THE QUALITY FRAMEWORK
For the provision of Information, Advice and Guidance to blind and partially sighted people
Organisations involved in developing this quality framework

- Action for Blind people
- Galloway’s Society for the Blind
- Lincoln and Lindsey Blind Society
- RNIB
- Sight Service Gateshead
- Visionary

This quality framework can be used by:
- Sight loss charity staff and volunteers
- Other providers of support services to blind and partially sighted people

Publication date: October 2016
This booklet is available to download from:
www.rnib.org.uk/localcharitystaffguidance
and the websites listed on pages 30 – 31
Introduction

Sight loss charities provide an invaluable service using the skills of their staff, volunteers and customers.

Blind and partially sighted people receive services from a number of organisations. Their feedback shows that they often don’t know about the full range of services available to them. Services provided vary significantly across the country and there is no consistent standard.

Sight loss charities need to create an effective way of working together so that blind and partially sighted people can move from one sight loss charity to another, and back again, receiving the service that best meets their needs. Blind and partially sighted people want the same quality of service wherever they live.

The Quality framework for the provision of Information, Advice and Guidance to blind and partially sighted people has been developed using feedback from blind and partially sighted people and those with expertise in service delivery. Over 200 blind and partially sighted people have taken part in face to face interviews and surveys on what good customer service should look like (RNIB, 2015). Several sight loss charities which deliver essential services to people with sight loss, their family and supporters have shared their expertise. The Seeing it my way outcomes, which set out the outcomes that blind and partially sighted people say are most important to them, have helped to identify core services that we should aim to provide. These services are shown as the Delivery Checklists which suggest ways...
to achieve a consistent quality of service regardless of which organisation delivers them. For a summary of the ‘Seeing It My Way’ outcomes, go to page 19.

**Why should we use the Quality Framework?**

The quality framework is a tool to help sight loss charities work together and improve our service provision for people living with sight loss. It can be used to measure good practice, identify any gaps in service provision and highlight any areas requiring improvement.

A person-centred approach underpins the quality framework, putting the needs of the individual at the heart of everything that we, as a sector, do.

**What will be the benefits to our charity and to the people we support?**

- Potential funding opportunities through partnership working with other sight loss charities
- Access to staff from other sight loss charities to support with writing bid proposals, set up support groups, develop questionnaires to effectively evaluate your services, and more.
- Access to staff and/or volunteers from other sight loss charities to provide hands on support with special events
- Additional credibility when talking to key decision makers
- Professional development opportunities for staff
- Reassurance for current and future funders about the consistent quality of information, advice and guidance services you deliver
- An opportunity to gather consistent information to inform decision making
- An opportunity to gain valuable information to influence decision makers and lobby for change
- Blind and partially sighted people receive a consistent, quality information, advice and guidance service
- All staff and volunteers receive
training about sight loss and are supported through a peer network where they can share what works well, offer support to each other, share experiences and resources.

- We take the full range of each person’s needs into account, including physical and emotional.
- We actively support blind and partially sighted people to explore all options available to them in order to make informed choices and maintain a good quality of life. For smaller charities this may involve working with larger charities in the area.
- We can meet the needs of each individual, providing the right services at the right time, and ongoing support.

**The Way Forward**

Getting people to work together is the way forward. Partnership working is the future for sight loss charities. Why not be part of it?

This document has 7 sections. Each section sets out what blind and partially sighted people have told us they expect to receive in this service area and includes a delivery checklist suggesting ways to provide a high quality level of service which is both consistent and measurable.

**How will using the delivery checklists make a difference?**

Each section states the minimum level of service that sight loss charities need to provide to meet the quality framework. It also sets out potential areas for improvement, for example the maximum length of time it should take to make contact with a blind and partially sighted person after an initial enquiry.

You can check whether your organisation demonstrates all of the services on the delivery checklists or your progress towards providing all of them.

The Delivery Checklist of Support Services for sight loss charities providing Information, Advice and Guidance is available to download from [www.rnib.org.uk/localcharitystaffguidance](http://www.rnib.org.uk/localcharitystaffguidance) and the websites listed on pages 30-31.
**Section 1**

**Before first contact**

**Our aim:** People are able to easily find information about sight loss organisations and their services to enable them to choose which best suits their needs.

When looking to contact my local sight loss charity, I can:
- Easily find information on local sight loss societies such as their contact number and the services they provide and how to get to their location.

**Delivery checklist**
- Ensure that you are easy to find, provide an accessible map
- Install correct signage (i.e. Clear tactile and braille signs) internally and externally.
- Publicise and promote your organisation using a variety of different options such as local radio, Talking Newspapers and local community services.
- Regularly review your publicity and promotional activities to ensure they are still the right options for your organisation, and your promotional material is provided in clear print and readily available in other accessible formats.
- Make sure that your premises are welcoming and accessible.
- First impressions matter so ensure that your answer phone message is approachable and professional, for example: ‘Thank You for calling (charity name). We are open (days of the week and times). We are unable to take your call at the moment but if you leave your name and number we will get back to you very shortly’.

---

**Section 2**

**First contact**

**Our aim:** People are supported to consider their needs, capabilities and goals by someone who has the appropriate skills, knowledge and expertise. Goals are agreed in a plan which clearly shows the actions required, who is responsible and timescales to enable individuals to reach their goals.

On visiting or telephoning my local sight loss charity, I am:
- Greeted warmly/answered quickly
- Made to feel welcome and treated with respect
- Really listened to and spoken to in my preferred language or communication method
- Able to leave a message and will be called back promptly
- Supported to clarify what my needs are
- Told what will happen next

**Delivery checklist**
- Work with blind and partially sighted people, their families and carers to identify what services best meet their needs, either face to face or by phone.
- Help to clarify individual’s expectations of the support opportunities available and identify any further needs.
- Work with individuals to set realistic goals to meet their support needs.
- Regularly check what progress is being made to meet set goals. Appendix 2 shows examples of tools to help understand individual needs or monitor outcomes.
- Commit to a policy of contacting individuals/returning calls within 5 working days of the initial contact/receipt of query.
- Address and resolve any fears and concerns expressed about receiving support services from your organisation or any other.
- Promote equality of opportunity by ensuring that people from all communities are supported equally and fairly.
Section 2

Information giving, signposting/directing to other services

Our aim: Information is accessible and individuals are fully involved in plans to link them to other organisations.

The person dealing with my enquiry:
- Listens to me and answers my questions or finds out the answers if they do not know
- Provides me with information in my preferred format to support my enquiry
- Has a good knowledge of a range of services both local and national which might support me
- Keeps me informed about any services or activities being provided
- Explains how I will be connected to a range of services and what I can expect to happen next and has the ability and tools to proactively connect me to other organisations or services
- Provides me with access to skilled and empathetic people to talk to over the phone or face to face
- Clearly explains what would happen to any personal data I give them and who it could possibly be shared with and for what reason

Delivery checklist
- Signpost to eligible services and support people to follow up suitable referral opportunities
- Create an easy and effective way of signposting or referring people to other sight loss agencies, ensuring data protection consents and permissions are in place.
- To support control, protection and quality of the information you manage, set up a secure database with password. Maintain the database by following up on referrals with the relevant agencies to obtain updates on services provided, what the next steps are and to share feedback in line with your organisations policy (Appendix
3 shows an example Information Sharing Agreement).
- Maintain confidentiality and security of personal information that meets data protection legislation and your organisations rules.
- Ensure people have sufficient information and the time they need before committing to a referral.

Our aim: People are given opportunities to explore or access to support services to make the most of their remaining sight, as appropriate

When looking to buy low vision aids or to have a low vision assessment, I am:
- Able to gain access to a low vision assessment designed to meet my specific requirements and be seen by someone qualified
- Supported to obtain/purchase the correct aids or equipment
- Monitored to check my progress

Delivery checklist
- Support adults and children to access low vision services provided by a suitably qualified professional by having knowledge of where your local low vision service is and how to make a referral
- Provide access or signpost to magazines or leaflets that offer low vision equipment from a range of suppliers
- Give advice and provide access to low vision equipment and training.
- Signpost to or hold events to showcase low vision equipment.
Section 2

Our aim: People are supported to gain the basic skills and confidence to use technology and get online.

Our aim: People are supported to make connections with others living with little or no sight to seek inspiration and encouragement and to give the same in return.

To assist me with my technology needs, I am supported to:
- Use my tablet or e-reader such as an iPad and Kindle
- Set up and use my iPhone or other Smartphone
- Browse websites and explore online
- Set up my email account
- Chat online using video messenger services such as Skype
- Try out some of these products and find out what suits me best

- Making the most of features on these products such as apps to help me use them more easily

Delivery checklist
- Support access or signpost to technology training sessions or courses.
- Where appropriate, make it easy for people to connect with and get practical help from other blind or partially sighted people for example by setting up a peer support group or linking with another organisation that has this resource.

Our aim: People are supported to gain confidence and develop their independence

Our aim: People are supported to make connections with others living with little or no sight to seek inspiration and encouragement and to give the same in return.

At my local sight loss charity:
- I am offered access to confidence building programmes to help me adjust to sight loss

- I am signposted to the appropriate agency if I have housing, benefits, advocacy, health and social care specialist assessment and/or employment needs
- I receive information about the services or support promptly and in my preferred format
- I receive information and advice on what’s available to support my eye health in my local area, and the person who helps me has
a broad knowledge of local and national services available to suit my needs and my family

**Delivery checklist**
Provide or signposting to:
- Hospital information such as local eye clinic services
- Support programmes, confidence building courses, vision rehabilitation and mobility services to develop confidence, empowerment and independence.
- Local Talking Newspapers
- Advocacy services including specialist areas such as housing and benefits.
- Advice and assistance on obtaining specialist assessments, indoor and outdoor adaptations for the home and improving security such as having non-slip flooring in the bathroom and kitchen and improving the lighting around the front and back doors.
Section 2

- Information, advice and guidance about their local eye care pathway
- A range of measures that improves access to optometric and ophthalmic services
- Local and national services available.

Our aim: People are supported to better understand their eye condition and manage their eye health

When seeking information on my eye condition, I am:
- Supported to access any key charities that provide specialist support e.g. Macular Society, Diabetes UK
- Provided basic information about my eye condition(s)
- Supported to access information that helps explain my eye condition and how to look after the health of my eyes

Delivery checklist
Provision or signposting to:
- Information on eye conditions, and advice and support to access treatment
- Information sheets and factsheets on all eye conditions available from a central, online library (Sources of information gives more information on page 30 about this facility).

Our aim: People are supported to access their community amenities.

To make the most of services in my area, I am supported to:
- Access a range of activities in my community
- Remain independent to do things like go to the shops
- Access services at my local leisure centre and library.
- Continue with my hobbies and leisure activities where possible or to try something new.

Delivery checklist
- Promote and support access to relevant community services and social groups
- Provide or signpost to services that support the individuals to retain independence such as local community groups or classes
Emotional support

Our aim: People are given opportunities to talk through feelings with someone outside of their family and friends.

If I am finding it hard to come to terms with feelings about sight loss, at my local sight loss charity I am able to:

- Talk to someone who will take the time to listen to my situation and about how I am feeling
- Have access to ongoing support
- Explore my situation further by talking to other people going through similar experiences
- Work through some of my feelings and helped to consider new ways of adapting to sight loss
- Receive help in finding out what counselling services there are in my local area
- Have a referral to counselling services if I need help urgently

Delivery checklist

- Aim to make contact with individuals within 5 working days of receiving an enquiry or referral from another organisation
- Know when a client is at risk of self harm or even suicide and where to get emergency support in your local area
- Support individuals to identify their needs and the best way to meet them.
- Provide one-to-one telephone support and access to telephone support groups.
- Know the difference between emotional support and counselling and aim for appointments to be arranged with the same counsellor.
- Signpost or support access to other organisations who provide emotional support and counselling services
- All staff and volunteers are provided with relevant training to have the right skills to discuss emotional support and counselling
Donald was referred to Galloway’s from the Diabetic clinic. He is not yet registered as having a visual impairment. He speaks regularly to the Vision Services Co-ordinator who has provided a number of goals for Donald to achieve to benefit him such as contacting the DWP, iPad training, attending the Living with Sight loss course which Galloway’s provides and attending the locally based social group. The Vision Services Co-ordinator has also assisted Donald to obtain food parcels from a local charity, supported him to push the eye clinic for further information on his eye condition and regularly checks in with third party organisations on Donald’s behalf to ensure there is progress. Donald says “I was initially overwhelmed but your support has made me feel so much less isolated”.

Mr White is elderly, lives alone, is very isolated and contacts the Police regularly with his concerns. The Police visited him in his home and realised that he could benefit from Galloway’s services as his local sight loss charity. Mr White was accompanied by a member of the Police Outreach Intervention Team to one of Galloway’s social activities and since then has been supported by Galloway’s. The initial visit has resulted in 21 frontline police officers (including the whole of the local Outreach Intervention team) attending visual awareness training and an introduction to assistive technology and equipment. Sadie Day from the Police Force stated “This has been a great opportunity and we look forward very much to working with Galloways in the future.”

As a result of this, the Police have agreed to assist with fundraising activities and distributing leaflets in more deprived areas during National Eye Health Week in September, 2016.

A summer garden party marked the official opening of garden set up by
blind and partially sighted people in Selby on Sunday 11 September 2016. The Optimeyes Garden was created by Selby District Vision (SDV), with the help of RNIB and a grant from the Big Lottery Fund. Members of SDV designed the garden so local blind and partially sighted people can maintain and enhance their passion for gardening. The group worked tirelessly to secure a space for the garden, and transformed it from a strip of wasteland into a beautiful allotment and a place for people with sight loss to socialise.

Emily Havercroft, Development Worker at SDV, said:
“Our summer garden party was the ideal opportunity to celebrate the launch with all the garden’s members, staff, family and friends. I’m thrilled everyone is enjoying the Optimeyes Garden and proud of all the members who have contributed to its success. We’re grateful to the local businesses who have supported it and we look forward to the garden, and our members, continuing to blossom.”

Claire Cawkwell, RNIB Optimeyes Project Manager, said:
“RNIB is delighted to have worked with SDV to create the Optimeyes Garden. It’s fantastic to see blind and partially sighted people from the community come together to celebrate their hobbies and support one another.”

Brian, who is partially sighted, helped create the garden. He said: “Being involved in the Optimeyes Garden has done me such a lot of good. It gets me out of the house, which makes me feel happier and boosts my confidence. “It’s important to have my own interests and independence, without always needing to rely on my wife. Until the garden, I didn’t have other people I could talk to about dealing with sight loss.”

Susan Ferguson, a local gardening enthusiast and keen supporter
of SDV, officially opened the Optimeyes Garden. Just before she cut the ribbon Susan said: “I know that gardening can be very therapeutic and this community garden project is a wonderful transformation.”

The garden is part of a wider Optimeyes project led by RNIB in partnership with six local sight loss charities, including SDV. The project identifies older people living with or at risk of sight loss in communities across Yorkshire and South Lincolnshire then ensures they are linked into appropriate support.
Section 4

Advocacy

Our aim: People are given access to support services that are equipped to deal with complex issues where advocacy or representation is required.

In Focus - What an Advocacy service provides:
Advocacy services seek to ensure that people, particularly those who are most vulnerable in society, are able to:
- Have their voice heard on issues that are important to them.
- Defend and safeguard their rights.
- Have their views and wishes genuinely considered when decisions are being made about their lives.

Advocacy is a process of supporting and enabling people to:
- Express their views and concerns.
- Access information and services.
- Defend and promote their rights and responsibilities.
- Explore choices and options.

"To ensure my views and needs are taken into account, I am:
- Supported to have my say and helped to access information I need or someone to go with me to meetings or interviews, in a supportive role.
- Given access to an advocate to write letters on my behalf, or speak for me in situations where I don’t feel able to speak for myself.

Delivery checklist
- Offer or signpost to another advocacy service if the enquiry is about an issue your organisation cannot directly help with.
- Provide support or signpost to other organisations for assistance with benefit checks and specialist assessments by qualified professionals.
- Provide a service that is impartial and non-judgemental.
Section 5

Certification and Registration

Our aim: The Certification and Registration process is clearly explained

To help me receive all the benefits and support I am entitled to, I am informed about:

- The steps involved to registering as blind or partially sighted with my local council
- What advantages there are to certification and registration

Delivery checklist

- Actively promote the Certification and Registration processes, the benefits of registration (Appendix 4 outlines this process)
- Ensure regular training is available to relevant staff using online training portals such as YouTube or other resources
Section 6

Monitoring and follow up

Our aim: Provide opportunities for blind and partially sighted people to be involved in the planning, delivery, monitoring and evaluation of support services.

- Evaluate any feedback to influence and plan how to make the necessary improvements as appropriate.

Regular checks are made to ensure I am progressing well and I am:
- Given opportunities to comment on the service I have received
- Informed what to do if I am not happy with my service and need to complain
- Provided with regular and ongoing access to services and groups, where appropriate

Delivery checklist
- Check people are getting on with the services provided, making sure they are receiving what they need in all areas by carrying out surveys or questionnaires on a quarterly basis.
Communicating information and sharing good practice across the sector

Our aim: Sharing good practice and knowledge will improve the experience for blind and partially sighted people seeking information, advice and guidance, and help us all to provide a more joined up service.

I am confident that the sight loss charities I am supported by are:
- Willing to work collaboratively to best meet my needs
- Able to provide me with a broad choice of options
- Enabling me to make informed choices about services available

Delivery checklist
- Share information such as examples of what works well in your organisation, good practice case studies, key research, survey results and statistics through Visionary (for members), a peer network, publications and social media channels.
- Use the delivery checklists to measure the quality of your services
- Promote any recognised quality standards your organisation possesses for example the Information Standard or Accreditation from your local authority. This will inform blind and partially sighted people and organisations that your products and services have been evaluated by an independent organisation and rated highly each time.
Training and Professional Development for organisations providing services to blind and partially sighted people

Introduction

It is vital that all staff and volunteers have the appropriate skills to provide a quality service and they can communicate effectively whether it is face to face, by telephone or by email.

Training resources are being developed to support staff to provide a consistent and high level of service to people seeking support and to meet the delivery checklist points. The cost and availability of staff training may be an issue for some organisations and so several options will be available.

Training options

- A one-day course containing essential activities designed to give practical, hands-on experience to those providing support.
- A training video website with specific topics such as low vision aids for people to make the most of their remaining sight.
- E-learning modules available online 2017

For information on training and development, please go to www.rnib.org.uk/localcharitystaffguidance
Summary of ‘Seeing it my way’ outcomes
1. That I have someone to talk to.
2. That I understand my eye condition and the registration process
3. That I can access information
4. That I have help to move around the house and to travel outside
5. That I can look after myself, my health, my home and my family
6. That I can make the best use of the sight I have
7. That I am able to communicate and to develop skills for reading and writing
8. That I have equal access to education and lifelong learning
9. That I can work and volunteer
10. That I can access and receive support when I need it
Appendix 2

The Quality of Life Check

The QLC is an in-house tool used by RNIB. It aims to assist people in adapting to sight loss by providing telephone advice and tailored support to blind and partially sighted people, especially those that are newly diagnosed or have experienced a change in circumstances.

An advice worker will:
- Gain an understanding of how sight loss impacts on a blind and partially sighted person’s life and the lives of their family
- Provide people with advice/strategies/information that will assist them to live independently with sight loss by meeting their identified needs
- Refer/signpost people to organisations which can enable them to live independently or provide ongoing support to them and their family
- Develop with people and share with them an accessible action plan

Outcome Areas: The QLC reviews:
- How the person would like their situation to improve
- Home circumstances
- Hearing Loss
- Eye Condition
- Managing daily routine
- Moving around safely
- Emotional Wellbeing
- Employment and Education
- Community links, Social activities, Leisure and Hobbies
- Benefits and Concessions
- Local Support
- Partner / Carer comments

An information sheet on the Quality of Life Check is available on an online accessible library via
Visionary’s website (available from 1 November 2016)

The Outcomes Star™

VIP Star: The Outcomes Star for people with visual impairment

The VIP Star is designed for blind and partial sighted people with specific accessibility features built into the VIP Star Online and the VIP paper-based materials.

Outcome Areas:
The VIP Star covers nine areas:
1. Managing visual impairment
2. Health
3. Where you live
4. Looking after yourself
5. Meaningful activity
6. Social life
7. Money
8. How you feel
9. Dignity

For detailed information on the Outcomes Star™ and resources available, go to: www.outcomesstar.org.uk/independent-living-star/
Appendix 3

An Information Sharing Arrangement document

Partners:
Details all the organisations that will be involved in the data sharing.

Purpose for sharing:
Outline the purpose for sharing, why it is necessary and benefits you hope to achieve. This should be documented in precise terms so that all parties are clear how data may be shared and how shared data may be used.

Type of information that may be shared:
Set out how you decided which information would be shared and specify what is to be shared – i.e. basic personal data = name, address, date of birth etc, sensitive personal data = ethnic origin, health, criminal offences etc, relationship data = next of kin, doctor etc.

Consent:
Is consent required? If so, is there a template consent form used where the data subject’s consent has been sought? Explain fully why consent has not been sought.

Legal purposes for sharing:
Explain purpose for sharing data i.e. the legal duty to share certain types of personal data or explain the legal power which allows your organisation to share.

Data Quality:
Outline any practical problems including ensuring that information shared is adequate, relevant, not excessive, accurate and up to date. Consider the usability and compatibility of the data.

Retention and destruction:
Confirm destruction policy/procedure and how data will be stored by the organisation receiving it.

Data subject rights:
Explain what the process will be for dealing with a Subject Access Request, Freedom of Information request, query or complaint received by a partner.
Data Security:
Detail what security measures will be in place for the data, including both organisational and technical.

How the information will be shared:
Partners should detail how electronic and hard copy information under this Arrangement will be transferred between Them. If electronically, also indicate if the information will be encrypted.

Review:
The Arrangement should outline any sanctions for failure to comply. The Partners should detail how long the Arrangement is valid for and, if it a rolling Arrangement, there should be a date to review its ongoing effectiveness.

Signatories:

Signed ................................................
Date ...................................................
Name ..................................................
Position .............................................

Signed ................................................
Date ...................................................
Name ..................................................
Position .............................................
Appendix 4

Understanding the Certification and Registration processes

CVI (Certificate of Vision Impairment) has 3 functions:
1. Provides formal alert to social services and triggers an assessment of need
2. Step to registration and associated benefits and concessions
3. Link to NHS Public health indicator for preventable sight loss

The following documents can also be used to refer blind and partially sighted people to local social services for support if they do not have a CVI
- Referral of vision impaired person (RVI)
- Low vision leaflet (LVL)

For more information on the Certification and Registration Process, go to: www.rnib.org.uk/knowledge-and-research-hub/research-reports/early-reach-research/certification-and-registration
Counselling
Counselling involves individuals talking things over with a professionally trained counsellor. It can help people understand their feelings and think about ways of coping with the changes in their life. Counselling is not direct advice. Instead, it helps individuals to explore their situation so they can work out what’s right for them.

Emotional Support
Emotional support takes the form of actively listening, empathising, acknowledging and identifying further need, and supporting individuals to get back to their everyday lives by giving them the opportunity to open up, talk through their concerns, and work through their feelings. Emotional support includes helpline services, talk and support and befriending.

Outcomes
Outcomes are the result or effect of an action or situation.
Sources of information

- Sight Loss Data Tool provides robust evidence on sight loss, and those at risk of sight loss, covering all local authorities in England - www.rnib.org.uk/datatool
- Sightline Directory is an online directory listing organisations and services that support blind and partially sighted people - www.sightlinedirectory.org.uk
- An online accessible library containing a range of information such as factsheets on eye conditions, information sheets, reliable statistics, courses available for blind and partially sighted people and more will be available via Visionary’s website (from 1 November 2016)

Other sources of information and support for blind and partially sighted people

- Citizens Advice
  www.citizensadvice.org.uk
- Local GP
- NHS Direct
- Local council
RNIB Connect

Sight Loss Charity Partnership

Barrow & Districts Society for the Blind
67/69 Cavendish Street, Barrow-in-Furness, LA14 1QD
T: 01229 820698
www.barrowblindsoociety.org.uk

Beacon Centre for the Blind
Wolverhampton Rd, Wolverhampton WV4 6AZ
T: 01902 880111
www.beaconvision.org/

Bucks Vision Visual Impairment Charity
143 Meadowcroft, Aylesbury, Buckinghamshire
HP19 9HH
T: 01296 487 556
www.bucksvision.co.uk/

East Sussex Association of Blind and Partially Sighted People
Prospect House, 7-9 George Street, Hailsham BN27 1AD
T: 01323 832252
www.eastsussexblind.org.uk
Galloway’s Society for the Blind  
Howick House, Howick Park Ave,  
Penwortham, Preston PR1  
T: 01772 744148  
www.galloways.org.uk/

Gateshead and South Tyneside Sight Service  
The Bradbury Centre, Bensham Hospital, NE8 4YL.  
T: 0191 478 5959  
www.ourgateshead.org/sightservice

Lincoln and Lindsey Blind Society  
Bradbury House, Ramsgate, Louth,   LN11 0NB  
T: 01507 605604  
www.llbs.co.uk

Royal National Institute of Blind People  
105 Judd Street, London,  
WC1H 9NE  
T: 0303 123 9999  
www.rnib.org.uk/

Sheffield Royal Society for the Blind  
5 Mappin St, Sheffield, S1 4DT  
T: 0114 272 2757  
www.srsb.org.uk/

Sight for Surrey  
Rentwood, School Lane, Fetcham,  
Leatherhead KT22 9JX  
T: 01372 377701  
www.sightforsurrey.org.uk/

Thomas Pocklington Trust  
Enterance D, Tavistock House South,  
Tavistock Square,  
London, WC1H 9LG  
T: 020 8995 0880  
www.pocklington-trust.org.uk

Visionary  
CBI House, St Vincent’s School, Yew Tree Lane, Liverpool,  
L12 9HN  
T: 020 8090 9264  
www.visionary.org.uk/

York Blind and Partially Sighted Society  
Rougier House, 5 Rougier Street,  
York, YO1 6HZ  
T: 01904 636269  
www.ybpss.org/