Services for people who are blind or partially sighted in Kensington and Chelsea
Sensory Team
Phone: 020 7361 2968
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Eyesight

It is important for everyone to have regular eye tests, even if they have been diagnosed with an existing condition, as this can prevent further sight loss. Eye tests can also reveal information about your general health.

Remember that only four in every 100 registered blind people have no sight. Many blind people still have some useful vision.
The Blind and Partially Sighted Register

The Royal Borough of Kensington and Chelsea has an obligation to keep a register of people with a permanent and substantial visual impairment.

Your consultant ophthalmologist will provide a Certificate of Vision Impairment (CVI) recommending registration as a Sight Impaired/Partially Sight Impaired or Severely Sight Impaired/Blind person.

The eye clinic or hospital should give you a copy of your CVI. Another copy is sent to the Sensory Team at Kensington Town Hall who will then give you the option of being placed on the register.

You do not have to be registered to receive most services, but you do need to be in a position where you are registerable.

Benefits of registration

Being registered will help you to access certain benefits and entitlements, such as a freedom pass, which gives you free travel on tubes/buses, a reduction in your television licence fee and free eye tests.

After receiving your CVI, a rehabilitation officer will arrange an appointment to visit you.

They will provide you with information about services available including benefits, entitlements and details of other organisations that can offer help.
The rehabilitation officer will also discuss with you any difficulties/concerns you may have and if necessary refer you on to another worker, for example a social worker or occupational therapist.

**Low vision aids**
You can borrow low vision aids, for example magnifiers, from hospital **Low Vision Clinics**. Some people find these useful for short pieces of reading.
Services provided by the Sensory Team

Helping you stay independent

The team’s rehabilitation officer works with people of all ages. We can help you with:

- **Mobility and getting around safely**

- **Daily living skills** – adapting your kitchen skills and daily routines to your sight loss. This may include providing you with equipment.

- **Communications** – help with reading/writing and making contact with services such as talking books.

Social workers can help you to link into education, employment and leisure opportunities. They can help you to make plans to tackle problems, suggest useful services and contact other groups on your behalf.

If your needs are more complex the social worker will complete a needs assessment (NHS and CC Act, 1990) with you. The social worker will discuss with you (and if you wish, your family and carers) what might be done to help and what options are available to ensure you stay as independent as possible.

You or your carer can also request an assessment of your needs if you feel this would be helpful. The social worker will complete a care plan with you which gives an outline of the agreed support and advice you need. This will be reviewed on a regular basis.
There may be a charge for some home care services. We will complete a financial assessment to decide how much you may have to pay.

**People with other disabilities**

The Sensory Team works with people who also have other disabilities. It offers services to people who have both a significant and permanent visual and hearing loss. This is sometimes referred to a Dual Sensory Loss.

**Contacting the team**

To contact the Sensory Team, please call **020 7361 2638** or **020 7361 3188**. You can also email **sensoryteam@rbkc.gov.uk**

If you need to speak to someone in an emergency outside of office hours, you can contact the Out of Hours Duty Team:

**Tel:** 020 7373 2227  
**Text:** 020 7838 5360

**Personal budgets**

Over the next two years, the majority of people who receive ongoing services through the Council’s Adult Social Care Department will be given a personal budget. A personal budget (sometimes called an individual budget) pays for your support. You can manage the budget yourself or have a family member, a broker agency (for example a local voluntary organisation such as Action**
Disability Kensington and Chelsea) or the Council manage it on your behalf. However the money is managed, we will give you as much choice and control as possible over how it is spent. That means you can choose the services that suit you.

Your social worker can give you more information.
Your rights and your records

With your agreement, we will need to keep records of the support we are providing you with. These records may include:

- basic information about you, such as address
- contacts we have made with you, such as visits to your home
- information about care and support you may need.

The records are held on a computer, which is very secure and only authorised staff members have access to it. With your agreement we will provide details to organisations involved in your care. For example, we might want to work jointly with a hospital to arrange services for someone who is coming out of hospital.

We will not share the information with anyone who is not involved in your care, without your permission, unless there are exceptional circumstances for example, where we have to share information by law.

Ask us for a copy of the leaflet “Your records: what you can expect”, if you would like more information.
Comments, complaints and suggestions

We welcome your comments on the services you receive from the Royal Borough of Kensington and Chelsea.

Contact the Sensory Team or the Customer Care Team on 0800 587 0072.
Visually impaired children

If you are concerned about your child's eyesight you may wish to talk to someone.

There are lots of organisations that may be able to support you and your child. Your family doctor can link you with appropriate health services.

The Royal Borough’s Family and Children’s Services Department also has a team for children with disabilities. The team may be able to offer support or advise you of other organisations that can help.

For more information, please contact:

Children with Disabilities Team
36 Oxford Gardens
London W10 5UQ
Tel: 020 7598 4640

The Rehabilitation Officer for visually impaired people also works with children.

LOOK! (National Office)
c/o Queen Alexandra College
49 Court Oak Road
Harborne
Birmingham B17 9TG
Tel: 0121 428 5038
Fax: 0121 427 9800
Email: steve@look-uk.org
Web: www.look-uk.org
LOOK! is a national organisation for families with visually impaired children. It offers information on education and other aspects of visual impairment.

LOOK! produces a newsletter and has local branches across the country.

**West London Actionnaires**  
Contact – Nicky Holloway  
Kensington Leisure Centre  
Walmer Road  
London W11 4PQ  
**Tel:** 0779 352 7031

Activities group that meets on the second and last Saturday of the month from 10am to 1pm.
Children’s education

Children with a visual impairment can be educated in mainstream schools with support teachers who are usually provided by the education department.

For children with complex needs, parents may have the option of sending them to specialist schools for the visually impaired where they can attend on a daily basis or board full-time, depending on the proximity to their home.

You may be able to get further information about education by contacting one of the services listed below:

**Special Needs and Additional Needs**
Professional Development Centre
108a Lancaster Road
London W11 1QS
**Tel:** 020 7598 4874

**Royal National Institute for the Blind**
Education Department
105 Judd Street
London WC1H 9NE
**Tel:** 020 7388 1266
**Helpline:** 0303 123 9999
**Fax:** 020 7388 2034
**Email:** helpline@rnib.org.uk
**Web:** www.rnib.org.uk
Specialist teachers

If your child has been diagnosed as visually impaired, your GP will normally refer you in the first instance to Family Services and/or the peripatetic service.

These are teachers who give practical support to visually impaired children (and their families) from birth, arrange nursery placements and advise on primary and secondary schooling.

They work with the Education Department to ensure that the child’s special educational needs are being met.

If you want to find out more, please call 020 8780 9204.
Employment and training

If you are looking for employment, training or further education the best place to start is with your Disability Employment Advisor (DEA). They can be contacted through your local job centre and can advise on training, work related benefits and help with employment.

Disability Employment Advisor
North Kensington Jobcentre Plus
Quayside House, Kensal Road, W10 5BL
Tel: 020 7941 6600
Fax: 020 8357 4802

Access to Work

Access to Work provides advice and practical support to disabled people and their employers. It also pays a grant through Jobcentre Plus towards any extra employment costs resulting from disability. To find out more, please contact:

Jobcentre Plus
Access to Work Operational Support Unit
Nine Elms Lane
London SW95 9BH
(please note this is a postal address only)
Tel: 020 8426 3110
Text: 020 8426 3133
Fax: 020 8426 3134
Email: atw-london-region@jobcentreplus.gsi.gov.uk

More details can be found on the internet at www.jobcentreplus.gov.uk/JCP/
Below are a number of organisations that may be able to offer further employment training or further education:

**The Royal London Society for the Blind – Employment Services**  
4C8 Kensington Charity Centre  
Charles House  
375 Kensington High Street  
London W14 8QH  
**Tel:** 020 7471 5577  
**Fax:** 020 7471 5570  
**Email:** employment.services@rlsb.org.uk  
**Web:** www.rlsb.org.uk

RLSB Employment Services offers access to employment, community and social participation for blind and partially sighted adults throughout London and the Home Counties. Contact RLSB Employment Services to enrol on FREE Motivational and Vocational Workshops.

**Kensington Recruitment**  
2 Beatrice Place  
London W8 5LP  
**Tel:** 020 7937 1611  
**Fax:** 020 7937 7721

Kensington Recruitment offers help and advice to disabled people looking for employment and work placements. Also able to offer support at work for those who need it.
Opportunities for People with Disabilities
Crystal Gate
28 to 30 Worship Street
London EC2A 2AH
Tel: 020 7448 5420
Fax: 020 7374 4913
Email: operations@eopps.org
Web: www.opportunities.org.uk

A service for job seekers and employers, work placements and open employment.

Association of Disabled Professionals
PO Box BCM ADP
London WC1N 3XX
Tel/Fax: 01204 431 638
Email: info@adp.org.uk
Web: www.adp.org.uk

Offers advice on specific areas of employment to professionals, managers and students in higher education.

Blind in Business
4th Floor
1 London Wall Buildings
London EC2M 5PG
Tel: 020 7588 1885
Email: info@blindinbusiness.org.uk
Web: www.blindinbusiness.org.uk

Self-help group for people who are self-employed or run their own business.
Voluntary work

Kensington and Chelsea Volunteer Bureau
Canalside House
383 Ladbroke Grove
London W10 5AA
Tel/Minicom: 020 8960 3722
Fax: 020 8960 3750
Email: enquiries@voluntarywork.org.uk
Web: www.voluntarywork.org.uk

The bureau helps people to find different types of voluntary work.

Adult education

Kingsway College
211 Gray’s Inn Road
London WC1X 8RA
Switchboard: 0870 060 9800
Main Fax: 0870 060 9802
Disability Fax: 020 7697 3801
Minicom: 020 7802 8937
Email: courseinfo@westking.ac.uk OR
dsc@westking.ac.uk
Web: www.westking.ac.uk

Provides information technology training for work and can offer support to people within the main college at Kingsway.
Kensington and Chelsea Adult Education  
Tel: 020 7573 5333  
Web: www.kcc.ac.uk  

Has a wide range of courses. Contact the college for course details and information.

British Computer Association for the Blind  
c/o RNIB  
58 to 72 John Bright Street  
Birmingham B1 1BN  
Tel: 0845 430 8627  
Email: info@bcab.org.uk  
Web: www.bcab.org.uk  

For all visually impaired people who use or are interested in computers.
Transport

Travel permits

If you are registered as Severely Sight Impaired or Sight Impaired, you are entitled to apply for the Freedom Pass.

The Freedom Pass entitles you to free travel on the underground, buses, Docklands Light Railway, trams and most mainline railway services within London.

Contact the Royal Borough’s Accessible Transport Services on 020 7361 2390.

Dial-a-Ride

Dial-a-Ride provides a public transport service for disabled people wishing to travel in Central London.

Membership is free and is open to all disabled or older people who find it difficult to travel on conventional transport.

All buses are suitable for wheelchairs and will always take guide dogs.

Guides and companions can travel with you for the same fare. For more information, please contact:
Central London Dial-a-Ride
Progress House
5 Mandela Way
London SE1 5SS
Booking Tel: 0845 999 1999
Support Tel: 020 7027 5823
Fax: 020 7027 5919
Email: dar@tfl.gov.uk
Web: www.tfl.gov.uk/dial-a-ride

Disabled Person’s Railcard

This entitles the holder and an escort or guide to a reduction on the price of a British Rail ticket. Savings are usually a third off the normal ticket price, but can be as much as half the normal price.

The railcard is available for an annual or three yearly fee and details and an application form can be obtained from any British Rail station or online at http://www.disabledpersons-railcard.co.uk/

Transport for London Equality and Inclusion Team
Can offer advice and information on the underground and buses to disabled passengers. It also produces large print bus and tube maps.

If you are a guide dog owner the team can also advise on accessible stations. For travel information:

Tel: 020 7222 5600 (main switchboard)
Please note that all staff are trained to handle enquiries from disabled passengers.
Email: travinfo@tfl.gov.uk
Web: www.tfl.gov.uk
Taxicards
A taxicard allows the holder to travel in black cabs at a reduced rate. Registered blind people are eligible to apply for a taxicard, partially sighted people will only be considered if they have additional disabilities which affect their ability to walk.

There is a limit to the number of journeys that you are allowed to take each month.

To apply for a taxicard, please contact the Disability Transport Team on:

**Tel:** 020 7361 2390  
**Fax:** 020 7361 3128

You can also contact the TEC Taxicard directly:

**TEC Taxicard**
London Councils  
59½ Southwark Street  
London SE1 0AL  
**Tel:** 020 7934 9791  
**Fax:** 020 7934 9699  
**Email:** taxicard@londoncouncils.gov.uk  
**Web:** www.taxicard.org.uk

Parking permits
It is possible to apply for a parking permit if one or more cars are used regularly by you as a passenger.

For more information on parking permits, please contact **020 7361 2390**.
Kensington and Chelsea Community Car Scheme
The scheme is able to offer subsidised rates on journeys, which are booked in advance. For more information, please contact:

Kensington and Chelsea Community Car Scheme
240 Acklam Road
London W10 5YG
Tel: 020 8964 1114
Benefits

The following are contact numbers of organisations who may be able to offer advice about claiming benefits:

Benefits Agency Enquiry Line
Freephone: 0800 882 200
Textphone: 0800 243 355
Freephone: 0800 441 144 (help with forms)
Web: www.dwp.gov.uk

RNIB Benefits Rights
Tel: 0303 123 9999

You may also like to contact the Sensory Team or your area office team.

Citizens Advice Bureau (CAB)

Kensington CAB
Westway Information Centre, 140 Ladbroke Grove
London W10 5ND
Tel: 0870 122 2313
Fax: 020 8968 4281
Web: www.adviceguide.org.uk

Chelsea CAB
Chelsea Town Hall, King’s Road
London SW3 5EE
Tel: 0870 122 2313
Fax: 020 7351 5240
Web: www.adviceguide.org.uk
Housing

If you are having problems with your housing and may need to move, there are a number of options that the Council can help you with.

Anyone can register with the Council for social housing, subject to immigration control. If you are already living in social accommodation but your home is no longer suitable for you, we have a number of schemes that can help you to move.

For more information contact:

Royal Borough of Kensington and Chelsea - Housing Needs Team
The Town Hall
Hornton Street
London W8 7NX
Tel: 020 7361 3008
Fax: 020 7361 3718
Email: housing@rbkc.gov.uk
Website: www.rbkc.gov.uk/housing
Opening hours: 8.30am to 5pm, Monday to Friday

Housing Benefit

If you are unemployed or in receipt of a low income or on other benefits, you may be entitled to claim Housing Benefit to help to pay the rent on a property you would like to live in. Your income and current benefits will determine whether you are entitled to full housing benefits (HB) assistance. If you are not entitled to full HB you may be able to receive part-payment for the
rent and you will be expected to contribute to the remaining amount.

For further information, contact:

**Benefits section**
Royal Borough of Kensington and Chelsea
PO Box 22515
Town Hall
Hornton Street
London W8 7WB
Tel: 020 7361 3006

**Housing Advice Service**
**Kensington and Chelsea (HASKC)**

You can also contact Housing Advice Service Kensington and Chelsea (HASKC). HASKC is an advice service providing free, independent housing information, advice and advocacy.

There are two offices, one covering the South of the Borough and one covering the North and Centre. Contact details are:

**HASKC (North and Centre)**
Offices 6 and 7
Canalside House
383 Ladbroke Grove
London W10 5AA
Tel: 020 8206 5900
Fax: 020 8964 1180
Web: www.haskc.co.uk
HASKC (South)
298 Old Brompton Road
London SW5 9JF
Tel: 020 7373 6262
Fax: 020 7835 1555
Web: www.haskc.co.uk

Contact RNIB for a list of specialist providers of housing for visually impaired people.

The RNIB helpline
Tel: 0303 123 9999
Useful organisations

Older people

**Age Concern Kensington and Chelsea**
Kensington Charity Centre, 4th Floor
Charles House, 375 Kensington High Street
London W14 8QH
**Tel:** 020 7471 5555
**Fax:** 020 7471 5558
**Email:** administration@ackc.org.uk
**Web:** www.ageconcern.org.uk
Information, support and advice for older people.

**Staying Put Services**
Canalside House, 383 Ladbroke Grove
London W10 5AA
**Tel:** 020 8206 5890
**Fax:** 020 8964 1180
Help and advice to give people the choice to live as independently as possible.

**Sixty Plus**
1 Thorpe Close
London W10 5XL
**Tel:** 020 8969 9105
**Fax:** 020 8969 5936
**Email:** info@sixtyplus.org.uk
**Web:** www.sixtyplus.org.uk
Sixty Plus offers help, advice and services - including a reading service for visually impaired people which is provided by volunteers. It also organises shopping trips and can provide information on claiming benefits.
Carers

The Council offers a range of services for carers. These include one-off carers’ grant payments, the carers’ emergency card scheme and holiday scheme.

For more information call Social Servicesline on 020 7361 3013 or email socialservices@rbkc.gov.uk

Vitalise Home Services (formerly London Care Connections)
155a King’s Road
London SW3 5TX
Tel: 020 7376 3545
Fax: 020 7376 3501
Email: homecare@vitalise.org.uk
Web: www.vitalise.org.uk

Support, advice and information for carers. Offers a home respite care service.

Carers UK (formerly Carers National Association)
20 Great Dover Street
London SE1 4LX
Switchboard: 020 7378 4999
Carers Line: 0808 808 7777
(Wed and Thurs 10am to 12pm and 2pm to 4pm)
Fax: 020 7378 9781
Email: info@carersuk.org
Web: www.carersuk.org

Information and advice at a local and national level on all aspects of caring.
Gay and lesbian

Regard
BM Regard
London WC1N 3XX
Tel: Regard hopes to have an answer phone service shortly. Please check the website for updates.
Fax: 0844 443 1277
Email: secretary@regard.org.uk
Web: www.regard.org.uk

Campaigns for equal rights for gay and lesbian disabled people. Provides lists of organisations and venues in your area, newsletters and offers a befriending/penpal scheme.

GEMMA
BM Box 5700
London WC1N 3XX
Email: gemmagroup@hotmail.com

Aims to decrease the social isolation of disabled lesbian/bisexual people of all ages. It provides newsletters in different formats. Gemma runs a friendship group called Tape Connection and six special interest groups.
Parents

Disability, Pregnancy and Parenthood International (DPPI)
National Centre for Disabled Parents
Unit F9
89 to 93 Fonthill Road
London N4 3JH
**Freephone Information Line:** 0800 018 4730
**Tel Admin:** 020 7263 3088
**Free Text:** 0800 018 9949
**Fax:** 020 7263 6399
**Email:** office@dppi.org.uk OR info@dppi.org.uk
**Web:** www.dppi.org.uk

Offers information, support and practical advice to parents with disabilities, would-be parents, professionals and those providing services to parents with disabilities.
Ethnic groups

There are many ethnic groups in the borough and it is not possible to list all organisations for ethnic groups in this guide. Therefore organisations specific to visual impairment have been listed.

**Jewish Care**
Merit House
508 Edgware Road
London NW9 5AB
**Tel:** 020 8922 2222
**Fax:** 020 8922 1998
**Email:** jewishcaredirect@jcare.org
**Web:** www.jewishcare.org

Support and practical advice for Jewish people with a visual impairment.

**Organisation of Blind African Caribbeans (OBAC)**
1st Floor, Gloucester House
8 Camberwell Road
London SE5 0RZ
**Tel:** 020 7735 3400
**Fax:** 020 7582 8334
**Email:** info@obac.org.uk
**Web:** www.obac.org.uk

Information, advice and free computer training for visually impaired African Caribbean people.
Migrant and Refugee Communities Forum
2 Thorpe Close
London W10 5XL
Tel: 020 8964 4815
Email: info@mrcf.org.uk
Web: www.mrcf.org.uk

Advice, support and training for migrant and refugee communities. The Forum has a resource centre and is able to link people with other organisations representing ethnic groups.

Multi-disability services

For people who are visually impaired and have additional disabilities, please contact the multi-disability service at Seeability.

Look Up
Seeability House
Hook Road
Epsom
Surrey KT19 8SQ
Tel: 01372 755066
Email: info@lookupinfo.org
Web: lookupinfo.org
Emotional support

WPF Counselling and Psychotherapy
23 Magdalen Street
London SE1 2EN
Reception: 020 7378 2000
Initial appointments: 020 7378 2002
Email: counselling@wpf.org.uk
Web: www.wpf.org.uk

WPF provides counselling and therapy sessions, both for individuals and groups. It has been working with the Royal Borough to provide specific counselling to carers.

RNIB Emotional Support Team
Provides short-term counselling over the phone before referring to local counselling services for long-term work. Holds a database of local counselling and emotional support groups.

Phone 0303 123 9999 OR 020 7388 2525 and ask to be referred to the Emotional Support Telephone Service.

The Listening Eye
National helpline for those having difficulty with their eyesight. Staffed by people who have a visual impairment themselves and wide experience of coming to terms with it.

Tel: 0800 783 1979 (6 to 10pm Tues, Wed and Thurs)
Web: www.whitestick.co.uk
**RNIB Tele Befriending**
Involves four to six people taking part in a telephone conversation. It is run by a facilitator and acts as a social group aiming to share information and knowledge and increase social interaction.

For more information about the sessions and how to enrol call **0845 330 3723**. Also runs information sessions over the phone. There is a cost for this service.

**London Lighthouse**
111 to 117 Lancaster Road
London W11 1QT
**Tel:** 020 7313 2900
**Fax:** 020 7229 1258
**Email:** information@lighthouse-west.org.uk
**Web:** www.tht.org.uk

London Lighthouse is a support centre for men, women and children affected by HIV and AIDS. The organisation also provides a support and information service.
Advocacy

There are many organisations that provide advocacy services.

Your first point of contact should be the RNIB Advice Service on 020 7388 1266. The Advice Service can give support and guidance, and put you in touch with an organisation that can help you with your specific situation.

Action Disability Kensington and Chelsea (see page 49) is a local organisation that provides advocacy. Also see sections on Voluntary associations, Support groups, Dual sensory loss services, benefits and specific eye conditions.
Leisure reading

There are many ways of reading:

- **Large print material**
  There is much material produced in large print, from menus to bank statements, but it has to be asked for. The libraries hold many large print books.

  **Big Print** is a weekly newspaper in large print. For further information, please contact:
  **Tel:** 0800 124 007
  **Email:** bigprint@rnib.org.uk
  **Web:** www.big-print.org.uk

- **Recorded information on cassette or compact disc**
  There is much information now on cassette tape or compact disc, but it has to be asked for. There are services that will record information onto cassette tape.

- **Have someone read for you**
  Referrals can be made to organisations providing volunteers to read.

- **Braille and Moon** are methods of reading using an embossed type which is read by touch.

**Transcription services**

The libraries have many books on tape and the RNIB has a large library of talking books.
Many newspapers and magazines are also available on cassette tape. Kensington and Chelsea produce a local weekly talking newspaper which is free of charge.

**The Kensington and Chelsea Talking Newspaper**  
Central Library  
Phillimore Walk  
London W8 7RX  
**Tel:** 020 7376 2245

The national newspapers are also available on cassette tape from **Talking Newspaper Association of the United Kingdom (TNAUK).** A subscription fee is charged.

**TNAUK**  
National Recording Centre  
Heathfield  
East Sussex TN21 8DB  
**Tel:** 01435 866 102  
**Fax:** 01435 865 422  
**Email:** info@tnauk.org.uk  
**Web:** www.tnauk.org.uk

**Calibre Audio Library**  
Aylesbury  
Bucks HP22 5XQ  
**Tel:** 01296 432 339  
**Fax:** 01296 392 599  
**Web:** www.calibre.org.uk  
Free service offering a wide choice of books on standard cassettes and Mp3 disks, fictions and non-fiction for both children and adults. Membership forms can be downloaded from the Calibre website.
Community Library Service
Tel: 020 7341 0721
Email: housebound@rbkc.gov.uk
Home visiting service for people who are housebound in Kensington and Chelsea.
Social groups and activities

Arts

The Venture Centre
103a Wornington Road
London W10 5YB
Tel: 020 8960 3234
Fax: 020 8960 5118
Email: info@venturecentre.org.uk
Web: www.venturecentre.org.uk

Drawing, painting and craft classes.

Artsline
c/o 21 Pine Court
Woodlodge Gardens
Bromley BR1 2WA
Tel and Minicom: 020 7388 2227
(Monday to Friday, 10am to 5pm)
Fax: 020 7383 2653
Email: access@artsline.org.uk
Web: www.artsline.org.uk

Information and advice service for arts and entertainment.
Shape Ticket Scheme
Deane House Studios
27 Greenwood Place
London NW5 1LB
Tel: 0845 521 3457
Minicom: 020 7424 7368
Fax: 0845 521 3458
Email: info@shapearts.org.uk
Web: www.shapearts.org.uk

Offers reduced price tickets to arts events and can find guides and transport.

Drama

Royal Court Young People’s Theatre
Sloane Square
London SW1W 8AS
Tel: 020 7565 5050
Fax: 020 7565 5001
Theatre company for young people.

Writing

Poetry Society
22 Betterton Street
London WC2H 9BX
Tel: 020 7420 9880
Fax: 020 7240 4818
Email: info@poetrysociety.org.uk
Web: www.poetrysociety.org.uk
Information on all aspects of poetry.
Yaa Asantewaa & Community Centre
1 Chippenham Mews
London W9 2AN
Tel: 020 7286 1656
Email: admin@yaacentre.com
Web: www.yaacentre.com
Workshops in African and Caribbean dance, drama and writing. Please note that the centre is being re-built during 2009, so please refer to the website for updates and check it is open before you visit.
Music

RNIB Music Advisory Service
Tel: 020 7391 2273
Email: mas@rnib.org.uk
Web: www.rnib.org.uk/music

Regular concerts held at the RNIB.

Bharatiya Vidya Bhavan
(Institute of Indian Arts and Culture)
4a Castletown Road
West Kensington
London W14 9HE
Tel: 020 7381 3086
Fax: 020 7381 8758
Email: info@bhavan.net
Web: www.bhavan.net

Workshops in Indian music, dance and drama.

Ebony Steelband Trust
Unit 39
Baseline Business Studios
Whitchurch Road
London W11 4AT
Tel: 020 7792 1418
Fax: 020 7792 1854
Email: services@ebony.org.uk
Web: www.ebony.org.uk

Teaches young and disabled people to play the steel pan.
Sports

British Blind Sport
4 to 6 Victoria Terrace
Leamington Spa
Warwickshire
CV31 3AB
Tel: 01926 424 247
Fax: 01926 427 775
Email: info@britishblindsport.org.uk
Web: www.britishblindsport.org.uk

Membership organisation which encourages and helps visually impaired people to take part in sport.

London Blind Rambling Club
22 Waverley Road
Harrow HA2 9RD
Tel: 020 8868 0096
Web: www.ramblers.org.uk/INFO

Walks averaging around seven to ten miles are organised usually twice a month at weekends. One to one guiding is available.

Braille Chess Association
7 Coldwell Square
Crossgate
Leeds LS15 7HB
Web: www.braillechess.org.uk

Chess classes and competitions organised regularly.
West London Actionnaires
Contact – Nicky Holloway
Kensington Leisure Centre
Walmer Road
W11 4PQ
Tel: 0779 352 7031

Activities group that meet on the second and last Saturday of the month from 10am to 1pm.

Sports centres

Portobello Green Fitness Centre
3 to 5 Thorpe Close
London W10 5XL
Tel: 020 8960 2221
Fax: 020 8969 4080

Yoga, sunbeds, gym, steam room and café.

Kensington Leisure Centre
Walmer Road
London W11 4PQ
Tel: 020 7727 9747
Fax: 020 7229 8380
Web: www.rbkc.gov.uk/sport/general

Swimming, sauna, gym, solarium and outdoor play area. Free swimming for those with disabilities on Tuesdays from 6 to 7pm. You will need a Leisure Pass for this free swim. Contact the Centre for application details.
Kensington Emperors
(at Kensington Leisure Centre)
Swimming for people with disabilities.
Tel and Fax: 020 8841 3577 (Eric)

You can also contact ADKC directly on 020 8960 8888 for more information. The club meets every Friday night from 7 to 9pm. There may be a waiting list to join.

Westway Sports Centre
1 Crowthorne Road
London W10 6RP
Tel: 020 8969 0992
Fax: 020 7969 4097

Sports pitches, tennis, gym, squash, sunbed and climbing.

Sports Development Team (Kensington)
The Stable Yard, Holland Park
Ilchester Place
London W8 6LU
Tel: 020 7471 9813
Fax: 020 7371 4682
Email: Sports.Development@rbkc.gov.uk
Web: www.rbkc.gov.uk

Offers advice and information concerning sports activities and events for people with disabilities.
Sports Development Youth Team
Carlyle Building
Hortensia Road
London SW10 0QP
Tel: 020 7351 2346
Email: Sports.Development@rbkc.gov.uk
Web: www.rbkc.gov.uk

Leisure Pass
The leisure pass offers discounts on sporting activities such as swimming and gym activities. Forms can be collected from sports centres, or you can download one from the Royal Borough’s website at –
www.rbkc.gov.uk/sport/general/lpass.asp
Social groups

Spanish Memories Group (HISTORYtalk)
Kensington and Chelsea Community History Group
Methodist Church Centre
240b Lancaster Road
London W11 4AH
Tel: 020 7792 2282
Fax: 020 7792 4426
Email: info@historytalk.org
Web: www.historytalk.org

Offers informal reminiscence sessions.
Holidays

**Action for Blind People**  
14 to 16 Verney Road  
London SE16 3DZ  
**Tel:** 020 7635 4800  
**Fax:** 020 7635 4900  
**Email:** info@afbp.org  
**Web:** www.afbp.org

Holidays both in this country and abroad.

**Vitalise Holidays**  
**Tel:** 0845 330 0149  
**Fax:** 01539 735 567  
**Email:** viholidays@vitalise.org.uk  
**Web:** www.vitalise.org.uk

All sorts of holidays from skiing to classical music breaks. Support and guides can be arranged. You do not have to be a guide dog owner.
Voluntary organisations

Action Disability Kensington and Chelsea (ADKC)
Whitstable House
Silchester Road
London W10 6SB
Tel: 020 8960 8888
Minicom: 020 8964 8066
Fax: 020 8960 8282
Email: adkc@adkc.org

Local organisation helping local people lead a better life. There is a bi-monthly newsletter and regular fact sheets on services and facilities.

The following services are offered:

Disability Information Helpline
Monday and Thursday from 10am to 5pm.

Advocacy project
Advice and help with benefits, housing and other services.

Training and employment
Career advice and guidance, job search support and help with work placements.

Leisure and recreation
Leisure activities chosen by users. Assistance available and help with transport.
RNIB offers a very wide range of services and advice to all people with a sight problem. You do not have to be registered blind.

Guide Dogs for the Blind Association
Central London District Team
40 Linhope Street
London NW1 6HU
Tel: 020 7563 7246
Fax: 020 7563 7499
Email: DT.InnerLondon@guidedogs.org.uk
Web: www.guidedogs.org.uk

Action for Blind People
14 to 16 Verney Road
London SE16 3DZ
Tel: 020 7732 8771
Fax: 020 7635 4900
Email: info@afbp.org
Web: www.afbp.org
Metropolitan Society for the Blind
Lantern House
102 Bermondsey Street
London SE1 3UB
Tel: 020 7403 6184
Fax: 020 7234 0708
Email: enquiries@msb.gb.com
Web: www.msb.gb.com
Home visits/readers to people in the London area.

National Federation of the Blind
Sir John Wilson House
215 Kirkgate
Wakefield
West Yorkshire WF1 1JG
Tel: 01924 291 313
Fax: 01924 200 244
Email: nfbuk@nfbuk.org
Web: www.nfbuk.org
The main campaigning group for visually impaired people.

Partially Sighted Society
7/9 Bennetthorpe
Doncaster DN2 6AA
Tel: 0844 477 4966
Fax: 0844 477 4969
Email: info@partsight.org.uk
Web: www.partsight.org.uk
Help and advice for people who still have some useful vision. Also advises on low vision aids.
St Dunstan’s
12 to 14 Harcourt Street
London W1H 4HD
Tel: 020 7723 5021
Fax: 020 7262 6199
Email: enquiries@st-dunstans.org.uk
Web: www.st-dunstans.org.uk
Residential care and other support for blind ex-Service personnel.
Dual sensory loss services

Sense South East and Sense Usher
The National Deafblind and Rubella Association
Newplan House
41 East Street
Epsom
Surrey KT17 1BL
Tel: 0845 127 0076
Text: 0845 127 0078
Fax: 0845 127 0077
Email: seenquiries@sense.org.uk
Web: www.sense.org.uk

DeafblindUK
John and Lucille van Geest Place
Cygnet Road
Hampton
Peterborough PE7 8FD
Tel: 0800 132 320 (24 Hour Helpline)
Text/Tel: 01733 358 100
Fax: 01733 358 356
Email: info@deafblind.org.uk
Web: www.deafblind.org.uk
Specific eye conditions

Contact details for organisations that can offer support/advice on specific eye conditions can be found below:

**Behcets Syndrome Society**
43 Parkgate Crescent
Hadley Wood
Barnet
Herts EN4 0NW
**Tel:** 0845 130 7329 (Helpline)
**Email:** info@behcetsdisease.org.uk
**Web:** www.behcets.org.uk

**Diabetes UK**
(formerly British Diabetic Association)
MacLeod House
10 Parkway
London NW1 7AA
**Tel (Careline):** 0845 120 2960
**Tel (Office):** 020 7424 1000
**Email:** info@diabetes.org.uk
**Web:** www.diabetes.org.uk

**Keratoconus Self Help and Support Association**
PO Box 26251
London W3 9WQ
**Tel:** 020 8993 4759
**Email:** chair@keratoconus-group.org.uk
**Web:** www.keratoconus-group.org.uk
British Retinitis Pigmentosa Society
Head Office
PO Box 350
Buckingham MK18 1GZ
**Tel. Helpline:** 0845 123 2354
**Tel. Office:** 01280 815 900
**London Office Tel:** 020 7723 9937
**Email:** info@brps.org.uk
**Web:** www.brps.org.uk

International Glaucoma Association
Woodcote House
15 Highpoint Business Village
Henwood
Ashford
Kent TN24 8DH
**Sightline:** 01233 648 170
**Admin:** 01233 648 164
**Fax:** 01233 648 179
**Email:** info@iga.org.uk
**Web:** www.iga.org.uk

Macular Disease Society
PO Box 1870
Andover
Hampshire SP10 9AD
**Tel:** 01264 350 551
**Helpline:** 0845 241 2041 OR 01264 350 559
**Fax:** 01264 350 558
**Email:** info@maculardisease.org
**Web:** www.maculardisease.org
Local Macular Disease Group
Contact: Gill Mason
Tel: 020 8332 0817

Self-help group meeting in Richmond. Please contact Gill for more details.

National Diabetic Retinopathy Network
7 Shore Close
Hampton
Middlesex
TW12 3XS
Tel: 020 8941 5821 (evenings)
Web: www.diabeticretinopathy.org.uk

Nystagmus Network
28 Hercules Drive
Newark
Nottinghamshire
NG24 1RA
Tel: 0845 634 2630 OR 01636 647 200
Email: info@nystagmusnet.org
Web: www.nystagmusnet.org

You can find contact details of support groups for eye conditions by contacting the RNIB on 020 7388 1266, or by visiting its website at www.rnib.org.uk

Another useful website for eye conditions is www.eyeconditions.org.uk
Useful contacts

StreetLine
For all street enquiries including reporting potholes, broken pavements and street lighting in Kensington and Chelsea.

**Tel:** 020 7361 3001  
**Text:** 07967 347 803  
**Email:** streetline@rbkc.gov.uk

Transport for London reporting line
To report pedestrian controlled crossings that are not working.

**Tel:** 0845 305 1234  
**Web:** www.tfl.gov.uk
Sensory Team
Phone:
020 7361 2968

For more information about the Royal Borough of Kensington and Chelsea, please visit our website
www.rbkc.gov.uk