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# **Useful Information for people with a combined 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](mailto: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](mailto:homesandmoneyhub@lbbd.gov.uk)

For sensory team enquiries, please email: [sensory@lbbd.gov.uk](mailto: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 [sensory@lbbd.gov.uk](mailto:sensory@lbbd.gov.uk) Dagenham Library F01 1 Church Elm Lane Dagenham RM10 9QS

Deaf and Hard of Hearing Drop-in service: Every Tuesday 10am to 1pm and 2pm to 4pm at Dagenham Library. Room F01 or ask at reception to contact us and we will come to you.

<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](mailto: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](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

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](mailto: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 N! 9LG

**Local Social Groups and Activities**

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 Wednesday of every month, 10am to 12pm Barking Learning Centre, Room G14. 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](mailto:info@thrive.org.uk)

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

**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](mailto:helpline@rnib.org.uk)

VocalEyes 020 7375 1043 audio scribed theatre/talks/tours

Wireless for the Blind Fund 01622 754757

**Technology**

RNIB 01733 375 084 volunteer to help with using a computer, laptop, tablet or smart phone: [technologysquad@rnib.org.uk](mailto:technologysquad@rnib.org.uk). Online Today – <https://www.rnib.org.uk/living-with-sight-loss/assistive-aids-and-technology/>

Remap for bespoke equipment: 01732 760209 <https://remap.org.uk/>

DeafblindUK 0800 132320 or text 0790357288 <https://deafblind.org.uk/get-support/help-with-technology/> for help with using technology.

LBBD Digital Ability Inclusion Drop-in service: second and fourth Thursday of every month, 10.30am to 12.30pm Dagenham Library Meeting room 3. For more information phone: 0208 227 3780 text 07772229294 email: [bernadette.wakeling@lbbd.gov.uk](mailto:bernadette.wakeling@lbbd.gov.uk)

**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.

Deaf and Hard of Hearing sensory service drop-in every Tuesday 10am to 1pm and 2pm to 4pm Dagenham Library room F01

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](mailto:askaquestion@connevans.com)

Sarabec: 01642 247789 [mail@sarabec.co.uk](mailto: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](mailto: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](mailto: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](mailto:dar@tfl.gov.uk)

Taxi Card/Blue Badge/freedom pass: 020 8227 2334 Mobility Team: [mobility@lbbd.gov.uk](mailto: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](mailto: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](mailto:dentalreferrals@nhs.net)

**Podiatry Service:**

NHS:0300 300 1676 [PodiatryBD@nhs.net](mailto:PodiatryBD@nhs.net)

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Website: www.lbbd.gov.uk. 
Facebook: www.facebook.com/barkinganddagenaham. 
Twitter @lbbdcouncil