

***Information for  
visually impaired people***

***Ref.93***

***Seeing Sense Guide  
2 – Information & Support***



- **Adult & Community Services:  
Rehabilitation Officers – Visual Impairment  
(ROVIs)**
- **Local Organisations**
- **National Organisations**
- **Information about Eye Conditions**
- **Self-help and Support**

***[www.devon.gov.uk/socialcare](http://www.devon.gov.uk/socialcare)***

***May 2011***

# **Devon Adult & Community Services: Sensory Team Rehabilitation Officers – Visual Impairment (ROVIs)**

**(may also be known as Rehabilitation Workers or Mobility Officers):**

- Help visually impaired people remain or become independent.**
- Are able to visit you at home to discuss practical problems or other issues resulting from your sight loss.**
- Can advise you about registering as blind or partially sighted.**
- Can help visually impaired people learn new skills to continue with daily tasks, such as how to move around with greater safety and cooking.**
- Sometimes special equipment or a different technique is needed. ROVIs can assess and advise.**
- Put you in touch with other services e.g. talking newspapers both local and national.**

# Care Direct at My Devon Customer Service Centre

Tel. 0845 1551 007

[www.devon.gov.uk/socialcare](http://www.devon.gov.uk/socialcare)

Free information and advice for older people, vulnerable adults and their carers about money and benefits, getting around at home, keeping well or care and support.

Call between:

8 am and 8 pm Monday to Friday,

9 am and 1 pm Saturdays.

## Exeter Society for the Blind

Tel: 01392 **2271364** too many digits

For information contact Mrs Pat Fey

Monthly socials in winter.

Monthly outings in the summer.

Volunteer visiting service.

Quarterly newsletter in large print or on tape.

Isca tape on memory stick and player

(tel. 01392 430289)

# **Devon In Sight**

**Station House**

**Holman Way**

**Topsham**

**Exeter EX3 0EN**

**Tel. 01392 876666**

**Email: [devon-blind@btconnect.com](mailto:devon-blind@btconnect.com)**

**A well-equipped Resource Centre and shop where items can be tried and purchased.**

- **Low Vision assessments e.g. magnifiers\*.**
- **Training for the staff of local organisations.**
- **Newsletter in Braille, large print or on tape.**
- **Welfare and benefits information.**
- **Advice, help and support to the blind and visually impaired people of Devon.**

**The centre is open Tuesday to Friday 10am to 1pm. \*If you wish to be assessed for a magnifier an appointment must be made.**

# **Social Clubs for People with a Visual Impairment**

**For information about a club in your area, contact  
Devon In Sight. Tel. 01392 876666  
or your Rehabilitation Officer – Visual Impairment  
(ROVI), at the Sensory Team.**

## **Torch Trust for the Blind**

**Tel. 01626 367489**

**Devon Co-ordinators:**

**Mr and Mrs Colley**

**A non-denominational Christian Fellowship  
offering friendship and help to those who are  
visually impaired. Holidays, house parties and a  
free library service. Literature in Braille, giant print  
and on cassette tape.**

# **Guide Dogs for the Blind Association (GDBA)**

**Suite 2, Chiltern House Matford  
Court  
Sigford Road  
Exeter  
EX2 8NL  
Tel. 08453 727407  
Email: [exeter@guidedogs.org.uk](mailto:exeter@guidedogs.org.uk)**

# **SENSE**

**9a Birkdale Avenue**

**off Healy Road**

**Sellyoak**

**Birmingham B29 6UG**

**Tel. 0121 415 2720**

**[www.sense.org.uk](http://www.sense.org.uk)**

**South West Area Regional Adviser:**

**Shaun Gibbons**

**Tel. 01392 433629**

**[www.sense.org.uk](http://www.sense.org.uk)**

**SENSE is an organisation for children and adults who are deafblind. They also support people with a sight or hearing impairment and additional disabilities. SENSE believe in placing the individual and their families at the heart of all they do. SENSE believes advice and family support is vitally important in early years. SENSE employ qualified, experienced professionals to assess and support developmental and educational needs of children of all ages.**

# **Action for Blind People**

**14/16 Verney Road**

**London**

**SE16 3DZ**

**Tel. 020 7635 4800 / 0303 123 9999**

**Email: [central@afbp.org](mailto:central@afbp.org)**

**[www.actionforblindpeople.org.uk](http://www.actionforblindpeople.org.uk)**

**Local contact:**

**Suite 1, Chiltern House,**

**2, Sigford Road,**

**Marsh Barton,**

**Exeter**

**EX2 8NL**

**Tel. 01392 458060**

**Action for Blind people is a national charity that supports over 20,000 visually impaired people around the country. We provide a range of support, information and advice covering:**

**Employment** - preparing for work, recommending training if applicable, providing support for work placements, job search and/or self employment. We also work with companies to raise their awareness as to the needs of

**Visually Impaired (VI) employees, information about 'reasonable adjustments', retention of staff and on-going support for placements.**

**Housing** - housing services and support for VI people to live in the home environment of their choice.

**Leisure** - managing hotels, working with leisure providers to promote holiday breaks and enable VI people to enjoy full and equal access to sports.

**Support** - a free and impartial national information and advice service and a Sight Loss Information & Advice Service which travels around the country.

The team provides blind and partially sighted people of working age (16 to 64 years) with one-to-one job search and mentoring support to secure and sustain suitable employment. Support extends to the workplace to help employers retain employees with newly diagnosed or deteriorating sight, with specialist equipment advice and adjustments to enable them to remain in their employment.

# **Partially Sighted Society**

**7/9 Bennetthorpe**

**Doncaster**

**DN2 6AA**

**Tel. 0844 477 4966**

**Fax: 0844 477 4969**

**Email: [doncaster@partsight.org.uk](mailto:doncaster@partsight.org.uk)**

# **British Wireless for the Blind Fund (BWBF)**

**10 Albion Place**

**Maidstone**

**Kent**

**ME14 5DZ**

**Tel. 01622 754757**

**Email: [nfbuk@nfbuk.org.uk](mailto:nfbuk@nfbuk.org.uk)**

**[www.blind.org.uk](http://www.blind.org.uk)**

# **National Federation of the Blind**

**Sir John Wilson House**

**215 Kirkgate**

**Wakefield**

**WF1 1JG**

**Tel. 01924 291313**

**Email: [nfbuk@globalnet.co.uk](mailto:nfbuk@globalnet.co.uk)**

**[www.nfbuk.org.uk](http://www.nfbuk.org.uk)**

Organisation of people who are blind or partially sighted which campaigns for better service provisions and quality of life for blind and partially sighted people. An audio-cassette 'Eye Spy' for people who have recently lost their sight.

# **Royal National Institute of the Blind (RNIB)**

**PO Box 173**

**Peterborough PE2 6WS**

**Tel. 0303 123 9999**

**[www.rnib.org.uk](http://www.rnib.org.uk)**

# **Big Button Telephone (RNIB / BT)**

**A Big Button telephone (and amplifier) can be rented or bought from BT, or bought from the RNIB or other outlets.**

**See 'Equipment' leaflet.**

# **BT Free Directory Enquiries Tel. 195**

**To register for BT free Directory Enquiries call 195 and ask for the registration dept. or contact your local ROVI – see inside of folder.**

# **BT Talking Telephone Bills Tel. 150**

**Arrange for your bill to be read over the phone before being posted to you. BT can also send your bill in large print or Braille.**

# **Utilities**

**Contact your individual customer services of your gas and electricity supplier for the availability of special services**

## **South West Water**

**Tel. 0800 169 1133**

**Water meter reading and bill reading services available to people with a visual impairment.**

## **Services for People with a Visual Impairment**

**Many organisations will provide information, bills and letters in a more accessible format. Many banks will send you large print statements and a cheque book guide.**

# **Organisations for people with specific eye conditions**

[www.cafamily.org.uk](http://www.cafamily.org.uk)

[www.rnib.org.uk](http://www.rnib.org.uk)

## **Behcet's Syndrome Society**

**8 Abbey Gardens,**

**Evesham,**

**Worcestershire,**

**WR11 4SP**

**Tel. 0845 1307329**

**Email:**

**info@behcetsdisease.org.uk**

**www.behcets.org.uk**

**Newsletter by subscription.**

# **British Diabetes UK**

**Macleod House,**

**10, Parkway,**

**London**

**London NW1 7AA**

**Tel. 020 7424 1000**

**Email: [info@diabetes.org.uk](mailto:info@diabetes.org.uk)**

**[www.diabetes.org.uk](http://www.diabetes.org.uk)**

# **International Glaucoma Association**

**Woodcote House**

**15 Highpoint Business Village**

**Henwood**

**Ashford**

**Kent TN24 8DH**

**Tel. 01233 648164**

**Email: [info@iga.org.uk](mailto:info@iga.org.uk)**

**[www.iga.org.uk](http://www.iga.org.uk)**

# **Stargart's Disease**

**53 Cavendish Road**

**Salford**

**Manchester**

**M7 4NQ**

**Tel. 0161 792 7392**

# **Macular Disease Society**

**PO Box 1870**

**Andover**

**Kent**

**SP10 9AD**

**Helpline: 0845 241 2041**

**Email: [info@maculardisease.org](mailto:info@maculardisease.org)**

**[www.maculardisease.org](http://www.maculardisease.org)**

# **British Retinitis Pigmentosa Society**

**Helpline tel. 0845 123 2354**

**[www.brps.org.uk](http://www.brps.org.uk)**

# **British Retinitis Pigmentosa Society – Devon**

**Contact: Ieuan Shute**

**Tel. 01884 259078**

**Email: [ieuanshute@hotmail.co.uk](mailto:ieuanshute@hotmail.co.uk)**

**Helpline tel. 01752 350327**

# **Marfan Association UK**

**Rochester House**

**5 Aldershot Road**

**Fleet, Hants GU51 3NG**

**Tel. 01252 810472**

**Email: [marfan@tinyonline.co.uk](mailto:marfan@tinyonline.co.uk)**

**[www.marfan-association.org.uk](http://www.marfan-association.org.uk)**

# **Nystagmus Network**

**Tel. 0845 634 2630 or 029 2045 4242**

**Email: [john.sanders@nystagmusnet.org.uk](mailto:john.sanders@nystagmusnet.org.uk)**

**[www.nystagmusnet.org](http://www.nystagmusnet.org)**

**Annual subscription and newsletter.**

**Childhood Eye Cancer Trust**  
**Royal London Hospital Whitechapel**  
**Road**  
**London E1 1BB**  
**Tel. 020 7377 5578**  
**Email: [info@chect.org.uk](mailto:info@chect.org.uk)**

**Listening Eye**  
**Freephone: 0800 783 1979**

**A national helpline for anyone with a sight  
problem, and their carers.**  
**Open 6pm to 10pm, Tuesday, Wednesday  
and Thursday.**

**RNIB Helpline**  
**Tel. 0303 123 9999**

**Open Monday to Friday 9am to 5pm.**

# **RNIB Talk and Support**

**105 Judd Street**

**London WC1H 9NE**

**Tel. 0845 330 3723**

**Fax. 020 7391 2079**

**Email:**

**[talkandsupport@rnib.org.uk](mailto:talkandsupport@rnib.org.uk)**

**Tele Befriending – social groups on the phone.**

**Tele Support – Tele Support will help people remain independent by providing information and support at the right time.**

**Other services are being developed.**

**Ring RNIB for details.**

# **British Association for Counselling &**

# **Psychotherapy**

**Tel. 01455 883 300**

**[www.bacp.co.uk](http://www.bacp.co.uk)**

**Email: [enquiries@bacp.co.uk](mailto:enquiries@bacp.co.uk)**

**Contact for counsellors in your area.**

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**Further copies from the  
Sensory Team via Care Direct  
at the My Devon  
Customer Service Centre:**



**Tel: 0845 1551 007  
SMS text: 0777 3333 231  
Text Phone: 0845 155 1020  
Fax: 0845 155 1003  
Email: [sensory@devon.gov.uk](mailto:sensory@devon.gov.uk)**

**This information is available in other formats such  
as audio, and in languages other than English.**

**Comments or updates to this pack: Please contact  
the Sensory Team via Care Direct, as above.**

***[www.devon.gov.uk/socialcare](http://www.devon.gov.uk/socialcare)***

***May 2011***