

**CONTACT LIST FOR FRONT LINE STAFF WORKING WITH  
BLIND AND PARTIALLY-SIGHTED PEOPLE**

Go to <http://www.wcb-ccd.org.uk/coronavirus.php> for latest version.

Please send corrections and amendments to  
[richard@wcb-ccd.org.uk](mailto:richard@wcb-ccd.org.uk)

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# Community Support in Your Area

If you are self-isolating and require assistance with tasks such as shopping or prescription deliveries, the following list contains contact details of organisations that can provide advice, information or support in your area. Under each Local Authority there is also the local society for blind/ps people.

This information will be kept up-to-date online at <http://www.wcb-ccd.org.uk/coronavirus.php>. Contact [richard@wcb-ccd.org.uk](mailto:richard@wcb-ccd.org.uk) with corrections.

## Blaenau Gwent.

### **Gwent Association of Voluntary Organisations (GAVO)**

- Tel: 01633 241550
- [info@gavo.org.uk](mailto:info@gavo.org.uk)
- <https://www.gavo.org.uk/covid19>

**Care & Repair** - Tel: 01495 321091

### **Local Sight Loss Organisation: Sight Cymru.**

- Tel: 01495 673 650
- [Bablin.Molik@sightcymru.org.uk](mailto:Bablin.Molik@sightcymru.org.uk)

**Social Services:** Tel: 01495 315700.

## Bridgend.

Community support services are being co-ordinated by BAVO. They have established a Covid-19 Community Response Team operating in Bridgend. The service offers a telephone befriending/welfare checks to help people feel less anxious and more connected and supported.

- Tel: 01656 810400
- [bavo@bavo.org.uk](mailto:bavo@bavo.org.uk).
- <https://www.bavo.org.uk/covid-19>

Also:

- 'Stay healthy at Home' 5pm - 8pm and weekends 9am - 8pm  
Tel: 07851 248576

**Care & Repair** - Tel: 01656 646755

**Local Sight Loss Organisation: BridgeVIS**

- Tel: 02920 473954
- [bec@wcb-ccd.org.uk](mailto:bec@wcb-ccd.org.uk)

**Social Services:** Tel: 01656 642279.

## Caerphilly.

**Gwent Association of Voluntary Organisations (GAVO)**

- Tel: 01633 241550
- [info@gavo.org.uk](mailto:info@gavo.org.uk)
- <https://www.gavo.org.uk/covid19>

**Care & Repair** - Tel: 01495 321091

**Local Sight Loss Organisation: Sight Cymru.**

- Tel: 01495 673 650
- [Bablin.Molik@sightcymru.org.uk](mailto:Bablin.Molik@sightcymru.org.uk)

**Social Services:** Tel: 0808 100 2500.

## Cardiff.

**Cardiff Third Sector Council**

- Tel: 029 2048 5722
- [enquiries@c3sc.org.uk](mailto:enquiries@c3sc.org.uk)
- <https://www.c3sc.org.uk/news/7046-c3sc-covid-19-response-supporting-volunteering-and-community-activities>

**Care & Repair** - Tel: 02920 473337

## **Local Sight Loss Organisation: Sight Life (formerly CIB)**

- Michelle on 07711 188513  
or Teresa on 07918 166524.
- Befriending - Tel: 029 20 398900

**Social Services:** Tel: 029 2023 4234.

## **Carmarthenshire.**

**Carmarthenshire Council** is providing additional support to help and advise Carmarthenshire residents throughout the on-going Coronavirus crisis. Council officers are providing guidance and signposting to assistance available for the elderly, vulnerable and isolated.

You can connect to this new service by calling:

- Tel: 01267 234567 (8.30am - 6pm seven days a week)

## **Carmarthenshire Association of Voluntary Services (CAVS)**

- Tel: 01267 245555
- [admin@cavs.org.uk](mailto:admin@cavs.org.uk)
- <http://www.cavs.org.uk/category/covid-19/>

**Care & Repair** - Tel: 01554 744300

## **Local Sight Loss Organisation: Carmarthenshire Blind Society.**

- Tel: WCB on 029 20 473954

**Social Services:** Tel: 0300 333 2222.

## **Ceredigion.**

**Ceredigion County Council's** website has links to various support available in your community.

**For a list of food and meal deliveries in Ceredigion, visit:**

- **North Ceredigion:**  
<http://www.ceredigion.gov.uk/media/6747/restr-o-adnoddau-gogledd-eredigion-list-of-resources-north-eredigion.pdf>

- **North-Mid Ceredigion:**  
<http://www.ceredigion.gov.uk/media/6750/restr-o-adnoddau-canolbarth-gogledd-ceredigion-list-of-resources-north-mid-ceredigion.pdf>
- **Mid-South Ceredigion:**  
<http://www.ceredigion.gov.uk/media/6748/restr-o-adnoddau-canolbrath-de-ceredigion-list-of-resources-mid-south-ceredigion.pdf>
- **South Ceredigion:**  
<http://www.ceredigion.gov.uk/media/6749/restr-o-adnoddau-de-ceredigion-list-of-resources-south-ceredigion.pdf>

**For Community Support Groups, visit:**

- North: <http://www.ceredigion.gov.uk/media/6850/grwpiau-cymunedol-gogledd-ceredigion-community-support-groups-north-ceredigion.pdf>
- North-Mid: <http://www.ceredigion.gov.uk/media/6848/grwpiau-cymunedol-canolbarth-gogledd-ceredigion-community-support-groups-north-mid-ceredigion.pdf>
- South-Mid: <http://www.ceredigion.gov.uk/media/6847/grwpiau-cymunedol-canolbarth-de-ceredigion-community-support-groups-south-mid-ceredigion.pdf>
- South: <http://www.ceredigion.gov.uk/media/6849/grwpiau-cymunedol-de-ceredigion-community-support-groups-south-ceredigion.pdf>

**Ceredigion Association of Voluntary Organisations**

- Tel: 01570 423232
- [gen@cavo.org.uk](mailto:gen@cavo.org.uk)
- <http://www.cavo.org.uk>

**Care & Repair** - Tel: 01437 766717

**Local Sight Loss Organisation: Ceredigion Association for the Blind.**

- Mair Rees Tel: 01545 580600 (South Ceredigion)  
[mairrees421@btinternet.com](mailto:mairrees421@btinternet.com)

- Jane Guest Tel: 01970 832548 (North Ceredigion)  
[jannequest@gmail.com](mailto:jannequest@gmail.com)

**Social Services:** Tel: 01545 574000.

## Conwy.

There are a number of people ready to help with shopping, collecting prescriptions and other support. For more information, contact Conwy Council on

- Tel: 01492 575544.

**Galw Gofal** is operating as usual, providing 24/7 emergency telecare and out of hours call monitoring service to help protect older or vulnerable people in their own homes. Galw Gofal is committed to helping their customers remain safe and well at this time.

- Tel: 0300 123 66 88
- [galwgofal@galwgofal.gov.uk](mailto:galwgofal@galwgofal.gov.uk)
- <https://www.galwgofal.gov.uk/en/index.html>

**Care & Repair** Tel: 0300 111 2120

**Local Sight Loss Organisation: Vision Support.**

- Tel: 01244 381515
- [information@visionsupport.org.uk](mailto:information@visionsupport.org.uk)

**Social Services:** Tel: 01492 576333.

## Denbighshire.

The Council is putting arrangements in place to deal with calls from residents if they have support needs. If people decide to call the Council's Customer Service Centre, details will be taken and passed on to a team who will call them back to discuss their needs.

Where support is needed from the community, the team will be able to share details of what's on offer in the local area and help people to make arrangements if necessary.

Where support is not available, details will be shared with Denbighshire Voluntary Services Council (DVSC) who will try to use volunteers to help meet needs in the community.

If you require information or support, telephone: 01824 706000.

### **Denbighshire Voluntary Services Council:**

- Tel: 01824 702441
- [office@dvsc.co.uk](mailto:office@dvsc.co.uk)
- <https://www.dvsc.co.uk>

**Care & Repair** Tel: 0300 111 2120

### **Local Sight Loss Organisation: Vision Support.**

- Tel: 01244 381515
- [information@visionsupport.org.uk](mailto:information@visionsupport.org.uk)

**Social Services:** Tel: 0300 456 1000.

## **Flintshire.**

Individuals requiring practical support/seeking help (non emergency) or help with medication or food deliveries contact Flintshire County Council's Single Point of Access.

- Kate and Dafydd Tel: 03000 858 858

### **Flintshire Local Voluntary Council**

- Tel: 01352 744000
- [info@flvc.org.uk](mailto:info@flvc.org.uk)
- <https://www.flvc.org.uk/en/coronavirus-covid-19/>

**Care & Repair** - Tel: 01352 758700

## **Local Sight Loss Organisation: Vision Support.**

- Tel: 01244 381515
- [information@visionsupport.org.uk](mailto:information@visionsupport.org.uk)

**Social Services:** Tel: 03000 858 858.

# **Gwynedd.**

## **Mantell Gwynedd**

- Tel: 01286 672626
- [ymholiadau@mantellgwynedd.com](mailto:ymholiadau@mantellgwynedd.com)
- <https://mantellgwynedd.com/eng/covid-19-eng.html>

## **Menter Môn**

- Tel: 01248 725700
- [enquiries@mentermon.com](mailto:enquiries@mentermon.com)
- **Gwynedd:** <https://www.mentermon.com/en/covid-19-gwynedd/>

**Gofal a Thrwsio / Care and Repair** Tel: 01286 889360

## **Local Sight Loss Organisation: North Wales Society for the Blind.**

- Helpline 01248 353604

**Social Services:** Tel: 01766 771000.

# **Isle of Anglesey:**

## **Menter Môn**

- Tel: 01248 725700
- [enquiries@mentermon.com](mailto:enquiries@mentermon.com)
- **Môn:** <https://www.mentermon.com/en/covid-19/>

## **Medrwn Môn**

Môn Community Link

- Tel: 01248 725745
- [linc@medrwnmon.org](mailto:linc@medrwnmon.org)



- Directory of services:  
<https://en.medrwnmon.org/Handlers/Download.ashx?IDMF=4b5a092a-aea0-495d-b221-8228f4674763>
- <https://en.medrwnmon.org/covid-19>

**Gofal a Thrwsio** Tel: 01286 889360

**Local Sight Loss Organisation: North Wales Society for the Blind.**

- Helpline 01248 353604

**Social Services:** Tel: 01248 752 752.

## **Merthyr Tydfil.**

**Voluntary Action Merthyr Tydfil**

- Tel: 01685 353900.
- [enquiries@vamt.net](mailto:enquiries@vamt.net)
- <https://vamt.net/en/coronavirus/>

**Care & Repair** Tel: 01443 755696

**Local Sight Loss Organisation: Visual Impairment Merthyr.**

- [morgan@v-i-m.org.uk](mailto:morgan@v-i-m.org.uk)
- Tel: 01685 722135

**Social Services:** Tel: 01685 725000.

## **Monmouthshire.**

**Gwent Association of Voluntary Organisations (GAVO)**

- Tel: 01291 675474
- [info@gavo.org.uk](mailto:info@gavo.org.uk)
- <https://www.gavo.org.uk/covid19>

**Care & Repair** Tel: 01495 745936

**Local Sight Loss Organisation: Sight Cymru.**

- Tel: 01495 673 650
- [Bablin.Molik@sightcymru.org.uk](mailto:Bablin.Molik@sightcymru.org.uk)

## **Social Services:**

- Monmouth/Usk/Raglan Tel: 01600 773041
- Abergavenny Tel: 01873 735885
- Chepstow/Caldicot Tel: 01291 635666

## **Neath Port Talbot.**

Neath Port Talbot Council has established a new service to support vulnerable residents who do not receive help from family, friends or neighbours. The 'Safe and Well' service will arrange for a trusted volunteer to help with daily living tasks such as food shopping, collecting medical supplies, posting mail and any other reasonable tasks.

### **Neath Port Talbot Council Safe and Well Service**

- Tel: 01639 686868

### **Neath Port Talbot Community Voluntary Service**

- [info@nptcvs.org.uk](mailto:info@nptcvs.org.uk)
- Tel: 01639 631246
- <https://www.nptcvs.wales>

**Care & Repair** Tel: 01792 798599

### **Local Sight Loss Organisation: Sight Life (formerly CIB)**

- Anita on 01792 776360.

**Social Services:** Tel: 01639 686802.

## **Newport.**

### **Gwent Association of Voluntary Organisations (GAVO)**

- Tel: 01633 241550
- [info@gavo.org.uk](mailto:info@gavo.org.uk)
- <https://www.gavo.org.uk/covid19>

**Care & Repair** Tel: 01633 233887

**Local Sight Loss Organisation: Sight Cymru.**

- Tel: 01495 673 650
- [Bablin.Molik@sightcymru.org.uk](mailto:Bablin.Molik@sightcymru.org.uk)

**Social Services:** Tel: 01633 656656.

## **Pembrokeshire.**

**Pembrokeshire Council** have produced a directory of support.

- Tel: 01437 776301
- <https://www.pembrokeshire.gov.uk/coronavirus-covid-19-community-information/i-need-some-help>

**Pembrokeshire Association of Voluntary Services**

- 01437 769422 (10 am – 2 pm)
- [enquiries@pavs.org.uk](mailto:enquiries@pavs.org.uk)
- <https://www.pavs.org.uk>

**Care & Repair** - 01437 766717

**Local Sight Loss Organisation: Pembrokeshire Blind Society**

- <http://pembrokeshireblindsociety.org.uk/>
- Rebecca Thomas – Project Worker  
Tel: 01437 776111
- Noelle Pollington – Project Worker  
Tel: 01437 776094
- [sensory.project-workers@pembrokeshire.gov.uk](mailto:sensory.project-workers@pembrokeshire.gov.uk)

**Social Services:** Tel: 01437 764551.

## **Powys.**

A Community Sector Emergency Response Team has been established to coordinate a voluntary and community response during the Covid-19 pandemic. This comprises county organisations that offer volunteer

support and emergency response services alongside partners from PAVO and Powys Teaching Health Board.

## **Powys Association of Voluntary Organisations**

- Tel: 01597 828649
- [community.connectors@pavo.org.uk](mailto:community.connectors@pavo.org.uk)
- <https://www.pavo.org.uk/covid-19.html> - c2040
- <https://www.pavo.org.uk/help-for-people/community-connectors.html>

## **Brecon / Crickhowell.**

**Accessibility Powys** are assisting prescription drug deliveries for residents in Brecon and Crickhowell catchment areas:

- Tel: 07498 833883
- <http://accessibilitypowys.org.uk/coronavirus/>

**Care & Repair** Tel: 01686 620760

## **Local Sight Loss Organisation (North): Radnorshire Association for the Blind.**

- Tel: 01544 267 114
- [medwards@nashlabs.co.uk](mailto:medwards@nashlabs.co.uk)

## **Local Sight Loss Organisation (South): Visual Impairment Breconshire.**

- Telephone befriending service – Tel (WCB): 02920 473954
- Help and support [vibrecon@gmail.com](mailto:vibrecon@gmail.com)

**Social Services:** Tel: 0345 602 7050.

# **Rhondda Cynon Taff.**

## **Interlink**

- Tel: 01443 846200
- [info@interlinkrct.org.uk](mailto:info@interlinkrct.org.uk)

- <http://www.interlinkrct.org.uk/2020/04/interlink-covid-19-update-2-april-2020-interlink-help-is-out-there-for-individuals/>

**Care & Repair** Tel: 01443 755696

**Local Sight Loss Organisation: Sight Life**

- Carys Groves on 07753 305631

**Social Services:** Tel: 01443 425003.

## **Swansea.**

**Swansea Council for Voluntary Services**

- Tel: 07538 898506 / 07943 189265
- [scvs@scvs.org.uk](mailto:scvs@scvs.org.uk)
- <http://www.scvs.org.uk/coronavirus>

**Care & Repair** Tel: 01792 798599

**Local Sight Loss Organisation: Sight Life (formerly CIB)**

- Anita on 01792 776360.

**Social Services:** Tel: 01792 315969.

## **Torfaen.**

**Torfaen Council** is working as part of the Gwent Local Resilience Forum (GLRF) as part of a wider Government, Welsh Government and NHS strategy in response to Covid-19.

- Tel: 01495 762200
- [your.call@torfaen.gov.uk](mailto:your.call@torfaen.gov.uk)

**Torfaen Voluntary Alliance** have over 100 volunteers on their books waiting to support with different roles including shopping, telephone, prescriptions collection.

Patrick Downes, Third Sector Development - IT Lead

- Tel: 01495 365618
- Tel: 07713367213 (mobile)
- [patrick@tvawales.org.uk](mailto:patrick@tvawales.org.uk)

**Care & Repair** Tel: 01495 745936

**Local Sight Loss Organisation: Sight Cymru.**

- Tel: 01495 673 650
- [Bablin.Molik@sightcymru.org.uk](mailto:Bablin.Molik@sightcymru.org.uk)

**Social Services:** Tel: 01495 762200.

## Vale of Glamorgan.

**Glamorgan Voluntary Services (GVS)**

GVS has produced a list of third sector support services available in Cardiff and the Vale of Glamorgan:

- Tel: 07947 848605
- <https://www.gvs.wales/media/6289/public-third-sector-services-available-1420.pdf>

**Care & Repair** Tel: 02920 473337

**Local Sight Loss Organisation: Sight Cymru.**

- Tel: 01495 673 650
- [Bablin.Molik@sightcymru.org.uk](mailto:Bablin.Molik@sightcymru.org.uk)

**Social Services:** Tel: 01446 700111.

## Wrexham.

**Association of Voluntary Organisations Wrexham (AVOW)**

The Association of Voluntary Organisations Wrexham (AVOW) have put together a Community Support Pathway to ensure individuals can get in touch with the right people at the right time.

The AVOW Community Support Pathway includes contacts for your local Community Agent, Community Council and Councillor for your ward – these should be your initial points of contact within the community. If none of these resources are available in your area, and you have no access to family, friends or neighbourhood support, you can contact AVOW.

- Tel: 01978 312556
- [info@avow.org](mailto:info@avow.org)
- <https://avow.org/wp-content/uploads/2020/04/Community-Support-Pathway.pdf>

**Care & Repair** Tel: 01352 758700

**Local Sight Loss Organisation: Vision Support.**

- Tel: 01244 381515
- [information@visionsupport.org.uk](mailto:information@visionsupport.org.uk)

**Social Services:** Tel: 01978 292066.

# NATIONAL AND UK-WIDE Sight Loss Orgs

## General.

### Guide Dogs Cymru.

- Covid-19 Sight Loss Information Line on 0800 781 1444 10am-4pm Monday to Friday (except bank holidays)
- [cardiff@guidedogs.org.uk](mailto:cardiff@guidedogs.org.uk)
- Service user inquiries (particularly dog-related) 0345 143 0195

### RNIB.

- Helpline Tel: 0303 123 9999 weekdays (from 8am-8pm) and on Saturdays (now 9am-5pm)
- [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk).

### Wales Council of the Blind.

- Tel: 029 20 473954
- [bec@wcb-ccd.org.uk](mailto:bec@wcb-ccd.org.uk) or [richard@wcb-ccd.org.uk](mailto:richard@wcb-ccd.org.uk)
- <http://www.wcb-ccd.org.uk/coronavirus.php>

## Specialist

### Aniridia Network UK.

Befriending scheme:

- [befriending@aniridia.org.uk](mailto:befriending@aniridia.org.uk).
- Tel: 07792 867 949

### Behcet's UK.

- Tel: 0345 1307328
- [info@behcetsuk.org](mailto:info@behcetsuk.org)
- <https://behcets.org.uk/coronavirus-covid-19/>

### Blind Veterans UK

- Tel: 01273 391447
- [supporter.services@blindveterans.org.uk](mailto:supporter.services@blindveterans.org.uk)



Information and guidance:

<https://www.blindveterans.org.uk/articles/blind-veterans-uk-releases-guidance-on-assisting-vision-impaired-with-shopping-during-coronavirus-covid-19-outbreak/>

## **Deafblind UK.**

- **Talk to us helpline** - Tel: 0800 132 320
- Text: 07950 008870
- [info@deafblind.org.uk](mailto:info@deafblind.org.uk)

## **International Glaucoma Association.**

- Glaucoma Helpline Monday-Friday 9.30am - 5pm  
Tel: 01233 64 81 70.

## **LOOK (Children and young people).**

- Tel: 07464 351958
- [info@look-uk.org](mailto:info@look-uk.org)

## **Macular Society.**

- **Advice and Information Service** on Tel: 0300 3030 111
- [help@macularsociety.org](mailto:help@macularsociety.org).
- **Support Group Telephone Call**  
[adele.francis@macularsociety.org](mailto:adele.francis@macularsociety.org) (South Wales)  
Tel: Adele 07494468007  
[marian.williams@macularsociety.org](mailto:marian.williams@macularsociety.org) (North Wales)  
Tel: Marian 07495054053

## **Nystagmus Network.**

- Tel: 01427 718093
- [info@nystagmusnet.org](mailto:info@nystagmusnet.org)
- <https://nystagmusnetwork.org>

## **Retina UK Telephone befriending service**

- [befrienders@rpfightingblindness.org.uk](mailto:befrienders@rpfightingblindness.org.uk)
- Tel: 01280 821334

## **Sense Cymru.**

- Tel: 0300 330 9280
- [cymruenquiries@sense.org.uk](mailto:cymruenquiries@sense.org.uk)
- Sign language versions of Covid-19 information.  
<https://www.sense.org.uk/get-support/information-and-advice/accessible-information-on-coronavirus/>
- Signed information at [signhealth.org.uk/coronavirus/](http://signhealth.org.uk/coronavirus/)

### **Royal Society for Blind Children.**

- Tel: 020 3198 0225

### **UCAN Productions.**

Drama and Creative Cooperative for children and young people:

- [jane@ucanproductions](mailto:jane@ucanproductions)
- 07812 051815

### **OPTOMETRISTS / OPTICIANS**

#### **Low Vision Service Wales.**

Service Manager, Donna Martin:

- Tel: 01267 248794
- [Donna.Martin@wales.nhs.uk](mailto:Donna.Martin@wales.nhs.uk)

#### **Optometric practices.**

Sali Davis, CEO, Optometry Wales:

- Tel: 01443 400796
- [Salidavis@optometrywales.com](mailto:Salidavis@optometrywales.com)