**PRIVATE AND CONFIDENTIAL**

**[Insert your address**

**and telephone number**

**and email address/]**

For the attention of the Director of Adults Services

**[Insert name and address of local authority]**

**[Insert date]**

**-REQUEST FOR VISION IMPAIRMENT REHABILITATION SERVICES -**

Dear Sir or Madam,

**Re: provision of vision rehabilitation**

I am writing to complain about the failure of **[insert local authority]** to provide me with vision rehabilitation.

**Summary of issue**

**[*Explain issue -* *i.e. that you have sight loss and need vision rehabilitation* *but this has not been provided. Include relevant details of when this was requested, how long you have been waiting and any responses you have received.*]**

**Relevant law**

I refer **[insert local authority]** to the letter from RNIB’s Legal Rights Service (attached), outlining your legal obligations in relation to providing vision rehabilitation.

**Remedy**

I ask that **[insert local authority]** confirm that they will fulfil their duties to provide me with a period of vision rehabilitation, without delay. We ask that this confirmation be provided in writing within 14 working days.

Yours faithfully,

**[insert name]**

**[insert address]**

**[insert contact details – e.g. phone and email address]**

**RNIB advocacy letter**

**This is a standard letter**

Dear Sir or Madam,

The Scottish Government’s strategic framework for meeting the needs of people with a sensory impairment in Scotland (2014) at para. 2.1 emphasises the importance of the “*seamless provision of assessment, care and support to adults with a sensory impairment*”.

Central to achieving this outcome for blind and partially sighted people is timely access to preventative services in the form of visual impairment rehabilitation. 2009 Government guidance on national standard eligibility criteria and waiting times issued under s.5(1) of the Social Work (Scotland) Act 1968 states clearly at para. 8.4:

*“Councils should ensure that they have in place clear arrangements for meeting, managing or reviewing the needs of individuals who are not assessed as being at ‘critical’ or ‘substantial’ risk, including:*

* *adopting a strong preventative approach to help avoid rising levels of need;*
* *embedding preventative strategies at every level of the social care system, informed by assessment of local needs and created in partnership with relevant agencies;*
* *timely investment in re-ablement services, therapy, intermediate care and assistive technologies to reduce the number of people requiring ongoing social care support;*
* *an actively managed waiting list for those who are intended to receive service provision;”*

You are receiving this letter because a blind or partially sighted person has not been provided with timely access to vision rehabilitation. We ask that you to address this person’s complaint directly and ensure that you are compliant with government guidance. If you fail to comply, the individual may take further action in relation to this matter.

**RNIB Legal Rights Service**