

# Directory of Services for People with Visual Impairment in Islington

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For further information contact the **Outlook Resource Centre** on **020 7527 6530**.

# Suppliers and services available to visually impaired Islington residents

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London Borough of Islington 2009.

## **Ambulance/Fire/Police Services**

Telephone **999**

Minicom: **0800 11 29 29**

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## **Council Services**

All faults and problems regarding the environment, streets and pavements, council services, accidents and all other council related issues should be initially directed to Contact Islington, who will give a reference number for the call on request.

The office is open 8.00am to 8.00pm Monday to Friday and 9.00am to 6.00pm on Saturdays, with limited out of hours cover.

Telephone: **020 7527 2000**

Minicom: **020 7527 1900**

Email: **[contact@islington.gov.uk](mailto:contact@islington.gov.uk)**

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## **Electricity**

EDF Energy

Telephone: **0800 028 0247**

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## **Gas**

Telephone: **0800 11 19 99**

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**Thames Water**

Telephone: **0845 920 0800** (local call rate)

Minicom: **08457 200 899**

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**NSPCC/Childline**

(National Society for the Prevention of Cruelty to Children)

Telephone: **0808 800 5000**

Minicom: **0800 4000 2222**

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**Islington Noise Team**

Telephone - Day: **020 7527 3258**

Telephone - Night: **020 7527 3229**

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**Islington Parks Patrol**

Telephone: **07970 893 588**

Available afternoons and evenings to deal with problems in parks and green spaces.

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**The Samaritans**

Telephone: **08457 90 90 90**

Minicom: **08457 90 91 92**

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## **Moorfields Eye Hospital**

Telephone: **020 7253 3411**

Direct: **020 7566 2083**

Fax: 020 7253 3411

Website: [www.moorfields.nhs.uk](http://www.moorfields.nhs.uk)

Address: 162 City Road, London EC1V 2PD

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## **Royal Free Hospital**

Telephone: **020 7794 0500**

Fax: 020 7830 2468

Website: [www.royalfree.nhs.uk](http://www.royalfree.nhs.uk)

Address: Pond Street, Hampstead, London NW 2 2QG

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## **University College Hospital NHS Foundation Trust**

Telephone: **0845 155 5000**

Website: [www.uchl.org.uk](http://www.uchl.org.uk)

Address: 235 Euston Road, London, NW1 2BU

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## **Whittington Hospital**

Telephone: **020 7272 3070**

Fax: 020 7288 550

Email: **[communications@whittington.nhs.uk](mailto:communications@whittington.nhs.uk)**

Website: [www.Whittington.nhs.uk](http://www.Whittington.nhs.uk)

Address: Highgate Hill, London N19 5NF

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# 4 ARTS, HOLIDAYS & LEISURE

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## Audio Guides

Many museums and galleries have audio guides which are usually at a discounted rate for visually impaired visitors.

## Artsline

Provides guides for disabled people on access to theatres, cinemas, art galleries, art centres and music venues.

Telephone: **020 7388 2227**

Fax: 020 7383 2653

Minicom: **020 7388 2227**

Email: **website@artsline.org.uk**

Address: 54 Chalton Street, London NW1 1HS

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## Art Through Words

Meets in the Sainsbury Wing of the National Gallery on the last Saturday of the month. Each session provides detailed description of a painting and a visit to the gallery for visually impaired visitors. Sessions are free but booking is recommended to guarantee a place.

Telephone: **020 7747 2885** (including Typetalk)

Fax: 020 7747 2423

Email: **education@nationalgallery.org.uk**

Address: The National Gallery, Trafalgar Square,  
London WC2N 5D

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### **Action for Blind People (AFBP) – Holiday Hotels**

Owens accessible hotels in the Lake District, Teignmouth, Weston-Super-Mare and near Bognor Regis.

Telephone: **0800 915 4666**

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

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### **Big Print**

National weekly newspaper published in large print, and includes national radio and TV guide.

Telephone : **0800 124 007**

Email: **BigPrint@RNIB.org.uk**

Website: [big-print.co.uk](http://big-print.co.uk)

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### **Islington Outlook**

Provides a range of daytime activities, courses and training. Lunch is available at a reasonable price.

Telephone: **020 7527 6530**

Address: 133 St Johns Way, London N19 3RQ

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## **Living Paintings Trust**

Provides a free loan library of touch and sound paintings for adults and children.

Telephone: **01635 299 771**

Email: **library@livingpaintings.org**

Website: [www.livingpaintings.org](http://www.livingpaintings.org)

Address: Living Paintings Trust, Unit 8,  
Kingsclere Park, Kingsclere, Newbury,  
Berks RG20 4S

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## **Royal National Institute of Blind People: Audio Description**

Audio description is a free service that transforms the enjoyment of TV, film, theatre and sports events for people with sight problems. Like a narrator telling a story, an additional commentary describes body language, expressions and movements – giving people sight through sound.

The RNIB offers a weekly e-mail service listing new films and DVDs released with audio description. It also provides information and advice on audio description on digital TV. Many digital TV systems, including Freeview, Sky and Virgin have some content with audio description available.

Telephone: **020 7391 2398**  
Email: **Jill.Whitehead@rnib.org.uk**  
Website: [www.rnib.org.uk/tv](http://www.rnib.org.uk/tv)  
Address: Jill Whitehead,  
Media & Culture Information Officer,  
Media & Culture Department, RNIB,  
105 Judd Street, London WC1H 9NE

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### **Royal National Institute of Blind People: Holiday Guide**

A compilation of over 100 mainstream hotels and Bed and Breakfasts recommended by blind and partially sighted people. It is available in large print, on audiocassette, in Braille, on CD.

Telephone: **Helpline – 0845 766 9999**  
Email: **helpline@rnib.org.uk**

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### **Royal Blind Society**

Offers hotels and activity holidays.

Telephone: **01903 857 023**  
Fax: 01903 859166  
Email: **info@royalblindsociety.org**  
Website: [www.royalblindsociety.org.uk](http://www.royalblindsociety.org.uk)  
Address: RBS House, 59 – 61 Sea Lane, Rustington,  
West Sussex BN16 2RQ

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## **Royal National Institute of Blind People (RNIB) – Leisure**

RNIB's Recreation and Lifestyles Department promotes and provides information about recreation, leisure facilities and events.

Telephone: **020 7388 1266**

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

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## **Traveleyes**

An award-winning specialised travel company, which provides worldwide holidays for visually impaired and sighted travellers, journeying together in a spirit of mutual independence. Its holiday brochures are available in a range of accessible formats.

Telephone: **0870 9 220 221**

Email: [info@traveleyes.co.uk](mailto:info@traveleyes.co.uk)

website: [www.traveleyes.co.uk](http://www.traveleyes.co.uk)

Address: P.O. Box 511, Leeds LS5 3JT

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## **Vital Eyes**

Worldwide holidays for visually impaired people. Leisure or activities such as craft, gardening, canoeing, skiing, and tandem riding. Travel in a group, as a pair or sighted guides provided.

Telephone: **01539 814 681**  
Telephone: **0845 330 0149**  
Fax: 01539 735 567  
Email: **viholidays@vitalise.org.uk**  
Website: [www.vitalise.org.uk](http://www.vitalise.org.uk)  
Telephone: **0845 330 0149**  
Address: Vitalise Holidays, Shap Road Industrial  
Estate, Kendal, Cumbria LA9 6NZ

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### **VocalEyes**

VocalEyes is a national charity providing access to the arts through audio description for blind and partially sighted people, enabling them to experience, enjoy, participate in and share the best of the arts.

Telephone: **020 7375 1043**  
Email: **enquiries@vocaleyeyes.co.uk**  
website: [www.vocaleyeyes.co.uk](http://www.vocaleyeyes.co.uk)  
Address: VocalEyes, First Floor,  
54 Commercial Street, London E1 6LT

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Benefits advice for visually impaired people.

### **Action for Blind People (AFBP)**

An information and advice service which includes welfare rights advice. AFBP also provides grants to individuals. There is a national information and advice service helpline.

Telephone: **0800 915 4666**

Fax: 020 7635 4829

Email: **info@actionforblindpeople.org.uk**

Website: [www.afbp.org](http://www.afbp.org)

Address: 14 – 16 Verney Road, London SE16 3DZ

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### **Royal National Institute of Blind People (RNIB) – Welfare Benefits**

RNIB offers telephone advice about benefits and social services for visually impaired people.

Telephone: **020 7388 1266**

Email: **helpline@rnib.org.uk**

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

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**Skill (National Bureau for Disabled Students)**

Skill provides information for disabled students and job seekers, and guidance on how to access special funding.

Telephone: **0800 328 5050**

Minicom: **0800 068 2422**

Email: **info@skill.org.uk**

Website: [www.skill.org.uk](http://www.skill.org.uk)

Address: Chapter House, 18-20 Crucifix Lane,  
London SE1 3JW

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**General Benefits Advice****Department for Work and Pensions -  
Benefits Enquiry Line**

Telephone: **0800 88 22 00** (free)

Minicom: **0800 24 33 55** (free)

Website: [www.dwp.gov.uk](http://www.dwp.gov.uk)

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**Islington People's Rights (IPR)**

Offers independent advice and representation in welfare benefits and money advice rent/mortgage arrears and debt. Disabled people can be referred through Disability Action in Islington, Mencap, Sickle Cell Centre and other organisations.

Telephone: **020 7704 2844**

Email: **info@ipradvice.org.uk**

Address: 6 - 9 Manor Gardens, London N7 6LA

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**Metropolitan Society for the Blind (MSB)**

Offers a range of services including advice on benefits and welfare rights.

Telephone: **020 7403 6571**

Welfare/Benefits Advice: **020 7378 8111**

Fax: 020 7234 0708

Email: **enquiries@msb.gb.com**

Website: [www.msb.gb.com](http://www.msb.gb.com)

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These organisations provide support to people caring for a friend or relative.

## **Age Concern England**

Helpline: **0800 00 99 66** (free)

Telephone: **020 8765 7200**

Fax: 020 8765 7211

Website: [www.ageconcern.org.uk](http://www.ageconcern.org.uk)

Address: Astral House, 1268 London Road,  
London SW16 4ER

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## **Archway and District Carers Group**

Telephone: **020 7445 8001**

Address: New Orleans Community Hall,  
New Orleans Walk, Cromar Road  
London N19

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## **Carers UK**

Telephone: **020 7490 8818**

Fax: 020 7490 8824

Helpline: **0808 808 7777** (Wednesday and  
Thursday 10am - 12 noon and 2 - 4pm)

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

Website: [www.carersuk.org](http://www.carersuk.org)

Address: 20 - 25 Glasshouse Yard, London EC1A 4JT

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## Care and Counsel

Provide advice and information to older people, their relatives and carers across the UK.

Advice line: **0845 300 7585**

General enquiries: **020 7241 8555**

Fax: 020 7241 8522

Email: **advice@counselandcare.org.uk**

Website: [www.counselandcare.org.uk](http://www.counselandcare.org.uk)

Address: Twyman House, 16 Bonny Street,  
London NW1 9PG

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## Crossroads for Carers

Telephone: **0845 450 0350**

Fax: 0845 450 6556

Website: [www.crossroads.org.uk](http://www.crossroads.org.uk)

Address: Crossroads Association, 10 Regent Place,  
Rugby, Warwickshire CV21 2PN

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**Islington Carer Centre (ICC)**

Provides specialist information, advice, advocacy and support for all carers over the age of 18 in the Borough of Islington. Services include welfare benefits and housing advice, raising grants for equipment and respite, signposting to other services, support groups, monthly Health & Relaxation Days, quarterly Making it Happen Days, a Flexible Breaks Fund to provide holidays and breaks for carers, theatre and day trips; a regular newsletter and fact pack.

Telephone: **020 7263 9080**

Fax: 0207 263 0907

Email: **islingtoncarers@btconnect.com**

Website: [www.islingtoncarerscentre.org](http://www.islingtoncarerscentre.org)

Address: Islington Carers Centre, Unit 1,  
53 Hargrave Road, London N19 5SH

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**Disabled Children's Team**

Provides a statutory social work service for disabled children, young people, their families and carers.

Telephone: **020 7527 7000**

Minicom: **020 7527 7100**

Fax: 020 7527 7040

Email: **disabilities@islington.gov.uk**

Address: 292 Essex Road, London N1 3AZ

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**Royal National Institute of Blind People (RNIB)  
– Family Services**

Provides information on all aspects of bringing up a visually impaired child, and of visually impaired parents.

Telephone: **020 7391 2278**

Fax: 0208 7388 2034

Email: **parents@rnib.org.uk**

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

Address: 105 Judd Street, London WC1H 9NE

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**Kids (London)**

Works with disabled children or children with special needs in all London Boroughs.

Telephone: **020 7520 0405**

Fax: 020 7520 0406

Email: **enquiries.london@kids.org.uk**

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**Look London**

A local contact for the National Federation of Families with Visually Impaired Children.

Telephone: **020 8678 055** (for local support)

Email: **looklondon@hotmail.com**

Address: Kings Avenue School, 127 Park Hill,  
London SW4 9PA

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**Look – National Federation of Families with Visually Impaired Children**

National telephone helpline: **0121 428 5038**

Fax: 0121 427 9800

Website: [www.look-uk.org](http://www.look-uk.org)

Address: c/o Queen Alexandra College,  
49 Court Oak Road, Harbourne,  
Birmingham B17 9TG

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**National Blind Children's Society (NBCS)**

Provides services from birth to completion of full time education for children and young people with a visual impairment. NBCS provides family support, educational advocacy, IT advice and support, and Custom Eyes' large print books for children. Provides grants for computers, speech and magnification software and educational toys.

Telephone: **01278 764 764** (Head Office)

Address: Bradbury House, Market Street,  
Highbridge, Somerset TA9 3BW

Telephone: **01278 764 770** (Central Office)

Address: 2nd Floor, Shawton House,  
792 Hagley Road West, Quinton,  
Birmingham B68 0EP

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## Telephone

Contact your telephone provider for special services they offer such as large print bills, large button phones and free directory enquiries.

## BT Telecom (BT)

BT provides a guide for disabled people which lists the various services available.

## 195 Free Telephone Directory Service

Registered Blind / Severely Sight Impaired and Partially Sighted / Sight Impaired people can apply for the 195 free telephone directory service.

Telephone: **0800 800 150**

Minicom: **0800 243 723**

Website: [www.bt.com](http://www.bt.com)

Online services and alternative formats available.

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## Royal Mail

Non printed material for visually impaired people can be sent free via 'Articles for the Blind'.

Telephone: **0845 7740 740**

Website: [www.royalmail.com](http://www.royalmail.com)

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## Abilitynet

This is a national charity which helps disabled adults and children use computers and the internet by adapting and adjusting their technology.

Telephone: **0800 26 95 45**

Email: **enquiries@abilitynet.org.uk**

Website: [www.abilitynet.org.uk](http://www.abilitynet.org.uk)

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## Aidis Trust

Provides support and information on computer communication equipment for people of all ages with severe disabilities.

Telephone (general): **020 7426 2130**

Telephone Technical Support line: **0845 120 3719**

Fax: 020 7374 4794

Email: **info@aidis.org**

Website: [www.aidis.org](http://www.aidis.org)

Address: 3 Gunthorpe Street, London E1 7RQ

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## Aspire Consultancy

Supplies accessible computer and mobile telephone equipment.

Telephone: **01904 762 788**

Fax: 0870 132 6940

Mobile: **07766 617 140**

Email: **info@aspire-consultancy.co.uk**

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### **Apart Consultancy Ltd - Jo Paton**

Telephone: **01702 543 624**

Email: **consult@apart.org**

web site: [www.apart.org](http://www.apart.org)

Address: 11 Barbara Close, Rochford, Essex SS4 1NQ

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### **British Computer Association for the Blind (BCAB)**

This organisation aims to help visually impaired people to access and use information communication technologies.

Telephone: **0845 430 8627**

Email: **info@bcab.org.uk**

Website: [www.bcab.org.uk](http://www.bcab.org.uk)

Address: BCAB c/o RNIB, 58 – 72 John Bright Street, Birmingham B1 1BN

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### **British Computer Society Disability Group**

Focuses on the role of information technology in giving disabled people a better quality of life.

Contact : Graham McLaughlin

Email: **graham.mclaughlin@hq.bcs.org.uk**

Website: [disability.bcs.org.uk](http://disability.bcs.org.uk)

Address: Social Inclusion Executive, British Computer Society, 1st Floor, Block D, North Star House, North Star Avenue, Swindon SN2 1FA

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**Choice Technology (UK) Ltd**

Supplies a range of computer screen readers and screen magnifiers.

Telephone: **01733 234 441**

Email: **roger@screenreader.co.uk**

Website: [www.screenreader.net](http://www.screenreader.net)

Address: 7 The Rookery, Orton Wistow,  
Peterborough PE2 6YT

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**Computer Room Services**

Supplies Window Eyes, a computer screen reader.

Telephone Voice: **01438 742 286**

Fax: 01438 759 589

Mobile: **07956 334 938**

Email: **Steve@comproom.co.uk**

Address: 77 Exeter Close, Stevenage,  
Hertfordshire SG1 4PW

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**Dawnbug (Disability Advice Welfare Network Users Group)**

Provides specialist computer help for blind users.

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

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### **Dolphin Computer Access Ltd**

Supplies a range of computer screen readers and magnifiers.

Telephone: **0845 130 5353**

Fax: 01905 754 559

Email: **info@dolphinuk.co.uk**

website: [www.yourdolphin.com](http://www.yourdolphin.com)

Address: Technology House, Blackpole Estate West,  
Worcester WR3 8TJ

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### **Foundation for Assistive Technology (FAST)**

An organisation which works with users of assistive technology to maximise their independence.

Assistive technology is any product or service designed to enable independence for disabled and older people.

Telephone: **020 7253 3303**

Fax: 020 7253 5990

Email: **info@fastuk.org**

Website: [www.fastuk.org](http://www.fastuk.org)

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

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**Force Ten Company**

Supplies Window Eyes, a computer screen reader.

Telephone: **01372 450 887**

Email: **sales@forcetenco.co.uk**

Web: [www.forcetenco.co.uk](http://www.forcetenco.co.uk)

Address: 6 Beckley Parade, Leatherhead Road,  
Great Bookham, Surrey KT23 4RQ

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**Focus PC Support Services - Owen Rogers**

Supply computers, can install magnification and screen reader software, and will repair and support computers which have assistive technology installed.

Telephone: **020 7242 9099**

Fax: 020 7242 9123

Email: **info@focuspc.co.uk**

Address: 37 Gray's Inn Road, London WC1X 8PQ

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**Recycle I T**

Provides low cost refurbished computers to disabled people.

Telephone: **0870 774 37 62**

Or: **01582 516 796**

Website: [www.recycle-it.ltd.uk](http://www.recycle-it.ltd.uk)

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**RNIB Technology Information Service**

Provides information about suitable technology for visually impaired people. Service provides fact sheets on access technology products and manufacturers. It also operates a telephone and e-mail helpline.

Telephone: **0845 900 0015**

Email: **technology@rnib.org.uk**

Website: [ict@rnib.org.uk](mailto:ict@rnib.org.uk)

Address: RNIB Technology Team, P.O. Box 173,  
Peterborough PE2 6WS

or **RNIB Customer Service Centre**

Telephone: **0845 702 3153**

Fax: 01733 371 555

Email: **cservices@rnib.org.uk**

Address: P.O. Box 173, Peterborough PE2 6WS

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**Sight and Sound Technology**

Specialises in magnifying screens, screen readers, hard and software.

Telephone: **0845 634 7979**

Fax: 01604 798 090

Email: **info@sightandsound.co.uk**

Website: [www.sightandsound.co.uk](http://www.sightandsound.co.uk)

Address: Quantel House, Anglia Way, Moulton Park,  
Northampton NN3 6JA

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## Software Express

Supplies Guide, a computer screen reader and scanner for visually impaired people.

Telephone: **0845 22 55 005**

Website: [www.softwareexpress.co.uk](http://www.softwareexpress.co.uk)

Address: The Old Bakery, 5 Station Road,  
Ushaw Moor, Durham DH7 7PX

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## Tiresias

This website provides in-depth information on assistive devices for people with visual impairments.

Website: **[www.tiresias.org](http://www.tiresias.org)**

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## U can do IT

Low cost training in computer use for disabled people.

Telephone: **0794 154 9755**

Website: [www.ucandoit.org.uk](http://www.ucandoit.org.uk)

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## **Disability Action in Islington (DAII)**

Provides advice, information and signposts services for disabled people on a wide range of issues.

Telephone: **020 7226 0137**

Fax: 020 7359 1855

Minicom: **020 735 1891**

Email: **infoline@daii.org**

Address: 90–92 Upper St, London N1 0NP

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## **Disability Law Service**

Advice and advocacy on disability discrimination.

Telephone: **020 7791 9800**

Address: 39-45 Cavell Street, London E1 2BP

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## **Disability Advice and Welfare Network**

National support group for disabled people and their families. Provides help with applications for disability benefits.

Telephone: **0800 073 0171**

Address: 64-66 Bickerstaffe Street,  
St Helen's WA10 1DH

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

GDBA provides guide dogs and also a range of services to enhance the mobility, independence and quality of life of people with a visual impairment.

Telephone: **0118 983 5555**

Fax: 0118 983 5433

Email: **guidedogs@gdba.org.uk**

Website: [www.gdba.org.uk](http://www.gdba.org.uk)

Address: Hillfields, Burghfield Common, Reading,  
Berkshire RG7 3YG

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**Islington Law Centre**

Telephone: **020 7607 2461**

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**Islington People's Rights**

Telephone: **020 7704 2844**

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**Islington Council Bulky Refuse Collection**

If you are a disabled person or elderly and have no one to assist with the removal of your refuse such as a carer, neighbour or relative, Street Management Services may be able to provide an assisted collection.

Telephone: contact Islington on **0207 527 2000**  
to arrange an assessment visit.

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### **Metropolitan Society for the Blind (MSB)**

Offers a range of services including a visiting scheme, loans of British Wireless for the Blind's radio/radiocassettes, grants to visually impaired people, and advice on welfare rights.

Telephone: **020 6402 6184**

Fax: 020 7234 0708

Email: **enquiries@msb.gb.com**

Website: [www.msb.gb.com](http://www.msb.gb.com)

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### **Royal National Institute of Blind People**

Offers support and advice for visually impaired people.

Opening times: Monday – Friday 9am to 5pm

Telephone: **0845 766 9999**

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

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## **Classes at Islington Outlook**

City and Islington College runs a number of courses, designed to be accessible to disabled people, at the Outlook Centre. Courses include Creative Writing, Your Life Your Say, Out & About London, Massage & Relaxation, and British Sign Language. Term starts in September of each year. All course enquiries and bookings should be made to Outlook.

Telephone: **020 7527 6530**

Address: 133 St Johns Way, London N19 3RQ

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## **Floodlight**

Floodlight is a guide to adult courses in London. A print version can be bought at most newsagents or viewed in Islington libraries, and it is available on the internet.

Website: [www.floodlight.co.uk/floodlight/setup](http://www.floodlight.co.uk/floodlight/setup)

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## Islington Adult and Community Learning

Provides short courses in centres around the Borough to assist learners to develop (or brush up) skills that will enable them to enter college, improve work chances or just enjoy a better quality of life. Courses include Creative Writing, Dyslexia Screening and Support, Numeracy, Computer Training, Healthy Eating and a range of work skills.

For a prospectus call Contact Islington on **020 7527 2000**. The prospectus is available in print, large print, Braille, audio tape or in another language.

For more information:

Telephone: **020 7527 5782**

Fax: 0207 527 5033

Email: **[acl@islington.gov.uk](mailto:acl@islington.gov.uk)**

Address: (Office) Adult and Community Learning Service, Islington Council, Room 202, 159 Upper Street, London N1 1RE

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## **32 EDUCATION, TRAINING & COURSES (ADULT)**

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### **Westminster Kingsway College**

Provides technology and computer courses.

Course enquiries:

Telephone: **0870 060 9800**

Minicom: **0207 697 3914**

Main switchboard: **0870 060 9801**

Fax: 0870 060 9802

Email: **courseinfo@westking.ac.uk**

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### **National Institute of Adult Continuing Education (NIACE)**

Organises conferences and seminars, and advises course providers about adult education issues.

Telephone: **0116 204 4200** or **0116 204 4201**

Minicom: **0116 255 6049**

Fax: 0116 285 4514

Email: **enquiries@niace.org.uk**

Website: [www.niace.org.uk](http://www.niace.org.uk)

Address: Renaissance House, 20 Princess Road  
West, Leicester LE1 6TP

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### **Royal National Institute of Blind People (RNIB – Adult Education)**

Provides information on all aspects of adult education.

## **EDUCATION, TRAINING & COURSES (ADULT) 33**

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Telephone: **020 7391 2112**

Website: [www.rnib.org.uk/xpedio/groups/publicdocuments/publicwebsite/publicadultlearning.hcsp](http://www.rnib.org.uk/xpedio/groups/publicdocuments/publicwebsite/publicadultlearning.hcsp)

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### **Royal London Society for the Blind (RLSB)**

Provides education for visually impaired people.

Telephone: **01732 592 500**

Fax: 01732 592 506

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

Website: [www.rlsb.org.uk](http://www.rlsb.org.uk)

Address: Dorton Campus (Dorton House School and Dorton College), Wildernesse Avenue, Kent TN15 0EB

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### **TechDis**

Aims to improve provision for disabled staff and students in the further, higher and specialist education sectors through technology.

Telephone: **01904 717 580**

Email: **[helpdesk@techdis.ac.uk](mailto:helpdesk@techdis.ac.uk)**

Website: [www.techdis.ac.uk](http://www.techdis.ac.uk)

Address: The Higher Education Academy,  
Innovation Way, York Science Park,  
York YO10 5BR

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**Access to Work**

This government funded scheme provides assistance and equipment to disabled people entering or in employment and those who are self employed. It operates through the Disability Employment Advisors who are based at local Job Centre Plus.

Telephone: **020 7301 3940**

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**Action for Blind People (AFBP)**

Supports visually impaired people towards and in employment via Employment Development Teams, Supported Employment Factories, Self Employment Teams.

Telephone: **020 7635 4800**

Fax: 020 7635 4900

Email: **info@actionforblindpeople.org.uk**

Website: [www.afbp.org](http://www.afbp.org)

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**The Employment Development Centre**

Provides training and support to visually impaired people.

Telephone: **020 7635 4960**

Regional Development Centre: **020 7635 4961**

National Freephone Helpline: **0800 915 4666**

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**Blind in Business**

Helps visually impaired A level students and graduates in to employment.

Telephone: **020 7588 1885**

Address: Fourth Floor, 1 London Wall Buildings,  
London EC4M 5PG

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**Job Club**

Action for Blind People provides assessments, specialist advice and computer training on assistive software for visually impaired adults wishing to do voluntary work or obtain paid employment.

Job Club is on Fridays at the Outlook Centre.

Telephone: **020 7527 6530**

Address: Outlook Centre, 133 St Johns Way,  
London N19 3RQ

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**Royal London Society for the Blind**

May be able to lend accessible computer equipment to visually impaired people starting in work.

Telephone: **020 8838 4384**

Address: Park Royal Estate, London NW10

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**Royal National Institute of Blind People (RNIB)  
– Employment Services**

Provides general advice on employment issues for people with sight impairment.

Telephone: **020 7388 1266**

Website: [www.rnib.org.uk/xpedio/groups/public/documents/code/public\\_rnib001956.hcsp](http://www.rnib.org.uk/xpedio/groups/public/documents/code/public_rnib001956.hcsp)

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**Skill (National Bureau for Students with Disabilities)**

Skill can provide information for disabled job seekers and students.

Telephone/minicom: **207 450 0620**

Fax: 020 7450 0650

**Information Services:**

Telephone: **0800 328 5050**

Minicom: **080 068 2422**

Email: **[nfoskill.org.uk](mailto:nfoskill.org.uk)**

Website: [www.skill.org.uk](http://www.skill.org.uk)

Address: Chapter House, 18 – 20 Crucifix Lane,  
London SE1 3JN

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## **Job Centres Plus in Islington**

### **Barnsbury Job Centre**

Telephone: **020 7301 5201**

Minicom: **020 7301 3823**

Address: 1 Barnsbury Road, London N1 0EX

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### **Finsbury Park Jobcentre Plus**

Telephone: **020 7301 5981**

Minicom: **0845 60 65 255**

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### **Highgate Jobcentre Plus**

Telephone: **0845 377 3336**

Minicom: **0845 377 0400**

Address: 1 Elthorne Road, London N19 4AL

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### **Islington Job Centre Plus**

Telephone: **020 7301 8700**

Address: 4 Upper St, London N1 0NW

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## **Asian People's Disability Alliance (ADPA)**

Tel: **020 8902 2113** or **020 8902 2083**

Fax: 020 8902 2113

Email: **apdmcha@aol.com**

Website: [www.apda.org.uk](http://www.apda.org.uk)

Address: Suite 1, 4<sup>th</sup> Floor, Alperton House,  
Bridgewater Road, Wembley,  
Middlesex HA0 1EH

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## **Association of Blind Asians**

Provides cassettes in Asian languages, and arranges outings and meetings.

Telephone: **020 8588 6792**

Address: Room 16, Zenith House, 210 Church St,  
Leyton, London E10 7JQ

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**Organisation of Blind African and Caribbeans (OBAC)**

OBAC provides information and advice on welfare benefits, housing, employment and training opportunities. There is a Braille/tape transcription service and the following are circulated: the Voice newspaper (on tape weekly), the New African (monthly) and the newsletter OBAC (bi-monthly).

Telephone: **020 7735 3400**

Fax: 020 7528 8334

Email: **webteam@obac.org.uk**

Website: [www.obac.org.uk](http://www.obac.org.uk)

Address: 1<sup>st</sup> Floor, Gloucester House,  
8 Camberwell New Road, London SE5 0RZ

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Some items of equipment may be available free of charge from the Islington Sensory Team following an assessment.

### **Royal National Institute of Blind People (RNIB) – Customer Services**

Provide a mail order catalogue of products to help with aspects of daily living. Products can be ordered by telephone, mail order or online.

Telephone: **0303 123 9999**

Online shopping -

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

Website: [onlineshop.rnib.org.uk](http://onlineshop.rnib.org.uk)

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### **Royal National Institute of Blind People – Resource Centre**

The centre has a wide range of demonstration equipment on display to try and to purchase.

The range covers computer equipment, aids to daily living and hobbies.

Opening times: Monday – Friday 9.30am – 5.00pm

Saturday – 9.30am – 12 noon

Telephone: **020 7388 1266**

Fax: 020 7388 2034

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

Address: 105 Judd Street, London, WC1 9NE

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**Cobolt Systems Ltd**

Provides equipment suitable for visually impaired people.

Telephone: **01493 700 172**

Fax: 01493 701 037

Email: **cobolt@compuserve.com**

Website: [www.cobolt.co.uk](http://www.cobolt.co.uk)

Address: The Old Mill House, Mill Road, Reedham,  
Norwich NR13 3TL

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**Hagger Electronics**

Supply a range of small electronic equipment, such as memo recorders and other audio items.

Telephone: **01462 677 331**

Fax: 01462 675 016

Address: Unit 7, Business Centre West, Avenue One,  
Letchworth, Hertfordshire SC6 2HB

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**Optima Low Vision Services Ltd**

Provides a range of low vision aids for purchase.

Tel: **01803 864 218**

Fax: 01803 840 107

Email: **sales@optimalowvision.co.uk**

Website: [www.optimalowvision.co.uk](http://www.optimalowvision.co.uk)

Address: Dartside Ford Road, Totnes, Devon TQ9 5LQ

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**Sight and Sound Technology**

Specialises in magnifying screens, screen readers, hard and software.

Telephone: **0845 634 7979**

Fax: 01604 798 090

Email: **info@sightandsound.co.uk**

Website: [www.sightandsound.co.uk](http://www.sightandsound.co.uk)

Address: Quantel House, Anglia Way,  
Moulton Park, Northampton NN3 6JA

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**SW Retail Ltd (trading as IC)**

Supplies useful equipment for visually impaired people.

Telephone: **0114 22 11 66 4**

Email: **SWretail@amserve.net**

Address: S W Retail t/a IC, 338 Langsett Road,  
Sheffield S6 2UH

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# EYE CONDITIONS AND SUPPORT ORGANISATIONS

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## **British Retinitis Pigmentosa Society (BRPS)**

Provides information and support.

Telephone: **01280 821 334**

Fax: 01280 815 900

Helpline: **0845 123 2354**

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

Address: P.O. Box 350, Buckingham MK18 1GZ

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## **Diabetes UK**

Provides help and support to people diagnosed with diabetes, their families and their carers.

Telephone: **0270 7424 1000**

Fax: 020 7424 1001

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

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

Address: Macleod House, 10 Parkway,  
London NW1 7AA

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## 44 EYE CONDITIONS & SUPPORT ORGANISATIONS

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### **International Glaucoma Association**

Raises public awareness about glaucoma and offers information, support and a helpline.

Tel: **0870 609 1870**

Fax: 01233 648 179

Email: **info@iga.org.uk**

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

Address: Woodcote House,  
15 Highpoint Business Village, Henwood,  
Ashford, Kent TN 24 8DH

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### **Macular Disease Society**

Provides advice and information on macular disease and how it can be treated.

Telephone: **01264 350 551**

Fax: 01264 350 558

Email: **info@maculardisease.org**

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

Address: P.O. Box 1870, Andover SP10 9AD

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## **Nystagmus Network**

Provides information and support for people with nystagmus and their families.

Telephone: **08445 634 2630**

Fax: 01636 627 004

Email: **info@nystagmusnet.org**

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

Address: 13 Tinsley Close, Claypole, Newark,  
Nottinghamshire NG23 5BS

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## **The Royal College of Ophthalmologists**

Provides information about eye conditions.

Telephone: **020 7935 0702**

Website: [www.rcophth.ac.uk](http://www.rcophth.ac.uk)

Address: 17 Cornwall Terrace, London NW1 4QW

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**Moorfields Eye Hospital**

Services provided are outpatient, day surgery, 24-hour emergency and a low vision aid clinic. Now has a Children's Wing.

Telephone: **0207 253 3411**

Website: [www.moorfields.nhs.uk](http://www.moorfields.nhs.uk)

Address: 162 City road, London EC1V 2PD

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**Royal Free Hospital**

Services provided are outpatient, day care surgery, inpatient services, 24-hour emergency via main casualty and a low vision aid clinic once per week.

Telephone: **020 7794 0500**

Fax: 020 7830 2468

Website: [www.royalfree.nhs.uk](http://www.royalfree.nhs.uk)

Address: Pond Street, Hampstead,  
London NW 2 2QG

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**University College Hospital**

Services provided are outpatient services, day care surgery, emergencies seen during clinic times and a low vision aid clinic.

Telephone: **0845 155 5000**

Website: [www.uchl.org.uk](http://www.uchl.org.uk)

Address: 235 Euston Road, London NW1 2BU

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**Western Eye Hospital**

Services provided are outpatient, day care surgery; inpatient services; 24-hour emergency services and a low vision aid clinic.

Telephone: **020 7886 6666**

Fax: 020 7886 6200

Website: [www.nhs.uk](http://www.nhs.uk)

Address: 153 -173 Marylebone Road,  
London NW1 5QH

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**Whittington Hospital**

Provides outpatient services only; emergencies are seen during clinic time only otherwise emergency care is available through the Royal Free Hospital; limited low vision services once a week.

Telephone: **020 7288 3070** (main switchboard)

or **020 7288 5238** (Ophthalmology)

Fax: 020 7288 3924

Routine referral appointments: **020 7288 5511**

Emergencies: Royal Free Hospital – **020 7794 0500**

Email: **communications@whittington.nhs.uk**

Website: [www.Whittington.nhs.uk](http://www.Whittington.nhs.uk)

Address: Magdala Avenue, London N19 5NF

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**Great Ormond Street Hospital for Children**

This hospital provides a comprehensive range of ophthalmic services for children. (No accident and emergency services).

Telephone: **020 7405 9200**

Fax: 020 7829 8643

Website: [www.gosh.nhs.uk](http://www.gosh.nhs.uk)

Address: Great Ormond Street, London WC1N 3JH

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Many banks and building societies provide special services to make banking easier including large print statements, Braille statements, enlarged cheque books and audio taped information. Internet and telephone banking services are available. Contact your bank for further information.

## **National Debt Line**

The helpline that provides FREE CONFIDENTIAL and INDEPENDENT ADVICE on how to deal with debt problems.

Telephone: **0808 808 4000**

Email: **advice@nationaldebtline.co.uk**

Website: [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

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

Provides advice on debt problems, and may be able to refer for support and counselling to a service run by Camden Citizens Advice.

Telephone: **020 7391 2209**

Email: **venitia.stoby@rnib.org.uk**

Address: 105 Judd Street, London WC1H 9NE

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## Debt Advice

Camden CAB Service offers face to face debt advice to anyone who is deaf, blind, has a learning disability, or is caring for a disabled child. The service is available by appointment at Islington Outlook or, if you cannot reach the Outlook Centre, a home visit may be possible.

Telephone: **020 7424 6854**

Text to: 07948 44 79 26

Email: **fif@camdencabservice.org.uk**

Address: Outlook Centre, 133 St Johns Way,  
London N19 3RQ

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## Islington & City Credit Union

A co-operative association for saving and borrowing, particularly for residents who find it difficult to access mainstream finance. It is regulated by the Financial Services Authority and savings are protected by the Financial Services Authority Compensation Scheme in the same way as those of bank savers.

Telephone: **020 7561 1786**

Email: **info@iccu.coop**

Website: [www.iccu.coop](http://www.iccu.coop).

Address: Credit Union Office, 1st Floor Caxton House, St Johns Way, London N19 3RQ

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## INFORMATION ABOUT EYE CONDITIONS

### **Moorfields Direct**

A nurse-led telephone helpline is available between 9.00am and 5pm, Monday to Friday, to assist with queries about eye conditions and eye problems.

Telephone: **020 7566 2345**

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### **Royal National Institute of Blind People (RNIB) – Helpline**

Offers support and advice for anyone with a visual impairment.

Monday to Friday 9am - 5pm.

Telephone: **0345 766 9999**

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

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## GENERAL HEALTH INFORMATION

### **Camden and Islington District Nurse Service**

Offers advice on nursing care in the home for acutely ill people and their carers.

Telephone: **020 7530 3456**

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**NHS Direct**

NHS Direct is a 24-hour nurse-led telephone advice and information service.

Telephone: **0845 4647**

Website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

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**COMPLAINTS****Islington Primary Care Trust**

Telephone: **020 7527 1000**

Address: 338 – 346 Goswell Road,  
London WC1V 7LQ

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**Patient Advice and Liaison Service (PALS)**

Feedback and complaints can be directed through PALS, who will try to resolve any query or problem.

Islington PCT PALS: **020 7527 1087**

Great Ormond Street PALS: **020 7829 7862**

Moorfields PALS: **020 7566 2324** or **2325**

Royal Free PALS: **020 7472 6446**

University College Hospital PALS: **0845 155 5000**

Whittington PALS: **020 7288 5551**

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## **Independent Complaints Advocacy Service (ICAS)**

ICAS is an independent organisation that represents the interests of patients. It provides free advice and support for people wishing to make a complaint about the NHS.

Telephone: **0845 120 3784**

Minicom: **0845 337 3067**

Fax: 0845 337 3058

Email: **[pohwericas@pohwericas.net](mailto:pohwericas@pohwericas.net)**

Address: Bracton House, 34 to 36 High Holborn,  
London WC1V 6AE

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## **ORGANISATIONS FOR PEOPLE WHO ARE DEAF, HARD OF HEARING, DEAFBLIND OR DUAL SENSORY IMPAIRED**

### **Deafblind UK**

Provides information and support for people who are deafblind or dual sensory impaired.

Telephone: **01733 358 100**

Email: **deafblind.org.uk**

Website: [www.deafblind.org.uk](http://www.deafblind.org.uk)

Address: 100 Bridge Street, Peterborough PE1 1DY

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### **Royal National Institute for the Deaf (RNID) for deaf and hard of hearing people**

Provides information and advice about all aspects of hearing loss; information about hearing aids and equipment to enhance hearing.

Telephone: **020 7296 8000**

Minicom: **020 7296 8001**

Information line: **0808 808 0123** (free)

Minicom: **080 808 9000**

Email: **informationline@rnid.org.uk**

Website: [www.rnid.org.uk](http://www.rnid.org.uk)

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### **Sense (National Deafblind and Rubella Organisation)**

Promotes and provides services for deafblind children and adults.

Telephone: **020 7272 7774**

Email: **enquiries@sense.org.uk**

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

Address: 11-13 Clifton Terrace, London N4 3SR

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If you have difficulty reading even with glasses or contact lenses you may have low vision. Referral to a clinic is through your GP or your Ophthalmologist.

## **Great Ormond Street Hospital for Children**

Telephone: **020 7406 9200**

Address: The Wolfson Centre,  
Mecklenburgh Square,  
London WC1N 2AP

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## **Moorfields Eye Hospital**

Telephone: **020 7253 3411**

Fax: 020 7253 4696

Address: 162 City Road, London EC1V 2PD

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## **Royal Free Hospital**

Telephone: **020 7794 0500**

Fax: 020 7830 2468

Address: Pond Street, London NW3 2QG

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## **Western Eye Hospital**

Telephone: **020 786 6666**

Address: 153 – 173 Marylebone Road,  
London NW1 5QH

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## OTHER LOW VISION SERVICES

### **RNIB Low Vision Centre**

In conjunction with Islington PCT the RNIB Low Vision Centre provides a low vision assessment and prescription service to Islington residents.

Members of the Sensory Team are on hand to offer information and guidance to visually impaired people on how to make the most of their sight by use of prescribed magnifiers, colour contrast, enhanced lighting and specialist equipment.

Referral is by self referral, GP's and through the Sensory Team.

Telephone: **020 7391 2053**

Address: RNIB, 105 Judd Street, London WC1 9NE

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### **Islington Mobile Repair Service**

Low cost home repairs to support disabled and older residents who wish to remain independent and living in their own community. A wide range of work is covered including plumbing, wiring, repairs to fittings, appliances, equipment and heating.

There is also a "Quick Fix" service for small repairs.

Telephone: **0845 45 00 410**

Fax: 0845 094 1612

Email: **services@mobilerepairservice.org.uk**

Website: [www.mobilerepairservice.org.uk](http://www.mobilerepairservice.org.uk)

Address: Caxton House, 129 St Johns Way,  
London N19 3RQ

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### **SPH Care and Repair**

Arrange and undertake adaptations and major works at the homes of older and disabled residents, provide a low cost repair and home security service, and have a Home from Hospital service. Major works may include arranging finance, grants or equity release.

Telephone: **020 7284 5473**

Email: **care.repair@sph.org.uk**

Website: [www.sph.org.uk/services/care-repair.aspx](http://www.sph.org.uk/services/care-repair.aspx)

Address: 8 Nora Leverton Court, Randolph Street,  
Camden, London NW1 0TS

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## **Warm Front Scheme**

If you own your own home, or rent it from a private landlord, and receive certain benefits such as Disability Living Allowance you may be eligible for a grant under the Warm Front Scheme. The Warm Front grant provides a package of insulation and heating improvements up to the value of £2,700 (or £4,000 if oil central heating is recommended).

Telephone: **0800 316 2805**

Email: **enquiry@eaga.com**

Website: [www.warmfront.co.uk](http://www.warmfront.co.uk)

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## **Vitalise Home Sharers**

Visually impaired home owners can find a tenant who can provide companionship and some practical assistance. All prospective tenants are interviewed and vetted by Vitalise, which provides continuing support and assistance.

Telephone: **020 7376 4558**

Fax: 020 7376 3501

Email: **homeshare@vitalise.org.uk**

Website: [www.vitalise.org.uk](http://www.vitalise.org.uk)

Address: Vitalise, 155A Kings Road,  
London SW3 5TX

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**British Telecom**

Offers a free directory enquiry service for people registered Blind or Partially Sighted. It may be possible to access the service through some other telephone or mobile service providers.

**Telephone 195 and ask for the registration team.**

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**Help the Aged's Seniorline**

Telephone: **0800 800 6565**

(Seniorline – welfare rights advice only)

Minicom: **0800 26 96 26**

Fax: 020 7278 1116

Email: **seniorline@helptheaged.org.uk**

Website: [www.helptheaged.org.uk](http://www.helptheaged.org.uk)

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**Scoot**

List services in your area.

Telephone: **0900 2192 192** (premium rate)

Website: [www.scoot.co.uk](http://www.scoot.co.uk)

Via Vodafone mobile on **333**

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Islington libraries have books in a range of formats including large print, audio tape and audio CD, and there is a Home Library Service. Some library catalogue computers have assistive technology, and there are scanners in Central Library.

## **Archway Library**

Telephone: **020 7527 7820**

Fax: 020 7527 7833

Email: **archway.library@islington.gov.uk**

Address: Hamlyn House, Highgate Hill, N19 5PH

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## **Central Library**

Telephone: **020 7527 6900**

Email: **centralref.library@islington.gov.uk**

Address: 2 Fieldway Crescent, London N5 1PF

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## **Finsbury Library**

Telephone: **020 7527 7960**

Fax: 020 7527 7998

Email: **finsbury.library@islington.gov.uk**

Address: 245 St John Street, London EC1V 4NB

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**First Steps Learning Centre**Telephone: **020 7527 7002**Email: **firststeps@isonline.org**Address: Fieldway Crescent, London N5 1PF

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**Home Library Service**Telephone: **020 7527 7980**

Fax: 020 7527 7999

Email: **home.libraryservice@islington.gov.uk**Address: c/o John Barnes Library,  
275 Camden Road, London N7 0JN

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**John Barnes Library**Telephone: **020 7527 7900**

Fax: 020 7527 7907

Email: **johnbarnes.library@islington.gov.uk**Address: 275 Camden Rd, London N7 0JN

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**Lewis Carroll Childrens Library - Temporary Library**Telephone: **020 7527 7936**Email: **Lewiscarroll.library@islington.gov.uk**

The old Lewis Carroll library closed, and a brand new Lewis Carroll library opens in Copenhagen Street.

Address: 166 Copenhagen Street, London N1 0ST

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**Local History Centre**Telephone: **020 7527 7988**Email: **local.history@islington.gov.uk**Address: 245 St John Street, London EC1V 4NB

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**Mildmay Library**Telephone: **020 7527 7880**

Fax: 020 7527 7898

Email: **mildmay.library@islington.gov.uk**Address: 21-23 Mildmay Park, London N1 4NA

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**N4 Library**Telephone: **020 7527 7800**Email: **n4.library@islington.gov.uk**Address: 26 Blackstock Road, London N4 2DW

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**North Library**

Telephone: **020 7527 7840**

Fax: 020 7527 7854

Email: **north.library@islington.gov.uk**

Address: Manor Gardens, London N7 6JX

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**South Library**

Telephone: **020 7527 7860**

Fax: 020 7527 7869

Email: **south.library@islington.gov.uk**

Address: 115-117 Essex Road, London N1 2SL

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## PROVIDING LOW VISION SERVICES

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If you have difficulties reading after you have had glasses or contact you may have low vision. A low vision service is available in the following opticians. The optometrists have been specifically trained in low vision techniques and can provide a low vision assessment and a low vision aid /magnifier free of charge.

### **A View Opticians**

Telephone: **020 7359 6868**

Address: 203 Upper Street, Islington,  
London N1 1RQ

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### **City University, Department of Optometry**

Telephone: **020 7040 8338**

Address: 7-9 Bath Street, London EC1V9LF

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### **P. Leaning**

Telephone: **020 8340 6228**

Address: 25 Highgate High Street, London N6 5JT

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**Miss E Gould** (Low Vision Consultant/Optomtrist)Telephone: **020 7566 2154**Address: The John Saunders Suite, Bath Street,  
London EC1V 9EL

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**The Kings Cross Eye Clinic**Telephone: **020 7713 7713**Address: 280 Pentonville Road, London N1 9NR

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**Whittington Hospital**Telephone: **020 7272 3070**Address: St.Mary's Wing, Highgate Hill,  
London N19 5NF

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## **City of London Police**

Telephone: **020 7601 2222**

Email: **postmaster@cityoflondon.police.uk**

Website: [www.cityoflondon.police.uk](http://www.cityoflondon.police.uk)

Address: 182 Bishops Gate London, EC2M 1BB

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## **Hackney Police**

Telephone: **020 7704 1212**

Address: 4-6 Shepherdess Walk, London N1 7LF  
(near Moorfields)

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## **ISLINGTON POLICE**

### **Holloway Police Station**

Telephone: **020 7263 9090**

Minicom: **020 7421 0606**

Fax: 020 7421 0590

Website: [www.met.police.uk](http://www.met.police.uk)

Address: 284 Hornsey Road, London N7 7QY

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### **Islington Police Station**

Telephone: **020 7704 1212**

Minicom: **020 7421 0397**

Fax: 020 7421 0156

Website: [www.met.police.uk](http://www.met.police.uk)

Address: 2 Tolpuddle Street, London N1 0YY

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## SAFER NEIGHBOURHOOD TEAMS

### Barnsbury Team

Telephone: **020 7421 0328** or **07920 233 797**

Email: **Barnsbury.snt@met.police.uk**

Address: Barnsbury Team Islington Police Station,  
2 Tolpuddle Street, London N1 0YY

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### Bunhill Team

Telephone: **020 7421 0260** or **020 8721 2662**

Email: **Bunhill.snt@met.police.uk**

Address: Bunhill Team Islington Police Station,  
2 Tolpuddle Street, London N1 0YY

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### Caledonian Team

Telephone: **020 7421 0271** or **07876 132 092**

Email: **Caledonian.snt@met.police.uk**

Address: Caledonian Team Islington Police Station,  
2 Tolpuddle Street, London N1 0YY

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### Canonbury Team

Telephone: **020 7161 9383** or **07920 233 796**

Email: **canonbury.snt@met.police.uk**

Address: Canonbury Team Islington Police Station,  
2 Tolpuddle Street, London N1 0YY

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**Clerkenwell Team**

Telephone: **020 7421 0218** or **07717 432 752**

Email: **Clerkenwell.snt@met.police.uk**

Address: Clerkenwell Team Islington Police Station,  
2 Tolpuddle Street, London N1 0YY

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**Finsbury Park Team**

Telephone: **020 8721 2778** or **07717 432 750**

Email: **FinsburyPark.snt@met.police.uk**

Address: Finsbury Park Team Holloway Police  
Station, 284 Hornsey Road,  
London N7 7QY

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**Highbury East Team**

Telephone: **020 7161 9385** or **07920 233 798**

Email: [FinsburyPark.snt@met.police.uk](mailto:FinsburyPark.snt@met.police.uk)

Address: Highbury East Team Islington Police  
Station, 2 Tolpuddle Street, London N1 0YY

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**Highbury West Team**

Telephone: **020 7421 0635** or **07879 661 405**

Email: **HighburyWest.snt@met.police.uk**

Address: Highbury West Team Highbury Vale Police  
Station, 211 Blackstock Road, Highbury,  
London N5 2LZ

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**Hillrise Team**

Telephone: **020 8345 3921** or **07876 216 301**

Email: **Hillrise.snt@met.police.uk**

Address: Hillrise Team Archway Sector Office,  
Ground Floor, Hill House, Highgate Hill,  
London N19 5NA

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**Holloway Team**

Telephone: **020 8649 3558** or **07843 065900**

Email: **Holloway.snt@met.police.uk**

Address: Holloway Team Islington Police Station,  
2 Tolpuddle Street, London N1 0YY

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**Junction Team**

Telephone: **020 8721 2941** or **07879 661 254**

Email: **JunctionWard.snt@met.police.uk**

Address: Junction Team Archway Sector Office,  
Ground Floor, Hill House, Highgate Hill,  
London N19 5NA

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**Mildmay Team**

Telephone: **020 7161 9380** or **07843 065 889**

Email: **JunctionWard.snt@met.police.uk**

Address: Mildmay Safer Neighbourhood Team,  
2 Tolpuddle Street, London N1 0YY

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**St George's Team**

Telephone: **020 8721 2664** or **07920 233 799**

Email: **StGeorge.snt@met.police.uk**

Address: St George's Team Holloway Police Station,  
284 Hornsey Road, London N7 7QY

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**St Marys Team**

Telephone: **020 8649 3560** or **07843 065 901**

Email: **IslingtonStMarys.snt@met.police.uk**

Address: St Marys Team Islington Police Station,  
2 Tolpuddle Street, London N1 0YY

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**St Peter's Team**

Telephone: **020 7421 0181** or **07920 233 800**

Email: **IslingtonStMarys.snt@met.police.uk**

Address: St Peter's Team Islington Police Station,  
2 Tolpuddle Street, London N1 0YY

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**Tollington Team**

Telephone: **020 7421 0559** or **07876 390652**

Email: **Tollington.snt@met.police.uk**

Address: Tollington Team Holloway Police Station,  
284 Hornsey Road, London N7 7QY

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## Referral and Registration

Anyone who has concerns about their sight should seek advice from an optometrist or their doctor, who may refer them to an ophthalmologist for further expert investigation.

If the level of sight impairment is affecting every day activities such as reading, cooking, getting out and about, then a referral for assistance, support and equipment can be made to the Islington Council Sensory Team.

There are three referral routeways and forms:

The **Letter of Visual Impairment (LVI)** is a self referral which can be given by a GP or an Optician. This provides the opportunity for a person to give details of what they are finding difficult to do as a result of their sight loss and then to send the form to Islington Sensory Team to ask for advice, information and help.

GPs will refer any person who is experiencing severe sight loss to be examined by an ophthalmologist at a hospital ophthalmic (eye) clinic. If the eye clinic staff identify that a person is having difficulties because of their sight, they can complete a **Referral for Visual Impairment (RVI)** detailing the problems and then forward the referral to Islington Social Services Sensory Team for advice and help.

**The Certificate of Visual Impairment (CVI)** is filled out by the consultant at the hospital eye department. It is the document which certifies that a person is eligible to be placed on the London Borough of Islington's register of Visual Impairment. The CVI contains details of a person's vision and whether the person is entitled to be registered as Sight Impaired/Partially Sighted or Severely Sight Impaired/Blind. Registration is optional and any person can still receive advice, information and services. However certain benefits and services are dependent on registration.

## **Benefits and Entitlements which may be available to a person who is registered Severely Sight Impaired/Blind are:**

- **A 50% reduction in the TV Licence fee** however for those over 75 it is free.
- **Additional personal tax allowance** for anyone paying tax
- **British Wireless for the Blind provides a radio/cassette/CD player** on permanent loan to any visually impaired person who does not have and cannot afford to buy one.
- **Blue Badge** which allows the driver of a car transporting a person Severely Sight Impaired/Blind to park in disabled parking bays.
- **Taxicard** which is a London based scheme for people who are registered Blind and have additional mobility problems. The scheme provides a specified number of reduced rate taxi journeys.
- **Dial-a-ride** provides a door-to-door transport service for disabled people who find it difficult or impossible to use public transport.

**Benefits and entitlements which may be available to people registered either Severely Sight Impaired/Blind or Sight Impaired/Partially Sighted:**

- **Disabled Person's railcard** provides a discount for the cardholder and anyone travelling with them.
- **Freedom Pass** allows free or discounted travel across London on bus, tube, DLR and tram.
- **National Freedom Pass** provides free travel on some bus routes across the country.
- **BT 195 free directory enquiries.**
- **Free NHS sight test** as it is necessary to monitor any changes in the vision and health of the eyes.
- **A reduction of one band for Council Tax** if your home has a room predominantly used to meet your disability needs.
- **British Wireless for the Blind provides a radio/cassette/CD player** on permanent loan to any visually impaired person who does not have one and cannot afford to buy one.

- **Islington's Sensory Team** provides a registration card as a proof of registration.

## **Welfare Benefits**

There is no specific benefit related to registration due to sight loss however the **Attendance Allowance** (for people over 65) and the **Disability Living Allowance** (for people under 65) are benefits which help with the extra costs an impairment may cause. There is no automatic right to these however the application provides the opportunity for a visually impaired person to say how this impacts on the practicalities of their daily lives and what support they have or may have need of. These benefits are non-means tested and tax free. The **Carer's Allowance** is for some one of working age who is a full time carer. This allowance is means tested and the cared for person must be in receipt of Attendance Allowance or the middle or higher rate of the care component of the Disability Allowance.

Contact: **The Benefit Enquiry Line** for application forms.

Telephone: **0800 88 22 00** (a free number)

Specialist Assessments are offered to any visually impaired person whose sight is affecting activities of daily living. A Rehabilitation Worker for Visually Impaired people from Islington's Sensory Team will discuss these difficulties and provide information, advice, support, equipment and training in daily living and mobility skills (subject to eligibility criteria) to help maintain a person's independence. They will also signpost and refer to other services for help and support i.e. occupational therapy, social work services as well as those provided by voluntary organisations.

### **Health Care Travel Costs Repayment**

If you are on a low income, or in receipt of certain benefits, you may be able to claim a refund under the "**Healthcare Travel Costs Scheme " (HTCS)** of the cost of travelling to hospital or other NHS premises for NHS-funded treatment or diagnostic test arranged by a doctor or dentist.

For further information contact Islington PALS on **020 7527 1087**

# 78 **SOCIAL SERVICES FOR ADULTS WITH A VISUAL IMPAIRMENT**

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## **Sensory Team – Adult Social Care Services**

This team provides specialist advice, information, equipment, registration and rehabilitation services to people with a sight impairment and deafblind/dual sensory impairment. Rehabilitation services include daily living skills, low vision techniques and mobility training. Specialist assessments are provided which can offer referrals to other services such as occupational therapy, social work and others.

Telephone: **020 7527 4443**

Minicom: **020 7527 3282**

Fax: 020 7527 3279

Email: **disabilities@islington.gov.uk**

Address: 23-26 St Albans Place, Upper Street,  
London N1 0NX

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## **Information and Access Team – Islington Adult Social Care**

This team provides information and guidance to people who have social care needs due to other impairments and difficulties which are not related to their sight loss. This team will direct and refer to an appropriate service.

Telephone: **020 7527 2299**

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## WITH A VISUAL IMPAIRMENT

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### **Integrated Assessment Team(s)**

The Integrated Assessment Team will undertake an assessment by discussing any difficulties a person may have in looking after him/her self or someone they care for. If entitled to receive services under FACS (Fair Access to Care Services) eligibility criteria this team will discuss how best their needs can be met.

North Locality - Archway

Telephone: **020 7527 7500**

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Central Locality - Drayton

Telephone: **020 7527 8800**

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South Locality - Calshott

Telephone: **020 7527 6400**

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**Age Concern Islington**

Provides a number of advice and support services, including Day Centres, and organises classes and events with the aim of improving the lives of older residents and making older age a positive experience.

Telephone: **020 7281 6018**

Email: **admin@acislington.org.uk**

Website: [www.acislington.org.uk](http://www.acislington.org.uk)

Address: 6-9 Manor Gardens, London N7 6LA

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**Alsen Day Centre**

Provides a number of classes including: Keep Fit, Music and Movement, Reminiscence, Pottery, Creative Writing, Crafts, Alternative Therapies, Art Skills, Creative Music and Movement, Drama and Music. Tends towards drama rather than music, and music and movement rather than keep fit.

Telephone: **020 7263 0676**

Fax: 020 7263 0676

Mary Brade: **020 7263 0676**

Address: 71 Durham Road , London N7 7DS

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### **Claremont Day Centre (Claremont Project)**

Provides a range of groups and activities, for people over 55, to promote creativity and well being.

These include Art Therapy, Ballroom Dancing, Creative Writing, Music Therapy, Keep Fit, Drama Therapy, Singing, Line Dancing, Tai Chi and Yoga.

Fridays: social coffee morning from 10:30am.

Live concert performances from 2pm on the first Friday of every month.

Telephone: **020 7837 3402**

Email: **[louise@claremont-project.org](mailto:louise@claremont-project.org)**

website: [www.claremont-project.org](http://www.claremont-project.org)

Address: 24-27 White Lion Street, London N1 9PD

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### **Disability Advice and Welfare Network Helpline**

Contact for help with applications for disability benefits and wheelchair loan service.

Telephone: **0800 0730 171**

Address: 64-65 Bickerstaffe Street,  
St Helens WA10 1DH

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## Help the Aged

Give advice and information on financial and health matters for older people. Provide an information line called **SeniorLine** on **0808 800 6565** offering free welfare advice rights.

Telephone : **020 7278 1114**

Fax : 020 7278 1116

Email: **info@helptheaged.org.uk**

Website: helptheaged.org.uk

Address: 207 - 221 Pentonville Road,  
London N1 9UZ

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## Jewish Care

Aims to enable Jewish people to participate and live in their community. Provides comprehensive services for the elderly, people with sensory impairment, physical disabilities and the mentally frail. Holocaust survivors centre open Monday to Friday offers support and guidance for families, carers and the bereaved.

Telephone : **020 8922 2222** (help line)

Fax : 0208 922 1998

Minicom : **020 8922 2233**

Email: **info@jcare.org**

Website: [jewishcare.org](http://jewishcare.org)  
Address: Stuart Young House,  
221 Golders Green Road,  
London NW11 9DQ

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### **Look London**

Look London is a local contact for a national federation of families with children who have sight difficulties. There are local support groups and a national helpline.

Telephone: **020 8678 0555**  
National Helpline: **0121 428 5038**  
Email: **[looklondon@hotmail.com](mailto:looklondon@hotmail.com)**  
Website: [www.look-uk.org](http://www.look-uk.org)

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### **Metropolitan Society for the Blind (MSB)**

MSB is a voluntary organisation offering assistance and various services e.g. home visiting, British Wireless for the Blind.

Telephone: **020 7403 6184**  
Fax: 020 7234 0708  
Email: **[enquiries@msb.gb.com](mailto:enquiries@msb.gb.com)**  
Website: [www.msb.gb.com](http://www.msb.gb.com)  
Address: Lantern House, 102 Bermondsey Street,  
London SE1 3UB

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**Horizon**

This long standing group provides peer networking, support and information for visually impaired people in Islington. Meetings, which are informal and social, are between 6.00pm and 8.00pm once a month.

Further details are available from Islington Outlook.

Telephone: **020 7263 3537**

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**Islington Outlook**

Provides employment, education, health and leisure opportunities for disabled people. Transport can be arranged, and lunch is available at a reasonable price. There are a range of classes including Art and Craft, Creative Writing, Massage and Relaxation, Your Life Your Say, and Out and About in London. Islington Outlook has a fully accessible gym. There are also trips to places of interest. On Fridays there are computer (IT) classes for visually impaired persons. Mondays Camden CAB Service offers individual private debt advice.

Telephone: **020 7527 6530**

Address: 133 St Johns Way, London N19 3R

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**New Park Day Centre**

Provides a number of classes including: Keep Fit, Music and Movement, Reminiscence, Pottery, Creative Writing, Crafts, Alternative Therapies, Art Skills, Creative Music and Movement, Drama and Music. Tends towards music rather than drama, and keep fit rather than music and movement.

Telephone: **020 7354 2493**

Fax: 020 7354 2493

Maureen Collins: **020 7354 2493**

Address: 19 Highbury New Park, London N5 2EN

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**Whittington Park Community Association**

Provides various classes and activities for all ages, including over 60's lunch and social club.

Telephone : **020 7272 1847**

Fax : 020 7281 4890

Email: **info@wpca-london.org**

Address: Whittington Community Centre,  
Yerbury Road, London N19 4RS

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### **British Blind Sport**

Promotes access to sport and recreational activities, and can link visually impaired people who wish to pursue a specific sport into a mainstream club.

Telephone: **01926 424 247**

Fax: 01926 427 775

Email: **info@britishblindsports.org.uk**

Address: 4-6 Victoria Terrace, Leamington Spa,  
Warwickshire CV31 3AB

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### **London Sports Club for the Blind**

Promotes and provides a wide range of sporting activities in the London areas including cricket, football, goal ball, rowing and swimming.

Email: **baileyscomet2@hotmail.com**

Website: [www.123freehost.co.uk/sites/  
londonsports](http://www.123freehost.co.uk/sites/londonsports)

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**London Sports Forum for Disabled People**

Provides information on sporting activities in London. Contact LSF Development Officer (visual impairment).

Telephone: **020 7354 8666**

Fax: 020 7354 8787

Minicom: **020 7354 9554**

Email: **info@londonsportsforum.org.uk**

Address: Ground Floor, Leroy House,  
436 Essex Road, London N1 3QP

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**Metropolitan Sports and Social Club for the Visually Impaired**

Telephone: **01708 456 832**

Email: **kathyandroy@blueyonder.co.uk**

Website: [www.metroblindsport.org](http://www.metroblindsport.org)

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### **RNIB Emotional Support Service (ESS)**

A confidential telephone support and information service to people who because of sight loss are experiencing emotional difficulties.

Telephone: **RNIB Helpline 0845 766 9999**  
and ask for the Emotional Support Service

Email: **ess@rnib.org.uk**

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### **RNIB Talk and Support**

RNIB Talk and Support offers a range of telephone groups for people with sight problems in the UK. These groups are accessed by telephone in people's own homes. The telephone groups provide opportunities for people to continue to socialise, learn, share information and to support each other.

There are several telephone groups on offer:

**Tele Befriending** - weekly social groups over the telephone.

**Telephone Book Clubs** for people who like books.

**Tele Support Group** discusses benefits and services.

**Parents Group** for parents with sight loss.

**Reminiscence Group** for people over 70yrs old.

Telephone: **0845 330 3723**  
Email: **talkandsupport@rnib.org.uk**  
Website: [www.rnib.org.uk/talkandsupport](http://www.rnib.org.uk/talkandsupport)

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### **St. Dunstan's**

A national charity providing assistance to ex-service men and women with significant sight loss.

Telephone: **01273 307 811**  
Fax: 01273 302 704  
Email: [enquiries@st-dunstans.org.uk](mailto:enquiries@st-dunstans.org.uk)  
Address: National Centre at Ovingdean,  
St. Dunstan's, Greenways, Ovingdean,  
Brighton, East Sussex BN2 7BS

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### **Vitalise Home Sharers**

Visually impaired home owners can find a tenant who can provide companionship and some practical assistance. All prospective tenants are interviewed and vetted by Vitalise, which provides continuing support and assistance.

Telephone: **020 7376 4558**  
Fax: 020 7376 3501  
Email: **homeshare@vitalise.org.uk**  
Website: [www.vitalise.org.uk](http://www.vitalise.org.uk)  
Address: Vitalise, 155A Kings Road, London SW3 5TX

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### **Islington Mobile Repair Service**

Low cost home repairs to support disabled and older residents who wish to remain independent and living in their own community. A wide range of work is covered including plumbing, wiring, repairs to fittings, appliances, equipment and heating.

There is also a "Quick Fix" service for small repairs.

Telephone: **0845 45 00 410**

Fax: 0845 094 1612

Email: **services@mobilerepairservice.org.uk**

Website: [www.mobilerepairservice.org.uk](http://www.mobilerepairservice.org.uk)

Address: Caxton House, 129 St Johns Way,  
London N19 3RQ

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### **SPH Care and Repair**

Arrange and undertake adaptations and major works at the homes of older and disabled residents, provide a low cost repair and home security service, and have a Home from Hospital service. Major works may include arranging finance, grants or equity release.

Telephone: **020 7284 5473**

Email: **care.repair@sph.org.uk**

Website: [www.sph.org.uk/services/care-repair.aspx](http://www.sph.org.uk/services/care-repair.aspx)

Address: 8 Nora Leverton Court, Randolph Street,  
Camden, London NW1 0TS

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## **Warm Front Scheme**

If you own your own home, or rent it from a private landlord, and receive certain benefits such as Disability Living Allowance you may be eligible for a grant under the Warm Front Scheme. The Warm Front grant provides a package of insulation and heating improvements up to the value of £2,700 (or £4,000 if oil central heating is recommended).

Telephone: **0800 316 2805**

Email: **enquiry@eaga.com**

Website: [www.warmfront.co.uk](http://www.warmfront.co.uk)

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## **British Wireless for the Blind**

Provides radios, radio/cassette and radio/CD players on free loan to registered blind and partially sighted people including children over the age of 8. Equipment is issued to people who do not have and cannot afford one or their existing one is broken and they cannot afford to have it repaired.

## **The Metropolitan Society for the Blind**

Provides the service on behalf of the British Wireless for the Blind.

Telephone: **020 7234 6184**

Fax: 020 7234 0708

Email: **enquiries@msb.gb.com**

Website: [www.msb.gb.com](http://www.msb.gb.com)

Address: Lantern House, 102 Bermondsey Street,  
London SE1 3UB

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## **Calibre Cassette Library**

This postal lending library has over 6000 books on tape available to anyone who cannot read ordinary print books.

Telephone: **01296 432 339**

Email: **enquiries@calibre.org.uk**

Website: [www.calibre.org.uk](http://www.calibre.org.uk)

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## **Kiran Talking Newspaper**

Free talking newspaper service to visually impaired people in three different languages – Gujarati, Hindustani and Bengali.

Kiran (Gujarati) is produced weekly; Roshni (Hindustani) and Aalo (Bengali) are produced monthly.

60 minute tapes include articles from newspapers, magazines and books as well as stories, interviews and audio plays.

Contact: Mr Kamalesh Choudhuri

Telephone: **0208 360 6515**

Website: [www.kamaleshchaudhuri.co.uk](http://www.kamaleshchaudhuri.co.uk)

Address: 8 Cameron House, 80 Pound Lane,  
Willesden, London NW10 2HT

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## **National Listening Library**

This postal audio book library service is available to anyone who is ill or disabled.

Telephone: **020 7407 9417**

Fax: 020 7403 1377

Email: **[info@listening-books.org.uk](mailto:info@listening-books.org.uk)**

Website: [www.listening-books.org.uk](http://www.listening-books.org.uk)

Address: 12 Lant Street, London SE1 1QR

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## Poetry Library

This library offers a selection of 20th and 21st century poetry in different formats. A postal service is available to visually impaired people.

Telephone: **020 7921 0943/0664**

Email: **link from website**

Website: [www.poetrylibrary.org.uk](http://www.poetrylibrary.org.uk)

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## Royal National Institute of Blind People (RNIB) – Talking Book Service

Offers a large catalogue of titles recorded by professional readers. The catalogue is also available online. The subscription may be paid by Social Services.

Telephone: **0845 762 6843**

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

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## Travellers Tales - The Talking Book Club

A membership service offering books on tape.

Telephone: **01304 812 531**

Fax: 01304 812 531

Email: **[Traveltale@aol.com](mailto:Traveltale@aol.com)**

Website: [www.travellerstales.co.uk](http://www.travellerstales.co.uk)

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## **Talking Newspaper Association for the United Kingdom (T.N.A.U.K.)**

News items and magazines are available on audio tape, audio CD, DAISY CD, MP3 from the website and by email. There is an annual subscription, which Islington Council may be prepared to pay through the Sensory Team. (Enquiries to them on **020 7527 4443**)

Telephone: **01435 866 102**

Fax: 01435 865 422

Email: **info@tnauk.org.uk**

Website: [www.tnauk.org.uk](http://www.tnauk.org.uk)

Address: National Recording Centre, Heathfields,  
East Sussex TN21 8DB

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## **Talking News Federation**

Provides a directory of local talking newspapers and talking magazines.

Telephone: **0871 226 5506**

Email: **enquiries@tnf.org.uk**

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## **Talking News Islington (TNI)**

Local news and information on audio tape or CD.

Telephone: **020 7527 6530**

Address: Islington Outlook, 133 St Johns Way, N19 3RQ

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# TALKING BOOKS & TALKING NEWSPAPERS FOR DIFFERENT FAITHS

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## **Catholic Talking Newspaper**

This is produced monthly.

Telephone: **01293 772 104**

Address: Association of Blind Catholics,  
58 Oakwood Road, Horley,  
Surrey RH67BU

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## **Diocesan Digest**

Telephone: **01543 268 748**

Address: c/o 50 Cricket Lane, Litchfield WS14 9ER

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## **Jewish Care**

Telephone: **020 8880 2244**

Address: Audio Resources, 85 Lordship Road,  
London N16 0QY

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## **Northern Jewish**

Telephone: **0161 740 0111**

Address: c/o Manchester Jewish Blind Society,  
85 Middleton Road, Manchester M8 4JY

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**Talking Friends (Quakers)**

Email: **talkingfriends@fish.co.uk**

Address: c/o 21 Marvell Close, Pond Hill, Crawley,  
West Sussex RH10 3AL

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**Torch Trust for the Blind**

The trust provides Christian fellowship and literature for visually impaired people in Braille, large print and on audio cassette.

Telephone: **01858 438 260**

Fax: 01858 555 371

Email: **info@torchtrust.org.uk**

Website: [www.torchtrust.org.uk](http://www.torchtrust.org.uk)

Address: Torch Way, Northampton Road,  
Market Harborough,  
Leicestershire LE16 9HL

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## Blue Badge

### (Disabled Persons Parking Badge)

Telephone: **0207 527 1414** (option **3**)

Fax: 0207 527 1332

Address: Islington Parking Services,  
Blue Badge Team,  
P.O. Box 46106, London EC1 9WB

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## Congestion Charge Exemption

Blue Badge holders are eligible to a 100% discount, even if they do not own a car, provided that they complete the registration form and this is approved in writing in advance. The badge holder's car, or up to 2 cars in which the holder travels, can be registered.

Telephone: **0845 900 1234**

Telephone: **020 7649 9122**

Textphone: **020 7649 9123**

Fax: 020 7649 9121

Website: [www.cclondon.com](http://www.cclondon.com)

Address: Customer Service, Congestion Charging,  
P.O. Box 2985, Coventry CV7 8ZR

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## Islington Controlled Parking Zones (CPZ)

Holders of Blue Badges can apply for free residents parking in CPZs, and may be given a Parking Permit which acts as a substitute Blue Badge in the local area.

Residents in receipt of certain benefits may be entitled to Carer Parking Permits, which are in addition to the usual allocation of Visitor Parking Permits and half the price of those permits.

For further information call contact Islington Council.  
 Telephone: **020 7527 2000**

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## Dial- A- Ride

A door-to-door transport service for disabled people who find it difficult or impossible to use public transport.

Telephone: **0845 999 1999**

Or: **020 7394 5800**

Address: Progress House, 5 Mandela Way,  
 London SE1 5SS

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## Disabled Person's Railcard

Holders receive about one third discount for themselves and their travelling companion on most journeys. Information and application forms are available from main railway stations.

Telephone: **0191 269 0303**

Minicom: **0191 269 0304**

Website: [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)

Address: Disabled Person's Railcard Office,  
P.O. Box 163,  
Newcastle-upon-Tyne NE12 8WX

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## Freedom Pass

Registered Blind and Partially Sighted people are eligible for the Freedom Pass which allows free travel on the buses, tube, DLR and some overground rail services.

Telephone: **020 7527 4443**

Fax: 020 7527 3279

Minicom: **020 7527 3282**

Email: **[disabilities@islington.gov.uk](mailto:disabilities@islington.gov.uk)**

Address: 23-26 St Albans Place, Upper Street,  
London N1 0NX

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**National Rail Enquiries**

Telephone: **0845 748 4950**

Minicom: **0845 605 0600**

Website: [www.national.co.uk](http://www.national.co.uk)

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**National Rail Disability Assistance**

Offers assistance at some rail stations and for making journeys.

Telephone: **08457 44 33 66**

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**London Underground Assistance**

Offers assistance to visually impaired passengers. Staff will assist the customer on to a train and then call ahead to ensure assistance at interchanges and to reach the street at the final destination.

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**TfL Travel Assistance**

A free service, which aims to give disabled Londoners the information and confidence they need to make more use of accessible public transport, whether on its own, or in combination with door-to-door services.

Telephone: **020 7027 5822**

Address: Progress House, 5 Mandela Way,  
London SE1 5SS

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## Taxi Card

The London taxi card scheme allows disabled people who cannot use buses or trains to travel in licensed black cabs at reduced fees.

Telephone: **020 7527 8177**

Fax: 020 7527 8362

Address: Islington Social Services,  
338 – 346 Goswell Road,  
London EC1V 7LQ

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## Traveleyes

An award-winning specialised travel company, which provides worldwide holidays for visually impaired and sighted travellers, journeying together in a spirit of mutual independence. Its holiday brochures are available in a range of accessible formats.

Telephone: **0870 9 220 221**

Email: **info@traveleyes.co.uk**

Website: [www.traveleyes.co.uk](http://www.traveleyes.co.uk)

Address: P.O. Box 511, Leeds LS5 3JT

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**Transport for London – Access and Mobility**

Offers advice and help for travelling around London.

Telephone: **020 7222 1234** for 24-hour travel helpline

Email: **travinfo@tfl.gov.uk**

Website: [www.tfl.gov.uk](http://www.tfl.gov.uk)

Address: Windsor House, 42-50 Victoria Street,  
London SW1H 0TL

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## Disability Organisations and Support

British Retinitis Pigmentosa Society –  
**[www.brps.org.uk](http://www.brps.org.uk)**

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Retinoblastoma Society –  
**[www.rbsociety.org.uk](http://www.rbsociety.org.uk)**

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Albinism Fellowship – **[www.albinism.org.uk](http://www.albinism.org.uk)**

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Contact a Family – for families with disabled children –  
**[www.cafamily.org.uk](http://www.cafamily.org.uk)**

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Young Vision Contact – **[www.lookessex.com](http://www.lookessex.com)**

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National Blind Children's Society – **[www.nbcs.org.uk](http://www.nbcs.org.uk)**

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NBCS Custom Eyes Large Print Books Production  
Service – **[www.Quitegood.com](http://www.Quitegood.com)**

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National Library for the Blind – **[www.nlb.online.org](http://www.nlb.online.org)**

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RNIB Talk and Support –  
**[www.rnib.org.uk/talkandsupport](http://www.rnib.org.uk/talkandsupport)**

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Action for Blind People – **[www.afbp.org](http://www.afbp.org)**

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

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SOD/ONH Support Network – for families and professionals of children with Septo Optic Dysplasia or Optic Nerve Hypoplasia – **[www.focusfamilies.org](http://www.focusfamilies.org)**

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Parents supporting parents of disabled children – face2face – **[www.face2facenetwork.org.uk](http://www.face2facenetwork.org.uk)**

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## Islington Outlook

Telephone: **020 7527 6530**

Address: 133 St Johns Way, London N19 3RQ

## London Borough of Islington Council

Telephone: **020 7527 2000**

Minicom: **020 7527 1900**

Fax: 020 7527 5001

Email: **contact@islington.gov.uk**

Website: [www.islington.gov.uk](http://www.islington.gov.uk)

Address: 222 Upper Street, London N1 1XR