SENSORY IMPAIRMENT

CROYDON'S LOCAL OFFER OF SERVICES FOR CHILDREN & YOUNG PEOPLE AGED 0-25 WITH SEND WINTER 2015
ABBREVIATIONS YOU MAY COME ACROSS

CWD ........ Children with Disabilities
HI .......... Hearing Impaired
MSI .......... Multi Sensory Impairment
ROVI ...... Rehabilitation Officer for Visually Impaired
SEN .......... Special Educational Needs
SEND ...... Special Educational Needs and Disabilities
SHOVI ..... Specialist Habilitation Officer Vision Impairment
TOD ........ Teacher of Deaf
TOVI ........ Teacher of Visually Impaired
VI .......... Visually Impaired

For a more enhanced abbreviation list please go to the ‘What’s New and Useful Information’ page available at:

www.croydon.gov.uk/sendoffer

LOCAL ORGANISATIONS FOR ADULTS AND CHILDREN

REMAP CROYDON
Remap provides custom-made, one-off aids to help disabled people of all ages enjoy a better lifestyle when there are no other suitable products on the market. Every aid is given free of charge to the user.
Contact: D9 Chaucer Business Park, Kemsing, Sevenoaks, Kent, TN15 6YU
01737 358714
www.remap.org.uk

FAMILY SPACE CROYDON
Is a searchable online tool for parents, professionals and volunteers, pulling together a wide range of information about children and family services within Croydon.
www.familyspacecroydon.co.uk

LONDON FOR FUN
London attractions and sights for people with disabilities.
www.londonforfun.com/info-for-London-attractions.htm
LOCAL SERVICES FOR CHILDREN AND YOUNG PEOPLE

CHILDREN WITH DISABILITIES TEAM
The service for children with disabilities is a specialist service for children with disabilities aged 0-18 years and their families, who require support over and above that available through universal and community services.

The service comprises of teams who have relevant knowledge, experience and skills to work with disabled children and young people. They work closely with other services such as health, education and community organisations.

Who is eligible?
Children and young people supported by the service will have a permanent and substantial physical and/or learning disability, this includes profound multiple disabilities, disability associated with complex health problems or severe sensory disabilities and be in need of support services. It excludes unrelated emotional, behavioural and mental health difficulties.

Contact: Services for Children with Disability, Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA
📞 020 8726 6400
📞 Minicom: 020 8760 5797
📠 Fax: 020 8407 1381

THE 0-25 SEND SERVICE
The team manages the assessment process for Education, Health and Care Plans (EHCP) and admission to special education.

For details of Early Years services please see the early years leaflet available at:
🌐 www.croydon.gov.uk/education/special-educational-needs/sen-early-years/sen-send

For details of services for young people over 16 please see the Post 16 leaflet available at:
🌐 www.croydon.gov.uk/education/special-educational-needs/sen-education/sen-post16/post16

SEND Hotline: 020 8604 7263
Internal: 47263

LOCAL ORGANISATIONS FOR CHILDREN

CROYDONS DEAF CHILDRENS SOCIETY AND SURREY’S DEAF CHILDREN’S SOCIETY
There are numerous Deaf Societies all over the UK and Ireland set up as part of the National Deaf Children’s Society. Croydon’s Deaf Children Society offers support to families living in Croydon and Sutton.
📞 info@croydondeafchildren.co.uk

Surreys Deaf Children Society:
• Helps deaf children and their families meet other deaf children/adults/families
• Provides support and information based on our own experiences
• Run fun events monthly for pre-school, primary and secondary aged children across Surrey
• Offer Family Sign Language courses

Membership is currently free but donations are welcome.
🌐 www.surreydeaf.co.uk for more details or please get in touch with the Chairperson of Surrey DCS, Elizabeth O’Mahony and Gabriella Stiles (Vice Chair and under 5’s coordinator) on:
📞 surrey@ndcsgroup.org.uk

There is also a Bromley Deaf Society that meets in West Wickham
📞 bromley@ndcsgroup.org.uk

Lambeth Deaf Society
📞 lambeth@ndcsgroup.org.uk

Lewisham Deaf Society
🌐 www.ldcs.co.uk

FACE 2 FACE
A network of trained volunteer befrienders who can help parents make positive adjustments to the news that their child has a disability. Every Face 2 Face befriender is a parent too – someone whose own child has a disability. They know what it’s like to cope with a new diagnosis and can offer support parent-to-parent. Face 2 Face is free and confidential. A befriender can either visit you at home or you can agree another convenient location. It is an informal and flexible arrangement designed to suit you. We support parents of children with any type of disability or special need.

Contact: Croydon Face 2 Face, 1 Ramsey Court, 122 Church Street, Croydon, Surrey, CR0 1RF
📞 020 8667 0207
🌐 www.scope.org.uk
📧 paula@croydon-homestart.co.uk
PARENTS IN PARTNERSHIP (PIP)
Eligibility: PIP services are available free of charge to parents of children and young people with a special need or disability living in Croydon. We can help you if your child or young person is between 0 – 25 years old. What the service does: Our Family Link Workers support families on an individual basis, providing information and coordinating services when families feel stuck. They will also provide emotional support, make referrals and liaise with services on the family’s behalf. PIP also offers free training workshops for parents/carers of children with special needs or disabilities who live in the London Borough of Croydon.

Contact: Carers Support Centre, 24 George Street, Croydon, CR0 1PB
020 8663 5626 Monday to Thursday 9am – 1pm
office@pipcroydon.com
www.pipcroydon.com

LOCAL ORGANISATIONS FOR ADULTS

CROYDON VISION
Croydon Voluntary Association for the Blind. Provides a range of services for visually impaired people. Services include a weekly talking newspaper, training in mobility, daily living skills and counselling. Whilst predominantly for adults Croydon Vision occasionally run activities for children.

Contact: Bedford Hall, 72-74 Wellesley Road, Croydon, Surrey, CR0 2AR
020 8688 2486
www.croydonvisual.plus.com
cvab@croydonvisual.plus.com
www.wheelsforwellbeing.org.uk

JOINT COMMUNITY LEARNING DISABILITY TEAM
The Joint Community Learning Disability Team is an integrated health and social care team based in the community, for adults with learning disabilities. The team provides speech and language therapy and other services. Individuals can access the service if they are over 18 years of age and have a clear and permanent learning disability.

Contact: Joint Community Learning Disability Team, Floor 2, Zone B, Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA
0208 726 6500 ext 63340

SIGHT DISABILITY SERVICES
How can we help?
We work with people who have been medically assessed as having a significant and permanent sight loss and are experiencing functional difficulties due to this. We will carry out an assessment of your needs and work with you to decide the best way of meeting the needs we have identified.

You can be referred in three ways:
1. through your local hospital eye unit
2. through your local optician
3. by contacting us through social services for adults (details below)

Weekly advice sessions
We also offer a weekly advice session to anyone who requires help or information relating to visual impairment. These sessions are held every Thursday between 1pm and 4pm. Contact us through social services for adults.

If we are unable to help you we will direct you to other organisations that may be able to assist you.
Telephone: 020 8401 3128 or 4321
Social services for adults
Contact: Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA
020 8726 6500
Minicom: 020 8760 5797
referral.team2@croydon.gov.uk
NATIONAL ORGANISATIONS – HEARING AND VISUALLY IMPAIRED

CENTRE OF EXCELLENCE FOR SENSORY IMPAIRMENT (COESI)
Also known as Centre of Excellence: Supporting Independence COESI is an organisation which develops and provides integrated services for people with sensory and physical impairments. The Centre of Excellence website and Helpline aim to enable people of all ages with a hearing, visual, dual sensory loss or physical mobility impairment and their families and carers, to access a central source of information and to assist businesses with improving sensory loss disability awareness.

Contact: COESI London Office (Registered Office), 5th Floor Park House, 22 Park Street, Croydon CR0 1YE
📞 020 8686 0049
✉️ info@coesi.org.uk

CONTACT A FAMILY (NATIONAL OFFICE)
Contact a Family provides support, advice and information for families with disabled children, no matter what their condition or disability.

Opening times: Monday to Friday 9.30am - 5pm
Contact: 209-211 City Road, London, EC1V 1JN
📞 0808 808 3555
✉️ helpline@cafamily.org.uk
🌐 www.cafamily.org.uk

DEAFBLIND UK
Provides support services to deafblind people.

Contact: Deafblind UK Head Office, National Centre for Deafblindness, John and Lucille van Geest Place, Cygnet Road, Hampton, Peterborough PE7 8FD
📞 Telephone/textphone: 01733 358 100
Fax: 01733 358 356
✉️ info@deafblind.org.uk
🌐 www.deafblind.org.uk

DISABLED LIVING FOUNDATION - DLF
The Disabled Living Foundation (DLF) is part of Shaw Trust and provides independent advice on mobility aids, disability aids, and daily living equipment and information on where you can buy or hire daily living equipment and sources of funding.

Contact: DLF, 4th Floor, Jessica House, Red Lion Square, 191 Wandsworth High Street, London SW18 4LS
📞 0300 999 0004
✉️ helpline@dlf.org.uk
🌐 www.dlf.org.uk

DISABLED GO
For online information about all kinds of places in your area - hotels, restaurants, colleges, tourist attractions, libraries, hospitals, leisure centres etc.

🌐 www.disabledgo.com

FOREST BOOKS
A leading provider for over 24 years of books and resources for Special Educational Needs, Autism, Speech Language and Communication, Deafness, Sign Language and other related issues.

✉️ customerservice@forestbooks.com
📞 01594 833858
🌐 www.forestbooks.com

GOING FOR INDEPENDENCE (GFI)
GFI is a social enterprise which specialises in providing information and advice about independent living and equipment, links to OTs for environmental assessments to enable people to live their lives to the full and specialist training for organisations.

Services provided by GFI include:
- Helpline
- Information and advice on Equipment, Telecare and Adaptations
- DBS service for Independent OTs
- Local service information

🌐 www.goingforindependence.org
📞 01287 204204
✉️ info@gongforindependence.org

LIVING MADE EASY
A website showcasing a wide range of equipment for independent living.

🌐 www.livingmadeeasy.org.uk

NHS111
Gives health advice when your doctor’s surgery is closed, when you are not sure where to go for help, and when you just need health information. The BSL line is open from 8am until midnight every day.

🌐 www.interpreternow.co.uk/nhs111

SENSE
Sense is a national charity that supports and campaigns for children and adults who are deafblind. They provide tailored support, advice and information as well as specialist services to all deafblind people, their families, carers and the professionals who work with them. They also support people who have a single sensory impairment with additional needs. Their services include day services, where deafblind people have the
opportunity to learn new skills to Sense-run houses in the community, where people are supported to live as independently as possible. Their communicator-guides offer support to deafblind people living in their own homes and our dedicated Information & Advice team provide support and advice on all issues relating to deafblindness. They also provide employment opportunities. 

Opening times: Monday - Thursday 9am - 5.30pm, Friday 9am - 5pm

Contact: 101 Pentonville Road, London, N1 9LG
☎️ 0300 330 9250
🌐 www.sense.org.uk
✉️ info@sense.org.uk

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NATIONAL ORGANISATIONS – HEARING IMPAIRED

ACTION ON HEARING LOSS (THE NEW NAME FOR RNID)
Experts in providing support for people with hearing loss and tinnitus.
• We provide day-to-day care for people who are deaf and have additional needs
• We supply communication services and training
• We offer practical advice to help people protect their hearing
• We campaign to change public policy around hearing loss issues
• We support research into an eventual cure for hearing loss and tinnitus
☎️ 0808 808 0123
📞 Textphone: 0808 808 9000
✈️ SMS: 0780 0000 360
✉️ informationline@hearingloss.org.uk

Action on Hearing Loss Tinnitus:
☎️ 0808 808 6666
📞 Textphone: 0808 808 9000
✈️ SMS: 0780 0000 360
✉️ tinnitusline@hearingloss.org.uk

Action on Hearing Loss Shop:
☎️ 03330 144525
📞 Textphone: 03330 144530
✉️ solutions@hearingloss.org.uk

BRITISH DEAF ASSOCIATION (HEAD OFFICE)
The British Deaf Association is the largest deaf organisation in the UK that is run by deaf people. We represent the sign language community, which is united by shared experiences, history and, most importantly, by British Sign Language (BSL).
☎️ 020 7697 4140
🌐 www.bda.org.uk
✉️ bda@bda.org.uk

COCHLEAR IMPLANTED CHILDREN’S SUPPORT GROUP (CICS)
The Cochlear Implanted Children’s Support Group was founded by parents to help families whose children are so deaf that they do not derive sufficient benefit from conventional hearing aids. The vast majority of these children will be suitable for a cochlear implant, a surgically implanted device that, with the right support, and assuming they have no other significant disabilities, will enable them to learn to listen and to develop intelligible speech. The Cochlear Implanted Children’s Support Group give advice to families, have a regular newsletter, hold conferences with specialist speakers and organise activity days.
☎️ 020 8876 8605
🌐 www.cicsgroup.org.uk
✉️ info@cicsgroup.org.uk

CODPUK (CHILDREN OF DEAF PARENTS UK)
CoDPUK (Children of Deaf Parents UK) is a small organisation set up for Deaf parents and their children in 2004 by a small group of frustrated Deaf parents, who having had hearing children have then faced the lack of specific support services. They provide a website offering information and links, and a newsletter.
☎️ 020 8876 8605
🌐 www.codpuk.org.uk
✉️ codpuk@gmail.com

DEAFNESS RESEARCH UK
Please be aware that Deafness Research UK is now being phased out and the charity’s work is being taken forward by Action on Hearing Loss.

DEAF ADULT COMMUNITY SERVICE
This service offers assessment and treatment for Deaf adults experiencing mental illness and mental health problems. Community, assertive outreach, psychological therapy and outpatient services are provided. The service is staffed by a multi-disciplinary team and both Deaf and hearing staff are proficient in BSL.

Opening times: Monday to Friday 9am - 5pm

Catchment area: South West London
Referrals are accepted from GPs and other health professionals and from the voluntary sector/ non-statutory organisations. Self-referrals are also accepted.
HEARING DOGS FOR DEAF PEOPLE
Hearing Dogs for Deaf People is a national charity and centre of excellence in training dogs to alert deaf people to important sounds and danger signals in the home, work place and public buildings. Hearing dogs are provided to deaf people at no charge. Each dog is trained to the specific needs of the deaf individual they have been matched to, creating a life-changing partnership. It takes 12-14 months for a puppy to complete its socialising training and a further 16-18 weeks for a dog to complete soundwork training.

Contact: The Grange, Wycombe Road, Saunderton, Pinces Risborough, Buckinghamshire, HP27 9NS
01844 348100
(Facsimile and minicom)
Fax: 01844348101
info@hearingdogs.org.uk
www.hearingdogs.org.uk

HEARING LINK
A leading UK charity for people with hearing loss, their families and friends. We understand that hearing loss affects far more than your ability to hear. The consequences can impact on every part of your life: relationships, status at work, confidence and self-esteem. Through shared experiences, practical support and guidance from people who live with hearing loss themselves, we help you, your family and friends adjust to the practical and emotional challenges you face every day. We provide advice, information and support along with awareness training, intensive rehabilitation programmes, link ups, self-management programmes, events and more.

Contact: Hearing Link Head Office, 27-28 The Waterfront, Eastbourne, East Sussex, BN23 5UZ
0300 111 1113
helpdesk@hearinglink.org
SMS: 07526 123255
www.hearinglink.org

HEARING TIMES
Hearing Times is the only national newspaper for deaf and hard of hearing people and professionals in the hearing industry in the UK. Hearing Times is a unique publication bringing our 20,000 readers each month the latest relevant news and information, including:
- Living with hearing loss
- Regular contributors from Deaf and hard of hearing communities
- Healthcare issues - advice and support
- Developments in science and technology
- Readers’ stories and letters
- New product testing and services
- Sport - local and national
- Theatre and film reviews

Contact: Hearing Times Ltd, The Lansbury Estate, 102 Lower Guildford Road, Woking, Surrey, GU21 2EP
0845 293 0688
www.hearingtimes.co.uk

JEWISH DEAF ASSOCIATION
HEARING CONNECT
Hearing Connect at the Jewish Deaf Association offers a range of services to enable people who have acquired a hearing loss to become more informed, more socially active, more confident and therefore more connected to the people around them. In relaxed, welcoming surroundings, it provides professional advice on coping with hearing loss; one-to-one appointments to try out the latest equipment to improve communication and be alerted to the doorbell, telephone, smoke-detector, wake-up alarm, etc.

We also provide Tinnitus management; impartial information on audiology in the NHS and the private sector; lip reading classes; discussion groups for people with a hearing loss; a hearing aid maintenance weekly drop-in centre and an outreach visiting service for local housebound hearing aid users.
**Opening times:** 9.30am - 3.30pm Monday - Thursday

**Contact:** Julius Newman House, Woodside Park Road, Off High Road, North Finchley, London N12 8RP
- 020 8446 0502
- Textphone: 020 8446 4037
- www.jewishdeaf.org.uk
- info@jewishdeaf.org.uk

**NATIONAL ASSOCIATION OF DEAFENED PEOPLE (NADP)**
NADP is run by and for deafened people. NADP supports all those who have suffered hearing loss during their lifetime. Whether your loss is profound or mild you will have some difficulties in your day to day life. NADP exists to ease your life after your hearing deteriorates. NADP provides information and support for deafened people who have lost all or most of their useful hearing, and for their families and friends, to help enable them to regain their independence and enjoy the best quality of life. NADP also provides information and advice on employment, telecommunications, equipment and other subjects.

**Contact:** Dalton House, 60 Windsor Avenue, Wimbledon, London, SW19 2RR
- 0845 055 9663
- www.nadp.org.uk
- enquiries@nadp.org.uk

**NATIONAL DEAF CHILDREN’S SOCIETY**
The National Deaf Children’s Society is the leading charity dedicated to creating a world without barriers for deaf children and young people. They offer free information and support to families with a deaf child from diagnosis through to adulthood through publications, web forums, specialist advisors and a Freephone Helpline. They also run various activities and events where deaf children and young people can learn new skills, gain confidence and meet other deaf children.
- 0808 800 8880 (Mon-Thurs 9.30am-9.30pm, Fri 9.30am-5pm)
- Minicom: 0808 800 8880
- Fax: 020 7251 5020
- helpline@ndcs.org.uk
- www.ndcs.org.uk
- ndcs@ndcs.org.uk

The NDCS also have a young persons website available at: www.Buzz.org.uk which details up and coming events and useful information.

**ROYAL ASSOCIATION FOR DEAF PEOPLE (RAD)**
We promote equality for Deaf people through the provision of accessible services. Our website provides news, jobs and events for the Deaf community - and we are creating a new map of Deaf clubs, Deaf services and Deaf businesses.

**RAD Head Office**
- 0845 688 2525
- Fax: 0845 688 2526
- Textphone: 0845 688 2527
- SMS: 07851 423 866
- info@royaldeaf.org.uk

**Employment**
- SMS: 07881 341 105
- employment@royaldeaf.org.uk

**Information, Advice and Guidance**
- SMS: 07749 965 725
- referrals@royaldeaf.org.uk

**SHAPE TICKETS**
Shape Tickets is a ticket scheme to help deaf and other disabled people visit a wide range of arts and entertainment events across London, often at reduced prices and with no booking fees. If you are unable to get to the venue on your own, you can book an access assistant who can take you from your home to the event, attend it with you, and return you back home afterwards at no extra cost to you.
- www.shapearts.org.uk
- 0845 521 3457
- Minicom: 020 7424 7368

**SIGNHEALTH**
The Deaf Health Charity SignHealth, works across the country, trying to get Deaf people the same access to healthcare that hearing people have. The website is for Deaf people who need information or support, Professionals who need to know more about our services, and hearing people who want to learn more about Deafness and health. SignHealth campaigns to improve healthcare for Deaf people. We also provide sign language services including online translation, supported living and mental health therapies.

**Contact:** 89 Longley Road, Tooting, London, SW17 9LD
- 0208 767 9933
- Fax: 0208 767 9966
- Mini: 0208 767 9955
- longleyroad@signhealth.org.uk
**SOUNDZ OFF**
The independent online Directory for anyone with hearing loss. Our Directory brings together, in one place, a list of organisations, support services, forums, social media links, general information and lots more for people in the UK who are hard of hearing or d/Deaf. Whether you have just been diagnosed or whether hearing loss has always been part of your life, Soundz Off is the place to find vital information, swap stories and experiences, ask questions, pimp your hearing aids or generally ‘sound off’ about all things hard of hearing. It’s also the right place for families, friends, colleagues and hearing specialists who want to learn how the ear works, find information to help someone they know who has hearing loss or learn how to adjust to a life with hearing loss.

**UKCOD**
The umbrella body for voluntary organisations working with deaf people in the UK. Our mission is to assist organisations and the sector as a whole to maximise the positive impact they have for deaf people.

- **Voicemail Only:** 07903 560 037
- **Telephone or SMS:** 07903 560 037

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**NATIONAL ORGANISATIONS — VISUALLY IMPAIRED**

**ACTION FOR BLIND PEOPLE**
Support you to live as independently as possible by providing tailored information and guidance to help you understand what it means to be blind or partially sighted. We can also offer advice to people who have a visually impaired friend or family member.

- **Contact:** Action for Blind People, 53 Sandgate Street, London, SE15 1LE
- **Telephone:** 0207 635 4800
- **Website:** www.actionforblindpeople.org.uk

**BRITISH WIRELESS**
The British Wireless for the Blind Fund distributes radios to blind and partially sighted people throughout the UK.

- **Website:** www.blind.org.uk
- **Telephone:** 01622 754 757
- **Email:** info@blind.org.uk

**GUIDE DOGS**
The Guide Dogs for the Blind Association consists of stakeholders, including customers, volunteers, donors, employees and trustees. They work as a team to deliver mobility and access services that meet the needs and aspirations of blind and partially-sighted people in the United Kingdom.

- **Website:** www.guidedogs.org.uk
- **Telephone:** 01189835555
- **Email:** guidedogs@guidedogs.org.uk

**NATIONAL BLIND CHILDREN’S SOCIETY**
Enables blind and partially sighted children to achieve educational and recreational goals by providing large print books, specialist computers, recreational opportunities and educational advice and guidance.

- **Telephone:** 01278 864 764
- **Freephone:** 0800 781 1444
- **Website:** www.ncbs.org.uk
- **Email:** enquiries@ncbs.org.uk

**ROYAL BLIND SOCIETY**
Helps blind or partially sighted individuals with cash grants to provide essential support for those on low incomes and by providing a range of holidays and leisure opportunities.

- **Telephone:** 01903 857 023
- **Website:** www.royalblindsociety.org

**ROYAL NATIONAL INSTITUTE OF BLIND PEOPLE (RNIB)**
We’re here for everyone affected by sight loss. Whether you’re losing your sight or you’re blind or partially sighted, our practical and emotional support can help you face the future with confidence.

- **Telephone:** 01435 866 102
- **Website:** www.tnauk.org.uk
- **Email:** info@tnauk.org.uk

**ROYAL NATIONAL INSTITUTE OF BLIND PEOPLE (RNIB) NATIONAL LIBRARY SERVICE**
The RNIB National Library Service, which provides a wide range of library and information services for people with sight problems. Resources include talking books, Braille and giant print books, and online reference services. Formerly known as the National Library for the Blind (NLB).

- **Telephone:** 0845 762 6843
- **Mini Com:** 0845 758 5691
- **Website:** www.rnib.org.uk/library

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- **Website:** www.rnib.org.uk/library
**SEEABILITY**
A specialist registered charity enriching the lives of people who have sight loss and other disabilities, including learning and physical disabilities, mental health difficulties, acquired brain injury and life limiting conditions. They provide support services for visually impaired adults with additional disabilities including learning/physical, head injuries or mental health difficulties. Services include assessment, community outreach, supported living, visual impairment rehabilitation, day care, and residential/nursing services. They also assist carers and professionals.

**Contact:** SeeAbility House, Hook Road, Epsom, Surrey, KT19 8SQ

- 01372 755 000
- enquiries@seeability.org
- [www.seeability.org](http://www.seeability.org)

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**THOMAS POCKLINGTON TRUST**
The Thomas Pocklington Trust, a registered charity and company, is a major provider of housing, care and support services for people with sight loss in the UK.

Resource centres provide access to a range of opportunities for people with sight loss such as social activities, educational classes, vision rehabilitation assistance, and access to IT facilities. Additional services such as home visiting and befriending, drop-in services, and Talking News services are also provided.

**Contact:** 5 Castle Row, Horticultural Place, Chiswick, London W4 4JQ

- [www.pocklington-trust.org.uk](http://www.pocklington-trust.org.uk)
- 020 8995 0880
- info@pocklington-trust.org.uk

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**VISION 2020 UK**
An umbrella organisation which facilitates greater collaboration and co-operation between organisations within the UK, focusing on vision impairment and operating on a national, regional and/or international basis. The UK Vision Strategy is a VISION 2020 UK initiative led by RNIB to develop a unified plan for action on all issues relating to vision, across the four countries of the UK.

**Contact:** PO Box 70172, London, WC1A 9HH

- 07837 692026
- info@vision2020uk.org.uk
- [www.vision2020uk.org.uk](http://www.vision2020uk.org.uk)

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**CONDITION SPECIFIC - HEARING**

The list below is not a comprehensive list. We have included some of the most common causes of deafness and associated organisations that may be able to help.

Action on Hearing Loss (formerly RNID) have a more extensive list available online as do SENSE and some of the other organisations listed earlier.

*Cytomegalovirus (CMV)*

CMV infection is responsible for around 25% of cases of hearing loss during childhood.

Around 13% of babies born with congenital CMV will have symptoms at birth. A similar number of babies who don’t have symptoms at birth will develop problems at a later stage. Hearing loss caused by congenital CMV may develop during the first few years of life. This usually gets worse over time. It can also be permanent and range from mild to total.

The hearing problems can affect either one or both ears. Children with hearing loss in both ears are also likely to experience difficulties with speech and communication as they get older.

**CMV ACTION**

We offer advice and support to anyone affected by Congenital CMV. We can put families in touch with each other if they have similar issues or are in the same locality.

We can advocate for families affected by cCMV and support them in ensuring they receive the best service from providers.

- 0808 802 0030
- info@cmvaaction.org.uk
- [www.cmvaaction.org.uk](http://www.cmvaaction.org.uk)

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**Ménière’s Disease**

Ménière’s disease is a long term, progressive condition affecting the balance and hearing parts of the inner ear. Symptoms are acute attacks of vertigo (severe dizziness), fluctuating tinnitus, increasing deafness, and a feeling of pressure in the ear. The incidence is between 1:1000 and 1:2000 of the population.

**MÉNIÈRE’S SOCIETY**

The Ménière’s Society is a UK registered charity dedicated solely to supporting people with Ménière’s disease and other vestibular disorders causing dizziness and imbalance. We provide support and information to those affected by vestibular disorders and fund vital research into all aspects of these conditions.

**Contact:** Ménière’s Society, The Rookery, Surrey Hills Business Park, Wotton, Surrey, RH5 6QT

- 01306 876883
- info@menieres.org.uk
- [www.menieres.co.uk](http://www.menieres.co.uk)
Meningitis

15% of those who survive bacterial meningitis are left with severe after-effects such as brain damage, hearing and sight loss, and where septicaemia (blood poisoning) has occurred, loss of limbs and scarring.

**MENINGITIS NOW**

Facing life after meningitis can be terrifying. You don’t need to face it alone. Whatever your experience, we are here for you. Our free support services can help provide you with vital support when it is needed most of all, throughout the UK. We also run Believe and Achieve weekends. Action-packed events for young people aged 11-18 years old who have had meningitis or meningococcal disease. The two day events are free for families to attend and include refreshments, meals and Saturday night accommodation.

📞 Helpline: 0808 80 10 388
📧 helpline@meningitisnow.org
🌐 www.meningitisnow.org

Neurofibromatosis

NF2 occurs in 1 in 35000 of the population and is often life limiting. NF2 is a variable and unpredictable condition affecting different people in different ways. In NF2 people develop nervous system tumours (lumps) typically in the brain and spine. These tumours are mainly benign, but they can cause hearing loss, deafness, and mobility problems due to the pressure exerted on key nerves.

**NEURO FOUNDATION**

The Neuro Foundation is the authoritative voice of Neurofibromatosis in the UK. They achieve this by providing information, support and advice; facilitating and promoting innovative research, and being an advocate for those with Neurofibromatosis. The Neuro Foundation is the authoritative voice of Neurofibromatosis in the UK. They achieve this by providing information, support and advice; facilitating and promoting innovative research, and being an advocate for those with Neurofibromatosis.

📞 Helpline: Rosemary Ashton (Abbott): 07866 946 334
📅 Tues and Wed Only

**The Neuro Foundation Office:**

📞 020 8439 1234 Mon – Thurs 9.30am - 5.30pm
📞 020 8439 1234
📞 Fax: 020 8439 1200
📧 info@nfauk.org
🌐 www.nfauk.org

Tinnitus

Tinnitus is the perception of sound in the absence of any corresponding external sound. This noise may be heard in one ear, in both ears or in the middle of the head or it may be difficult to pinpoint its exact location. The noise may be low, medium or high pitched. There may be a single noise or two or more components. The noise may be continuous or it may come and go. Mild tinnitus is common about 10 per cent of the population have it all the time.

**BTA – THE BRITISH TINNITUS ASSOCIATION**

The British Tinnitus Association (BTA) is a world leader, with a trained team of friendly and experienced advisors for anyone who experiences tinnitus or those simply seeking guidance or information about the condition.

**Contact:** The British Tinnitus Association, Ground Floor, Unit 5, Acorn Business Park, Woodseats Close, Sheffield, S8 0TB
📞 Helpline: 0800 018 0527
📅 Monday-Friday 9.15 - 16.45
📞 Minicom: 0114 258 569
📞 Fax: 0114 258 2279
📧 info@tinnitus.org.uk
🌐 www.tinnitus.org.uk
CONDITION SPECIFIC - VISION

The list below is not a comprehensive list as there are more than 50 different types of visual impairments in Croydon. The Royal National Institute of Blind People can provide leaflets explaining a range of over 30 visual impairments including glaucoma, macular degeneration, squints, myopia, cataracts, aniridia and albinism. For more information please contact:

RNIB Helpline: 0303123
www.rnib.org.uk

In addition there are a large number of support groups for many eye conditions and details of these can be found from your local sensory services.

Examples of support groups include:
The Macular Degeneration Society
Albinism Fellowship
Nystagmus Network
Retinitis Pigmentosa Society

Retinitis Pigmentosa (RP)

RP is a disease of the eye that leads to loss of vision and blindness. Approximately 1 in 3,000 to 4,000 people have RP.

RP FIGHTING BLINDNESS (PREVIOUSLY THE BRITISH RETINITIS PIGMENTOSA SOCIETY)

A registered charity dedicated to finding a treatment or cure for retinitis pigmentosa (RP). They provide high quality information about RP and a telephone helpline for those who need to know more or need help.

0845 123 2354
www.brps.org.uk
helpline@brps.org.uk

INTERNATIONAL GLAUCOMA ASSOCIATION

A charity which offers advice and support to glaucoma patients and campaigns for improved glaucoma services.

www.glaucoma-association.com
Sightline 01233 648 170
Admin: 01233 648 164
info@iga.org.uk

Macular Disease

Macular conditions all affect the central part of the retina and cause loss of central vision. Macular disease only affects the macula and is the most common cause of sight loss in industrialised countries. Some other conditions such as diabetic retinopathy and retinal vein occlusion can also damage the macula. Around 70,000 people are diagnosed each year.

MACULAR DISEASE SOCIETY

Support group for patients with macular disease.

www.maculardisease.org
helpline 0845 241 2041
info@maculardisease.org

Glaucoma

Glaucoma is a term that describes a group of eye conditions that affect vision. The main nerve in the eye (the optic nerve) becomes damaged usually as a result of increased pressure in the eye. This can lead to misty and patchy vision which worsens if left untreated. 500,000 people have glaucoma but many more people may not know they have the condition.
This list was taken from SENSE. SENSE is a national charity that supports and campaigns for children and adults that are deafblind (P5). It is not a comprehensive list but lists some of the most common types and causes of Deafblindness and associated organisations that may be able to help. Please see their website www.sense.org.uk for a more extensive list.

**CHARGE**

CHARGE syndrome is a recognizable (genetic) pattern of birth defects which occurs in about one in every 9-10,000 births worldwide. It is an extremely complex syndrome, involving extensive medical and physical difficulties that differ from child to child. The most common problems are with the ears, eyes, heart and nose — although there are a wide range of other difficulties that people can have.

**Usher syndrome**

Usher syndrome is the most common cause of combined deafness and blindness. More than 400,000 people are affected by this genetic disorder worldwide. There is currently no cure for Usher syndrome. The Usher Syndrome Coalition’s mission is to raise awareness and accelerate research for the most common cause of combined deafness and blindness. The Coalition also provides information and support to individuals and families affected by Usher syndrome.

For information about the Usher Syndrome Coalition and the resources available to you, please contact Krista Vasi at:

- k.vasi@usher-syndrome.org
- Mark Dunning at:
  - m.dunning@lek.com
Alternatively you can take a look on their website at:
- www.usher-syndrome.org

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**THE CHARGE SYNDROME FOUNDATION**

An American non-profit, charitable organization that aim to improve the lives of people with CHARGE syndrome locally, nationally and internationally through outreach, education, and research. They provide a broad network of support to individuals, families and professionals and are more than happy to be contacted for questions, comments and suggestions at:

**Contact:** CHARGE Syndrome Foundation, Inc., 318 Half Day Rd #305, Buffalo Grove, IL 60089

- www.chargesyndrome.org
- info@chargesyndrome.org
SPECIALIST EDUCATION PROVISION

Places at both the primary and secondary hearing resource centres are limited. Admission to each setting is managed through a central process within Croydon council and is based on a clearly defined criteria. This ensures that each child is considered equally and fairly based on their educational needs. For copies of the admissions processes and criteria please contact the SEND team on:

☎ 020 8686 4433

CROYDON SENSORY SUPPORT SERVICE (CSSS)
Support the educational access and achievement of children and young people with hearing and visual impairments and encourage pupil participation in all aspects of school life.

The specialist teaching and support staff of CSSS develop working partnerships with health professionals, families, carers, school staff and pupils.

The service offers a wide range of individualised educational support for children and young people with a hearing impairment, visual impairment or multi-sensory impairment receiving SEND support with or without a Statement of Educational Needs or an Education Health and Care Plan. The service is available from diagnosis and continues throughout the pupil’s school career as necessary.

The service is made up of the Peripatetic Hearing Impairment Service, the Primary Hearing Resource Centre at Kingsley Primary School, the Secondary Hearing Resource Centre at Shirley High School and the Peripatetic Visual Impairment Team.

PERIPATETIC HEARING IMPAIRMENT SERVICE
A home and school visiting service which aims to support educational access, promote achievement and encourage the social integration and personal independence of children and young people with hearing impairment. The service operates from diagnosis and may continue throughout a pupil’s school career.

Specialist teachers visit pre-school children and their families at home. They also visit a wide variety of pre-school and school settings to offer personal, educational and audiological support to children and young people with hearing impairment.

Referrals are mainly received from audiology departments in clinics and hospitals.

Contact: Hearing Impairment Team, 90 Central Parade (area office), New Addington, Croydon, CR0 0JB
☎ 020 8760 5783

For more information see Communication Support Service

🌐 www.croydon.gov.uk/education/special-educational-needs/sen-education/sen-specialist-provision/csss/aboutcsss

PRIMARY HEARING RESOURCE CENTRE
The centre is based in Kingsley Primary School and caters for children of nursery and primary age school age with a hearing impairment. Children attending the centre receive a level of small group and individual specialist teaching and communication support that is greater than would be possible in their local mainstream school.

Contact: Head of Primary Hearing Centre, Kingsley Primary School, Thomson Crescent, Croydon, Surrey, CR0 3JT
☎ 020 8689 7688

SECONDARY HEARING RESOURCE CENTRE
The Secondary Hearing Resource Centre is based at Shirley High School Performing Arts College. The centre provides teaching support to pupils of secondary school age who have been identified by statutory assessment as needing mainstream specialist placement to support their needs due to hearing impairment.

Contact: Head of Secondary Hearing Resource Centre, Shirley High School Performing Arts College, Shirley Church Road, Croydon, CR0 5EF
☎ 020 8656 2987
🌐 hrc@shirley.croydon.sch.uk
PERIPATETIC VISUAL IMPAIRMENT SERVICE

Specialist teachers work with children and young people, from birth to 19, who have a diagnosed visual impairment which cannot be fully corrected by glasses.

Referrals are mainly received from ophthalmology clinics, hospitals and health professionals, though parents and teachers can also refer children to the Service.

If there is a concern about a child’s vision a medical opinion should be sought in the first instance through the school nursing service, family GP or local optometrist.

Habilitation Service

The service also offers habilitation support. Habilitation refers to the orientation and mobility for children and young people with visual impairment. It teaches skills required to be aware of the environment and how to navigate around it. Specialist habilitation officers within the team support children and young people to move safely around their school and support travel to and from school.

Contact: VI service manager, 90 Central Parade (area office), New Addington, Croydon, CR0 0JB

020 8760 5784
linda.james@croydon.gov.uk

For more information see Communication Support Service

www.croydon.gov.uk/education/special-educational-needs/sen-education/sen-specialist-provision/csss/aboutcsss

We would like to thank Croydon Carer’s Information Service for their help in preparing this information.

Disclaimer

Whilst every effort has been made to ensure the accuracy of information provided, we cannot accept responsibility or liability for any errors which may have occurred. It is therefore, recommended that you always check details with providers to ensure their service meets your requirements.