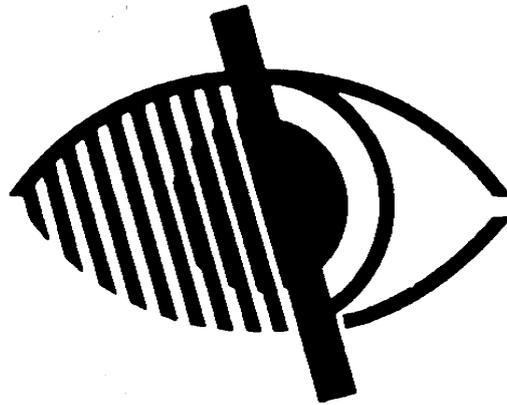


Norfolk Children and Community Services



Guide to Services for People with Sight Loss

Adult Social Services

www.norfolk.gov.uk

Telephone: 0344 800 8020



The Norfolk & Norwich Association for the Blind
Tel 01603 629558
www.nnab.org.uk
Charity Number 207060

Braille, audio or additional print versions of the booklet can be obtained from customer services

If you have any comments or suggestions on the content or layout of this booklet, please let us know at:

**Sensory Support Unit
Tel. 01603 224087**

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Introduction

This booklet is designed to give you an introduction to services and support for people in Norfolk who are experiencing sight problems. It is not designed to cover in depth all of the issues you may be facing as these are as individual as you are, but hopefully you will find something that will help.

You should have received a copy of 'Handy Hints' in your registration pack, this offers practical daily living suggestions. If you have not received this, please telephone **01603 224087**.

**To avoid too much text all contact details
are located in the A-Z Section**

NB: All entries are correct up until September 2011 but may change over time.

Section 1 – What Help is Available?

Registration

This process refers to the register of visually impaired people which local council social services departments are obliged to keep. The register helps the local authority plan and provide useful services. If it isn't known how many people have a serious sight problem, services may be under funded and under resourced.

Registration is voluntary and may help when claiming benefits and concessions – see Section 7.

Categories of Registration

Two categories of visual impairment are used for registration and both have precise clinical meanings. They are reserved for serious visual defects usually affecting both eyes. After a detailed examination, including measurements of visual acuity (clarity) and field of vision within each eye, your consultant will decide which category best reflects the level of sight loss :-

- **“Severely sight impaired/blind”** – the term blind should not be taken literally, most visually impaired people still have some sight
- **“Sight impaired/partially sighted”**

The consultant will enter the relevant clinical details on a standardised form called a CVI – Certificate of Visual Impairment. You will be asked to sign this and given your own copy. This is then sent to the Sensory Support Unit of Social Services. A Rehabilitation Worker will arrange to visit you on receipt of this form and complete the formal registration.

The registration process recommends the use of two other standard forms whether or not this leads to formal registration :-

LVL (low vision leaflet) – issued but not completed by a high street optician for you to self refer to social services and comes with notes on where to get advice locally and nationally.

RVI (referral of vision impaired patient) – completed by the eye clinic staff to highlight any difficulty you may be having and, with your permission, sent to the social services department.

These forms are not compulsory and you are welcome to contact social services with or without these forms being completed.

Social Services – Sensory Support Unit

A worker will visit you when they receive a copy of the CVI form from the hospital. Children's registrations are completed by a specialist social worker for children who have sensory loss. The registration will be explained again and they can offer advice and information on a wide range of services that can help in supporting you make the changes to continue with your everyday life. A Community Care Assessment will be completed at the same time to ensure any needs you may have are fully considered according to the department's eligibility criteria – this is based on need rather than registration. Should you decide at a later date that you would like to be considered for statutory services, you can contact Customer Services on **0344 800 8020**.

Services available via **Norfolk Social Services** include:- Assistive Technology, Meals on Wheels, Occupational Therapy, Day Centres, Home Carers, Direct Payments, Emergency Support and Residential Care. We also fund and work closely with a number of voluntary organisations and can refer you to them where needed.

Rehabilitation Workers – are available to help you maximise your remaining vision and training is always aimed at improving independence, confidence and safety.

They can teach and issue you with equipment to carry out domestic tasks safely such as cooking or food preparation even if you have little or no sight. They can provide mobility training to help you access local shops or leisure pursuits. They can assess and advise re. lighting, low vision aids, specialist equipment and technology, keyboard skills and alternative reading methods. The Rehabilitation Worker may refer you to other agencies such as Adult Education, Guide Dogs for the Blind, NNAB, Action for Blind People.

Communicator Guide Service – work with people with dual sensory loss and offer practical and ongoing support with various tasks where communication is difficult e.g. access to information, communication and mobility. They can advise on equipment and communication methods including technology and the deaf-blind alphabet. Their main duty is to reduce isolation and promote independence.

Social Workers for the Deaf – Specialist workers who work with people who communicate by sign language. They deal with all age groups where communication is difficult in the wider community. They provide exactly the same service as any other social worker but will conduct any assessment or additional interview using sign language.

NNAB (The Norfolk and Norwich Association for the Blind)

The NNAB is a local registered charity that aims to help visually impaired people in Norfolk. They can be contacted for advice, help and information on any subject regarding sight loss. Some of the services they offer are:-

Community Visiting Service: This service is provided by community workers covering different areas of the county. They offer practical and emotional support, information on a wide range of services for people with sight loss and you can purchase a number of small aids from them in your own home.

Accommodation: Thomas Tawell House provides residential care for older people with vision loss in a purpose built home.

Hammond Court provides sheltered flats monitored by a full time warden.

Hospital Information Service: Volunteers provide information in the eye clinics of the following hospitals: - Queen Elizabeth, Norfolk and Norwich, James Paget, Thetford, and Cromer.

Resource Centres: These offer information and advice to visually impaired people. They stock many daily living aids and other equipment much of which is on display and can be tried and purchased. They have a comprehensive audio information library. It is best to book an appointment. Centres are based in Norwich, King's Lynn, Diss, Great Yarmouth, and Cromer.

Mobile Resource Centre: This visits eye clinics, clubs, shops, surgeries, schools, etc. throughout the county, offering advice and information to those people who cannot travel to one of the main resource centres.

Volunteer Scheme: A large team of volunteers carry out a wide range of activities including transport and befriending.

Other Services Include: The Magpie Newsletter available in a variety of formats; group holidays; leisure activities such as computer skills, gardening, art appreciation, sailing, swimming, local support and social club meetings, Braille classes, discretionary payment of Talking Book subscriptions, music, book, audio format loan service; administration of British Wireless for the Blind Fund, free issue of symbol canes.

The following organisations are some of the main general sources of help and most have useful websites – see A-Z.

Action for Blind People

Provide information and advice on all issues affecting visually impaired people but in particular employment, training and welfare rights. There is a local employment and training service that can advise on employment opportunities, welfare rights, technical equipment and support. They also have hotels in Bognor Regis, Weston-super-Mare, and Channel Islands. They also manage various independent living accommodation.

Age UK

Provide information and advice on all aspects of life for older people. Produce a large catalogue of practical leaflets. Services provided include luncheon and over 60's clubs, respite and day care, benefit advice, money management, befriending with practical support.

Association of Blind Asians

Identify problems for visually impaired people of Asian origin and any gaps in the welfare services provided. They aim to establish a register and provide an information service in Braille or tape in the relevant Asian language, as well as social/cultural activities. An audio magazine in Hindi, Urdu and English is sent free to full members.

Counselling Services

There are a number of free and fee-paying counselling services available if you wish to talk to someone about how you feel. There are telephone support and information lines such as the local **NNAB Telefriends** scheme and the **Listening Eye Helpline**. These are usually manned by people with vision loss. See also support groups.

DirectGov

Government website with extensive search facility which links to all statutory government services, and most major voluntary organisations.

Health Care Optical Services

Can offer a free eye examination and/or hearing test at home or residential care.

NDIS (Norfolk Disability Information Service)

Comprehensive database of organisations that provide support or services for disabled people and their carers. It also publishes a newsletter containing local and national disability information, which is available in accessible formats.

National Federation of the Blind UK (NFBUK)

Campaigning pressure group run by its members. Most are visually impaired themselves and decide what they would like to do to enhance the quality of their own lives. The Central Norfolk Branch meets regularly.

Partially Sighted Society

Has a national office and over twenty local self-help branches (in Norfolk contact the **NNAB**). They provide equipment and advice on any aspect of living or working with impaired vision. A low vision adviser can be contacted at the London office.

Religious Organisations

The **Association for Blind Catholics** and **Jewish Care** provide special services for those of their faith, which includes accessible reading materials and pastoral support. The **Torch Trust** for the Blind produces and circulates Christian literature in Braille, Moon, Large print, and audio format. There is a **Torch Fellowship** group in Norfolk. Most major faiths have a specialist service of some form, it is always worth discussing this with your church leader.

RNIB (Royal National Institute for the Blind)

The major source nationally of information and advice for visually impaired people. Its services cover benefits, rights, education, leisure, employment, grants, health, holidays, music and information on multiple disabilities. The RNIB produces a large number of information leaflets and its website offers links to most services for people with sight loss.

SeeAbility

Information and services for blind and partially sighted people who have additional disabilities.

Self Help

There are a number of self help and action groups throughout Norfolk, including the **Great Yarmouth VIP group** who meet regularly and aim to improve the lives of local visually impaired people both practically and systemically. New members are always welcome. Please contact the NNAB for details of other groups.

Sense

The largest organisation in the UK specialising in working with people who have a hearing and sight loss. Offer residential, educational and community services.

St. Dunstan's

Provides support, rehabilitation, training and respite to visually impaired ex-service men and women – whether caused in action, or through accident, disease, old age.

The Organisation of Blind African-Caribbeans

Aims to ensure equal opportunities in education, training, employment and welfare for all visually impaired African-Caribbeans. It offers advice and information to those who have recently become visually impaired.

Section 2 – Everyday Living

Independent Living Skills

A Rehabilitation Worker can help you learn new ways to manage everyday tasks and is offered to help you stay independent and in your own home. Training can include:

- All aspects of food preparation and cooking
- Laundry, vacuuming and cleaning
- Personal care and hygiene
- Adaptations to equipment with dials, e.g. Cooker, microwave, thermostats, iron. Tactile or high visibility markings can be applied and help with more accurate settings
- Methods of storing and labelling other household items such as packets and tins

Additional support is available from Community Workers at the NNAB.

Equipment and Adaptations to Your Home

If you are assessed and found eligible for further help from social services, improvements in hazardous areas in your home could be installed. This may be additional lighting in your kitchen or over stairs, grab rails to help guide you when using the bath, steps or stairs. For more substantial changes grants may be available from your District Council towards adapting your home to fit your needs. Contact Social Services Customer Services or your district council directly for details.

People registered as visually impaired may qualify for concessionary rates for aids and equipment usually by not paying VAT – contact the supplier direct for details. N.B. this does not cover all aids and equipment.

The **NNAB** Resource Centres offer advice on independent living, hold a wide range of aids to daily living and other equipment that is available for sale or viewing. The **RNIB** is also a major source of special aids and equipment.

The Disabled Living Foundation (DLF) offers free and impartial advice regarding disability aids, equipment and mobility products particularly if sight is not the only problem.

They have a resource centre in London that you can visit by appointment and publish a number of fact sheets on choosing and adapting your home to meet your needs

Ricability are an independent consumer research organisation funded by the Health Department. They offer free, practical and unbiased reports on a wide range of products of interest to disabled and older people – including digital TV and car measurements for wheelchairs etc.

REMAP is a network of engineers, technicians and craftspeople that can design and construct one-off technical aids to suit an individual need. This is free of charge.

Norfolk County Council have an assistive technology scheme that can help with small aids such as large faced clocks and warning systems. There are a number of demonstration areas and houses throughout Norfolk where the equipment can be tried. The **Red Cross** also has an equipment advice scheme based in the Great Yarmouth Coastal Centre.

The **RNIB** produce a wide range of publications containing practical advice and information from kitchen use to cleaning your teeth. It has catalogues of products which contain sections on Daily Living, Clocks and Watches, Braille, Hi-tech, Moon, Mobility, Games, Puzzles and Leisure Activities/Learning.

Home Security

Identification of callers is important. 'Your Practical Guide to Crime Prevention' is a Home Office guide covering personal safety, home security, and protection of children and elderly people. This guide and other crime prevention information is available from Norfolk Police Crime Prevention Units or main police stations.

For personal security and in times of emergency, all of the district councils operate some sort of personal alarm scheme. The prices for installation and rental may vary. Contact your district council, or Age Concern Norfolk, who produce a fact sheet detailing all the alarm schemes available.

Gas and Electricity

The power companies provide various services for older and disabled customers. **British Gas**, for example, has a free Home Energy Register for older and disabled customers. This register holds private and confidential details of your particular requirements so that services can be tailored to meet your needs. For example, you can agree a confidential password so that you can easily identify British Gas staff visiting your home to read your meter or have a free gas appliance check. Telephone **0845 955 5404** and explain what you need and if you meet the criteria.

Water Supplies

Anglian Water operates a Watercare service and confidential register for vulnerable customers. Staff can inform of planned water interruptions, make alternative arrangements if this would endanger health and read bills over the phone. There are reduced meter tariffs for customers who may experience particular hardship because they use large amounts of water for essential purposes. Freephone **0800 919155**.

Telephone

Large button phones and features such as contrasting keypad, speed dial and hands free can be useful. For help with choice of telephone equipment or dialling methods contact the Rehabilitation Worker, **NNAB, or RNIB**.

BT has a dedicated age and disability team for people who find it difficult to use the standard equipment and services. For further details call **0800 919591** or **0800 800 150**.

If you are unable to use the printed phone books, you can use the free directory enquiry service – dial **195**. To make use of this service you need to first register with BT.

A **Talking Yellow Pages** service is available on **118247** – calls charged @ 14p per minute with a 79p connection charge.

Unsolicited phone calls from firms selling double glazing etc. can be reduced by registering with the **Telephone Preference Service** on **0845 070 0707**.

Post

Visually impaired people pay no postage on Braille and Moon material, or on specially recorded information tapes or audio formats such as those made by talking newspapers. Packages should carry an 'Articles for the Blind' label, supplied by the **NNAB** or **RNIB**. This concession does not apply to ordinary hand or type written letters, personal tapes, or to additional charges for registered post and recorded delivery. Equipment such as white canes, tactile clocks, and guide dog harnesses can also be sent free by recognised organisations dealing with visually impaired people. People living in remote areas can ask for their post to be collected when mail is delivered.

Further information and requests for special services should be made to the **Royal Mail** Customer Care Unit on **08457 740 740**.

To have your name removed from mailing lists for junk mail contact the **Mailing Preference Service** on **08457 034599**.

Shopping

A Rehabilitation Worker may be able to guide you through the skills that you need to carry on doing your own shopping with improved confidence. If not, many shops are willing to provide staff to help you with your shopping either by accompanying you or doing your shopping while you wait. As a general rule, it is best to ring first and try to avoid peak times.

The **Office of Fair Trading** produce a range of guides giving consumer advice about the best way to tackle shopping problems and offers general information on legal rights and how to make a complaint. It also covers problem areas such as mail order, credit and debit.

Financial Affairs

Banks

Most banks supply chequebook templates to help customers fill in details correctly, although the use of chequebooks is now much reduced with Chip and PIN payments more usual. If you find negotiating a keypad difficult you can ask your bank to programme your payment card to show a signature rather than a PIN number at the till. A signature guide may be useful – made from card or plastic

with a cut out window through which you make your signature in the correct position. This is available from the **NNAB** or **RNIB**.

All banks and building societies will provide statements and correspondence in Large Print or Braille if requested. A number of banks offer telephone-banking services or are totally telephone operated, such as First Direct.

Drawing Pensions

Retirement pensions may be paid directly into your bank or someone can be appointed to go to the Post Office to collect your pension if you are unable to go yourself. Contact your local Department for Work and Pensions.

Paying Bills

Regular bills can be paid by direct debit which usually only involves signing one form to make out a direct debit order. Banks will only undertake this method of payment where it involves reputable bodies who would advise the customer of any change in the amount payable, and who could be relied upon to put right any mistakes. Quarterly bills such as gas and electricity can also be paid in full or on a budget scheme by direct debit.

Many firms providing gas, electricity, water and telephone services operate Talking Bill services. If you request this, you will be telephoned to let you know the amount and detail of your bill. Alternatively, the bill can be sent to someone designated to deal with your financial affairs. Utility bills can usually be put into large print or Braille and, on request, gas and electricity meters can be read each quarter to avoid you having to check bills.

‘Money Matters’ is an **Age Concern** scheme that can help with personal and financial administration. Trained volunteers call at an agreed interval and can help set up bill payments and read correspondence. Contact **Norfolk County Council** who can refer you if eligible.

Cash

Coin dispensers and banknote aids are available from the **NNAB** or **RNIB**. Banknotes can be differentiated by colour symbols - £5 note – blue dot, £10 – orange diamond, and £20 – grey circle and are in different sizes.

Voting Rights

Registered visually impaired people can either vote by post, have someone vote on their behalf (by proxy), or ask for help from the Presiding Officer at the Polling Station.

Further details and an application form (RPF 7B) can be obtained from the Electoral Registration Officer at your local District Council.

Home Maintenance

There are **Care and Repair Schemes** throughout Norfolk offering practical support and assistance for homeowners and private tenants to repair and improve their homes. They can also offer advice and information on obtaining grants for the work, see **A-Z**.

Norfolk Trusted Trader Directory lists services accredited by Norfolk County Council and includes personal care, trades, gardening etc. As contact details change frequently, it is usually better to phone them or check online:

08454 04 05 06

www.norfolk.gov.uk/trustedtrader

Housing Support

Stonham HomeStay is a project which supports people throughout Norfolk who are homeless, at risk of homelessness or need help to maintain their independence in their current housing. They can help with issues such as budget management, debt advice, advocacy, housing applications, tribunals, neighbour disputes, setting up a new home and exploring community resources. You can refer yourself or a social worker/other professional can refer you.

Day and Residential Care

Every effort will be made to keep you as independent as possible so if you are having difficulty managing in your own home, please do not hesitate to contact **Norfolk County Council**. An assessment can be completed detailing the difficulties that you are having and advice given on how best to meet them. It may be by providing equipment, home care, day care or referring to other agencies. Residential care should always be an informed choice particularly when sight loss is the prime concern. Often by exploring alternatives a safe and acceptable independence can be enjoyed. If residential care is the preferred or unavoidable option then advice and guidance can be given by Norfolk County Council and if eligible, will make the arrangements and help with funding.

The **NNAB** provides sheltered housing and residential care for older visually impaired people.

Age Concern and the **Elderly Accommodation Counsel (EAC)** can offer further and impartial advice on a wide range of supported housing and associated issues.

Yourcarehome.co.uk - access to thousands of good care homes, with practical advice, support and helpful information with photographs - all in one place.

Care Quality Commission (previously CSCI- Commission for Social Care Inspection) - independent regulator of health and social care in England. Our aim is to make sure better care is provided for everyone, whether that's in hospital, in care homes, in people's own homes, or elsewhere.

Section 3 – Seeing Better

Residual Vision

The Rehabilitation Worker can help you make the best use of any residual vision you may have. Many people with poor sight can benefit from improved lighting and the use of low vision aids. Equipment may help you to see bus numbers at a distance, view television, or read bank statements and possibly books. The Rehabilitation Worker can advise you on general and task lighting, colour and contrast in the home and help in the use of low vision and magnification aids. Advice is given to complement a recent eye examination, treatment or visit to a Low Vision Clinic.

The Resources Centre at the **NNAB** holds magnification aids, forms of lighting, and can also give advice. The **RNIB** (London) and the **Partially Sighted Society** also offer advice and information on making use of your residual vision.

Low Vision Clinics

There are low vision clinics within the general eye clinics at the James Paget Hospital, Gorleston; the Queen Elizabeth Hospital, King's Lynn; the Norfolk and Norwich University Trust Hospital; and the West Suffolk Hospital at Bury St Edmunds, where you can discuss your needs. Your doctor will be able to refer you to a consultant who may then refer you to a low vision clinic. If appropriate, equipment can be loaned to you from the National Health Service.

Be wary of purchasing magnifiers as there may be a deteriorating eye condition that needs to be treated – have your eyes examined first.

Section 4 – Communication

Reading

Large Print

The main outlet for Large Print books is your local library. A wide selection of Large Print books for both adults and children is available for loan in all libraries. Lists of fiction and non-fiction titles are available in libraries or upon request. The **National Library for the Blind**, now merged with the **RNIB**, provides a collection of Large Print books made available through public libraries.

There are a number of commercial publishers of Large Print books such as **Ulverscroft, Magna** and **Isis**. Books can be obtained direct from the publishers who will provide catalogues on request. A free list of sources for Large Print material can be obtained from the **RNIB** reference library or the **NNAB**.

'**Big Print**' is a weekly newspaper printed in bold Large Print and includes a television guide and crossword.

Braille and Moon

The Rehabilitation Worker can advise and teach you to read by touch using either Braille or the less complex alternative, Moon. Braille can be used for general reading and labelling packets, tins, music collections or addresses and telephone numbers. For details of Braille classes locally, contact the **NNAB**.

The main suppliers of Braille and Moon books are the **RNIB** National Library, the **Scottish Braille Press** and the **Torch Trust**.

In addition to producing Braille and Moon literature, the **RNIB** can advise on other organisations offering books, magazines, and other materials in Braille and Moon. The **RNIB** also produces Braille music.

Aids to Reading

Video magnifiers also known as CCTV's, use a camera within or near a screen device to enlarge text or images and most have a light adjustment control. They are available for use with a television, or on a desk or work surface as a stand-alone tool. Portable devices, for use in shops etc., are also available. There are numerous suppliers and models available including BigMouse, MonoMouse, Nemo, and Eezeereader. These are available to buy or in some cases can be loaned by a low vision clinic, rehabilitation worker or the **NNAB** where a number are on display.

A Personal Reader may be available for people who are in employment and need to read work-related material. This is available via the Access to Work Scheme, see **Department for Work and Pensions**. The main local support services may be able to help find a volunteer to help with other reading.

Listening

Talking Books, Newspapers and Magazines

Most of the national broadsheet newspapers are available on the Internet. **TNAUK** produces audio versions of over 200 newspapers and magazines which are available to download on to a computer. Contact them direct for subscription details.

There are twelve **Talking Newspapers** that cover news in the Norfolk area that produce audio versions of news taken from local newspapers and magazines, mostly on a week-to-week basis. They are available free of charge to people who are unable to read print. **TNF** (Talking News Federation) produce a directory of audio services that lists a wide range of organisations which produce literature on tape. This service is also available online.

A wide range of information leaflets from government departments, gas and electricity suppliers etc. are available in audio format. Details of these can be obtained from the **NNAB**, **RNIB**, or your local **Talking Newspaper**.

AIRS (Access to information and Reading Services) produce 'Airs News' 4 times a week on a subscription basis and contains national and world news, interviews and features.

Calibre Audio Library holds the largest collection of audio books that can be played on ordinary household equipment e.g. tape cassette or MP3 player. There is a small charge for book catalogues in print or on CD-R but membership, online catalogue, postage and the loan of the books is all free to anyone who cannot see to read print.

The **Norfolk Library and Information Service** has an increasing range of audio books on tape and CD format with public subscriptions to various talking book services. It also has a computerised community information and resource system (ICON). ICON has details of services for disabled people in Norfolk as well as sports and leisure clubs/activities. Computer accessibility via speech software is available in most libraries; ask at your local branch for details. A delivery service is available via WRVS for housebound members.

The **NNAB** holds a small library of audio books that can be used free of charge and is a good way to see if you like them.

The **RNIB** Talking Book Service operates a postal audio book library on a subscription basis. In Norfolk, the Talking Book scheme is operated through the **NNAB** with financial support from Norfolk County Council Library Service and the Sensory Support Unit. The NNAB issues and maintains the audio players and can pay subscription fees in exceptional circumstances for people who are registered as Blind. The **RNIB** publishes a free bi-monthly magazine called 'New Books' which lists new book titles from RNIB and other publishers, and is available in Braille, giant print, audio format and email with download.

A list of international libraries that may offer books and magazines in a required language not found elsewhere is available from the **RNIB**.

Radio Stations

In addition to the local and national stations playing music, the following may be of interest and if you have a digital box on your television you can usually listen to them on that.

BBC Radio 4 (92-95 FM or on digital) broadcasts *In Touch*, a weekly programme on Tuesday evenings, from 8:40 – 9:00pm, providing news, views and information of interest to people with sight loss. In addition they broadcast a wide range of feature and factual programmes, drama and comedy.

BBC Radio 7 (on digital) offers comedy and drama but also caters for children and regularly broadcasts classics such as *Hancock's Half Hour* and *Dad's Army*.

BBC Radio 5 Live (MW 909 or 693 and on digital) offers sport and news programmes throughout the day.

Radio Norfolk (104 FM or on digital) offers chat and factual programmes together with music.

Premier (1305, 1332, 1413 MW or on digital) Christian radio broadcasts *Insight* from the **Torch Trust** on Sunday at 4pm a programme aimed at people with sight loss.

RNIB In Sight Radio (online or freesat channel 777) articles and discussion aimed at people with sight loss

Radio

People over the age of eight who are registered severely sight impaired/Blind may be eligible for a radio set on a free permanent a cassette, MP3 or CD player to use with talking books. Contact the **NNAB** for details.

Radio and TV times are loan from the **British Wireless for the Blind** fund. These are specially designed for easier use with a visual impairment and may include available in Braille and audio format from the **RNIB**, and on tape and disc from **TNAUK**.

Big Print is a large print weekly newspaper that includes a clear type listings guide.

Transcription

Arrangements can be made to transcribe printed information you need into Large Print, Braille, Moon, or audio format. The **RNIB** usually offers a transcription service to people who are registered with a visual impairment as follows:

- Free if used reasonably i.e. not a book a day and for home or social use only
- Charge applies if used for work or educational purposes, although usually this is covered by either the Access to Work fund or Disabled Students Allowance

Locally the **NNAB** can often transcribe 'one-off' items such as equipment instructions into audio or Braille. Braille transcription is also offered by **Centre '81**.

The **RNIB**, **NNAB** and **Action for the Blind** can supply lists of agencies that transcribe information onto different formats and charges which may apply.

Television

People who are registered as Blind are entitled to 50% off the standard rate of a TV licence. Contact your local post office for an application form.

Audio description is a free and evolving feature available on television, cinema, and DVD. It gives a verbal commentary describing scenery, costumes, facial expressions and action during silent moments in programmes or films. If you have a new television you may already have this feature. This technology is changing quickly at present due to the upcoming digital changeover so for further details, contact the **RNIB** media and culture team who are updating the details every week: 08456 010181.

A range of audio described videos can be purchased from **RNIB** or loaned from the **NNAB**.

Digital Switchover is due throughout the country before 2012. There is a scheme to help eligible people, which include people registered with a visual impairment. The scheme will convert one television by providing a set top box with audio description and a user-friendly remote control. Installation and follow up support is also included. Switchover onto digital is planned for the Anglia region in 2011.

Writing

A Rehabilitation Worker may be able to help you improve your writing skills using a variety of techniques including templates, thicker darker pens, heavily lined or raised line paper. Alternatives to writing could be learning basic keyboard skills, touch-typing for either computer or typewriter use recording voice messages onto a Dictaphone. Touch-typing courses and advice on all of these methods are available from a Rehabilitation Worker, the **NNAB**, or **RNIB**.

Computers

Computers can be invaluable communication aids. For information and advice on the type of equipment to buy, adaptations to existing computers e.g. speech and magnification programmes, use of scanners, tactile marks on keyboards and where to find a computer course or funding contact a Rehabilitation Worker, **NNAB**, or **RNIB**. In addition there are a number of specialist technology and computer organisations that can help including **AbilityNet** and the **British Computer Association**. The **NNAB** host regular basic skills classes as well as more informal self help type groups.

The **BBC**, in partnership with **AbilityNet**, has produced a website called '*My Web, My Way*', where the necessary steps to adapt your computer and meet your needs are given in easy to follow stages. If you have a broadband internet connection, **AbilityNet** can do all of these alterations for you via remote assistance, this can also be useful if you have a general computer related problem that you feel you can't manage by yourself.

Section 5 – Education

Children

Local education authorities are required to draw up a statement for all children and young people aged from 2-19 years with special education needs if they are still in school. This process involves parents and professionals. The **Sensory Support Service**, provided by **Norfolk Children's Services**, visits parents of pre-school children, advises on pre-school and school choices, equipment and environmental issues, statementing and offers support to the child throughout their school life.

Norfolk ChildcareLink has a database of local and national childminders and playgroups. It also holds details of after school and holiday care for school age children. **Norfolk Pre-School Learning Alliance** can also advise on playgroups and choosing childcare.

Norfolk Parent Partnership Project offer information and support for parents and carers of children with special needs and also publish a number of booklets containing information about the process, available help and grants. Other sources of advice and information on statementing and educational issues are **Look, Ask, Contact a Family** and the **RNIB**.

Further and Higher Education

There are Universities and Colleges in King's Lynn, Great Yarmouth, Norwich, Easton, and Thetford that offer courses on a wide range of courses, both full and part-time. All universities and colleges, including the **Open University**, accept suitably qualified visually impaired students.

Anyone is entitled to apply for these courses and support for students with special educational needs is available on site. Contact the universities or colleges direct for details.

The **RNIB** and **NNAB** hold full details on the specialist and integrated colleges around the country. **NATSPEC**, the National Association of Specialist Colleges, has a searchable database of colleges. These include Dorton College, RNIB Loughborough, RNIB Redhill, and Queen Alexander College. Some of the courses are available on a distance-learning basis with only a very limited period spent on site. Appropriate support and equipment is usually provided in your home.

For older people who are no longer in full-time work, the **University Of The Third Age** provides self-help educational, creative and leisure opportunities. There are local groups throughout Norfolk.

The Learning Shop

Is a one-stop shop for information and guidance on all levels of education and training throughout Norfolk from advanced studies to leisure courses. The service is free and based in the Forum library, Norwich. Opening hours 10am-4pm Monday to Friday and 10am to 1pm on Saturday. No appointment is necessary.

Student Support

RNIB Student Support Service

Student Advisors offer information, advice, careers counselling and support to visually impaired students in further, higher, and adult education. Student Advisors may visit a student at their place of study if necessary. The service produces a student information pack that includes financial support, equipment, ideas, and information on how to get literature transcribed into audio format or Braille.

RNIB Vocational College – Supplies an information pack on accommodation, study methods, equipment, examination

arrangements, library services, financial assistance, and sources of help.

Skill: The National Bureau for Students with Disabilities –

Runs an information service for individual students and professionals and produces publications on relevant topics.

The Open University – Offers a counselling service to students with disabilities to help deal with any practical problems that may be encountered. The OU has an audio centre that provides recorded versions of essential study materials.

See also the **Association of Blind and Partially Sighted Teachers and Students** and **Nextstep**.

Finance

In addition to the normal student finance package, there is a Disabled Student Allowance. This is paid to cover costs, enabling you to study on an equal basis. It may be used to purchase a computer, software, transcription services, employ a note taker etc.. This allowance does not have to be repaid.

Action for Blind People, RNIB, and Norfolk County Council, can also provide useful information if you are considering enrolling on a course.

Section 6 – Work and Employment Training

The **Disability Discrimination Act 1995** makes it unlawful for employers to discriminate against current or prospective staff because of a reason relating to disability. The following organisations offer support and information that may enable you to stay within your current work place, re-train, or gain employment for the first time.

Department of Work and Pensions

This service offers specialist assistance to disabled people who are unemployed, working, in need of help to stay in work, or an employer. This is provided through The Disability Services Team, which includes specialist staff called Disability Employment Advisors (DEAs) who can be contacted through Jobcentre Plus. The Disability Services Team can advise and assist people on social and industrial assessment or rehabilitation either locally or at national visual impairment centres.

If you are newly registered as visually impaired with Social Services, contact your local DEA before considering leaving work. Financial help for specialist equipment, additional travel costs, or a support worker to read material associated with your job, may be available under the **Access to Work Scheme**.

There are also two specialist employment schemes operated by the Employment Service:

- **Job Introduction Scheme** – A grant towards the wage of a visually impaired employee is offered to an employer for a trial period of six to thirteen weeks.
- **WORKSTEP Supported Employment Programme** – Provides help to get employment or maintain a current one, with a degree of support, for severely disabled people in open employment.

The DEA can also advise on other local adult employment and training schemes such as **Norfolk Industries**, **REMPLOY**, and **Meridian East**. These schemes can also be contacted directly.

Self-Employment

The **RNIB** Self Employment Development Unit at Redhill College offers specialist advice and information on business training, start-up, and development.

The **Blind Business Association Charitable Trust (BBACT)** provides information and support for visually impaired people wishing to become self-employed.

Action for Blind People manage on a national level and can give further advice on the Homeworkers Scheme which enables people to work at home on a self-employed basis. Applications should be made through the DEA at Jobcentre Plus.

Other Sources of Information and Advice

Equality and Human Rights Commission – exists to eliminate discrimination, reduce inequality, protect human rights and build good relations, ensuring that everyone has a fair chance to participate in society.

Job Seekers Direct – offer information, advice, and counselling on career choices, employment, and training opportunities locally.

National League of the Blind and Disabled – is part of the registered trade unions. Membership is open to all blind, partially sighted and sighted disabled people over the age of 16. The League gets involved in all issues regarding the employment of visually impaired and disabled people in the UK and has a branch in Norfolk.

Nextstep – advice and guidance to anyone age 20+ re. skills, training, education, funding, work, CV, debt management.

RADAR (Royal Association for Disability and Rehabilitation) – produces a guide called ‘Into Work’ which covers all aspects of securing a job, including support provided by the Works and Pensions Department and a large directory of useful organisations.

The Blind in Business Trust – operates a Job Covenant Scheme designed to support visually impaired students in their search for work.

The RNIB Education and Employment Information Service – provides support, information, practical help and advice. It produces a range of useful leaflets in Large Print, audio format or Braille and holds details of specialist employment training centres nationwide.

There is a wide range of work and professional organisations, including the following – see A-Z:

- **Association of Blind and Partially Sighted Teachers and Students**
- **Association of Disabled Professionals**
- **Association of Blind Piano Tuners**
- **Society of Visually-Impaired Lawyers**

Section 7 – Benefits, Concessions and Legislation

The following is a list of the benefits and concessions that you may be entitled to. For further information see sources of help below.

- Additional Housing Benefit/Council Tax relief
- Attendance Allowance
- Aids/equipment/concessions related to work
- Blind person's personal income tax allowance
- Disability Living Allowance
- Disabled persons Tax credit
- Digital Switchover support
- Exemption from 'Non-dependants' deduction from Income Support and Housing Benefit
- Discount on equipment and games
- Financial help for students
- Free NHS sight test
- Free postage
- Free medical prescriptions
- Free Directory Enquiry charges
- Free Large Print/tape/Braille library services
- Free radio/audio player – CD, MP3
- Grants to adapt your home
- Leisure concessions e.g. Theatre tickets
- Low vision aids
- NNAB equipment
- Parking concessions
- Rail/bus travel concessions
- Services under the Chronically Sick and Disabled Persons Act
- War Pensions
- 50% off Television licence

Advice and Support

You are recommended to seek advice when claiming for benefits. The following offer confidential, free and impartial advice and can also help you if you wish to appeal against, or ask for a review of, a decision made about your welfare benefits.

Local:

- **DIALs** (Disablement Information & Advice Lines)
- **NNAB** – local community workers can help complete forms and support with claims throughout the process
- **Citizens Advice Bureau**
- **Age Concern**
- **Action for Blind** – local welfare benefits advisor
- Your local **Council** offices – for information and advice on Housing Benefit and Council Tax relief
- Inland Revenue office for information on Income Tax Allowance and Tax Credits
- Local Department for **Work and Pensions**
- **Debtline** offer information and drop-in service
- **Norfolk County Council** – have a welfare rights service accessed by referral from a social worker

Please contact **Norfolk County Council**, customer services or the **NNAB** for help in applying to charities who may be able to help with funding for various needs not covered elsewhere.

National:

Both the **RNIB** and **Action for Blind** have a welfare rights service that produce detailed fact sheets and leaflets which are updated annually. Available in Large print, Braille, audio formats and downloads.

The **RNIB** is running a campaign to highlight and promote the employment of visually impaired people called *Work Matters*, associated reports and information including legislation and rights are also available.

The Department for Work and Pensions have a Benefit Enquiry Line for People with Disabilities – the freephone number is:

0800 882200 8:30am – 6:30pm Mon – Fri
9:00am – 1:00pm Sat

See **A-Z** for details of other advice lines.

Disability and the Equality Act 2010

From 1 October 2010, the Equality Act replaced most of the Disability Discrimination Act (DDA). However, the Disability Equality Duty in the DDA continues to apply.

Equality Act 2010

The Equality Act 2010 aims to protect disabled people and prevent disability discrimination. It provides legal rights for disabled people, including people with a visual impairment, in the area of:

- Employment
- Education
- Access to goods, services and facilities including larger private clubs and land based transport services
- Buying and renting land or property
- Functions of public bodies, for example the issuing of licences

The Equality Act also provides rights for people not to be directly discriminated against or harassed because they have an association with a disabled person. This can apply to a carer or a parent of a disabled person. In addition, people must not be directly discriminated against or harassed because they are wrongly perceived to be disabled.

- More information about the Equality Act can be found on the Government Equalities Office Website.

For further information contact the **Equality and Human Rights Commission**: www.equalityhumanrights.com

Section 8 – Getting About Safely

Mobility Training

A Rehabilitation Worker has been trained specifically to help you learn the skills needed to get around safely and independently.

In your home, they advise on room layouts, hazards, and techniques that can help and if someone helps you with mobility, how they can best do it.

All people can be given training to travel independently in their immediate home area, to busy town centres or work, and how to use road crossings. Here, possible training with 'long' white canes will improve independence, safety, orientation and confidence. Advice can also be given regarding other aids to mobility e.g. electronic devices and Guide Dogs.

If you prefer, or require, someone to be with you when you go out then a training session may be worthwhile and result in both of you having more confidence.

The **RNIB** has a number of publications and leaflets which can give you some general ideas about room layout and lighting to help avoid hazards and glare.

Guide Dogs

Guide Dogs for the Blind Association (GDBA) – Pat Crawford is the local information officer and she can discuss the advantages and disadvantages of guide dog ownership with anyone who is considering an application to train. She will give advice on what can realistically be expected from mobility with a guide dog and discuss the application process, training course and the ongoing support while you have a dog. Any other queries or concerns can also be answered, helping you choose if and when an application for guide

dog mobility training should be made. Other options and services that may help with day-to-day living can also be given.

Planning a Journey

There are a number of National organisations that offer advice and route planning for your individual needs and all have searchable databases on the Internet. These include:

Directgov, Door to Door, Traveline, and Transport Direct.

RADAR publishes a guide called 'There and Back', which is designed to help disabled people plan non-local journeys. Your local council or **DIAL** can advise on local journeys. For accessibility to many public and private businesses, try **Direct Enquiries**.

Help Point at Victoria Coach Station, London, offers help to visually impaired travellers. Staff will meet you at your coach, help with luggage, and locate toilets and making route connections. Tea and coffee is provided, and someone will stay with you if required. 24 hours notice is preferred.

Maps – If you would like a tactile map made the **RNIB or Action for Blind People**. There is a Braille map of Norwich located in the Tourist Information Centre at the Forum.

Sat Nav – An increasing number of visually impaired people are using GPS Satellite Navigation, set on pedestrian mode. This is a navigational tool only as although they give very accurate location-to-location route maps, they cannot advise on obstacles as a cane or guide dog could. There is a dedicated GPS model for people with sight loss called the Victor Treckker, (supplier **Humanware**). **Mobile Phone** technology now includes text to speech navigation via blue tooth, known as **Wayfinder Access**.

A Rehabilitation Worker can advise you on all of the above, or contact **RNIB, NNAB**.

Community Transport

There are two local **Door-to-Door** schemes in Norfolk, based in Great Yarmouth and Norwich. They offer minibus transport for people with mobility difficulties who wish to travel mainly within the city of Norwich or the Borough of Great Yarmouth. There are some trips to and from surrounding areas in both cases. Contact the Co-ordinators for details. **Transport Plus** (formerly **Carlink**), is a voluntary driver scheme that operates throughout Norfolk.

For the major community transport schemes, see the **A-Z** and for smaller local schemes, contact your local district council, **DIAL** or **Age Concern** who all hold a list.

Travel Concessions

Parking Badge Schemes

People that are registered Severely sight impaired/blind are automatically eligible for a Blue Badge that entitles you to certain parking concessions when displayed in the vehicle you are using. People registered as Sight impaired/partially sighted may also be eligible if they have a substantial mobility problem. Contact Customer Services for details.

Bus Pass

Everyone over the age of 60 or with an eligible disability is entitled to a free bus pass that gives free off peak travel throughout England. Registered Severely sight impaired/blind people travel free at all times. Others can travel free from 9:30 – 11:00, weekends and bank holidays. It usually covers travel to and from a Park and Ride site but not the parking fee. If you cannot travel alone, a Companion pass may be issued also allowing free travel but not all areas provide this.

Rail Pass

People registered as visually impaired are eligible for a Disabled Persons Railcard that gives 1/3 off all standard fares. If you cannot travel alone, a companion is entitled to the same discount. Disabled children are charged the standard amount however their carer travels at a discounted rate.

Coach

Fare concessions are rare on long distance coach journeys but guide dogs travel free on all services.

Holidays

Hotels

A number of hotels in England and Wales cater specifically for visually impaired holidaymakers. Sighted friends and relatives are also welcome, including children in many cases. **RNIB** produce a comprehensive list.

Information and Advice

Local

For information on holidays and grants for holidays, contact the **NNAB**, **Norfolk Association for the Disabled**, **DIALS**, your local Lions group, **NDIS**, or **Age Concern**.

National

Traveleyes organise world holidays for people with sight loss.

RADAR (Royal Association for Disability and Rehabilitation) publishes 'Where to Stay, Holiday Guide for Disabled People 2009'. Tourist Information offices usually hold a copy.

Vitalise organise and support holidays and activities in the U.K. and abroad. Sighted guides accompany visually impaired people on these holidays. In return for their support, the guides receive a discount on the price of their holiday.

Tourism for All offer holiday information on where to stay, accessibility and have a member forum where experiences can be shared.

Section 9 – Leisure

Development Workers (DW) work throughout Norfolk with disabled people to promote and increase access to community and statutory resources. This can be based on an existing interest or if you want to try something new they can help you explore new leisure activities. Contact Norfolk County Council for further details.

Art and Craft

The **Living Paintings Trust** offers audio description and tactile forms of art for all to enjoy. The **NNAB** have an increasing number of arts and craft based groups including tactile art. Norfolk Adult Education Service also offer a variety of arts and crafts courses accessible to all. Many local VI Social Clubs have art and craft activities as do 'Phobbies' Clubs, see Social Clubs in **A-Z**.

Games

A catalogue of specially adapted games is available from the **RNIB**. The **NNAB** Resource Centres hold a selection of games and staff can offer advice. Local Social Clubs usually have accessible games for people to play, if not, they are usually happy to get them. There is a **Braille Chess Association** catering for visually impaired players, whether Braille or not, and a **Braille Puzzle Club** which produces a monthly Braille crossword puzzle.

Music

The **RNIB** have a Music Advisory service which provides information and advice on continuing to play or learn to play an instrument, technology, music accessibility and many more music related topics. The service hosts an online forum, 'the music makers' where music and associated subjects are discussed. Braille and large print music can be obtained from the Transcription service.

Most local libraries have collections of music available on free loan to registered visually impaired people. The **NNAB** has a music group in Norwich that meets twice a month for an informal gathering.

Sport

British Blind Sport and **Active Norfolk** can give advice to visually impaired people on all matters relating to physical activities including football, bowls, riding, cycling, cricket etc

The **NNAB** organise an increasing number of local groups including bowling, swimming, tandem cycling, and sailing and can often arrange transport. The Nancy Oldfield Trust at Neatishead runs the sailing group and also offers canoeing, fishing, and birdsong identification.

EXTEND offers gentle exercise classes for older adults or those with various health needs throughout the county. In some cases, this can also be on a one-to-one basis.

Swimming – There are swimming clubs for disabled people, including the visually impaired, in most local swimming pools.

Football – Soccersight is a project run by the **RNIB** offering in ground commentary for visually impaired fans. Norwich City Football Club is covered by the scheme, contact 01603 760760 for details. To see if your team is covered contact the **RNIB**. If your club is not covered, it may be that they already have a method of relaying the action to visually impaired fans e.g. via radio link. You may also be entitled to a free or concessionary admission charge with delegated seating for you and a guide.

Social Clubs

In Norfolk there are a number of social clubs for visually impaired people. Most are run by the **NNAB** – see **A-Z** for a County list of the main ones.

For details of local day centres, luncheon clubs, supported leisure activities and Over 60's clubs, contact **Age Concern**, the **NNAB**, or **Norfolk County Council** Customer Services.

Theatre

The Theatre Royal, Norwich offers talking notes for shows running for more than three performances and audio description may be available for certain shows. It also offers two tickets for the price of one to visually impaired people who are accompanied by a sighted companion. Contact the theatre for details – 01603 630000.

Norwich Talking Newspaper (**Chatterbox**) produces a quarterly 'What's On' tape listing theatre, concert, and other performances.

Local Places of Interest

Norwich Anglican Cathedral is part of the 'Cathedrals Through Touch and Hearing' project. Visually impaired visitors are given a wooden model of the cathedral and a tactile ground plan that conveys the shape, size, and structure of the buildings. While listening to a descriptive commentary through headphones, visually impaired visitors can touch and explore the model or plan, helping them build a detailed picture of the cathedral in their mind. Models are kept at the welcome desk at the northwest entrance to the cathedral.

The Castle Museum, Norwich holds touch exhibitions from time to time. Museum staff can also arrange for visually impaired people to touch certain exhibits in the museum either individually or in

groups. There are some thermoforms of paintings available with tape guides

Useful Organisations

NNAB community workers can advise on leisure activities available in your area.

The **RNIB** and the **Action for Blind People** Holiday and Leisure Service provides information, advice and some funding for a wide range of leisure pursuits. The service produces a range of free publications under the categories of sports and hobbies, holidays, arts and heritage, broadcasting and music (available in Large Print, Braille, audio).

Heron and **NDIS**' databases list many social clubs and pursuits. **RADAR** holds general information and publications on leisure activities for disabled people.

The **National Trust** produces a free annual guide called 'Information for Visitors with Disabilities' in Large Print. The National Members' Magazine and the East Anglia Regional Members' Newsletter are available on tape.

Section 10 – Parents and Children

The Children Act 1989

The Act requires that every local authority provide services that:

- Minimise the effects of disability on children's lives.
- Give disabled children the opportunity to live life as normal as possible.

Services are available to all 'children in need'. Registration as visually impaired is not necessary to establish that a child has a 'need'.

Sources of Help

Norfolk County Council Children's Services provides a sensory support service for children. There are teachers who specialise in working with visually impaired children, educational advisor and rehabilitation worker. Specialist teams, including social work and occupational health can offer assessments of need and if eligible advise on or arrange support and equipment. The Children's Act lays a general duty on local authorities to help with holidays and day-care (including after school and holiday activities).

ASK, an information service on special needs and education based in Norwich, and **Contact** (Great Yarmouth and Waveney) can advise on local services for children with special needs and procedures on obtaining them. **ASK** produces a comprehensive handbook detailing all Norfolk services for parents of children with special needs. Both are affiliated to **Contact-a-Family**, a national organisation who can put parents of children with disabilities in touch with each other and has an extensive database.

RNIB – The Children's Education Officer, can advise on a range of subjects associated with visual impairment and can compile

individual Parent Packs tailored to children's needs. They can give you information on any aspect of bringing up a baby or child with impaired sight and/or additional disabilities.

Norfolk Parent Partnership provides information and support for parents and carers of children with special educational needs.

Look is a national federation of families which include visually impaired children. It offers information, support, and advice for parents. It also produces an information pack and a magazine.

Vision Aid offers counselling, family support, a toy library, and a 24-hour help-line.

Developmental Vision Clinic, based in Great Ormond Street Hospital, aims to identify aspects of development affected by visual impairment and devise individual programmes designed to help families overcome any predicted developmental problems. 'Show Me What My Friends Can See' is a book based on work at the clinic and is available by mail order.

SENSE has a large database of information and a telephone befriending service for parents and carers of Deaf-blind children.

Norfolk Deaf Children's Society can give information and advice on dealing with hearing loss.

National Children's Bureau – An umbrella body for many organisations working with children and young people with a searchable database of information.

Toys and Books

There are several toy libraries in Norfolk. To find the one nearest to you, contact Playmatters, the National Toy Library Association.

There are an increasing number of magazines and books for children and young people, available in a variety of accessible formats. These include:

Henshaw's Tape Library for Children – loans tape books by post to visually impaired children. Most titles are aimed at children aged 7 and over, although some stories are suitable for younger children.

Calibre – provides free loan of over 1000 cassettes, ranging from early readers to GCSE texts and are developing a tactile library to enhance the enjoyment of the tapes.

The **Talking Newspaper Association** – provides a catalogue of publications for young people on disc and tape. For details of organisations that produce tactile children's picture books, which can also be read to sighted children by visually impaired parents contact the **RNIB** Education Centre (Nottingham), or the **RNIB** National Library Service.

Help for Visually Impaired Parents

In Norfolk all main support agencies including Adult and Children's social services, health and disability groups work within an agreed best practice protocol, '**Joint Protocol for Enabling Parents with a Disability or Long Term Illness**'. Disabled parents are entitled to an assessment of need from social services which may lead to services that support some of the day to day tasks associated with your parenting role, training and employment.

Norfolk Disabled Parents Alliance – is run for and by disabled parents offering information, training, a forum for discussion and having a say about services you need.

Disabled Parents Network – provides national support and information about pregnancy and parenthood for people with disabilities, has a contact network for parents, and runs a telephone help-line.

Literature produced by the is available on tape from the **RNIB**

Disability, Pregnancy and Parenthood International produce fact sheets and offers advice and information.

RNIB has a list of useful publications available in Braille, audio format and download including experiences of blind parents, practical guidance and information from the National Childbirth Trust.

Section 11– Additional Disabilities/Problems

Diabetes

Sources of information are:

Your Doctor – can refer you to a diabetic clinic.

Diabetes UK – produce a magazine ‘Balance’ and several information leaflets all available in accessible formats.

Action for Blind and the **RNIB National Library** have a number of relevant publications regarding symptoms, treatment, and financial help.

Dual Sensory Loss – (Deaf/blind)

Norfolk Social Services

Anyone who has a combined hearing and visual loss may be entitled to an assessment by Deafblind Coordinator who may then refer or advise on specialist workers/relevant voluntary agencies.

Communicator Guides – The Sensory Support Unit has Communicator Guides who provide support both in the house and in the local community. Their role is to promote independence and remove feelings of isolation. They provide a personalised service to develop new skills or adapt existing ones which may increase independence and reduce the need for other services.

This may involve using deafblind manual or another method of communication, if required they are able to teach a person how to communicate in a way that suits their dual sensory loss. The Communicator Guide can assist in organising domestic routines and the home environment; escorting people locally to improve health and mental stimulation.

Technical Resource Equipment – Special equipment, such as doorbell devices, TV sound receivers, and induction loops, are available to buy from:

Action on Hearing products: 01733 361199 or www.rnid.org.uk/solutions

Connevans: 01737 247571 or www.Deafequipment.co.uk

Sarabec: 01642 247789 or www.sarabec.com

Norfolk & Norwich Deafblind Club – a club for Deafblind people held regularly in Norwich and attended by people from all over Norfolk (see Social Clubs in **A-Z**). They meet every fortnight 11am-3pm in Norwich. Social activities, outings and holidays are organised on a regular basis.

SENSE – provides an advisory and education service, residential and further education facilities, a telephone befriending service for parents, and holidays. *Talking Sense* is a magazine published 3x a year (Braille, Large Print) and is available free. **SENSE** also provides a specialist service for people with Usher Syndrome. There is a Norfolk branch.

Deafblind UK – brings people with dual sensory loss together through regional group activities, rallies, and a quarterly magazine. Deafblind UK has residential flats, a short stay centre, and a small guesthouse at Peterborough. They have a telephone support line.

Head Injuries

Sometimes a person's eyesight is affected following a head injury. For advice, information and support contact the local **Headway** group.

Drugs and Alcohol

Excessive use of drugs or alcohol can result in permanent vision loss. Use of any substance that alters perception for people with a sight loss can lead to addition risk and concern. **NORCAS** provide advice, information and support if you have a problem with drug or alcohol use or if you are affected by someone else's drug or alcohol use.

Learning Disabilities

Many people with a learning disability have undiagnosed vision difficulties and may not know be aware of it or be able to communicate that they have a problem. Regular eye tests are essential. **Look Up** is an information service offered by **SeeAbility**, focussing on eye care and vision for people with learning disabilities.

Further Help

The RNIB Multiple Disability Service produces a free information pack, which includes leaflets on visual and learning difficulties, guiding blind wheelchair users, and a useful reading list.

St Dunstan's offer support for visually impaired, ex-armed service personnel. They can help with the adjustment of having a sight loss and provide practical and emotional support on a lifelong basis if needed. They have a unique and comprehensive range of services that can help both the ex-service man or woman and their families.

Section 12 – Information for Sighted People

Points to Remember

1. Always introduce yourself by name and do not leave someone without them.
2. When you are guiding, allow the visually impaired person to take your arm. In this way, they will be half a pace behind and in a better position to manage changing circumstances and hazards – the use of a white cane, even when being escorted, enables the public to be more considerate.
3. Do not push the person into a chair but put your guiding hand on the chair that the person will find and then seat themselves.
4. Approach kerbs and steps at right angles, not diagonally, stating whether the steps go up or down.
5. Do not leave objects lying about the house or rearrange furniture without discussing with the visually impaired person.
6. Do not leave doors ajar. Doors should always be either fully open or fully closed.
7. Encourage the person to continue doing as much for him/herself as possible, including speaking for themselves, and fulfilling their role in the family.
8. Good lighting is essential to people with poor sight. Where possible, a shaded lamp (to avoid glare) should be positioned in close proximity to the area to be lit.
9. Do not leave a visually impaired person in open space. This can be frightening and may make them feel extremely vulnerable or embarrassed.

The **RNIB**, **SENSE** and **Deafblind UK** all provide information and guidance on communicating effectively with people who are visually impaired or have a dual sensory loss.

Carers

A carer is entitled by law to an assessment from Social Services even if the person they care for refuses a Community Care assessment or has no care services in place. Local councils can supply certain services direct to the carer. This also applies to carers of children and young carers. Contact **Norfolk County Council** Customer Services for further details.

Norwich and District Carers' Forum, **Carers UK** or the **West Norfolk Carers' Project** can put you in touch with a carers' support group or with individual carers in your area. They can also advise on issues associated with being a carer.

NDIS has a list of carer support groups in the county.

Crossroads Care Schemes offer 'attendants' who are available to give someone a break from caring for someone. Contact **Norfolk County Council** for details of your local scheme or contact the Crossroads Regional Co-ordinator.

Norfolk Crossroads Carers Help-line operates a 24-hour free phone help-line to give support and information, or just a 'listening ear' for carers. 0808 808 9876

Age Concern publish a range of leaflets and books concerning daily living, money advice etc including *Caring for Someone with a Sight Loss* by Monica Lewycka. 0800 009 966

A particularly popular book, *The Selfish Pig's Guide to Caring* by Hugh Marriot, publisher Polperro Heritage Press, written by a long term carer and addresses many of the emotions that can be felt such as guilt and frustration, addresses issues such as sleeping together and maintaining an adult relationship as well as practical information on a wide range of subjects that the author felt he would like to have known from the start.

Section 13 – Eye Conditions, Terms, Who’s Who

Albinism

Pigment in body tissue is missing, leading to sensitivity and some problems in focussing.

Cataract

Cloudiness in the lens of the eye.

Charles Bonnet Syndrome

Visual hallucinations linked to sight loss and conditions such as macular degeneration or glaucoma

Diabetic Retinopathy

Patchy to no vision (fluctuates) due to leaking blood vessels

Glaucoma

Raised pressure of eye fluid – can damage both central and peripheral vision.

Hemianopia

A half field loss – horizontal or vertical.

Iritis

Inflammation of the iris

Macular Degeneration

Affect the central vision used for seeing detail

Myopia

Short sightedness, in the extreme it can lead to retinal detachment.

Nystagmus

Eyes are constantly on the move – clarity of vision is less and focussing is more difficult.

Optic Atrophy

Optic nerve is damaged leaving indistinct vision.

Retinitis Pigmentosa A group of diseases that can cause night blindness and progressive loss of side vision.

Retinal Detachment

Lining at the back of the eye detaches – peripheral and central vision can be quickly affected.

Strabismus

Often called a 'squint' – causes visual loss.

Support and Advice

There are numerous organisations that offer information and support on individual eyesight conditions including:

Albinism Fellowship

Behcets Syndrome Society

Childhood Eye Cancer Trust

International Glaucoma Association

Laurence-Moon-Bardet-Biedl Society

Macular Disease Society

Marfan Association UK

Nystagmus Network

Usher Syndrome Support – SENSE

See A-Z for contacts

Guide to Terms

H.M. = only able to see hand movements close up

P.L. = only has a perception of light and dark

C.F. = only able to see a number of fingers shown in front of face – counting fingers

A.R.M.D. = age related macular degeneration

Peripheral Vision = vision found at the side of the eye

Central Vision = vision found at the centre of the eye

Snellen Chart = measures visual acuity e.g. 6/60 = can see at 6 metres what is normally seen at 60 metres.

Who's Who

Dispensing Optician – usually based on the High street; able to dispense glasses to a prescription but do not carry out eye tests.

Optometrist/Ophthalmic Optician – based on the High street or hospital. Can complete eye tests, prescribe corrective lenses/low vision aids, directly refer to medical services if a disorder suspected. When based in hospitals, assist within many different medical departments e.g. Glaucoma clinics, paediatrics, etc. They do not treat diseased eyes.

Orthoptist – usually work with ophthalmologists and mainly concerned with diagnosis and treatment of squints, double vision, eye movement, and vision screening. Often work with children.

Ophthalmic Medical Practitioner – only qualified doctors can hold this title and carry out comprehensive eye examinations and treatment. Usually based in hospitals.

Ophthalmologist – most highly qualified medical practitioner. Normally completes eye surgery. A consultant ophthalmologist is the highest level of all.

Ophthalmic Nurse – qualified nurse that has completed additional specialist training.

Eye Clinic Volunteer – supervised by the NNAB, based in eye clinics, able to provide information on services.

Rehabilitation Worker – employed by Norfolk County Council. There are 4 qualified workers in Norfolk who can assess, register, offer training and advise on most aspects of daily living, including mobility and appropriate aids.

Community Worker – employed by the NNAB and can give advice and information on a wide range of visual impairment issues and demonstrate various aids available for purchase.

Social Worker - Employed by Norfolk County Council Community Services. The social worker deals with registration for children who have a sight loss.

Sensory Support Team, education – employed by Norfolk County Council Children's Services to work with children with a sight or hearing loss. The team includes a rehabilitation worker, teachers, and a pre-school/school age educational advisor.

Additional Reading

Experiences about sight loss -

See it my Way, Peter White, Time Warner Paperbacks (2000)

Planet of the Blind, Stephen Kuusisto, Faber and Faber (2002)

Touching the Rock – An Experience of Blindness, Vintage Books, (1992)

Sight Unseen, Georgina Kleege, Yale University Press (1999)

Other –

Macular Degeneration: Living Positively with Vision Loss, Betty Watson and James Mc Millan, Hunter House inc. (1998)

Out of the Corner of my Eye: Living with Vision Loss in Later Life, Nicolette Pernet Ringgold, American Foundation for the Blind (1991)

Dealing with Vision Loss, Fred Olver, Author House (2007)

Making Life more Liveable: Simple Adaptations for living at Home with Vision Loss, Maureen A. Duffy, American Foundation for the Blind (2002).

A – Z

AbilityNet: Technology advice and assessment:

PO BOX 94, Warwick, CV34 5WS

www.abilitynet.org.uk

0800 269545

Action for Blind People:

14/16 Verney Road, London, SE16 3DZ

www.afbp.org

0303 123 9999

Active Norfolk: Sports development and advice encouraging people to keep active:

Active Norfolk, Easton College, Easton, NR9 5DX

www.activenorfolk.org

01603 732333

Age UK, Norfolk:

300 St Faith's Road, Old Catton, Norwich, NR6 7BJ

www.acnorfolk.org.uk

01603 787111

Age UK, Norwich:

Boardman House, Redwell Street, Norwich, NR2 4SL

www.acnorwich.org.uk

01603 496333

AIRS (Access to Information & Reading Services):

Gateshead Central Library, Prince Consort Road, Gateshead, Tyne & Wear, NE8 4LN

www.asaplive.com/AIRS/Home.cfm

0191 433 8400

Albinism Fellowship:

PO BOX 77, Burnley, BB11 5GN

www.albinism.org.uk

01282 771900 (2-3pm Tues/Fri)

Anglian Water: Watercare

www.anglianwater.co.uk

08457 145 145

ASK Information Service on Special Needs & Education:

Unit 5, Oaktree Business Park, Rackheath, NR13 6PZ

www.askinfo.co.uk

01603 761333

Association of Blind and Partially Sighted Teachers and Students:

BM BOX 6727, London, WC1N 3XX

www.abapstas.org.uk

Association of Blind Asians:

Room 30, Zenith House, 210 Church Road, Leighton, London, E107KQ

www.aba-uk.org

0208 556872

Association of Blind Catholics: retreats, talking newspaper, lending library.

58 Oakwood Road, Horley, Surrey, RH6 7BU

www.blindcatholics.org.uk

01293 772104

Association of Blind Piano Tuners:

31 Wyre Crescent, Lynwood, Darwen, Lancashire, BB3 0JG

www.piano-tuners.org

0844 736 1976

Association of Disabled Professionals

BCM ADP, London, WC1 N3XX

www.adp.org.uk

01204 43 1638

Association of Visually Impaired Office Staff:

26 Penrhos, Gorseinon, Swansea, SA4 4PA

www.avios.org.uk

07917 400 309

BBC Audio Books:

St James House, The Square, Lower Bristol Road, Bath, BA2 3BH

www.audiogo.com

0122 5443400

BBC: My Web, My Way: website offering advice on how to change your computer, mouse and keyboard for easier use.

www.bbc.co.uk/accessibility

Behcets Syndrome Society:

8 Abbey Gardens, Eversham, Worcester, WR11 4SP

www.behcets.org.uk

0845 130 7328

Big Print: Large Print weekly newspaper and TV guide.

RNIB, PO BOX 173, Peterborough, PE2 6WS

www.rnib.org.uk/bigprint

03031239999

Blind Business Association Charitable Trust (BBACT):

29 Quantock Rise, Shepshed, Leicestershire, LE12 9JR

www.bbact.org.uk

0845 0450 696

Blind in Business: free employment training service for students and young graduates

4th Floor, 1 London Wall Building, London, EC2 M5PG

www.blindinbusiness.co.uk

0207 588 1885

Braille Chess Association:

www.braillechess.org.uk

Braille Puzzle Club: produce monthly Braille crossword puzzles.
66 Beckwith Crescent, Harrogate, North Yorkshire, HG2 0BH
01423 562613

Breckland District Council:
Elizabeth House, Walpole Loke, Dereham NR19 1EE
www.breckland.gov.uk 01362 656870

Broadland District Council:
Thorpe Lodge, Yarmouth Road, Thorpe St Andrew, NR7 0DU
www.broadland.gov.uk 01603 431133

British Blind Sport:
Pure Offices, Plato Close, Tachbrook Park, Leamington Spa,
Warwickshire, CV34 6WE
www.britishblindsport.org.uk 01926 424247

British Computer Association of the Blind:
C/o RNIB, 58-72 John Bright Street, Birmingham, B1 1BN
www.bcab.org.uk 0845 430 8627

British Gas PLC:
Home Energy Care Team: 0800 072 8625*
*Calls free from BT Calling Plan. Mobile and other providers'
charges may vary. We're open weekdays 8am - 8pm and Saturdays
8am - 6pm.
www.britishgas.co.uk

British Retinitis Pigmentosa Society:
PO BOX 350, Buckingham, MK18 1GZ
www.rpfightingblindness.org.uk 0845 123 2354

British Wireless for the Blind Fund:

10 Albion Place, Maidstone, Kent ME14 5DZ.

www.blind.org.uk/newsite/index.html

01622 754757

BT (British Telecom PLC):

www.bt.com/includingyou

General Enquiries: 0800 800150

Age and Disability Helpline: 0800 919591

Calibre Audio Library:

Aylesbury, Bucks, HP22 5XQ

www.calibre.org.uk

01296 432339

Cam Sight (Cambridgeshire Society for the Blind and Partially Sighted).

167 Green End Road, Cambridge, CB4 1RW

www.camsight.org.uk

01223 420033

Care and Repair Schemes:

Broadland:

Broadland District Council, 1 Yarmouth Road, Norwich, NR7 0DU

01603 430581

Great Yarmouth:

Safe at Home, Town Hall, Hall Plain, Great Yarmouth, NR30 2QF

01493 846190

Norwich:

14 St Matthews Road, Norwich, NR1 1SP

01603 283337

North Norfolk:

District Council, Holt Road, Cromer, NR27 9EN

01263 516238

South Norfolk:

South Norfolk Council, Swan Lane, Long Stratton, NR15 2XE

01508 533798

West Norfolk:

King's Court, Chapel Street, King's Lynn, PE30 1EX

01553 616677

The Princess Royal Trust for Carers:

Unit 14, Bourne Court, Southend Rd, Woodford Green, Essex, IG8 8HD

www.carers.org

www.youngcarers.net

0844 800 4361

Carers UK:

20 Great Dover Street, London, SE1 4LX

www.carersuk.org

020 7378 4999

Carlink – Now known as Transport Plus**Centre 81:**

Tarworks Road, Great Yarmouth, NR30 1QR

01493 852573

Childhood Eye Cancer Trust:

Royal London Hospital, Whitechapel Road, London, E1 1BB

www.checht.org.uk

020 7377 5578

Care Quality Commission: (previously CSCI)

CQC National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

www.cqc.org.uk

03000 616161

Community: the Union for Life:

67/68 Long Acre, Covent Garden, London, WC2E 9FA

www.community-tu.org

0800 389 6332

Contact a Family:

209 – 211 City Road, London, EC1V 1JW

www.cafamily.org.uk

0808 808 3555

Counselling Directory: database of local/national counsellors and psychotherapists

Coliseum, Riverside Way, Camberley, Surrey, GU15 3YL

www.counselling-directory.org.uk

0844 8030 240

Crossroads Care Scheme:

10 Regent Place, Rugby, Warwickshire, CV21 2PN

www.crossroads.org.uk

0845 4500 350

Crossroads Norfolk Carers Helpline:

www.norfolkcarers.org.uk

0808 808 9876

Crossroads Norfolk Young Carers Project:

www.norfolkcarers.org.uk

01379 676194

DeafBlind UK:

www.deafblind.org.uk

Norwich: 01603 743984

National: 0800 132 320

Deaf Children's Society:

15 Dufferin Street, London, EC1Y 8UR

www.ndcs.org.uk

Norfolk: 01508 495260

National: 080 800 8880

Debtline: Information sheets, telephone and drop in service.

www.nationaldebtline.co.uk

Norfolk: 01603 679678
National: 0808 808 4000

Department for Work & Pensions/Jobcentre+

- Freephone Disability Benefits Enquiry Line 0800 882200
- Job Seekers Direct – job search 0845 6060 234
- New Claims – job seekers allowance, incapacity benefit, income support 0800 0556 6688
- Existing benefit claim enquiries 0845 6088 571

Disability Services Team – based in your local Jobcentre Plus, offer specialist support regarding employment issues including **access to work** – see the phone book for your nearest office.

- Attendance Allowance/Disability Living Allowance 08457 123456
- Carer's Allowance 0845 600 2859
- Pension Service – pension credit, retirement pension 0800 99 1234
- National and general information

www.direct.gov.uk

www.jobcentreplus.gov.uk

www.dwp.gov.uk

Developmental Vision Clinic:

Great Ormond Street Hospital

www.ich.ucl.ac.uk

020 7405 9200

Diabetes UK

Macleod House, 10 Parkway, London, NW1 7AA

www.diabetes.org.uk

020 7424 1000

DIALS (Disablement Information & Advice Lines):

- **National – Dial UK**

www.dialuk.info

01302 310123

- **Bury St Edmunds**

OPTUA, West Suffolk Disability Resource Centre, Papworth House, 4 Bunting Road, Bury St Edmunds, Suffolk, IP32 7BX

01284 748800

- **Great Yarmouth**

12a Great George Street, Great Yarmouth NR30 1HR

www.dial-greatyarmouth.org.uk

01493 856900

- **Lowestoft & Waveney**

Waveney Centre for Independent Living, 161 Rotterdam Road, Lowestoft, NR32 2EZ

01502 511333

- **Norwich**

DRN, Unit 15-17 Manor Farm Barns, Fox Road, Framlingham Pigot, NR14 7PZ

www.ncodp.org.uk

01508 491570

- **King's Lynn**

WNDIS, Kellard House, Hardwick Road, King's Lynn, PE30 1NF

www.wndis.org.uk

01553 776177

Digital Switchover: government scheme to help those eligible for digital switchover.

www.helpscheme.co.uk

0800 4085 900

Direct Enquiries: details of disabled access and facilities in many public and private businesses

www.directenquiries.com

Directgov: comprehensive government services website. Regularly updated, and contains links to other useful services

www.direct.gov.uk

Disability, Pregnancy and Parenthood International: advice, support and awareness

Unit F9, 89-93 Fonthill Road, London, N4 3JH

www.dppi.org.uk

0800 018 4730

Disabled Living Foundation: free impartial advice regarding disability aids, equipment, and mobility products

380-384 Harrow Road, London, W9 2HU

www.dlf.org.uk

0845 130 9177 (10am – 1pm)

Disabled Parents Network: organisation of disabled people who are, or want to be, parents.

81 Melton Road, West Bridgeford, Nottingham, NG2 8EN

www.disabledparentsnetwork.org.uk

0300 3300 639

Disabled Persons Railcard:

www.disabledpersons-railcard.co.uk

0845 605 0525

Door to Door: provide 2 local community transport schemes

Great Yarmouth: 01493 332253

Norwich: 01603 776735

Door to Door: extensive national travel guide for disabled people

www.dptac.gov.uk

Royal London Society for the Blind (specialist education):
Royal London Society for the Blind, Wildernesse Avenue, North
Sevenoaks, Kent, TN15 0ED

www.rlsb.org.uk

01732 592500

East Suffolk Association for the Blind:

The Old Station, Little Bealings, Woodbridge, Suffolk, IP13 6LT

www.esab.org.uk

01473 611011

Elderly Accommodation Counsel (EAC):

3rd Floor, 89 Albert Embankment, London SE1 7TP

www.eac.org.uk

020 7820 1343

Turn2us: online benefits calculator and advice.

www.turn2us.org.uk

Equality and Human Rights Commission:

www.equalityhumanrights.com

0845 604 6610

EXTEND: gentle exercise classes for older adults and those with
other various health needs.

Extend, 2 Place Farm, Whathampstead, Hertfordshire, AL4 8SB

www.extend.org.uk

01582 832760

Eye Care Trust: information on eye conditions and eye care.

PO BOX 804, Aylesbury, Buckinghamshire, HP20 9DF

www.eyecaretrust.org.uk

0845 129 5001

Fenvision: support group

01354 656726

Great Yarmouth Borough Council:

Town Hall, Hall Plain, Great Yarmouth, NR30 2QF

www.great-yarmouth.gov.uk

01493 856100

Great Yarmouth Coastal Centre (Red Cross): independent living centre which offers advice and services including information on, and demonstration of, equipment loans and assistive technology.

Woodfarm Lane, Beacon Park, Gorleston, NR31 9AQ

0845 054 7181

Great Yarmouth VIP User Group: action group aimed at improving life in the Borough for visually impaired people

Robin Evans – chairman

www.gyvipusergroup.org.uk

01493 602272

Guide Dogs for the Blind Association: rehabilitation and dog training.

East Anglia District Team, c/o RNIB, Bakewell Road, Orton

Southgate, Peterborough, PE2 6XU

www.guidedogs.org.uk

0845 372 7425

Headway: information and support for brain injury

www.headway.org.uk

National Helpline: 0808 800 2244

Norfolk & Waveney: 01493 442994

Healthcare Optical Services: offer free eye examinations and/or hearing tests by appointment at home, or in residential/sheltered accommodation.

www.healthcalloptical.co.uk

0800 089 0166

Help Point (Victoria Coach Station): mobility assistance
Victoria Coach Station, 164 Buckingham Palace Road, London,
SW1W 9TD 020 7027 2520

Henshaw's Society for Blind People:
Atherton House, 88-92 Talbot Road, Manchester, M16 0GS
www.henshaws.org.uk 0161 872 1234

Heron: extensive database of local health and social care info
www.heron.nhs.uk

Humanware:
supplier of GPS devices
www.humanware.com (Or, contact **RNIB**)

International Glaucoma Association: information and news about
Glaucoma.
Woodcote House, 15a Highpoint Business Village, Henwood,
Ashford, Kent, TN24 8DH
www.glaucoma-association.com 01233 648170

ISIS Audio & Large Print Books: audio and large print books
available to purchase
7 Centremead, Osney Mead, Oxford, OX2 0ES
www.isis-publishing.co.uk 01865 250333
0800 731 5637

Jewish Care:
Merit House, 508 Edgware Road, London, NW9 5AB
www.jewishcare.org.uk 020 8922 2222

King's Lynn and West Norfolk District Council:

King's Court, Chapel Street, King's Lynn, PE30 1EX

www.west-norfolk.gov.uk

01553 616200

Laurence-Moon-Bardet-Biedl Society: information and support from others who have this genetic condition

1 Blackthorn Avenue, Southborough, Tunbridge Wells, TN4 9YA

www.lmbbs.org.uk

01892 685311

Information Helpline: 01255 507977

Listening Eye Helpline: support for anyone who wants to talk about any aspect of failing sight.

0800 783 1979

Living Paintings Trust: audio description and tactile forms of art, enabling the enjoyment of art.

Queen Isabella House, Unit 8 Kingsclere Park, Kingsclere, Newbury, RG20 4SW

www.livingpaintings.org

01635 299771

*(Access the Norfolk Group via the **NNAB**)*

London Transport Information: advice, information and route planning help for tube and bus routes in London

www.tfl.gov.uk

0843 222 1234

LOOK: for children and young people who have a visual impairment

Queen Alexandra College, 49 Court Oak Road, Harborne, Birmingham, B17 9TG

www.look-uk.org

0121 428 5038

Look Up: information on eye care and vision loss for people with learning disability

www.lookupinfo.org

01372 755066

Macular Disease Society:

PO BOX 1870, Andover, Hampshire, SP10 9AD

www.maculardisease.org

0845 241 2041

Magna Large Print Books:

Magna House, Long Preston, Near Skipton, North Yorkshire, BD23

4ND

01729 840225

Mailing Preference Service: to stop unwanted junk mail

www.mpsonline.org.uk

08457 034599

Marfan Association UK: information and support for this genetic condition.

5 Aldershot Road, Fleet, Hampshire, GU13 5NG

www.marfan-association.org.uk

01252 810472

Meridian East: supported employment association

St. Crispins Wing, Duke Street, Norwich, NR3 1QA

www.meridian-east.org

01603 667525

Moorfields Eye Hospital: website with info on eye conditions

162 City Road, London, EC1V 2PD

www.moorfields.nhs.uk

020 7253 3411

Nancy Oldfield Trust: outdoor activities for disabled and disadvantaged people in Norfolk – includes sailing, canoeing, environmental studies

The Nancy Oldfield Trust, Irstead Road, Neatishead, NR12 8BJ

www.nancyoldfield.org.uk

01692 630572

National Children's Bureau: umbrella body for organisations working with children and young people
8 Wakly Street, London, EC1V 7QE
www.ncb.org.uk

020 7843 6000

National Express: rail and coach travel in East Anglia
www.nationalexpresseastanglia.com

0845 600 7245

National Federation of the Blind UK (NFBUK):
14 Meredith Road, Norwich, NR6 6PE
www.nfbuk.org

01603 486569

National League of the Blind and Disabled: part of the 'community' trade union for life

www.community-tu.org

Norwich and District: 01603 747614

National: 0800 3896 332

National Library for the Blind: now merged with the **RNIB**

0845 762 6843

National Trust:

PO BOX 39, Warrington, WA5 7WD

www.nationaltrust.org.uk

0844 800 1895

NATSPEC: association of specialist colleges; information and a database of colleges in the U.K

www.natspec.org.uk

0121 428 5050

Nextstep: advice and guidance for people aged 20+ regards skills, training, education, funding, work, CV, and debt management
www.nextstep.direct.gov.uk 0800 100 900

NHS Direct:
www.nhsdirect.nhs.uk 0845 4647

Norfolk Adult Education Service:
Leisure and Culture, County Hall, Martineau Lane, Norwich, NR1 2DL
www.norfolk.gov.uk 0344 800 8020

Norfolk Association for the Disabled:
47 Frere Road, Norwich, NR7 9UT 01603 432900

Norfolk Coalition of Disabled People:
15 Manor Farm Barns, Fox Road, Framingham Pigot, Norwich, NR14 7PZ
www.ncodp.org.uk 01508 491210

Norfolk and Norwich Association for the Blind (NNAB)
www.nnab.org.uk

- Head Office: Magpie Road, Norwich, NR3 1JH 01603 629558
- West Norfolk: 3 North Lynn Business Village, Bergen Way, King's Lynn, PE30 2JG 01553 660808
- Great Yarmouth: 14/15 Williment House, off Row 70, Regent Street, Great Yarmouth, NR30 1RR 01493 745973

Norfolk Children's Services, Sensory Support:

Woodside Road, Norwich, NR7 9QL

www.norfolk.gov.uk/sensory

01603 704040

Norfolk County Council:

Martineau Lane, Norwich, NR1 2DH

www.norfolk.gov.uk

Customer Services: 0344 800 8020

Norfolk Disability Information Service (NDIS): regular newsletter giving local and national disability information, including a database of disability services

01603 729802

Norfolk Disabled Parents Alliance: voluntary group run by and for disabled parents

www.norfolkparents.org.uk

07852 598954

Norfolk Trusted Trader: directory of services accredited by Norfolk County Council – includes personal care, gardening, and trades.

www.norfolk.gov.uk/trustedtrader

08454 04 05 06

Norfolk Industries for the Blind:

Workshop, 95 Oak Street, Norwich, NR3 3BP

www.norfolk-industries.co.uk

01603 667957

Norfolk Library and Information Service:

www.norlink.norfolk.gov.uk

0344 800 8006

Central Information Team: 01603 774774

Norfolk Parent Partnership: information and support for parents and carers of children with special needs

www.norfolkparentpartnership.org.uk

01603 704070

Norfolk Pre-School Learning Alliance:

Suite 3, St Mary's House, Duke Street, Norwich, NR3 1QA

www.pre-school.org.uk

01603 767525

North Norfolk District Council:

Holt Road, Cromer, NR27 9EN

www.northnorfolk.org

01263 513811

Norwich City Council:

City Hall, Norwich, NR2 1NH

www.norwich.gov.uk

0344 980 3333

Norwich & Norfolk Carers Forum:

2nd Floor, Charing Cross Centre, 17-19 St John Maddermarket,
Norwich, NR2 1DN

www.carersforum.org.uk

01603 219924

Nystagmus Network:

28 Hercules Drive, Newark, NG24 1RA

www.nystagmusnet.org

0845 6342630

Consumer Direct:

Advice on consumer issues

08454 04 05 06

Open University: distance learning and learning support.

www.open.ac.uk

0845 300 6090

Organisation of Blind African Carribbeans:

1st Floor Gloucester House, 8 Camberwell New Road, London, SE5
0RZ

www.obac.org.uk

020 7735 3400

Partially Sighted Society: advice on making best use of remaining sight.

7/9 Bennetthorpe, Doncaster DN2 6AA

www.partsight.org.uk

0844 477 4966

Peterborough Association for the Blind:

The Former Pharmacy, c/o The Medical Centre, Saltersgate,
Peterborough, PE1 4YL

www.paftb.co.uk

01733 703570

Playmatters: national association of toy and leisure libraries

1A Hammond St., London NW1 8DN

www.natll.org.uk

020 74282280

RADAR: network of disability organisations and individuals offering a service, information, and publications

12 City Forum, 250 City Road, London, EC1V 8AF

www.radar.org.uk

020 7250 3222

Red Cross Society (British):

- **Norfolk Branch:** head office, medical loans, Coronation Road, Norwich, NR6 5HD

www.redcross.org.uk

01603 253403

- **Great Yarmouth Coastal Centre:** Independent living centre, offers advice and services including the loan of medical equipment and assistive technology.

Woodfarm Lane, Beacon Park, Gorleston, NR31 9AQ

0845 054 7181

REMAP: network of engineers, technicians and craftspeople who can provide or design one off technical aids for free.

www.remap.org.uk

- **National** 0845 1300 456
- **Central** 01953 606848
- **Great Yarmouth and Waveney** 01493 728050
- **West Norfolk** 01553 673923

Remploy: employment and recruitment support with local packaging businesses.

18c Meridian East, Meridian Business Park, Leicester LE19 1WZ

www.remploy.co.uk

0845 155 2700

Ricability: independent customer research organisation.

Unit G03, The Wenlock Business Centre, 50-52 Wharf Road,
London, N1 7EU

www.ricability.org.uk

0207 427 2460

Riding for the Disabled Association:

www.riding-for-disabled.org.uk

0845 658 1082

RNIB: leading organisation of services and advice for visually impaired people

www.rnib.org

- **Head Office**, 105 Judd Street, London, WC1 H9NE
020 7388 1266
- **Helpline** 0303 123 9999
- **Education Service**, Loughborough 01509 632400

- **Talking Book Service**, PO Box 173, Peterborough, PE2 6WS
03031239999
- **Royal National Institute of the Blind Vocational College**
Radmoor Road, Loughborough, Leicestershire, LE11 3BS
01509 611077
- **Transcription Disability Access Service** 01733 375370

Royal Mail: Customer Service Centre 08457 740740

St Dunstan's: training, rehabilitation and advice for ex-armed service personnel
12-14 Harcourt Street, London, W1H 4HD
www.st-dunstans.org.uk 020 7723 5021

Samaritans: confidential emotional support service with offices receiving callers at certain times based in King's Lynn, Great Yarmouth, and Norwich
www.samaritans.org.uk 0845 790 9090

Scottish Braille Press:
Craigmillar Park, Edinburgh, EH16 5NB
www.royalblind.org/scottishbraillepress/ 0131 662 4445

SeeAbility: information and services for visually impaired people who have additional disabilities
SeeAbility House, 1a Hook Road, Epsom, Surrey, KT19 8SQ
www.seeability.org 01372 755 000

SENSE: largest specialist organisation in the UK in work with deaf-blind people. Residential, educational, and community services
www.sense.org.uk Head Office: 0845 127 0060

Skill – National Bureau for Students with Disabilities: promote opportunities for students with disabilities and hold a wide range of fact sheets and information
www.skill.org.uk 0800 328 5050

Soccer Sight: in ground commentary for visually impaired football fans via **RNIB** or **Norwich City Football Club** 01603 760760

Social Clubs:

- **Acle Social Club for the Blind** 01603 715818
- **Aylsham Club for the Blind** 01603 279471
- **Broadland Social Club for the Blind** 01603 754831
- **Costessey VIP Club c/o NNAB** 01603 629558
- **Dereham Club for the Blind** 01362 637595
- **Diss Social Centre for the Blind and Partially Sighted** 01953 452829
- **Downham Market Blind Club** 01354 638048
- **Eaton VIP Club c/o NNAB** 01603 629558
- **Fakenham Social Centre for the Blind** 01328 820560
- **Great Yarmouth VIP Club** 01493 445391
- **Great Yarmouth VI Book Club in library** 01493 745973
- **Hemsby and District Vision Club** 01692 670951
- **Holt VIP Group** 01263 713427
- **Hunstanton Monday Club c/o NNAB** 01603 629558
- **King's Lynn Phobbies – Crafts** 01553 827036
- **National Federation of the Blind** 01603 423144
- **Norfolk & Norwich DeafBlind Club** 01603 224087
- **North Norfolk Social Club of the Blind** 01692 402562
- **North West Norfolk Phobbies – Crafts** 01485 541484
- **Norwich Bowling Club** 01603 426319

- **Norwich, The Friendly People's Club** 01603 621937
- **Norwich Limelight** 01603 401430
- **Norwich, Social Centre for the Blind** 01603 405325
- **Stalham, S.I.G.H.T. Club** 01692 580713
- **Swaffham VIP Club** 01760 337654
- **Thetford, Social Club for the Blind** 07900 631844
- **Thetford VIP Club** 01842 755107
- **U & Eye @ Snettisham** 01485 540753

Society of Visually-Impaired Lawyers

www.sovil.org.uk

South Norfolk District Council:

South Norfolk House, Swan Lane, Long Stratton, NR15 2XE

www.south-norfolk.gov.uk

01508 533633

Stoneham HomeStay:

Heath House, 5 Woolgate Court, St Benedicts St., Norwich
NR24AP

www.stonhamhomestay.org.uk/norfolk

0845 155 0390

Talking Newspapers:

- **Talking Newspaper Association (TNAUK)** 01435 866102
www.tnauk.org.uk
- **Talking News Federation** 08712 265506
www.tnf.org.uk
- **Breckland – Link Up** 01953 498609
- **Beccles and Bungay – Three Rivers** 07931 543325
- **Fakenham – Talking Times** 01328 856906
- **Great Yarmouth – Grapevine** 01493 721133
www.grapevinegy.org
- **Hunstanton – The Beacon** 01485 542412

- **King's Lynn – Vision Link** 01553 631579
- **North Norfolk – The Mardler** 01263 732863
- **Norwich – Chatterbox** 01603 765365
- **Waveney – Waveney Word** 01379 608774
- **Wisbech** 01945 773808
- **Wymondham and Attleborough** 01953 605434

Talking Yellow Pages: 118 247
classified directory search service, **79p** connection charge and then **14p** per minute

Telephone Preference Service: to stop unsolicited direct marketing calls
www.tpsonline.org.uk 0845 07 007 07

Thalia Theatre Company: user led organisation mainly for people with a disability
143 Newmarket Road, Norwich, NR4 6SY
www.thaliatheatre.co.uk 01603 504969

Torch Trust for the Blind: Christian fellowship, literature and personal care
Torch Way, off Northampton Road, Market Harborough, LE1 69HL
www.torchtrust.org National: 01858438260

Tourism For All: holiday advice and information on where to stay and accessibility
c/o Vitalise, Shap Road Industrial Estate, Shap Road, Kendal
Cumbria LA9 6NZ
www.tourismforall.org.uk 0845 124 9974

Transport Schemes – community and voluntary:

- **Diss and Harleston**
Dial-a-Ride and Bord-a-Hoppa 01379 854800
- **Fakenham**
Dial-a-Ride 01553 770310
- **Great Yarmouth**
Door-to-Door Service 01493 332253
- **King's Lynn**
Community Transport 01553 776971
Dial-a-Bus and Shopmobility 01553 770310
- **Norwich**
Door-to-Door Dial-a-Ride 01603 776735
West Norwich area 01603 748800
Shopmobility – Castle Mall 01603 766430
- **North Walsham**
Dial-a-Ride 01692 500840
- **Swaffham**
Dial-a-Ride and Medi Ride 01760 720906
- **Thetford**
AgeConcern Voluntary Service 01842 750088
- **Transport Plus:** County Wide Voluntary Driver Scheme
01603 422807
- **Wymondham**
Flexibus Dial-a-Ride 0845 600 2315

Transport Direct: free government online journey planner

www.transportdirect.info

Traveleyes: customised world holidays for people with sight loss

PO BOX 511, Leeds, LS5 3JT

www.traveleyes.co.uk

08448 040 221

Traveline: impartial advice and planning for journeys by bus or train

www.traveline.org.uk

0871 200 2233

TV Licencing

Bristol, BS9 81TL

www.tvlicensing.co.uk

0844 800 6790

Ulverscroft Large Print Books Ltd

The Green, Bradgate Road, Anstey, Leicester, LE7 7FU

www.ulverscroft.co.uk

0116 236 4325

University of the Third Age: self help organisation for people who are no longer in full-time employment, providing educational, creative and leisure opportunities. Local groups throughout Norfolk

www.u3a.org.uk

0208 4666 139

Usher Syndrome – Contact via Sense

0845 1270 060

Vision Aid: help and advice for carers and parents of visually impaired children

106 Junction Road, Dean, Bolton, BL3 4NE

www.visionaid.org.uk

01204 64265

Visually Disabled Computer User Group

137 Almond Road, Gorleston-on-Sea, Great Yarmouth, NR31 8EN

01493 440860

Vitalise: information, support, and search for holidays and activities in U.K. and abroad

12 City Forum, 250 City Road, London, EC1V 8AF

www.vitalise.org.uk

0845 345 1970

Wayfinder Access: text to speech navigational tool

www.wayfinder.com

Whitestick: comprehensive website to assist Visually Impaired computer users in locating information and services relating to blindness

www.whitestick.co.uk

Workers' Educational Association: large independent provider of adult learning in local venues

www.wea.org.uk National: 0800 328 1060 Eastern: 01223 417320

yourcarehome.co.uk: information on care homes throughout the UK.

www.yourcarehome.co.uk