to Work

Provides advice and practical support to disabled people and their employers. Also pays a grant through Jobcentre Plus towards any extra employment costs resulting from disability. To find out more, contact the London office:

Access to Work

Email: atwosu.london@dwp.gsi.gov.uk

Tel: 0345 268 8489

Text: 0345 608 8753

Operational Support Unit

Harrow Jobcentre Plus

Mail Handling Site A

Wolverhampton, WV98 1JE

Web:

www.direct.gov.uk/en/DisabledPeople/Employmentsupport/index.htm

Ability Net

Tel: 020 8891 2783

Helpline: 0800 269 545

Free volunteer computer support including home visits to disabled people, their family and friends, their employers and other people who care for them.

Association of Disabled Professionals

16 Aintree Drive

Cowplain

Hampshire PO17 8NG

Tel/Fax: 01204 431 638

Email: info@adp.org.uk

Web: www.adp.org.uk

Advice on specific areas of employment to professionals, managers and students in higher education.

Blind in Business

4th Floor

1 London Wall Buildings

London EC2M 5PG

Tel: 020 7588 1885

Fax: 020 7588 1886

Email: info@blindinbusiness.org.uk

Web: www.blindinbusiness.org.uk

Helps blind and partially sighted students into work through training and employment services.

British Computer Association of the Blind - BCAB

c/o RNIB

58 to 72 John Bright Street

Birmingham B1 1BN

Tel: 0845 643 9811

Email: info@bcab.org.uk

Web: www.bcab.org.uk

Provides information and support for all visually impaired people who use or are interested in computers.

College of North West London

Dudden Hill Lane

London NW10 2XD

Tel: 020 8208 5050

Minicom: 020 8208 5182

Fax: 020 8208 5151

Email: cic@cnwl.ac.uk

Web: www.cnwl.ac.uk

IT training for visually impaired people, beginners plus City & Guilds diploma courses. Facilities are available for those using guide dogs.

Pure Employment

(previously **Kensington Recruitment**)

2 Beatrice Place

London W8 5LP

Tel: 020 7937 1611

Fax: 020 7937 7721

Email: london@pureinnovations.co.uk

Web: www.pureinnovations.co.uk/pure-employment

Offers help and advice to disabled people looking for employment and work placements. Also offers support at work.

The Royal London Society for the Blind – Employment Services

Victoria Charity Centre

11 Belgrave Road

London SW1V 1RB

Tel: 020 7808 6170

Fax: 020 7808 6171

Email: enquiries@rlsb.org.uk

Web: www.rlsb.org.uk

Help with access to employment, community and social participation for blind and partially sighted adults throughout London and the Home Counties. Contact RLSB Employment Services to enrol on free motivational and vocational workshops.

U Can Do IT

1 Taylors Yard, 67 Alderbrook Road London SW12 8AD

Telephone / Minicom: 020 8673 3300 Fax: 020 8675 9571

www.ucandoit.org.uk. These are home teachers for people with disabilities on how to use computers. They focus on teaching internet and e-mail skills. Teaching is by volunteers.

Holidays

Action for Blind People

53 Sandgate Street

London SE15 1LE

Tel: 020 7635 4800

Email: info@actionforblindpeople.org.uk

Web: www.actionforblindpeople.org.uk

Can assist with managing your holiday both in this country and abroad.

Vitalise Holidays

Tel: 0845 330 0149

Fax: 01539 735 567

Email: viholidays@vitalise.org.uk

Web: www.vitalise.org.uk

Vitalise offers assistance with a wide range of holidays from skiing to classical music breaks. Support and guides can be arranged.

Housing

If you are having problems with your housing and may need to move, there are a number of options that the council can help you with.

Anyone can register with the council for social housing, subject to immigration control including a habitual residence test. If you are already living in social accommodation and your home is no longer suitable for you, we have a number of options including home ownership schemes that can help you to move.

Royal Borough of Kensington and Chelsea Housing Needs Team

The Town Hall

Hornton Street, London W8 7NX

Tel: 020 7361 3008

Fax: 020 7361 3718

Email: housing@rbkc.gov.uk

Website: www.rbkc.gov.uk/housing

Opening hours: 8.30am to 5pm, Monday to Friday

Pocklington Lodge

Rylett Road

London W12 9PQ

Tel: 020 8743 8688

Fax: 020 8762 0706

Email: pl@pocklington-trust.org.uk

Pocklington Lodge provides a range of specially designed flats in a supportive environment, catering mainly for people of working age.

Contact RNIB for a list of specialist providers of housing for visually impaired people.

RNIB helpline

Tel: 0303 123 9999

Housing repairs

Staying First (formerly Staying Put Services)

Tel: 020 8996 8890

Email: sf.info@sbhg.co.uk

Web: www.sbhg/home/stayingfirst

Staying First offers a small repairs service to older or vulnerable people in the borough.

Leisure, social groups, sports and activities groups

British Blind Sport

Pure Offices, Plato Close

Tachbrook Park

Leamington Spa

Warwickshire CV34 6WE

Tel: 01926 424 247

Email: info@britishblindsport.org.uk

Web: www.britishblindsport.org.uk

Membership organisation which encourages and helps visually impaired people to take part in sport.

English Federation of Disability Sport – EFDS

Sportpark - Loughborough University, 3 Oakwood Drive,

Loughborough,

Leicestershire LE11 3QF

Tel: 01509 227750

Fax: 01509 227777

Email: federation@edfs.co.uk

Web: www.efds.co.uk

London Blind Rambling Club

22 Waverley Road

Harrow HA2 9RD

Tel: 020 8868 0096

Web: www.ramblers.org.uk/info

Walks averaging around seven to ten miles are organised usually twice a month at weekends. One-to-one guiding is available.

London Sports Forum for Disabled People

Interactive, Unit 2B07 London South Bank University,
Technopark

90 London Road, London SE1 6LN

Tel: 020 7717 1699

Fax: 020 7928 1313

Email: lsf@disabilitysport.freeserve.co.uk

Web: www.interactive.uk.net

Sports and recreation for all disabled people. Offers advice and produces a calendar of events.

Metro Sport

Web: www.metroblindsport.org

Email: mo.brace@metroblindsport.org

Tel: 01708 456 832

London based Sports and Social Club for blind and partially sighted people of all ages to come together and enjoy social activities and work with local, national and international bodies.

New Horizons

Guinness Trust Estate

Cadogan Street

London SW3 2PF

Tel: 020 7590 8970

Web: www.new-horizons-chelsea.org.uk

This is a multi-activity centre for the over 50s.

Kensington Emperors

(at **Kensington Leisure Centre**)

Swimming for people with disabilities.

Tel and Fax: 020 8841 3577

You can also contact **Action Disability Kensington and Chelsea** directly on **020 8960 8888** for more information. The club meets every Friday night from 7 to 9pm. There may be a waiting list to join.

Leisure Pass

The leisure pass offers discounts on sporting activities such as swimming and gym activities. Forms can be collected from sports centres, or you can phone:

Chelsea Sports Centre

Chelsea Manor Street

London SW3 5PL

Tel: 020 7352 6985

Kensington Leisure Centre

Silchester Road

London W10 6EX

Tel: 020 7727 9747

Or you can download the form from: www.rbkc.gov.uk and enter leisure pass in search.

Reading

There are many ways of reading:

Large print material There is much material produced in large print, from menus to bank statements but it has to be asked for. The libraries hold many large print books.

Big Print is a weekly newspaper in large print. For further information, please contact:

Tel: 0303 123 9999 and ask for Big Print newspaper

Email: helpline@rnib.org.uk

Web: www.rnib.org.uk/shop

Have someone read for you

Referrals can be made to organisations providing volunteers to read.

Many newspapers and magazines are also available on cassette tape. Kensington and Chelsea produce a local weekly talking newspaper which is free of charge.

The Kensington and Chelsea Talking Newspaper

Central Library

Phillimore Walk

London W8 7RX

Tel: 020 7376 2245

Home Library Service for People with Disabilities

Large print books, cassettes and CDs delivered to your home address. Service users can refer themselves.

Tel: 020 7341 0721

Email: libhomeservice@rbkc.gov.uk.

National Talking Newspapers and Magazines
(Formerly **Talking Newspaper Association for the United Kingdom**). A subscription fee is charged.

National Recording Centre

Heathfield

East Sussex TN21 8DB

Tel: 01435 866 102

Fax: 01435 865 422

Email: info@tnauk.org.uk

Web: www.tnauk.org.uk

Calibre Audio Library

Aylesbury, Bucks HP22 5XQ

Tel: 01296 432 339

Fax: 01296 392 599

Email: enquiries@calibre.org.uk

Web: www.calibre.org.uk

Free three month trial service then a one-off £35 per year joining fee. Calibre offers a wide choice of books in audio formats, fiction and non-fiction for both children and adults. Membership forms can be downloaded from the Calibre website.

RNIB Tech Squad

Offers help with e-book readers, uploading books and assistance with kindle. Search for 'technology support squad' on www.rnib.org.uk, telephone **030 3123 9999**.

Screen readers

This is text to speech software. Search for 'screen readers' on Wikipedia where it lists many screen readers which will and won't read pdfs. This is largely dependent on the functionality of the software and whether the pdf has been created in accordance with accessibility standards. Adobe (pdf) has guidelines on their pdf use. Search for 'accessing_pdf' on www.adobe.com or ask us to print off the lists of screen readers for you.

Vocaleyes

First Floor

54 Commercial Street

London E1 6LT

Tel: 020 7375 1043

Email: enquiries@vocaleyes.co.uk

This is a nationwide audio description charity providing access to the arts for blind and partially sighted people.

Transport and travel

Accessible Transport Team

The Accessible Transport Team is responsible for Freedom Passes, taxicards and parking permit applications. **020 7361 2390**.

Freedom Pass

The Freedom Pass entitles you to free travel on the underground, buses, Docklands Light Railway, trams and most mainline railway services within London.

Taxicards

A taxicard allows the holder to travel in black cabs at a reduced rate. Registered blind people are eligible to apply for a taxicard; partially sighted people will only be considered if they have additional disabilities which affect their ability to walk.

Parking permits ('blue badges')

You can apply for a parking permit if one or more cars are used regularly by you as a passenger.

Dial-a-Ride

Provides a public transport service for disabled people wishing to travel in Central London. Suitable for wheelchairs and guide dogs, guides and companions. For more information, please contact:

Central London Dial-a-Ride

Progress House, 5 Mandela Way
London SE1 5SS

Booking Tel: 0845 999 1999 or 020 7309 8900

Support Tel: 020 7446 0251, **Fax:** 020 7394 5218

Email: dar@tfl.gov.uk (for booking)

Web: www.tfl.gov.uk/dial-a-ride

Disabled Person's Railcard

This entitles the holder and an escort or guide to a reduction on the price of a British Rail ticket.

Application forms can be obtained from any national rail station or online at <http://www.disabledpersons-railcard.co.uk/>

Transport for London Equality and Inclusion Team

Offers advice and information on the underground and buses to disabled passengers. Also produces large print bus and tube maps.

If you are a guide dog owner the team can also advise on accessible stations. For travel information:

Tel: 020 7222 5600 (main switchboard)

Please note that all staff are trained to handle enquiries from disabled passengers.

Email: travinfo@tfl.gov.uk

Web: www.tfl.gov.uk

Transport for London reporting line

To report pedestrian controlled crossings which are not working.

Tel: 0845 305 1234

Web: www.tfl.gov.uk

StreetLine

This is responsible for all street enquiries including reporting potholes, broken pavements and street lighting in RBKC.

Tel: 020 7361 3001

Email: streetline@rbkc.gov.uk

Kensington and Chelsea Community Transport

240 Acklam Road

London W10 5YG

Tel: 020 8960 9020 or 020 8968 2040

Email: info@westwayct.org.uk

Web: www.westwayct.org.uk

This organisation offers the following services:

Kensington and Chelsea Community Car Scheme

The scheme is able to offer subsidised rates on journeys, which are booked in advance.

Kensington and Chelsea Shopper

A door to door, escorted shopping service. They organise minibuses to offer regular trips to Sainsbury's, Tesco, John Lewis and Marks & Spencer.

Volunteering opportunities

Volunteer Centre Kensington and Chelsea

Canalside House

383 Ladbroke Grove

London W10 5AA

Tel/Minicom: 020 8960 3722

Fax: 020 8960 3750

Email: enquiries@voluntarywork.org.uk

Web: www.voluntarywork.org.uk

Helps people find different types of voluntary work.

Kensington and Chelsea Adult Education

Tel: 020 7573 5333 (course information) or

020 7573 3600 (switchboard)

Email: enquiries@kcc.ac.uk

Web: www.kcc.ac.uk

Has a wide range of courses. Contact the college for course details and information.

Voluntary organisations that may help

Action for Blind People

53 Sandgate Street

London SE15 1LE

Tel: 020 7635 4800

Email: southlondon@actionforblindpeople.org.uk

Web: www.actionforblindpeople.org.uk

Action Disability Kensington and Chelsea (ADKC)

Whitstable House

Silchester Road

London W10 6SB

Tel: 020 8960 8888

Minicom: 020 8964 8066

Fax: 020 8960 8282

Email: adkc@adkc.org

This is a local organisation providing a bi-monthly newsletter and regular fact sheets on disability issues. Offers information and advice to disabled people.

Age UK

(Formerly Age Concern Kensington and Chelsea & Sixty Plus)

1 Thorpe Close

London W10 5XL

Tel: 020 8969 9105

Fax: 020 8206 6589

Email: information@ackc.org.uk

Web: www.ackc.org.uk

Age UK offers information, support and numerous services for older people.

Blind Aid

(formerly **Metropolitan Society for the Blind**)

Lantern House

102 Bermondsey Street

London SE1 3UB

Tel: 020 7403 6184

Fax: 020 7234 0708

Email: enquiries@blindaid.org.uk

Web: www.blindaid.org.uk

Offering a support service including home visits/readers to people in the London area.

Blind Veterans

(formerly **St Dunstan's** since 1915)

12 to 14 Harcourt Street

London W1H 4HD

Tel: 020 7723 5021

Fax: 020 7262 6199

Email: enquiries@st-dunstans.org.uk

Web: www.blindveterans.org.uk

Blind Veterans offer respite/holiday/residential care and other support for blind ex-Service personnel.

Disabled Living Foundation

Jessica House

Red Lion Square

191 Wandsworth High Street

London, SW18 4LS

Tel: 020 7289 6111

Web: www.dlf.org.uk

Email: info@dlf.org.uk

Helpline: 0300 999 0004

DLF Demonstration Centre

To talk about seeing and using equipment, call the DLF helpline for an appointment.

Guide Dogs for the Blind Association Inner London District Team

Part First Floor South

Walkden House, 10 Melton Street

London NW1 2EB

Tel: 0118 983 5555

Fax: 0845 372 7470

Email: guidedogs@guidedogs.org.uk

Web: www.guidedogs.org.uk

National Federation of the Blind

Sir John Wilson House, 215 Kirkgate

Wakefield

West Yorkshire WF1 1JG

Tel: 01924 291 313

Fax: 01924 200 244

Email: nfbuk@nfbuk.org

Web: www.nfbuk.org

The NFB is the main campaigning group for visually impaired people.

The Partially Sighted Society

7-9 Bennetthorpe

Doncaster DN2 6AA

Tel: 0844 477 4966

Fax: 0844 477 4969

Email: info@partsight.org.uk

Web: www.partsight.org.uk

Specialises in providing help and advice for people who still have some useful vision. Also advises on low vision aids.

Royal National Institute of Blind People

105 Judd Street

London WC1H 9NE

Tel: 020 7388 1266

Fax: 020 7388 2034

Helpline: 0303 123 9999

Email: helpline@rnib.org.uk

Web: www.rnib.org.uk

The RNIB offers a wide range of services and advice to all people with a sight problem. You do not have to be registered blind. The RNIB has a showroom displaying gadgets and equipment including computer equipment and programmes.

For speech programmes, RNIB recommends visiting on Thursdays between 9.30am-4pm when their 'high tech squad' is available.

The service can be telephoned on 0303 123 9999.

MORE INFORMATION

Dual sensory loss services

DeafblindUK

National Centre for Deafblindness

John and Lucille van Geest Place

Cygnets Road

Hampton

Peterborough PE7 8FD

Tel: 0800 132 320 (24 Hour Helpline)

Text/Tel: 01733 358 100

Fax: 01733 358 356

Email: info@deafblind.org.uk

Web: www.deafblind.org.uk

Sense South East

The National Deafblind and Rubella Association

The Anne Wall Centre, 12 Hyde Close, Barnet, Herts EN5 5TT

Tel: 020 8449 0964

Text: 020 8449 9876

Fax: 020 8364 8083

Email: info@sense.org.uk **Web:** www.sense.org.uk

Sight Village London

c/o Kensington Town Hall, Hornton Street, London W8

Every November – a two day exhibition of equipment and support services for visually impaired people. Open to all. For more information search for ‘Sight Village London’ on the web.

Specific eye conditions

Contact details for organisations that offer support/advice on specific eye conditions can be found below:

British Retinitis Pigmentosa Society

Head Office

PO Box 350

Buckingham MK18 1GZ

Tel (Helpline): 0845 123 2354

Tel (Office): 01280 815 900

London Office Tel: 020 7723 9937

Email: info@brfightingblindness.org.uk

Web: www.brps.org.uk

Diabetes UK

MacLeod House

10 Parkway

London NW1 7AA

Tel (Careline): 0345 123 2399

Tel (Office): 020 7424 1001

Email: info@diabetes.org.uk

Web: www.diabetes.org.uk

Diabetic Retinopathy

Web: www.diabeticretinopathy.org.uk

International Glaucoma Association

Woodcote House
15 Highpoint Business Village
Henwood
Ashford
Kent TN24 8DH

Sightline: 01233 648 170

Admin: 01233 648 164

Fax: 01233 648 179

Email: info@iga.org.uk

Web: www.iga.org.uk

Macular Disease Society

PO Box 1870
Andover
Hampshire SP10 9AD

Tel: 01264 350 551

Helpline: 0845 241 2041 Or 01264 350 559

Fax: 01264 350 558

Email: info@maculardisease.org

Web: www.maculardisease.org

You can find contact details of support groups for eye conditions by contacting the RNIB on **030 3123 9999**, or by visiting its website at **www.rnib.org.uk**

Another useful website for eye conditions is www.eyecconditions.org.uk

Hospitals

There are several London based hospitals that a person can attend for eye treatment. The following is based in this borough:

Chelsea and Westminster Hospital

369 Fulham Road, London SW10 9NH.

Eye clinic and low vision clinic.

Tel: 020 8746 8000

The other major eye hospitals are:

Western Eye Hospital

Marylebone Road, London NW1 5QH Telephone: 020 3312 6666 (For Westminster, Kensington and Chelsea)

Moorfields Eye Hospital

162 City Road London EC1V 2PD

Telephone: 020 7253 3411

Offering a drop-in A&E clinic for sight.

People with other disabilities

the Sensory Service works with people who also have other disabilities. It offers services to people who have both a significant and permanent visual and hearing loss known as Dual Sensory Loss.

Contacting the service

Please telephone the Sensory Service on 020 7361 3013. You can also email sensoryteam@rbkc.gov.uk.

If you need to speak to someone in an emergency outside of office hours, you can contact the Out of Hours Duty Team: Tel: 020 7373 2227, text: 020 7838 5360.

How I find out more

Please visit the People First website

www.peoplefirstinfo.org.uk and then search for 'sensory impairment', 'vision loss', 'blind services', 'sight loss', 'blindness' or 'sight'.

On the 'sight loss' webpage on People First there is a list of useful contact numbers and other agencies who can help.

Complaints, comments and compliments - how you can help us

We welcome feedback on how we can improve our service. If you are not happy about the services you are receiving or the way you have been treated, please contact the team. We will do our best to put things right. If you are still not happy you can take your complaint further by:

- telephoning the Customer Feedback team on 0800 587 0072
- emailing HSSCustomerCare@rbkc.gov.uk or
- writing to the:

Customer Feedback Team

Adult Social Care Services RBKC
4th Floor
Hammersmith Town Hall Extension
King Street
Hammersmith
London
W6 9JU

We welcome callers who are Deaf or are hard of hearing or who are living with hearing loss and our text phone number is 020 8753 5502.

Sensory Service

Phone: 020 7361 3013

Email: sensoryteam@rbkc.gov.uk

For more information about services including sight events, assessment, personal budgets, help at home, support for carers and accessible transport visit

www.peoplefirstinfo.org.uk

To speak to someone in an emergency outside of office hours, contact the Out of Hours Duty Team:

Tel: 020 7373 2227

Text: 020 7838 5360