

Useful Information for people with a sight and/or hearing loss in Barking and Dagenham

To make a referral to Social Services for a Sensory Assessment: Adult Triage 020 8227 2915 or email Intaketeam@lbbd.gov.uk

If you or someone you know needs help picking up medicine, shopping, you need a friendly call or something else, please phone **020 8215 3000 option 1** for **BDCAN service** Email:

bdcan@lbbd.gov.uk Website: <https://www.lbbd.gov.uk/let-us-know-if-you-need-help-or-support>

NB: some contacts may be temporarily unavailable due to the CoViD-19 pandemic.

Financial

- Benefit Outreach Officer visitingandwelfareemails@lbbd.gov.uk
- Personal Independence Payment: 0800 917 2222 (0800 1214433)
- Attendance Allowance: Helpline: 0800 731 0122 Textphone: 0345 604 5312 NGT: 18001 0345 605 6055
- Home and Money Hub LBBD Welfare Advice 020 8724 2115
- Carer's Credit: 0800 731 0297
- DABD Welfare Benefits Advice & form-filling: 020 8252 5340/8603
- RNIB Welfare Advice: 0303 123 9999
- Children's Centre & Family Support: 020 8227 5395
- Family Support Service ages 0 - 25, RSBC: 020 3198 0225
- Blind Persons Tax Allowance: 0300 200 3301
- Half price TV Licence for Registered Blind: 0300 790 6165
- National Debt Line 0808 808 4000
- Civil Legal Advice if home at risk 0345 345 4345

Partner/Family/Friend Support

- Lasting Power of Attorney (health and welfare) and Lasting Power of Attorney (property and financial affairs)
<https://www.gov.uk/power-of-attorney>
- Third Party Mandate (joint-managing bank accounts)

Reporting Abuse

- Emergency: Dial 999 or register to use SMS: text “register” to 999
You will get a reply – follow the instructions you are sent.
- Safeguarding Intake Team 020 8227 2915
Intaketeam@lbbd.gov.uk
- DeafHope domestic abuse service. Text: 07970 350366
- The Silver Line 0800 4 70 80 90
- Child Line 0800 1111

Advice Services

- RNIB Advice Team: 020 7391 3299 Sight Loss: “What we needed to know” www.rnib.org.uk/sightlossinfo
- Moorfields Direct advice on eye conditions: 020 7566 2345
- Deafblind UK Advice Line: 0800 132 320
- Deaf and Hard of Hearing Drop-in: Online Advisory service only by text, video call (DUO) using BSL, voice or email. Please contact bernadette.wakeling@lbbd.gov.uk, 07772229294 / 0208 227 3780
- Age UK: 020 8532 7354 drop-ins Wednesday and Friday mornings
- Organisation of Blind Afro-Caribbeans: 020 7735 3400
- SSAFA: 01708 755 060
- Blind Veterans UK: 020 7723 5021
- Esme’s Umbrella www.charlesbonnetsyndrome.uk
judith@charlesbonnetsyndrome.uk UK - Helpline 020 7391 3299

Counselling/Psychological Services/Well-being

- Deaf4Deaf Counselling and Psychotherapy Services:
<https://www.deaf4deaf.com>. Address: Deaf4Deaf House,
Pembroke Avenue, Hersham, Walton-on-Thames, KT12 4NT
Telephone 07539 877357 & Text 07736 835445 Email:
simon.lloyd@deaf4deaf.com self-refer or referrals accepted from
GPs for NHS Counselling for BSL users. Advised to try
counselling with BSL interpreter first.
- RNIB Emotional Support Services: 0303 123 9999
- SignHealth 020 3947 2600 therapies@signhealth.org.uk
- Talking Therapy Barking and Dagenham:
0300 300 1554 (option 3)/Emergency 0300 555 1000
- The Big White Wall mental health and wellbeing, an online
community support service www.bigwhitewall.com
- Healthy Lifestyles Team: 020 8724 8018
healthy.lifestyles@lbbd.gov.uk
- Mental Health: Crisis Text Service <https://giveusashout.org/get-help/> Text DEAF to 85258, or text SHOUT to 85258

Women's Support

- The Huggett Women's Centre, 020 3813 2955 email:
HWC@niaendingviolence.org.uk
Drop-in Tuesdays 10am – 12 pm and Thursdays 2pm – 4pm
321-329 Heathway, Dagenham, RM9 5AF

Carer's Support

- Carer's Hub: 020 8593 4422 www.carerscentre.org.uk

Clinical Home-Visiting Services

- Care Optics Optician Home Service: 020 8592 6060
- The iclinic Optician Home Service 020 8212 7381
- Visual Care Options Optician Home Service: 0800 047 0425
- Hearing Assessment at home, for Queen's Hospital Audiology or
Broad Street Audiology; contact GP to be referred.

- Dental Care Home visits: Community Dental Service, NELFT, Vicarage Fields Health Centre, Vicarage Drive, Barking, IG11 7NR. Tel: 0300 300 1708, Fax: 020 3644 2022, dentalreferrals@nhs.net

Low Vision

- Low Vision Clinics at Queens Hospital, King Georges Hospital and Moorfields Eye Hospital. Ask your GP to refer you for a Low Vision Assessment for magnifiers and anti-glare glasses.
- An informal drop-in and demonstration of Magnifiers and Lighting Workshops are at the Barking Learning Centre and Dagenham Heathway Library 10.30am – 12.30pm:
 - Barking Learning Centre - first Wednesday
 - Dagenham Heathway Library - second Wednesday
- VIP Diaries Large Print Products. 01539 726613

Deaf and Hard of Hearing

- Deaf and Hard of Hearing Drop-in: Online Advisory service only by text, video call (DUO) using BSL, voice or email. Please contact bernadette.wakeling@lbbd.gov.uk, 07772229294 or 0208 227 3780
- For a hearing test, ask your GP to refer you to an audiology clinic: Broad Street InHealth: 0333 202 0298; King George Hospital: 020 8970 8025; Queens Hospital: 01708 503579 New batteries can be posted to home address.
- BSL interpreter bookings for any Queen's Hospital or King George Hospital appointments (BHR Hospitals): Email: interpretbookings@bhrhospitals.nhs.uk or text: 07800 005502.
- Next Generation Text Relay Service: <https://www.relayuk.bt.com/about-relay-uk.html>: Telephone: 0800 7311 888 or Textphone and Relay UK App: 0800 500 888 or write to: Relay UK Team Internal Box 14, Telephone House 70-175 Moor Lane, Preston, Lancashire. PR1 1BA.
- Video Relay Services: SignLive: <https://signlive.co.uk/> telephone: 0330 822 0288 or email: hello@signlive.co.uk or write to: SignLive, 37th Floor, One Canada Square, Canary Wharf, London, E14 5AA:

- SignVideo: <https://www.signvideo.co.uk>: video call on website, or email: ask@signvideo.co.uk or telephone: 0208 463 1120 or write to: SignVideo Contact Centre, St. Agnes House, 6 Cresswell Park, Blackheath, London, SE3 9RD

Resources for the Home

- Careline pendant alarm: 020 8227 3083 Telecare sensors.
- Trade-Standards Approved <https://www.buywithconfidence.gov.uk/>
- Independent Living Agency: 020 8593 6677 Handy Person, Gardening Service <http://www.independentlivingagency.org/>
- Harmony House Handyperson Scheme: 020 8526 8200
- Council Housing Repairs: 020 8592 7388
- Audio/Braille/Large Print of LBBB Council documents:
Telephone: 0208 227 2926 Or register online: www.lbbd.gov.uk
- Email: Council Tax: ctax@lbbd.gov.uk Rent: rent@lbbd.gov.uk
- Free Telephone Directory Enquiry Service: 0800 587 0195
- Free Fire Service Smoke Alarm and Safety Check: 0800 028 4428
- Free catalogues of useful equipment for visually impaired people:
RNIB 0303 123 9999 IC 01226 762513 Cobolt 01493 700172

Social Groups and Activities

- Balujimusicfoundation.org free music workshop 020 7226 2094
- Barking Audio Reading Group: Barking Learning Centre, First Wednesday of month 10am-12pm. Dulcie Forbes: 020 8724 8725
- Braille Buddies: Dagenham Heathway Library, Meeting Room 3. Every Friday 10am to 12pm. Abiola: 07983 552855
- British Red Cross Community Connector 07801 672682
- Contact-the-Elderly: 0800 716 543 for small monthly Sunday afternoon tea parties at home with volunteer driver transport.
- Diabetes UK Support Group: 020 8593 3693
- Digital Ability Inclusion Group: second and fourth Thursday of every month, meeting room 3: 11am to 12pm Dagenham Library.

video call MSTeams/ DUO App, text, telephone: 07772229294 or 0208 227 3780 or Email: bernadette.wakeling@lbbd.gov.uk

- Everyone Project <https://www.weareeveryone.org/>
- Golden Years 60+ DABD: 020 8215 9770
- SAVI Visual Impairment Club: The Conservatory Room, Kingsley Hall, Parsloes Avenue, Dagenham RM9 5NB. First Tuesday of the month 2pm-4pm. Ravi Pillai 02085268200
- Silvernet local networking group for elderly. Ravi: 020 8526 8215
- Thrive gardening club: Telephone 0118 988 5688 or Email: info@thrive.org.uk
- VIPERS: Visual Impairment Group: Dagenham Heathway Library, Meeting Room 1. Last Friday of every month at 10:30am -12:30pm. Ray Spiteri: 07846 917419

News and Talking Books

- Barking & Dagenham Home Library Service: 020 8724 8532
- Barking & Dagenham Talking Newspaper: 07709682133
- Big Print newspaper with TV and Radio Guide: 0303 123 9999
- Calibre Audio Library: 01296 432339
- “Info Sound” free Quarterly Magazine: 0300 011 1555
- RNIB Talking Books: 0303 123 9999 or helpline@rnib.org.uk
- VocalEyes opportunities for blind and partially sighted people to experience the arts and events 020 7375 1043 Newsletter
- Wireless for the Blind Fund 01622 754757

Technology

- Vital Tech Website www.vitaltech.org.uk/ Pocklington Trust
- London Vision (East) IT Advice: 020 3697 6464/07779 441000
- RNIB volunteer to help fix or train with computer, laptop, tablet or smart phone: 01733 375 084 or volunteering@rnib.org.uk
Online Today – www.rnib.org.uk/online-today
- Macular Society technical support 0300 3030 111 option 2
- Remap for bespoke equipment: 01277 374389/01277 373919
- Research Institute for Disabled Consumers www.ridc.org.uk/

Transport

- Accessible Transport Advice Line 020 7737 2339
- Disabled Persons Railcard: 0345 605 0525 or disability@atoc.org
- Travel buddy My Guide: 0845 372 7499, Link Up: 020 8996 1947
- London Transport Mentoring Scheme on buses: 020 3054 4361
- Dial-a-Ride: 0343 22 777 (free to join and use with conditions).
- Taxi Card/Blue Badge/Freedom Pass: 020 8227 2334
- Volunteer Driver Scheme: 020 8724 3317/07968 521303
- Council trees trees@lbbd.gov.uk
- TfL Highways: 0343 222 1234
- Transport for All 020 7737 2339 T&PH: 0343 222 4000

Employment

- Job Centre Plus Disability Employment Advisor: Norma Mclean Barking: 020 8258 8747
- "Find a Job" www.gov.uk/jobsearch
- Access to Work: atwosu.london@dwp.gsi.gov.uk
Tel: 0800 121 7479 Textphone: 0345 608 8753
www.gov.uk/access-to-work
- Work Club drop-in for people who feel they are not job ready.
Barking Learning Centre, 2, Town Square, Barking IG11 7NB
every Monday, Room 107 from 10:00 – 11:30.
- Royal Assoc. for Deaf people 0300 688 2525
- Pocklington Trust Working Age Forum 07970 231583
- Mental Health employment support. Shaw Trust: 01708 202100
- Mental Health Vocational Support 020 8724 8852
07971 111478 E-mail claire.stritton@lbbd.gov.uk
- RNIB Employment Advisor: 0800 440 2255
- RSBC 18-25 Employment Service: 020 3198 0217
- Osborne Partnership: 020 8592 5742 - LD and complex needs
- Barking College: 01708 770000

National Organisations

- Action on Hearing Loss - Telephone: 0808 808 0123 (freephone)
Textphone: 0808 808 9000 (freephone) SMS: 0780 0000 360
Email: informationline@hearingloss.org.uk
- Abfab: 020 8227 2110 louiseh@abphabyouthclub.org.uk
- RNIB: 0303 123 9999
- Royal Association for Deaf People (RAD): 0845 6882525
SMS: 07851 423866 <http://www.royaldeaf.org.uk/index.html>
- SENSE Deaf-Blind: 0300 330 9257
supporterservices@sense.org.uk
- Macular Society: 0300 303 0111
- Stargardt's Connected 07543 103 126
- Partially Sighted Society: 0844 477 4966
- SeeAbility sight loss and multiple disabilities: 01372 755000
- Diabetes UK: 0345 123 2399
- International Glaucoma Association: 01233 648170
- Retina UK and the helpline number is 0300 111 4000.
- Vasculitis UK 01629 650549 or Helpline: 0300 365 0075
- Blind Veterans UK 0800 389 7979

Learning Disability/Autism Support

- Sycamore Trust, 27/29 Woodward Road, Dagenham RM9 4SJ:
020 8517 9317/020 8262 5330/020 8262 3493
- Heathlands Day Centre: 020 8227 5921
- Osborn Partnership Osborne Centre, Osborne Square
Dagenham RM9 5AU: 020 8592 5742
- Memory Lane Resource Centre 234a Porters Avenue,
Dagenham RM8 2EQ Telephone: 020 8984 9940
- Older Adults Mental Health Team & Memory 0300 555 1016/7

Children, young people, and families:

- <https://www.lbbd.gov.uk/children-young-people-and-families>
- Baby's Next Steps group 020 8270 6900
- Portage and Inclusion: 020 8724 8550 Children 0-3 years
- Joseph Clarke Educational Service 020 8531 8361 0 -19 years

- Royal Society for Blind Children 020 3198 0225
- LOOK UK, National Federation of Families with Children with a Visual Impairment Fred Bulmer Centre, Wall Street, Hereford, HR4 9HP Phone: 07464 351958 Email: info@look-uk.org Website: www.look-uk.org/
LOOK Student Mentor Scheme
If you're aged 11-29 and at school, university / college or looking for work, we have a mentor ready to help you achieve your potential. Sign up to be matched to a mentor and start chatting about anything relating to your visual impairment.
- National Deaf Children's Society, <https://www.ndcs.org.uk/our-services/services-for-families/helpline/> Ground Floor South, Castle House, 37- 45 Paul Street, London EC2A 4LS: 0808 800 8880 SMS 07860022888, live chat and BSL Interpreter Now available online.
- Children's Disability Care and Support Service
www.lbbd.gov.uk/theheathwaycentre Becontree Children's Centre Stevens Road Dagenham RM8 2QR T: 0208 227 5500 E: TheHeathwayCentre@lbbd.gov.uk
Families can self-refer here: Care and family support 5 -11 years | LBBD <https://www.lbbd.gov.uk/care-and-family-support-5-11-years>

