

# Wales Council of the Blind Roundup

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## No. 32

## WCB NEWS

### Your Voice: a Shared Vision

Two west Wales regional events have taken place this year. The first, which was held in June, brought the group together to discuss Hywel Dda's public consultation 'Our Big NHS Change'. Below is a full report of both events.

The next west Wales event will take place on Friday, 7th December at Carmarthen Bowling Club, St. Peters Street, Carmarthen, SA31 1LN from 11am - 2pm. We will be accompanied by representatives of the Mid and West Wales Fire Brigade and Bowel Screening Wales who will be offering advice and listening to your views on accessing their services.

Our south east Wales event will take place on Tuesday, 11th December at Gwent Association of Voluntary Organisations, Ty Derwen, Church Road, Newport, NP19 7EJ from 11am - 2pm.

### West Wales Regional Group - June 2018

WCB held a special event in Carmarthen to discuss Hywel Dda's public consultation 'Our Big NHS Change'.

Anna Bird, Jackie Hooper and Dr. Meinir Jones from Hywel Dda Health Board were invited to talk about the new consultation and

listen to the experiences people with sight loss have encountered using the Health Service to help inform their work in developing new, improved health and care services in Carmarthen, Ceredigion and Pembrokeshire.

Hywel Dda put forward three proposals to address the many challenges that have been identified such as staff shortages, more complex medical issues, growing population (currently circa 400,000), outdated hospital buildings, differences in the quality of services in different areas, people living with long lasting health conditions and the geographic size of the Health Board with many rural areas to cover.

The Health Board wants to build strong communities, keeping people supported closer to home. In order to deliver such services, Community Hubs will be set up to provide a range of health and care services, primarily for older, frail and vulnerable people. The hubs will be provided from existing community hospital sites and planned community developments.

The community network will also include community hospitals and will be located on current main hospital sites. They will provide a wide range of services such as 'step-up' and 'step-down' beds to provide an alternative to a hospital stay for people who need more care and treatment that can be provided to them at home.

In terms of urgent care, paramedics will be given the ability to prescribe medication, reducing the number of patients requiring hospital treatment.

The group shared some of their experiences and identified issues that were currently a barrier to accessing services. These included: transport, lack of joined-up working between Health and Social Care, and cancelled appointments.

In order to address these barriers, the Health Board will be working closer with Local Authorities and Social Care to provide

a complete package of support to individuals. The local community hubs will offer some solution, bringing services closer to home and there will also be an opportunity for patients to receive virtual appointments with GPs via video link. However, this will not be suitable for everyone. Some expressed their concern around this non-hands-on method. For people with sight loss being unable to see the screen would be one issue and specialist software compatibility could be another.

## **West Wales Regional Group - October 2018**

Our west Wales Regional Group met again in October. Representatives from the National Library of Wales attended to find out whether their touring display about German U-Boats off the coast of Wales was accessible. The display included photographs, text information and a tactile model. We also heard from two Community Police Officers about Disability Hate Crime and we at WCB wanted know what services people in west Wales feel are missing in their area.

### **German U-Boats display**

The group was the first to experience the display and had the opportunity to give their views on its accessibility before they begin their tour across Wales. The group was particularly impressed with the augmented reality app that enabled content from display boards to be read out and described audibly. They were also given the opportunity to feel a tactile image of the U-Boat that was found as part of a scientific survey using new imaging techniques.

### **Community Police Officers**

We were joined by two Community Police Officers from Carmarthen who gave a brief talk on Disability Hate Crime. They stressed the importance of reporting any instances of disability hate crime, even if no further action is wanted so that the statistics can be used to inform their work. They are currently

working with local schools to educate pupils and raise awareness. Unfortunately, some members of the group had themselves been victims of disability hate crime and shared their experiences.

### **Gaps in Services**

WCB sought the group's views on what services they feel were lacking in their area. Representatives from each of the three counties agreed that more technology support was needed, in terms of training, follow-up support, funding to purchase equipment and better Internet reception. In Pembrokeshire, more practical support is required such as training courses that offer solutions to common problems experienced by people with sight loss. Carmarthenshire representatives are keen for an active local group in Carmarthen and Ceredigion felt that one Rehabilitation Officer for the county was not enough.

-Rebecca Phillips

*Contact Rebecca, our External Engagement Officer, if you wish to attend our regional meetings. 029 20 473954*

# **ACROSS THE SECTOR**

## **Addressing health information inequalities in Wales: the Accessible Information Standard**

Research shows that the information and communication needs of patients with sensory loss (those who are deaf or have

hearing loss and those who have sight loss or both) are often not met by healthcare services. This can lead to patient safety issues and poorer health outcomes.

The Centre has been working with Welsh Government, health boards and NHS trusts and third sector partners to produce the Accessible Information Standard (The Standard) which requires GP surgeries to capture, record, flag and share the communication and information needs of patients. Work is almost complete to ensure that these recorded needs are included in all electronic referrals sent by the surgery to secondary care, not just to audiology and ophthalmology but to all areas of healthcare. A mandate, in the form of a Welsh Health Circular, along with an implementation plan, has been issued by Welsh Government to ensure full implementation of The Standard.

The success of the Accessible Information Standard will largely rely on the awareness of GP practices of their responsibility to capture and record this information, and the willingness of patients to share their communication needs with their surgeries. Following a series of engagement events with both the sensory loss community and health professionals, a series of resources have been made available to help raise awareness of 'The Standard'. We spoke to nearly 600 members of the sensory loss community and nearly 600 health professionals to seek their support and ideas to help shape the resources. The resources which include posters, leaflets and screenshots for GP surgeries are available in different formats and will be hosted on the Centre's website in November 2018 at <http://www.equalityhumanrights.wales.nhs.uk/home>

Between April and June 2018 the Centre also ran a survey for GP practice staff to understand what works well, what barriers exist, and what could help to improve the experience for patients with sensory loss. The survey results have been analysed and a report will shortly be published on the Centre's website.

# **‘IT MAKES SENSE’ Sensory Loss Awareness Month Campaign 2018**

Each year the NHS in Wales runs a campaign to raise awareness of the different communication and information needs of the 600,000 people in Wales living with some form of sensory loss (deaf or hard of hearing and/or sight loss). The Campaign is called ‘It Makes Sense’.

The Campaign has key messages for patients with sensory loss, reminding them of their right under the Equality Act 2010 to have accessible communication and information whenever they need healthcare. Patients and the general public are being encouraged to:

**TELL** doctors, nurses, paramedics and other health professionals how they want staff to communicate with them;  
**ASK** to receive information in an accessible format including British Sign Language (BSL), large print, audio, electronic or Braille;  
**SHARE** their concerns with their GP surgery or hospital if the information they receive is not accessible to them.

The Campaign celebrates ‘Sensory Loss Awareness Month’ across NHS Wales every November. As the campaign reaches its 4<sup>th</sup> anniversary, the national launch will be hosted by the Welsh Ambulance Services NHS Trust (WAST) on Tuesday 20th November 2018 at the Pierhead Building in Cardiff Bay.

# **£4m investment to transform eye care**

Health Minister Vaughan Gething AM used the Wales Eyecare Conference to announce a £4million investment as part of measures to transform eye care services across Wales, and ensure that patients are diagnosed and treated more quickly.

An independent panel will advise the Welsh Government on how the funding should be allocated, but changes will include the introduction of a new performance measure. All eye care patients in Wales will be given a maximum waiting time following referral and any ongoing reviews based on their condition and risk of harm.

## **RNIB is 150 years old: What is next for the charity in Wales?**

**RNIB Cymru's Director Ansley Workman shares the charity's new vision for the future.**

Some of you may have noticed that RNIB is celebrating its 150<sup>th</sup> anniversary this year. That's 150 years of campaigning for policy changes, technical advancements and changing the way people think about sight loss.

While we've been celebrating the achievements of the past, we're now busy planning for the future. The hard work isn't over and more positive changes need to happen. Our vision is for a world without barriers for blind and partially sighted people. To help us achieve this ambitious aim we have a new brand and a

new focus, to empower blind and partially sighted people to make change happen.

This is supported by our new strapline which encourages people to 'See Differently'. One of the ways we are doing this is by challenging misconceptions around sight loss. We aim to show that just because people with sight loss might see differently, they have their own identity just like anyone else.

Our new direction as a charity has been highlighted by a series of new adverts which you may have seen on billboards, social media and television. These adverts were created in collaboration with blind and partially sighted people to be tongue in cheek, funny and memorable. If you haven't seen them yet head to our RNIB Youtube channel or visit our website to take a look ([www.rnib.org.uk](http://www.rnib.org.uk)).

Considering all of these changes, it's an exciting time to become RNIB Cymru's Director. Having worked for the charity for the past eight years I've realised that the key to breaking down the barriers faced by blind and partially sighted people is collaboration. People with sight loss are at the heart of our work in Wales and are involved at every level of what we do. There are also organisations working across Wales, like Wales Council of the Blind, who are doing fantastic work for blind and partially sighted people. We want to work with these organisations to make sure we're a combined force for positive change for people with sight loss in Wales.

We know that our vision is ambitious but we're confident that we can achieve it by focusing on three key areas of work.

The first is to give people with sight loss the tools they need to be able to make change happen for themselves. This can be in the form of information, advice or guidance. Whether it is through our helpline or sight loss advice service or through our social media channels or website. We want to make sure that

we're giving people access to the information and knowledge they need, when they need it and in an accessible format. We're building up lots of new resources and expertise, so we will have a whole plethora of information for all areas of our work.

The second is that we need to be a force for societal change. We recognise that things in many ways are getting worse for people with sight loss. Blind and partially sighted people are still telling me that they can't access vital information about their health and that their eye clinic appointments are being delayed or cancelled. We also know that people are still having problems moving around the streets safely because of street clutter and difficulties accessing public transport. By supporting and empowering our campaigners they can tackle the barriers that are impacting them. Collaborating with our partners across Wales to make sure the voices of blind and partially sighted people are heard is also vital.

The third focus, which is really exciting, is our work building communities both in person and online. One aspect of this is our Connect communities which bring blind and partially sighted people together, whether it's for a chat, for peer to peer support or to campaign. This is already happening in local Connect meet ups and online in our thriving Facebook Connect group. If you're interested in getting involved with this expanding community don't hesitate to get in touch.

Underpinning all of this and leading our work in Wales will be a committee of blind and partially sighted people, their friends and families. They will act as a force for change, advising RNIB Cymru on all aspects of our work. Get in touch if you're interested in finding more about applying to be a member of the committee.

So, what about the next 150 years? Well, there is no reason that we won't be living in a society that is truly inclusive of blind and partially sighted people, and that will happen a lot sooner than

150 years. Together we can change the world. We've done it before, we can do it again.

## **RNIB Cymru's services**

### **RNIB Helpline**

Our Helpline is available to anyone affected by sight loss. When you call our Helpline, we have a team of helpful experts who will point you to any support or services you need to continue living life to the full. Call 0303 123 9999 or email [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk). We are available from 8am to 8pm weekdays and Saturday from 9am to 1pm.

### **RNIB Info Line**

Call 0203 432 1488 to listen to recorded information which includes some of our most popular publications on eye conditions and podcasts from our Connect community.

### **Connect**

Connect is a growing community of blind and partially sighted people and their families, friends, carers and supporters. Joining Connect puts you in touch with this community, giving you the chance to hear and share experiences and organise your own activities.

### **Sight Loss Advice Service**

Our Sight Loss Advisers are a specialist team dedicated to providing you with in-depth help and advice on a range of issues including living with sight loss, benefits, employment and housing. Our friendly team provide a listening ear and can give advice to blind and partially sighted people, carers, friends, relatives and organisations supporting people with sight loss.

### **Eye Health Information Service**

Our friendly and helpful Eye Health Information Service can help you understand your eye condition, the effects of your eye condition, what treatments are available and how to access

them, how to protect your remaining eyesight, charities and support groups to help you or someone you know.

## **Technology for Life**

This service can help you to get online and make the most of digital devices like tablets, smartphones, laptops and e-readers.

## **Children, Young People and Families**

We can give advice and support on education and provide support to blind and partially sighted children and their families.

## **Employment**

If you've recently lost your sight, we can work with you and your employer to help you stay in your job.

## **Counselling**

We offer a bilingual telephone and online counselling to people impacted by sight loss in Wales.

## **Confidence Building**

We provide Living with Sight Loss courses to support people with the skills and information they need.

## **Hospital**

We have Eye Clinic Liaison Officers (ECLOs) working in many hospital eye clinics. They can give you practical and emotional support and advice.

## **Transcription**

We can create bilingual books and other print materials in all accessible formats – braille, large print, e-text, audio and tactile images.

## **Radio**

Connect Radio is for blind and partially sighted people and broadcasts 24 hours a day, seven days a week on **Freeview Channel 730** and online at **[rnibconnectradio.org.uk](http://rnibconnectradio.org.uk)**. Catch the

“The Welsh Connection” on Wednesdays at 6pm and Saturdays at 4pm.

## **Campaigns**

We work with politicians and policy makers to influence legislation, policy and practice at a local, Welsh and UK level, to achieve positive change for people with sight loss.

## **Community Fundraising**

We can support you to help our vital fundraising work in a variety of ways, from stamp collecting, bake sales, to ‘In the Dark’ activities, challenge events and sky dives.

## **Volunteering**

Become one of our incredible volunteers who make every day better for people living with sight loss. There are lots of ways that you can help us. We can help you to find an opportunity to match your time, skills and what you want to gain from volunteering.

## **Visibly Better**

Our accredited Visibly Better scheme provides advice and support to organisations to create accessible, attractive environments in areas such as social housing, hospitals and offices.

## **Shop**

Cardiff Institute for the Blind sell a range of products to assist everyday living from their shop at Jones Court, Womanby Street, Cardiff, CF10 1BR. Contact 029 2039 8900 for more information.

## **Online Shop**

We sell a range of products to assist everyday living from our online shop. Visit [rnib.org.uk/shop](http://rnib.org.uk/shop).

## **RNIB Website**

Our website provides comprehensive information, advice and support on all aspects of sight loss [www.rnib.org.uk/](http://www.rnib.org.uk/)

To find out more about our work in Wales you can call us on 029 2082 8500 or email [cymru@rnib.org.uk](mailto:cymru@rnib.org.uk).

# **Transport for Wales**

Train services in Wales and the Borders are now operated by Transport for Wales (replacing Arriva Trains Wales). The Transport for Wales website has a section on Passenger Assistance (<https://tfwrail.wales/passenger-assistance>).

This includes a link to a bilingual Assisted Travel Audio Guide which provides vision impaired customers with information about what assistance can be provided at stations and on trains, advice on how to check what facilities are available at stations and how to buy tickets. It also has details of the Assistance Dogs Travel Scheme.

You can book train tickets and assistance from the website, or by telephoning the Passenger Assist Team on 03330 050 501 between 8 am and 8 pm.

# **Esme's Umbrella Helpline**

Esme's Umbrella, the organisation which raises awareness of Charles Bonnet Syndrome (visual hallucinations) has a new helpline number: 020 7391 3299.

Calls are answered by the RNIB Eye Health Team, who are working in conjunction with Esme's Umbrella. Referrals for callers looking for peer support will be made to Retina UK (formerly RP Fighting Blindness), whose helpline is answered by people with personal experience of the condition.

# Scam warning

A colleague at Deafblind Cymru has warned us about a scam targeting people who receive bank statements by audio CD: 'A member of Deafblind Cymru has no vision and as a result receives his bank statements via Audio CD. Recently an Audio CD arrived at his home which he played and it stated that there was an issue with his account and that he was to contact the bank on a number given on the CD. Luckily the member had the bank's number pre-saved on his phone meaning he used this number to contact his bank who confirmed there was no issue and that this was a scam. Somehow these scammers have found out the member receives information via CD and has used his vulnerability to specifically target him. Luckily the member was wise to it on this occasion. There's no doubt therefore that other blind members may be receiving such 'dodgy' CD's so we wanted to raise awareness of this latest scam with you all to pass onto our members.'

# Funding for Sight Cymru

Sight Cymru has been awarded £98,800 by the Big Lottery Fund Wales, to be spent over the next three years.

The funding will be used to deliver sessions led by people with significant sight loss for people with sight loss, teaching them how relatively simple changes to their daily life can enable independence. It will work with members of the community such as shop-keepers, restaurant staff and bus drivers to enable them to make the external environment more accessible. Lastly, it will develop a network of volunteers who will work with children and adults via schools and clubs teaching them how to keep their eyes healthy and avoid losing their sight.

# CONSULTATIONS

Details of all consultations are at <http://wales.gov.uk/consultations>. These are particularly relevant to our sector:

- A458 Welshpool town centre one way system (closes 3rd December)
- Proposed indicators for the Welsh Index of Multiple Deprivation 2019 (closes 17th December)
- Housing adaptations service standards (closes 19th December)
- Regulated services (Service providers and responsible individuals) (Wales) amendment regulations 2019 (closes 21st December)
- Connected communities - Tackling loneliness and social isolation (closes 15th January 2019)
- Action on disability: the right to independent living (closes 18th January)

Note that three information events are being held in connection to the consultation on loneliness and social isolation. These are 13th November (Carmarthen), 19th November (Newport) and 27th November (Wrexham).

For preferred formats contact  
[CustomerHelp@wales.gsi.gov.uk](mailto:CustomerHelp@wales.gsi.gov.uk) or call 029 2082 3683.

# OPPORTUNITIES

## Letter from Santa

This Christmas, RNIB will be helping Santa to write to vision impaired children in their preferred accessible format. The scheme has been running for over 20 years.

If you would like to receive a letter from Santa, send your letters to Santa Claus, RNIB, Midgate House, Midgate, Peterborough PE1 1TN, including the following information

- The child's name, age and postal address
- Your contact telephone number (in case of queries)
- Whether you would like the reply in English or Welsh
- What format you require: uncontracted braille (grade 1), contracted braille (grade 2), large print (please specify the font size) or audio CD.

Requests must be received by Saturday 1<sup>st</sup> December.

The option to receive a letter by email is also available. Email [santa@rnib.org.uk](mailto:santa@rnib.org.uk) before Friday 14<sup>th</sup> December.

## Change 100 Scheme

Leonard Cheshire Disability has launched its 'Change 100' scheme which offers disabled students and recent graduates the opportunity of a three month paid internship with a major employer next summer, with individual mentoring. The scheme has been running each summer since 2014 and feedback from both students and employers being very positive. Employers who have supported the scheme include Barclays, the BBC and Taylor Woodrow.

To find out more and make an application, visit the Leonard Cheshire Disability website, <https://leonardcheshire.org/support-and-information/life-and-work-skills>, and click on the link to 'Change 100'. The closing date for applications is 16th January 2019.

# **PUBLICATIONS AND RESOURCES**

## **NN Education Resource Hub**

Nystagmus Network (NN) has launched a new resource for parents and carers of children with nystagmus, comprising practical information, signposting to resources and answers to frequently asked questions. Topics covered include early years, transition and assistive technology. You can access the Education Hub here: <https://nystagmusnetwork.org/education-resource-hub/education-resource-hub-contents/>.

## **Claiming DLA for Children**

Contact, the organisation for families with disabled children, has updated its guide to claiming Disability Living Allowance (DLA), the main benefit for disabled children, which is there to help meet any extra costs of being disabled.

The 64-page guide covers topics such as eligibility, making a claim, tips on completing the form, making an appeal and what happens after you child becomes 16. You can read the guide on Contact's website, [https://contact.org.uk/media/1212211/claiming\\_disability\\_living\\_allowance\\_for\\_children.pdf](https://contact.org.uk/media/1212211/claiming_disability_living_allowance_for_children.pdf).

Contact has a free helpline for families, the number is 0808 808 3555.

## **Disability discrimination at school**

Contact has produced a web page of information about a disabled child's rights at school, and how to respond if these are not met. This follows a high level of calls to the Contact helpline from parents whose disabled children have been unlawfully excluded from school activities.

Topics covered include the law around discrimination, areas of school life covered, the duties of schools and the actions that parents can take if problems arise. You can read the information here: <https://contact.org.uk/advice-and-support/education-learning/disability-discrimination-in-school/>.

## **Eye Clinic Referral Guide**

The International Glaucoma Association (IGA) has produced a new guide designed for people who have just been told that they might have glaucoma and who are being referred to a specialist eye service for further tests.

The guide 'Eye Clinic Referral' is free, and can be downloaded from <https://www.glaucoma-association.com/shop/free-leaflets/eye-clinic-referral.html>

## **Understanding CVI**

The website of CVI Scotland has some useful resources which explain Cerebral Vision Impairment (CVI). The information is in

three sections: Understanding CVI, assessment and support. It will be of interest to families of children and young people with CVI, and professionals working with them.

You can read it here: <https://cviscotland.org/documents.php>

# **EVENTS**

## **RNC Open Day**

The next Royal National College for the Blind (RNC) Open Day for prospective students, families and professionals working with vision impaired young people will be on Friday 7th December 2018, from 11am to 5pm. It is an opportunity to meet current students and staff; discuss funding, careers and transitions; attend lesson drop-in sessions and tour the campus.

For more information and to request a booking form, visit the RNC website <https://www.rnc.ac.uk/events/college-open-day-for-prospective-students>, call 01432 376 621 or email [info@rnc.ac.uk](mailto:info@rnc.ac.uk).

## **Christmas Celebration at St. Asaph Cathedral**

This year Vision Support and North Wales Society for the Blind (NWSB) have been chosen as St Asaph Cathedral's Charities of the Year! You are invited to join them for a Christmas celebration from 11 am to 3 pm on Monday 10th December at St Asaph Cathedral.

Listen to Christmas songs by the Prestatyn Tre-Foel Singers, visit the mini Christmas market, enjoy refreshments in the Cathedral's new tea rooms, and take part in a Christmas raffle and Tombola. Entrance is free and return coaches are available. St Asaph Rotary Club are also supporting the celebration and providing additional transport.

If you would like to attend and you require transport, please contact Vision Support on 01244 381515.

## **Audio described gallery tour**

The National Museum Cardiff provides regular guided audio described tours of their collections for visitors who are blind or vision impaired. The tours are on a different theme each time and most will include touch elements. Tours are FREE, but booking is essential. The next tour is on Thursday 13th December from 11 am to 1 pm and the theme is 'The Evolution of Wales'.

Follow the story of Wales from its earliest geological origins, 4,600 million years ago, on a journey from the formation of the Earth to the present day. Visitors will encounter meteorites, coal forests, dinosaurs, woolly mammoths and more. You are welcome to bring your family or sighted companions with you, and guide dog puppy walkers are also welcome. A limited amount of guided assistance is available - please let the museum know if you require this. To book a place, ring 029 2057 3240.

# **‘Living with sight loss’ course in Carmarthen**

RNIB is running a free, 2-day information course in Carmarthen on 29th November and 6th December. The venue is Carmarthen Library, 9 Peters Street, Carmarthen SA31 1LN.

The course enables those affected by sight loss either directly or indirectly to share experiences with others in similar situations and find out about national and local services. It also aims to help people affected by sight loss adjust to their sight condition, increase independence, boost confidence and be aware of and able to access ongoing support.

The course starts at 10.30 am and finish at 3.30 pm on both days. This will be a very relaxed and welcoming event so please come along and bring a friend. Booking is essential. For more information or to book please call Keira Brooks Confidence Building Co-ordinator on 07864 954150, email [lwslenquiries@rnib.org.uk](mailto:lwslenquiries@rnib.org.uk) or visit the RNIB website: <https://www.rnib.org.uk/our-services/living-with-sight-loss-courses>.

Further Living with Sight Loss courses are planned for 2019, these are the dates we have so far:

- 19th & 26th February, Plas Dolerw, Milford Road, Newtown SY16 2EH
- 6th & 13th March, Centre Celf, Tremont Road, Llandrindod Wells LD1 5EB
- 18th & 25th June, The Guildhall, High Street, Brecon LD3 7AL

# Audio Described Xmas Shows

Many theatres in Wales will be giving audio described performances of their Christmas shows. These are the ones we've heard about:

- Saturday 8th December at 2 pm, 'Dick Whittington' at Theatre Clywd, Mold
- Sunday 16th December at 1 pm, 'Cinderella' at Venue Cymru, Llandudno
- Saturday 22nd December at 2 pm and 7 pm, 'Alice in Wonderland' at the Sherman, Cardiff
- Thursday 3rd January 2019 at 2 pm, 'Cinderella' at Swansea Grand Theatre
- Thursday 3rd January at 6.30 pm, 'Sleeping Beauty' at the Riverfront Newport,
- 10th January 2019 at 7 pm and 12th January at 2.30 pm, 'Beauty and the Beast' at the New Theatre Cardiff

For more information and to book tickets, please contact the individual venues.

## 'Speed of Sight' track days

Speed of Sight, the organisation which gives disabled people and their families the opportunity to experience the thrill of driving in custom made, dual controlled cars, has announced three events in South Wales in 2019.

The events will be held at Llandow Circuit, Cowbridge on 11th March, 12th March and 12th August. These Track Days are very popular, so early booking is recommended. For more information, visit the website

<http://www.speedofsight.org/our-events.php>

# Power for Life

Western Power Distribution (WPD) operates the electricity distribution network in the Midlands, South Wales and the South West. Put simply, our role is to ensure the power network of poles and pylons, cables, wires and substations – the infrastructure that we all rely upon to live our lives to the full – delivers electricity to our homes and businesses around the clock.

## Power cut? Call **105** or **0800 6783 105**

Sometimes power cuts can happen for reasons beyond our control. During a power cut we are able to help.

We know it can be particularly worrying if you rely on electricity for medical equipment or if you are elderly, very ill or disabled. If you depend on electricity for a reason such as using a nebuliser, a kidney dialysis machine, an oxygen machine, a ventilator – or any other reason – you should register with us.

WPD provides a FREE Priority Service Register, which helps us to identify customers who may need a little extra help during a power cut.

If you join our FREE Priority Service Register we can:

- Give you a direct number to call in the event of a power cut so you can get straight through to us.
- Agree a password with you before we visit you, so you feel safe
- Provide special help, if needed, through the RVS (Royal Voluntary Service) or British Red Cross.
- Ring and tell you about planned interruptions to your electricity supply.
- Keep you as informed as possible in the event of an unplanned power cut.

To join, call **0800 096 3080**, or visit our website  
**[www.westernpower.co.uk](http://www.westernpower.co.uk)**

# Smell gas?

Staying safe in six easy steps

If you smell gas in your home or business, we're here to help. Here's what to do.

- 1 Call us immediately on Freephone 0800 111 999. We're available 24 hours a day, 365 days a year and will send out an engineer to make your property safe.
- 2 Turn off all your gas appliances and, if possible, switch off the gas at the meter (unless the meter is in the cellar or basement, in which case don't go in).
- 3 Open windows and doors.
- 4 Don't use any electrical appliances or switch lights on or off.
- 5 Don't smoke or use naked flames.
- 6 If there's a smell of gas in the cellar or basement, please wait outside or with a neighbour.



**YOUR GAS EMERGENCY  
AND PIPELINE SERVICE**



**WALES&WEST  
UTILITIES**