

Useful Information for people with a sight and hearing loss

To make a referral to the Sensory Team please phone Adult Triage 020 8227 2915 or email Intaketeam@lbbd.gov.uk

If you or someone you know needs help contact the council helpline <https://www.lbbd.gov.uk/let-us-know-if-you-need-help-or-support> please phone 020 8227 2115 / 020 8227 2927 or Email homesandmoneyhub@lbbd.gov.uk

For sensory team enquiries, please email: sensory@lbbd.gov.uk

LBBD Sensory Team Drop-in services:

Digital Ability Inclusion Drop-in service, second and fourth Thursday of every month, meeting room 3: 10.30am to 12.30pm: Dagenham Library; for more information text: 07772229294 phone: 0208 227 3780 email: bernadette.wakeling@lbbd.gov.uk, letter: Dagenham Library F01 1 Church Elm Lane Dagenham RM10 9QS

Deaf and Hard of Hearing Drop-in service: Every Tuesday and Thursday afternoon at Dagenham Library. Ask reception to contact sensory team on arrival. Find Times on flyer available on LBBD sensory service webpage: <https://www.lbbd.gov.uk/adult-health-and-social-care/health-and-wellbeing/sight-and-hearing-loss>

Low Vision:

Ask your GP or optician to refer you for a Low Vision Assessment for things like magnifiers and antiglare glasses or seek additional

advice from your Eye Care Liaison Officer, Optician, or the Sensory Team.

VIP Diaries Large Print Products. 01539 726613

Advice Services:

RNIB helpline: 0303 123 9999

Moorfields Direct Advice Line: 020 7566 2345

Queens Hospital Urgent Eye Care: 01708 435 000 ext 3550 / 3551

Deafblind UK Advice Line: 0800 132 320

Organisation of Blind Afro-Caribbeans: 020 7735 3400

SSAFA: 01708 755 060

Blind Veterans UK: 020 7723 5021 / 0800 389 7979

Vasculitis UK 01629 650549 or Helpline: 0300 365 0075

RP Society 0845 123 2354

Macular Society: 0300 303 0111

Partially Sighted Society: 0844 477 4966

Esme's Umbrella UK <https://charlesbonnetsyndrome.uk>
- Helpline 020 7391 3299 judith@charlesbonnetsyndrome.uk

SeeAbility sight loss and multiple disabilities: 01372 755000

Diabetes UK: 0345 123 2399

International Glaucoma Association: 01233 648170

Counselling/Psychological Services/Well-being

LBBD BHR IAPT Talking Therapies: 0300 300 1554—option 3
<https://www.talkingtherapies.nelft.nhs.uk/barking-and-dagenham/>
for urgent help phone: 0800 995 1000 (24hrs) Samaritans 116 123

Sign Health Talking Therapies IAPT: <https://signhealth.org.uk/with-deaf-people/psychological-therapy/therapy-service/>

RNIB Emotional Support Services: 0303 123 9999

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

Deafblind UK Advice Line: 0800 132 320
https://deafblind.org.uk/get_support/helpline/ BSL video relay service available

Diabetes UK: https://www.diabetes.org.uk/how_we_help/helpline
0345 123 2399 helpline@diabetes.org.uk

SENSE 0300 330 9250. <https://www.sense.org.uk/contact/contact-supporter-services/> Address: Freepost RRXE-TRES-GEUR 101 Pentonville Road London N1 9LG

Local Social Groups and Activities

Please note, some groups are not running post pandemic but will hopefully re-start in the future.

Braille Buddies: For more information, call Abiola: 07983 552855
Dagenham Heathway Library, Meeting Room 1. Every Friday
except last Friday of the month, 10am to 12pm.

The Barking & Dagenham Macular Support Group, first Tuesday of
every month, 10am to 12pm Barking Learning Centre, Room 116.
For more information, call Dean Apps: 07812 999648

Diabetes UK Support Group: 020 8593 3693

VIPERS: Visual Impairment Group: Ray Spiteri: 07846 917419
Dagenham Heathway Library, Meeting Room 1. Last Friday of
every month at 10:30am -12:30pm.

Thrive gardening club: 0118 988 5688 <https://www.thrive.org.uk/get-gardening/plants-to-help-ease-the-mind> Email: info@thrive.org.uk

Harmony House Silvernet Ravi Pillai – Silvernet Manager: 020 8526
8200 enquiries@hhd.org.uk
<https://www.harmonyhousedagenham.org.uk/silvernet/>

Tuesday Club for Adults with a hearing loss, last Tuesday of the
month, meeting room 3, 12pm to 1pm.

News and Talking Books

Barking & Dagenham Talking Newspaper: 020 8924 1340

“Info Sound” free Quarterly Magazine: 0300 011 1555

Barking & Dagenham Home Library Service: 020 8724 8532

Big Print newspaper with TV and Radio Guide: 0303 123 9999

Calibre Audio Library: 01296 432339

RNIB Talking Books: 0303 123 9999 or helpline@rnib.org.uk

VocalEyes 020 7375 1043 audio scribed theatre/talks/tours

Wireless for the Blind Fund 01622 754757

Technology

East London Vision IT Advice: 020 3697 6464/07779 441000

RNIB 01733 375 084 volunteer to help with using a computer, laptop, tablet or smart phone: technologysquad@rnib.org.uk.

Online Today – www.rnib.org.uk/online-today

Remap for bespoke equipment: 01277 374389/01277 373919

DeafblindUK 0800 132320 or text 0790357288

<https://deafblind.org.uk/get-support/help-with-technology/> for help with using technology.

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Deaf/Hard of Hearing

For a hearing test and NHS hearing aids, ask your GP to refer you to your local audiology clinic: Broad Street InHealth: 0333 202 0298; King George Hospital: 020 8970 8025; Queens Hospital: 01708 503579 or some private audiology clinics provide free hearing tests.

Hearing aid batteries and tubing can be posted to home address.

Next Generation Text Relay Service: Numbers within this information handout can be contacted via NGT using this 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 170-175 Moor Lane, Preston, Lancashire. PR1 1BA.

For information in BSL, please ask for a copy of the 'Information Handout in BSL' this is available on the LBBD sensory service webpage. <https://www.lbbd.gov.uk/adult-health-and-social-care/health-and-wellbeing/sight-and-hearing-loss>

Catalogue orders for useful equipment:

RNIB 0303 123 9999

IC 01226 762513

Cobolt 01493 700172

RNID Connevans 01737 247571 askaquestion@connevans.com

Sarabec: 01642 247789 mail@sarabec.co.uk

Financial:

Attendance Allowance: Telephone: 0800 731 0122 Textphone: 0800 731 0317 <https://www.gov.uk/attendance-allowance>

LBBD Home and Money Hub Welfare Advice:
<https://www.lbbd.gov.uk/money-and-debt/homes-and-money-hubs>
020 8724 2115 homesandmoneyhub@lbbd.gov.uk.

DABD Welfare Benefits Advice & form-filling:
<https://www.dabd.org.uk/help-and-advice/help-with-money/benefits-advice>: 020 8252 5340/8603 info@dabd.org.uk

Personal Independence Payment: Telephone: 0800 917 2222

Textphone: 0800 917 7777 Website: <https://www.gov.uk/pip/how-to-claim> (BSL video relay service calling available)

Blind Persons Tax Allowance: 0300 200 3301

Half price TV Licence for Registered Blind: 0300 790 6165

Resources for the Home

LBBD Personal Alarm: 020 8059 0808

Independent Living Agency: 020 8593 6677
<http://www.independentlivingagency.org/>

Harmony House: 020 8526 8200

Council Housing Repairs: 020 8592 7388

Free Telephone Directory Enquiry Service: 0800 587 0195

Free Fire Service Smoke Alarm and Safety Check: 0800 028 4428

Transport

Accessible Transport Advice Line: 020 7737 2339
<https://tfl.gov.uk/transport-accessibility/help-from-staff>

Travel buddy My Guide: 0845 372 7499, Link Up: 020 8996 1947

London Transport Mentoring: 020 3054 4361
<https://tfl.gov.uk/transport-accessibility/learn-to-use-public-transport>

Dial-a-Ride: 0845 999 1999 <https://tfl.gov.uk/modes/dial-a-ride/dar@tfl.gov.uk>

Taxi Card/Blue Badge/freedom pass: 020 8227 2334 Mobility Team: mobility@lbbd.gov.uk Eligibility criteria must be met with medical evidence: <https://www.lbbd.gov.uk/parking/blue-badges/apply-blue-badge>

Disability Action (DABD) Transport advice: 020 8252 5930
<https://www.dabd.org.uk/help-and-advice/help-to-get-around/door-to-door-transport>

Disabled Persons Railcard: 0345 605 0525
<https://www.disabledpersons-railcard.co.uk/>

TfL Highway impediments: 0343 222 1234 <https://tfl.gov.uk/help-and-contact/contact-us-about-streets-and-other-road-issues>

Transport for All: 020 7737 2339
<https://www.transportforall.org.uk/contact-us/contactus@transportforall.org.uk>

Clinical Home-Visiting Services (eligibility criteria applies)

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

NHS funded Home Visiting Audiology Service: contact your GP to be referred, for privately funded audiology services, ask usual audiologist if this is available.

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

Podiatry Service:

NHS: 0300 300 1676 PodiatryBD@nhs.net

