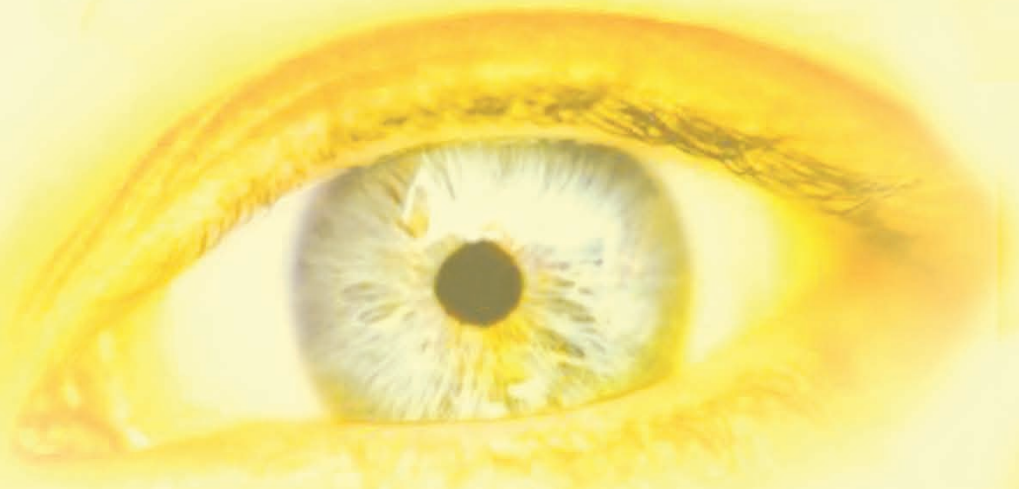




# **Support for people with sight loss** information, services and contacts



# Introduction

We hope this booklet will help answer some of the many questions you are likely to have. However, if you do want to talk to someone about a related issue, we have included a range of contacts at the back of the booklet. Don't forget that we can easily provide this booklet in other formats such as CD, large print or braille.

## Caring for someone with a sight loss

Many people with a sensory loss rely on their family, friends or other carers to provide support and care. However it is important that carers have some time to themselves and we will take this into account when working with you to consider the services which best meet your needs. We have produced a separate booklet for carers "Meeting the needs of Carers" which can be obtained from Social Care Direct. You will find the contact details at the back of this booklet.

## Confidentiality

All staff working for Durham County Council Adults, Wellbeing and Health and Children and Young People's Services are bound by a "code of confidentiality".

This means that they will treat any information you tell them in confidence.

# We are here to help you

The Royal National Institute for the Blind (RNIB) estimates that there are two million people in the UK struggling with sight problems.

The Durham County Council Sensory Support Team are social workers, rehabilitation workers and social work assistants who help support people who have a hearing or sight loss. This team includes a number of rehabilitation workers who can give specialist advice, information, training and equipment to people who have a sight loss. Their role is to help people with a sight loss to keep independent in their own homes and outside.

## Registration as Blind or Partially Sighted

We would always encourage people to register as blind or partially sighted if they are eligible to do so. This helps us to plan services that meet the needs of people living in County Durham. If you do choose to register, then Adults, Wellbeing and Health will keep information about you for statistical purposes.

There are a number of ways you can become registered blind or partially sighted.

A consultant ophthalmologist at the eye clinic may have seen you. If you are eligible to be registered blind or partially sighted then they can make a referral on your behalf by completing form CVI.

If you are finding it difficult to manage the effects of your sight loss and you are receiving ongoing treatment from a senior ophthalmic nurse then they can make a referral on your behalf by completing form RV1.

Alternatively, your optician may have seen you and you might like to talk to us about your sight loss problems. If this is the case, the optician can give you a letter to complete and send to us.

Once we have received the form or letter, we will contact you to discuss any problems you might have with a view to carrying out an assessment of need.

# How can we help?

- Assessment of need (see page 3)
- Voluntary registration of severely sight impaired/blind, sight impaired/partially sighted
- Information and advice
- Social work support
- Specialist equipment to promote and maintain independence within the home (advice and/or provision where necessary)
- Information about getting Direct Payments from the council
- Help in accessing other agencies, for example, health, education, housing and employment including the voluntary sector
- Information about local support groups
- Welfare Rights and benefits information
- Support for carers and families
- Advocacy

We can work alongside other social workers and occupational therapists where appropriate, to ensure your needs are met.

# How to contact the Sensory Support Team

You are legally entitled to a assessment of need by Durham County Council. A referral can be made by yourself, family, friend or by a health or social work professional.

All referrals in County Durham are made through Social Care Direct.

**Telephone** 0845 8 50 50 10

**Fax** 0191 3835752

**Textphone** 01429 884124

**Text messaging** 07786027280

**Email** [scd@durham.gov.uk](mailto:scd@durham.gov.uk)

## What is an assessment of need?

This is a way of looking at your needs, and with your help working out how these could be met. A rehabilitation worker will arrange to visit you at home. Once we have agreed with you what you need, it will be written down along with actions to meet these identified needs. This will be your rehabilitation plan.

With your consent, this process may involve other professionals and carers, family or friends already involved in supporting you in your day to day living. At your assessment you'll be told about the different social care services Durham County Council offers, including Direct Payments - money you could receive from the council to buy your own care and support.

If you receive an ongoing service, your rehabilitation plan will be reviewed on a regular basis.

# Who will be involved in your assessment?

Mainly yourself and the Sensory Support Team worker. It may also include any family or friends who help to look after you.

Sometimes we may need to ask for professional medical information. If so, the process may take longer but it is vital that we have all of the necessary information to ensure you get the help best suited to your needs.

## Introducing the rehabilitation worker

The rehabilitation worker is a fully qualified trainer/instructor.

As part of your assessment of need they will provide general advice, information and training. Training will help you to adapt existing skills and adopt new skills in order to maintain your independence and safety.

The rehabilitation worker can help those people close to you to understand the implications of your sight loss.

They can help with the following aspects of your life:

### Mobility

- Sighted guiding techniques
- Advice on safe ways to cross roads
- Using public transport safely
- Room or building familiarisation
- Advice on access to buildings, for example, local shops, GP's surgery, school or college
- White cane training
- Making the most of other senses

## **Daily Living**

- Personal care (for example, safe shaving or bathing)
- Advice on maximising remaining vision
- Ways of identifying clothing
- Making a hot drink
- Preparation and cooking of meals in the safest way
- Identifying money
- Simple and effective ways of doing housework
- Advice on safer gardening techniques

## **Communication**

- Using the telephone
- Advice on the use of magnifiers and lighting
- Handwriting and signatures
- Using keyboards, computers, scanners and other software
- Tactile languages (Braille/Moon)

# How we decide what help you might get

It is important that Durham County Council spends its money supporting those people whose needs most seriously affect their independence. To make sure this happens, we use a set of rules issued by the Government called “Fair Access to Care Services”. This tells you who is eligible for social care services, depending upon their needs and circumstances. We have developed a separate booklet called “Fair Access to Care “. If you have not seen this you should ask the person who carries out your assessment to give you a copy.

## What happens after the assessment?

A plan of action will be discussed with you, known as a ‘Rehabilitation Plan’. This gives details of those services that will be arranged for you. You will receive a copy of this plan in a format to suit you, if you so wish.

If you receive an ongoing service, your Rehabilitation Plan will be reviewed on a regular basis.

## What other services are available?

There are other services and support available that the rehabilitation worker may discuss with you. These include:

- Help in your own home
- Adaptations to your home
- Careline/Carelink Schemes
- Leisure opportunities
- Employment support services

If you are agreeable, a referral may be made to a relevant organisation for help.

## What if you do not qualify for any services?

If you are not eligible for services, then we will advise you of other ways you might get help.

# Equipment

There is a huge variety of equipment that can help with every day tasks. It is vital that any equipment you have is suitable for your needs. Staff will advise you on the suitability of equipment and ways to obtain it. Professional advice from our staff may help you avoid costly mistakes, for example, buying inappropriate magnifiers.

## Specialist equipment centres

There are two specialist shops; a low-vision centre and a hearing loss centre, which provide a comprehensive range of equipment. Well trained staff are on hand to give appropriate advice and information. Prices of the equipment on sale are very competitive.

County Durham Society for the Blind  
Oswald Court Resource Centre  
1 Church Lane  
Durham  
DH1 3HF  
Telephone 0191 3750307  
[www.cdsbps.co.uk](http://www.cdsbps.co.uk)

## Home Independence Shops

There are five shops situated around the County which are staffed by Occupational Therapy Assistants. The shops all have a comprehensive range of useful equipment to make daily living easier. Prices are very competitive.

See “Useful Contacts” section at the back of this booklet.

# **Help and support for children and young people**

## **Disabled Children and Families Team**

This County-wide team aims to provide support to enable families and carers of disabled children to continue to care for their children at home. It also works to improve the independence and self-confidence of disabled children, and to help them gain access and integrate into community activities.

You can contact the Disabled Children and Families Team through Social Care Direct – telephone 0845 8 50 50 10.

## **Sensory and Communications Support Service**

The service supports pupils who have a sensory loss, including those who have additional disabilities. It works to ensure early identification of pupils with a sensory loss and to provide appropriate and effective specialist teaching support to those children from birth to 19 years.

Assistance to pupils is provided using advisory teaching teams and through resource bases for nursery, primary or secondary pupils within some mainstream schools.

Parents can contact the service through their child's school, or through the Learning Support Service. See "Useful Contacts" section at the back of this booklet.

## **Children's Network**

Families with children who have special needs up to 18 years old and live in County Durham can register with the Children's Network. The Children's Network sends out a regular newsletter for children, publishes the "Find it Guide" of children's leisure activities and holds information days for parents and carers. See "Useful Contacts" section at the back of this booklet.

## **Connexions**

Connexions can provide young people with information, advice, guidance and support on issues such as careers, education and training. Support is also available on a range of other issues including bullying, health, drugs, relationships, money and benefits.

Every young person aged 13 – 19 will have access to Connexions, whether they are at school, in further or higher education, in or out of training or work.

Connexions can provide extra help and support to those young people who need it. See "Useful Contacts" section at the back of this booklet.

# Health

## **PALS (Patient Advice and Liaison Services)**

If you have any problems or concerns whilst using any NHS service, the Patient Advice and Liaison Services (PALS) are designed to offer on the spot help and information or practical support aimed at resolving any problems or difficulties you may experience.

Your local GP surgery can give you details of who to contact. Alternatively, Social Care Direct can advise you on the relevant PALS to contact. You will find the telephone number at the back of this booklet.

## **NHS Direct**

NHS Direct operates a 24-hour nurse advice and health information service providing confidential information on illness, particular health conditions and local healthcare services.

The telephone service is available on 0845 4647 or textphone 0845 6064647

Information is available on the NHS Direct website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## **Working in Partnership**

In order to make sure you receive the care and support you need, we work with many organisations, for example, health services, or voluntary organisations. Sometimes we need to ask other agencies to provide services for you but this will only be done with your consent.

# Keep Working

## Disability Employment Advisers

Disability Employment Advisers (also called DEAs) provide specialist support to people who are recently disabled, or those whose disability or health condition has deteriorated and who need employment advice.

See “Useful Contacts” section at the back of this booklet.

## WorkAble Solutions

The WorkAble Solutions Unit assists people with disabilities, including sensory loss, aged 16 – 60 into paid work. It works with people who have never worked before and those returning to work after an absence due to illness or disability.

See “Useful Contacts” section at the back of this booklet.

## Access to work

Access to Work provides advice and practical support to disabled people and their employers to help overcome work-related obstacles resulting from a disability. It can also pay a grant towards any extra employment costs that result from a disability. Disabled people needing help with a communicator at a job interview can also get help through Access to Work.

See “Useful Contacts” section at the back of this booklet

# Keeping in touch

## Meeting others

There are a number of clubs and groups across the County where people who have a sight loss meet together in a social setting.

A list of these is available. Ask your rehabilitation worker for a copy, or contact Social Care Direct. See "Useful Contacts" section at the back of this booklet.

## Holidays

Several organisations and hotels offer holidays especially for people with sight loss. The rehabilitation worker can give you details of these, or you can contact Social Care Direct on Tel: 0845 8 50 50 10.

## Library Services

Talking books on cassette or CD, fiction and non fiction, are available on loan from all branch libraries. Service users, who need to use talking books in preference to a conventional format because of sight loss, can take advantage of this service free of charge. Books in large print are also available.

The Books on Wheels Service is dedicated to people living at home who have mobility problems and cannot use their local library. Books on Wheels Assistants deliver books and audio book tapes direct to readers at home every three weeks.

There are nearly 200 public access computers in libraries across the County. People with sight loss can now use the computers in the library with the aid of software called 'Supernova'. This lets you magnify the screen size as well as talking to you. You can change the size of the screen to suit your needs as well as changing the voice on the computer to your preference. Training on how to use 'Supernova' is available at Durham Clayport library. Each library also offers access to a big key keyboard, Trackerball and a touch screen computer.

If you want to know more about any of these services, visit your local library.

## **Stories on Tape and Large Print**

There are other sources of stories on audiotape, CD, large print or in Braille, offered for loan or sale. Contact the RNIB for an up-to-date list of suppliers. See “Useful Contacts” section at the back of this booklet.

## **Talking Newspapers**

County Durham Society for the Blind and Partially Sighted produces the South Durham Talking Newspaper and the North Durham Talking Newspaper on tape and CD. These are a compilation of news stories and features from the regional and local papers from around the area. See “Useful Contacts” section at the back of this booklet.

Most of the national newspapers offer a version on cassette tape or CD-ROM for people who are unable to read printed newspapers. More information about how to obtain any of over 200 national newspapers and magazines can be obtained from the Talking Newspaper Association of the UK. See “Useful Contacts” section at the back of this booklet.

## **Large Print Newspaper**

Big Print is a subscription weekly newspaper, published with bold text, double the normal type size. Its aim is to help bridge the gap for people with sight loss between conventional newspapers and ‘talking’ newspapers.

It aims to cater for most tastes. Big Print provides a review of what has been happening in the world that week, sport coverage and leisure reading, together with a comprehensive weekly listing of radio and television programmes.

Contact details for Big Print. Can be found in the “Useful Contacts” section at the back of this booklet.

# Getting out and about

## The Blue Badge Scheme

This is a European arrangement of parking concessions. People who are registered 'Blind' can get closer to their destination by using specially marked parking spaces. You may still need to pay a parking fee.

There is a fact sheet available from Social Direct which gives details about the strict rules which govern the use of the blue badge and how to apply for a badge. There is a fixed charge for blue badges.

## Concessionary Travel/Bus Passes

There are different schemes operating throughout County Durham for people who are registered with a sight loss. These vary depending upon where you live.

Your local Customer Access Point (who run the schemes) can give you advice and information. See 'Useful Contacts' section at the back of this booklet.

## Additional information about transport services

The Public Transport Group has a guide to transport services for people with disabilities and/or sensory loss called "County Durham Access Directory". It is also available in large print and Braille.

Please contact the Group on 0191 3834875 for a copy.

## Guide Dogs Association (GDA)

A referral can be made by the rehabilitation worker to the GDA for guide dog training. A rehabilitation worker from GDA will undertake an assessment of your mobility needs.

# Money Matters

Depending on your personal circumstances, you may be entitled to additional benefits. The rehabilitation worker can explain to you what these might be. If you need help in completing claim forms you should contact the Citizens Advice Bureau. See “Useful Contacts” section at the back of this booklet.

## Welfare Rights Unit

Durham County Council has a dedicated team of staff who can advise on your entitlement to benefits and support those who want to appeal against a rejected claim. They are independent of the payment of benefits.

See “Useful Contacts” section at the back of this booklet.

## Direct Payments

Direct Payments is money you could receive from the council to buy your own care or support services, rather than having the council’s social care staff arrange these for you.

You’ll be offered a choice of Direct Payments or a provided service if it’s decided at your assessment that you’re eligible for help or support with day to day living.

In simple terms, with Direct Payments you take the money it would have cost the council to provide a care service for you and spend it on buying your own care. This puts you in charge of your own support arrangements and gives you independence, choice and flexibility over who gives you your care and how and when you get it.

Contact details for the Direct Payments Support Scheme can be found in the “Useful Contacts” section at the back of this booklet.

# **Access to Personal Records**

Durham County Council provide a wide range of social care services to members of the public. In order to do this efficiently, we collect personal information about the people we provide services for. This information is treated as confidential. You have a right to gain access to your records should you wish to do so. We have developed a separate leaflet called “Access to Personal Records” which you can obtain from Social Care Direct on 0845 8 50 50 10.

# **Compliments, suggestions, comments and complaints**

Durham County Council Adults, Wellbeing and Health aims to continually improve the quality of our services by acting upon all compliments, suggestions, comments or complaints. We respect your opinions on the services we provide, including those to carers.

You can pass on your comments in many ways – by telephone, letter and e-mail or in person to anyone from Durham County Council Adults, Wellbeing and Health.

The leaflets “Your views about Adult Social Care Services” and “Complaints, Comments or Compliments about Social Care Services for Children and Young People in County Durham” are available from Social Care Direct on 0845 8 50 50 10.

# Useful Contacts

## **Access to Work**

Telephone: 0191 215 2198

Textphone: 0845 6021893

Fax: 0191 215 2212

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

Telephone 0800 915 4666

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

## **Action for Blind People (for the North East)**

Garland House, 144-146 Borough Road,

Middlesbrough, TS1 2EP

Telephone: 01642 233 439

Email: [middlesbrough@actionforblindpeople.org.uk](mailto:middlesbrough@actionforblindpeople.org.uk)

## **Age Concern**

Telephone: 0191 386 3856

Fax: 0191 383 1528

Email: [info@ageconcern-durham.org.uk](mailto:info@ageconcern-durham.org.uk)

Internet: [www.ageconcern-durham.org.uk](http://www.ageconcern-durham.org.uk)

Information and support for older people.

## **AIRS (Access to Information & Reading Services)**

Gateshead Central Library, Prince Consort Road,

Gateshead, NE8 4LN

Telephone: 0191 433 8450

Fax: 0191 477 7852

Email: [airs@gateshead.gov.uk](mailto:airs@gateshead.gov.uk)

## **Benefits Enquiry Line**

Telephone: 0800 88 22 00

Textphone: 0800 24 33 55

Email: [BEL-customer-services@dwp.gsi.gov.uk](mailto:BEL-customer-services@dwp.gsi.gov.uk)

Internet: [www.direct.gov.uk/disability-money](http://www.direct.gov.uk/disability-money)

Provides information for people with disabilities and their families or carers on state benefits and how to claim them.

## **B.L.I.N.D. Blind Life in Durham**

8 Brookside Avenue, Crook, County Durham, DL15 8LB

Telephone: 01388 763501

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

## **British Wireless for the Blind Fund**

Telephone: 01622 754 757

Provides radios etc to registered blind/partially sighted people.

## **Children's Network**

Telephone: 0191 383 4095

Fax: 0191 383 5623

Email: [childrensnetwork@durham.gov.uk](mailto:childrensnetwork@durham.gov.uk)

## **Citizen's Advice Bureaux**

	<b>Telephone</b>	<b>Textphone</b>	<b>Fax</b>
Barnard Castle	01833 631486	01833 690296	01833 631486
Chester-le-Street	0191 389 3000		0191 389 1619
Derwentside	01207 237858		01207 218549
Durham City	0191 384 2638	0191 3841796	0191 384 3886
Easington District	0191 586 2639		0191 587 2695
Newton Aycliffe	0870 1212024		01388 826019
Wear Valley	01388 606661		01388 661629

## **Community Information Online**

For free and confidential information on social, health, family and disability matters.  
Visit: [www.durham.gov.uk/cio](http://www.durham.gov.uk/cio) or visit your local library.

## **Connexions – County Durham Centres**

	<b>Telephone</b>	<b>Fax</b>
Bishop Auckland	0800 7833576	01388 662939
Chester-le-Street	0800 7833482	0191 387 1443
Consett	0800 7833481	01207 502795
Durham City	0800 3281197	0191 375 3199
Peterlee	0800 7833570	0191 587 7801
Sedgefield	0800 3281195	01388 724101

## **County Durham Society for the Blind and Partially Sighted**

Telephone: 0191 386 8175

Email: [cdsvh@aol.com](mailto:cdsvh@aol.com)

[www.cdsbps.co.uk](http://www.cdsbps.co.uk)

Provides support and information relating to sight loss.

## **Customer Access Points**

Telephone: 0300 123 7070

## **Direct Payments**

Telephone: 0191 370 8825 / 0191 374 0500

Text message: 0778 602 7280

Textphone: 01429 884 124

Email: [directpayments@durham.gov.uk](mailto:directpayments@durham.gov.uk)

Visit: [www.durham.gov.uk/directpayments](http://www.durham.gov.uk/directpayments)

## **Durham Area Disability Leisure Group**

Donald Owen Clarke Centre, Riverside South,  
Chester-le-Street, DH3 3SJ  
Telephone: 0191 389 1666

## **Durham County Access Bus**

Telephone: 0191 383 5383

Door-to-door service for people unable to use the public bus.  
Wheelchair accessible.

## **Guide Dogs**

Telephone: 0845 3727430

Fax: 01642 713637

Email: [nyorks@guidedogs.org.uk](mailto:nyorks@guidedogs.org.uk)

## **Help The Aged**

Telephone: 020 7278 1114

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

Internet: [info@helptheaged.org.uk](http://info@helptheaged.org.uk)

## **Home Independence Shops**

	<b>Telephone</b>	<b>Textphone</b>	<b>Fax</b>
Stanley	01207 290581		01207 280976
Durham	0191 384 6726		0191 375 0801
Newton Aycliffe	01325 327467	01325 313133	01325 301129
Bishop Auckland	01388 451381		01388 451381
Peterlee	0191 518 3870		0191 586 3143

## **Jobcentre (Disability Employment Advisor)**

	<b>Telephone</b>	<b>Textphone</b>
Bishop Auckland	01388 646467	01388 601937
Chester-le-Street	0191 3874000	0191 3871678
Durham City	0191 3824037	0191 3865517
Newton Aycliffe	01325 554315	01325 321034
Peterlee	0191 2202000	0191 2202005
Spennymoor	01388 644446	01388 812691
Wingate	01429 253100	01429 837548

## **Learning Support Service**

Telephone: 01740 656998

Fax: 01740 657792

## **Library Services**

Telephone: 0191 370 6242

For information and help on library services for housebound people and people with sight loss.

## **LOOK**

Supporting Parents & Carers of children with a Visual Impairment

Telephone: 0121 428 5038

## **National Blind Children's Society**

(Advice/Support)

Birmingham

Telephone: 01278 764 770

## **National Federation of the Blind of the UK**

Sir John Wilson House, 215 Kirkgate, Wakefield, WF1 1JG

Telephone: 01924 29 13 13

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

## **NHS Direct**

Telephone: 0845 4647

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

Confidential healthcare advice and information 24 hours a day.

## **North Regional Association for Sensory Support**

Telephone: 01925 626630

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

## **Representational Advocacy Service**

Telephone: 0191 383 0568

Textphone: 0191 384 1796

Fax: 0191 384 3886

Support for anyone using care services from Durham County Council Adult and Community Services.

## **RNIB Education and Employment Centre**

Telephone: 0845 766 9999

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

## **RNIB Talking Book Service**

Telephone: 0845 7626843 or 01733 375350

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

## **Sensory Support Service**

Support for CHILDREN with sight loss in Education  
Belmont School, Durham  
Telephone: 0191 370 6390

## **Sunderland & North Durham Royal Society for the Blind**

8 Foyle Street, Sunderland, SR1 1LB  
Telephone: 0191 567 3939

## **Talking Newspaper Association of the UK**

National Recording Centre, Heathfield, East Sussex, TN21 8DB  
Telephone: 01435 866 102  
[www.tnauk.org.uk](http://www.tnauk.org.uk)  
Hundreds of popular periodical magazines available on audio tape.

## **Vocaleyeyes**

London  
Telephone: 020 7375 1043  
[www.vocaleyeyes.co.uk](http://www.vocaleyeyes.co.uk)  
Audio-description of plays in UK theatres and 'touch tours'.

## **Welfare Rights**

Adults, Wellbeing and Health, Durham County Council,  
Rivergreen Centre, Aykley Head Estate, Durham, DH1 5TS  
Advice Line: 0191 370 8787

## **WorkAble Solutions**

Barnfield Centre, Barnfield Road, Spennymoor, DL16 6EA

Tel: 01388 812451, Fax: 01388 827204

Derwentside Locality Team, Fines Park House, Clowes Terrace, Annfield Plain,  
County Durham, DH9 8QX

Tel: 01207 288936, Fax: 01207 280649

Durham Locality Team

Russell House, Mill Lane, Little Burn Industrial Estate, Langley Moor, County  
Durham, DH7 8HJ

Tel: 0191 378 4087, Fax: 0191 378 3928

Easington Locality Team

Wellfield House, The Flat, Wellfield Road, Murton, County Durham, SR7 9HN

Tel: 0191 517 3507, Fax: 0191 517 3507

Sedgefield Locality Team

Barnfield Centre, Barnfield Road, Spennymoor, County Durham, DL16 6AE

Tel: 01388 815318, Fax: 01388 827204

Wear Valley & Dales Locality Team

Barnfield Centre, Barnfield Road, Spennymoor, County Durham, DL16 6AE

Tel: 01388 817564, Fax: 01388 827204

**If you are interested in looking for work and / or training opportunities and are aged 16-65 years, have a disability and live within the Durham County Council boundaries please write to us or ring to speak to a member of staff.**

# How to access Social Care Services in County Durham:

## Social Care Direct

Telephone: 0845 8 50 50 10

Fax: 0191 383 5752

Textphone: 01429 884124

Text Message: 07786027280



You can visit one of the offices:

### The Dales:

1 Kensington  
Cockton Hill Road  
Bishop Auckland

Galgate  
Barnard Castle

Croft Street  
Crook

### Durham & Chester-le-Street:

Hopper House  
Atherton Street Durham

129 Front Street  
Chester-le-Street

### Easington:

Essington House  
Essington Way  
Peterlee

### Sedgefield:

Council Offices  
Green Lane  
Spennymoor

### Derwentside:

Greencroft Industrial Park  
Stanley

# Support for people with sight loss

## information, services and contacts

Please ask us if you would like this document summarised in another language or format.

العربية (Arabic) (中文 (繁體字)) (Chinese) اردو (Urdu)  
polski (Polish) ਪੰਜਾਬੀ (Punjabi) Español (Spanish)  
বাংলা (Bengali) हिन्दी (Hindi) Deutsch (German)  
Français (French) Türkçe (Turkish) Melayu (Malay)

(0191) 370 8838



Braille



Audio



Large  
Print