# 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](mailto: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](mailto: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](mailto: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](mailto: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](http://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](mailto: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](http://www.charlesbonnetsyndrome.uk) [judith@charlesbonnetsyndrome.uk](mailto: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](mailto: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](mailto: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](http://www.bigwhitewall.com)
* Healthy Lifestyles Team: 020 8724 8018 [healthy.lifestyles@lbbd.gov.uk](mailto: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](mailto: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](http://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](mailto: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](mailto: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](mailto: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](tel:0800%207311%20888) or Textphone and Relay UK App: [0800 500 888](tel:0800%20500%20888) 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](mailto: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](mailto: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 LBBD Council documents:

Telephone: 0208 227 2926 Or register online: [www.lbbd.gov.uk](http://www.lbbd.gov.uk)

* Email: Council Tax: [ctax@lbbd.gov.uk](mailto:ctax@lbbd.gov.uk) Rent: [rent@lbbd.gov.uk](mailto: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](mailto: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](mailto: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](mailto: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/](http://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](mailto:volunteering@rnib.org.uk)

Online Today – [www.rnib.org.uk/online-today](http://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/](http://www.ridc.org.uk/)

**Transport**

* Accessible Transport Advice Line 020 7737 2339
* Disabled Persons Railcard: 0345 605 0525 or [disability@atoc.org](mailto: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](mailto: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](http://www.gov.uk/jobsearch)
* **Access to Work:** [atwosu.london@dwp.gsi.gov.uk](mailto:atwosu.london@dwp.gsi.gov.uk)

**Tel: 0800 121 7479 Textphone: 0345 608 8753**

[www.gov.uk/access-to-work](http://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](mailto: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](mailto:informationline@hearingloss.org.uk)
* Abfab: 020 8227 2110 [louiseh@abphabyouthclub.org.uk](mailto: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](mailto:info@look-uk.org)

Website: [www.look-uk.org/](http://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](http://www.lbbd.gov.uk/theheathwaycentre) Becontree Children's Centre Stevens Road Dagenham RM8 2QR T: 0208 227 5500

E: [TheHeathwayCentre@lbbd.gov.uk](mailto: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>

Barking and Dagenham reward LOGOs Investors in People GOLD, disability confident employer, and weblinks: 
Webpage: www.lbbd.gov.uk
Facebook: www.facebook.com/barkinganddagenham
Twitter: @lbbdcouncil 