

Vision in Wales Roundup

Summer 2013



**In this edition:
Transport and Vision Impairment**

Vision in Wales News.

The Annual Wales Eyecare Conference.

This year's conference will take place at the Cardiff School of Optometry and Vision Science on Wednesday, 18th September 2013. Lisa Dunsford, Welsh Government's Deputy Director of Primary Care, shall chair a programme of talks on Secondary Care, Habilitation and Rehabilitation, developments in the Third Sector, the Diabetic Retinopathy Screening Service, ophthalmic specialist nursing and more. Lisa herself will update delegates on the Eye Health Care Plan for Wales and Dr. Barbara Ryan, Chief Optometric Advisor to the Welsh Government, shall give the closing address.

To book online, go to www.visioninwales.org.uk, click on the tab labeled 'Eyecare Conference' and then click on 'bookings'.

A programme will be posted up shortly. The day is planned to run from 9.30 to 4.30.

Vision in Wales on Twitter - @VisioninWales

If you have internet access, why not follow us on Twitter? It's the best way for people concerned with visual impairment in Wales to get the most up-to-date information about events, consultations, publications, research and other news items of interest.

The cover shows Mike Boardman and Major beside the Liberty Bell in Philadelphia - find out more in the Transport section.

Transport and Visual Impairment

The theme for this edition is a topic which affects all people with sight loss – transport.

The Wales Vision Strategy 2010-14 was launched in April 2008 in response to the World Health Organisation VISION2020 resolution to reduce avoidable blindness by the year 2020 and improve support and services for blind and partially sighted people. The Strategy is grouped into three outcome areas: improving eye health; delivering excellent support; and inclusion, participation and independence for people with sight loss. The third area includes ensuring that “all modes of public transport are accessible and available to blind and partially sighted people”.

The strategy is due for a refresh and as part of the recent Wales Vision Strategy conference, a specific breakout session was held on access to public transport. The session was chaired by Carol Thomas, Director of the South Wales-based access consultancy Access Design Solutions, who is currently the special advisor to the Transport Select Committee’s inquiry on access to transport for disabled people which is taking place in Westminster.

Following the screening of a short film, in which blind and partially sighted people shared their experiences of using public transport, attendees were asked what they thought the key issues were that the Wales Vision Strategy group ought to consider when drawing up the next phase of the Strategy.

Comments highlighted the need to look at transport in its widest sense, including community transport and the provision of travel information; the importance of celebrating examples of good practice, and ensuring it is shared across Wales; the need to involve blind and partially sighted people from the beginning of the process when planning new developments; and the need to go

beyond awareness training for staff to actually assess how staff respond to people with disabilities, and to educate the public too.

Attendees were then all asked to identify something that they or their organisations could do to help move the agenda forward. A wide range of positive commitments were made, including:

- Blind and partially sighted people offering to help transport providers by acting as ‘mystery shoppers’;
- Cardiff Bus, who are already in the process of trialling audio announcements, promising to review their driver training.
- The SEWTA regional transport consortia agreeing to use the discussions that had taken place during the conference to inform the revision that is currently being undertaken of their design guidance for bus stops.

This edition of Roundup fleshes out some of the detail around public transport with case studies, academic research, an update on Community Transport, useful contacts for support, and guidelines. We consider issues faced when using buses, trains and taxis, and we report on the experiences of a guide dog user who takes his dog abroad on planes.

We would like to thank all the people who contacted us with their travel experiences and for the contributed articles.

Bus Travel

We asked people to let us know about their experiences of using buses. The first obstacle to be overcome is the bus stop or station. Alison raised concerns about the accessibility of Aberystwyth bus station, which has recently been rebuilt without consultation to make it more welcoming to those arriving by train and bus, which has made travelling from Aberystwyth by bus very stressful:

“We are making progress with help from Guide Dogs. There is still no one to ask for help and the bus drivers do not communicate. It is problematic not only to the visually impaired. I have spoken to elderly people who are confused about which bus stop to go to. I have been fortunate to have help from other passengers who recognise me”.

Getting information at the bus stop and getting on the right bus is also problematic, as guide dog user Nathan from Cardiff explains:

“When we arrive at the bus stop we are faced with a time table or an overhead display, with neither being readable. To get a bus to stop we often have to hold our hand out to any heavy vehicle that approaches as many buses in Wales will not automatically stop at any bus stop so need flagging down. Once on the bus we have to ask the driver for help, and a recent survey showed that nearly 50% of drivers when asked to help refused. We need the driver to tell us when to get off the bus as we are denied that simple ability, and while we wait we know there is a chance that the driver will forget. I became stuck once when a driver remembered about me two stops after I wanted to get off. He told me to get off here without telling me I was 800 metres away from where I thought I would be. I had no chance of being able to navigate the area as I was following a route for somewhere completely different.”

Other passengers can also make bus travel stressful, as Julie from Bridgend reports:

“As I am completely unable to see which seat is free, selecting my seat is done by touch and is quite difficult. On one particular occasion, a young lad began making extremely lewd and suggestive comments about where I should sit and why. This wasn’t just one or two comments: this was a sustained and quite vile stream of relentless inappropriateness. I felt extremely exposed and had no idea how to react as I did not know where to go to get away from him. I did not want to put my hand out to touch anything in case he grabbed me and the whole situation was quite unbearable. The situation was resolved by an older lady coming from her seat and saying there was a seat near her and would I like to sit in it. The fact that the driver did nothing made me feel very isolated. As this was very near the beginning of my attempts to travel independently, it put me off bus travel. If the bus driver had told me where the first available seat to sit in, I would have felt more confident about where to move too. He could have stepped in with that information at any time.”

However, not all experiences were so negative, as guide dog user Hilary from Newport has found:

“Because we use the buses frequently we are known to most of the drivers and so I am usually told what number bus it is and my pass is taken from me to scan. The bus driver will also wait for us to get settled before moving off and will always park as far as is possible close to the kerb edge and drop the bus to make it easier to get on and off if needs be. I sometimes take the bus to Pontypool and find the drivers on this service equally as helpful”

“Newport city transport has audio on some of their routes but sadly not on mine as I believe this to be a fantastic asset and not just for sight impaired users.”

Nathan also sees grounds for hope:

“More bus companies are taking complaints seriously, and considering the installation of audio visual information on buses. Guide Dogs have launched a campaign called Road to Nowhere, which highlights the

severity of the problem with bus drivers forgetting to tell people where to alight. Also, all bus companies have a means for complaining about poor service and will take seriously a complaint about a driver refusing to help a visually impaired person. Contact any bus company you are having difficulty with and ask them to engage with Guide Dogs. Also ask the bus company to provide visual impairment awareness training for their drivers, and lastly, report any complaints you have or decision makers will not know there is a problem.”

There are many bus companies operating in Wales, each with their own processes. As an example, Arriva Bus has a leaflet describing its policies towards customers with disabilities, which includes a Customer Services Helpline (0844 800 4411) which can be used to comment on services.

The information on the following page (Myth Buster) was produced as a leaflet for bus drivers by BridgeVIS and Vision in Wales. It is used by First Cymru in South and West Wales as part of the First Impressions training for their drivers. Other local vi groups are welcome to make use of it in their own area.

Myth buster!

Sight impairment is not always obvious to others – it can be a hidden impairment. Don't assume if someone doesn't 'appear blind' that they don't need assistance.

People with sight impairment are not necessarily blind. There are many types of impairment that affect how well someone can carry out the tasks that sighted people take for granted. You might be surprised to find that someone can find an empty seat easily yet cannot read a timetable. Different people have different types of sight loss and different ways of managing it.

Most sight impaired people are older people – 75% are over 75 years of age. A relatively small number are affected from birth.

Guide dogs are not GPS systems. Someone with a guide dog may still require assistance in unfamiliar environments. The dog guides the person safely, but doesn't decide where to take their owner!

Don't assume...

Don't assume the person knows their way about. They might have difficulty in finding - and getting to - an empty seat.

Don't assume the person knows where their stop is. They might be on an unfamiliar route or they simply can't see where the stop is.

How you can help?

You can't always tell if someone is sight impaired but they will probably ask you if they need assistance. Sometimes it

will be obvious (a guide dog user maybe, or someone with a white cane), so don't be afraid to offer assistance if you think it might be useful. Sure, some people might take offence, but they really are the exception – and you were only trying to be helpful after all.

Always stop at a bus stop if someone is waiting there. The person may not be able to see either the number on the bus, or indeed the bus itself. **Please do not be impatient if that person doesn't need your service.**

Some people might need guiding to an empty seat. This might be in the form of verbal directions or, in some cases, physical guiding.

Take a bus pass if it is held out to you. Don't presume the person can find the machine. Likewise, always put it back directly into the person's hand, they may not be able to see it if you just hold it out to them.

Announce the stop and give plenty of time to get to the door – some people will want to wait until the bus is completely stationary before getting up from their seat.

Likewise, **don't pull off until the person is seated** if they appear to be finding it difficult getting to their seat.

Be aware of hazards such as kerbs, lampposts, bus stops and bins. Try to pull up so that the door opens onto an unobstructed pavement. If that's not possible, mention the hazard to the person.

Remember – a great many difficulties can be overcome simply by communicating. The passenger will tell you if they need anything specific, and you can tell the passenger the things that will help them.

Train Travel

The availability of a travel assistance service for disabled people on the trains should make this form of transport straightforward, but this system can be unreliable. Mr CS gave us information about his experience of using assisted travel on a recent train journey. This had been booked in advance and email confirmation of the arrangements had been provided. He has no hearing and very poor eyesight, and walks slowly due to leg problems, with the aid of a white & red walking stick.

“On arrival at Newport station to commence my journey, I enquired at the pay-desk for my “assistance”, and when he arrived, he made no request for my travel bag, although assistance with luggage had been requested. He asked me to follow him to the correct platform, and left me in the waiting room saying that he would return. A train arrived and a couple of minutes later he returned and hurried off to open the carriage door, leaving me with my travel bag.

“I got on board, and he said “OK?” and the train immediately left the station, with me stranded just inside the entrance. Fortunately, a passenger found my “booked seat” and helped me to it, although this should have been done by my ‘assistant’. During the journey an employee said that I would be escorted from the train to my connection at Southampton station.

“At Southampton, no one came to my assistance, and I had to get off the train by myself and because I had only 5 minutes between trains, and not knowing or being able to see, did not know where my connection departed from. Luckily, I saw a railway employee at the adjoining platform, and asked him for the Havant train. I was told that it was just about to start. I managed to get on, and flopped into the nearest seat. At Cosham, I was greeted by my relations. On the return journey, at Cosham, there was not one employee to be found to assist me. During my journey to Newport, I was spoken to by a man who said that all arrangements had been made through to Newport. I was escorted, with my bag taken from my seat to the platform by a lady

ticket collector, and met on the platform by an assistant, who obtained a wheelchair and escorted me to the taxi rank outside the station.

“So, my journey was a mix of “excellent” on the return journey, and “very poor” on the forward journey.”

Mr CS wrote to Passenger-Assist about his experiences. After some prompting, Arriva wrote to apologise and then sent travel warrants for use on a future journey. The complaint has also been passed to Southern Railways who are still investigating and should respond within 20 days.

Julie also has concerns about the assisted travel service:

“The fact that I need someone to meet me from the train to guide me off the train means that I am often left sitting in my seat, beginning to panic slightly as everyone exits and passengers come on and no-one arrives to guide me off. I have been left on the train and reached a different destination to my original plan. I have been guided off the train by a steward and left on the platform like a piece of ‘unattended luggage’, but the worse by far was when having booking assisted travel to an unmanned station, I was actually refused assistance and left on a platform. A security guard then arrived and told me to follow him! I am registered blind, wear dark glasses and have a white cane (a few clues there to a visual impairment) and he asks me to follow him!!

“On longer journeys, how would I access the buffet car or toilet facilities as I do not know where they are? There are not enough trained staff to facilitate this. Does that mean I always have to travel first class in order to get to use the same facilities as everyone else? Should I have to travel first class to ensure I am not left on a train and a steward can guide me off the train? If this is the case then rail travel is clearly not accessible!”

Stations themselves can be difficult to negotiate, as Nathan reports:

“We are usually greeted by a hall with a high ceiling with nothing in the middle apart from lots of people milling around. This environment is difficult for visually impaired people to navigate and at times distressing, as people barge past you. Although you may know in which direction to head for assistance or buying a ticket, it is impossible to navigate in the open space and it is easy to get knocked off course by other travellers or their luggage.”

However, Nathan also suggests how vi people can improve their situation:

“Each time you meet passenger assistance staff, ask if they have ever had sighted guiding training, if they say no tell them they should ask the train company for it as they have a right to receive it if being asked to support visually impaired people. Training is available from local blind societies as well as larger charities such as Guide Dogs and RNIB.

Some train stations in Wales have a help point with a large button on it that will make contact with a central team that can offer verbal assistance if you press it. This has helped many people at unmanned stations who would have been stuck; unfortunately there is no audio clue as to where they are located so you will still have to ask someone to help you find it until you learn its location and can find it on your own.”

The following contacts will be useful for people wanting to travel by train.

National Rail Enquiries www.nationalrail.co.uk

The national telephone line will help you understand the best way to reach your station by accessible public transport, and will connect you to the correct train company's Passenger Assistance team for your route to arrange any assistance needed. They can help you to plan your journey by providing information about timetables. The website also has information about travelling for disabled people.

Telephone 08457 48 49 50 (English); 0845 60 40 500 (Welsh language)

Disability on-board www.disability-onboard.co.uk

This is a website created by the Association of Train Operating Companies for disabled travellers. It aims to provide all the information you need to travel independently on the trains, including advice on steps you can take to ensure that assisted travel works for you – for example, booking at least 24 hours in advance, and arriving at the station in plenty of time.

Arriva Trains Wales www.arrivatrainswales.co.uk

Arriva Trains provide train services across Wales, and are responsible for stations. The website has details of the facilities at their stations and when they are staffed. A printed guide to services for disabled people can be obtained from the website, staffed stations, or by telephoning 0870 9000 772. If possible, 24 hours notice is needed to arrange assisted travel, although the company will do their best to help if this notice is not given.

For assisted rail, ring 0845 300 3005.

For Customer Services (for information, comments, feedback, and copies of leaflets in a range of formats), ring 0845 6061 660 or email customer.relations@arrivatrainswales.co.uk

First Great Western www.firstgreatwestern.co.uk

Provide train services between Swansea and London, but are not responsible for facilities at stations in Wales. The website has a form which you can use to book any assistance needed. They will send a confirmation email to you, which should be checked before travel, and brought with you when you travel.

For customer services, telephone 08457 000 125 (7am – 10 pm every day) or 0845 604 0500 for Welsh language enquiries.

To arrange assisted travel, ring 0800 197 1329.

Complaints Procedures www.passengerfocus.org.uk

Any complaints about train travel should be made to the appropriate train company in the first instance. If you are not satisfied with the response you should contact Passenger Focus, the independent watchdog set up by Government to protect the interests of Britain's rail passengers. It offers free and impartial advice on a range of public transport related issues and also takes up complaints on behalf of passengers who are experiencing difficulty in resolving problems directly with a train company.

Telephone: 0300 123 2350

Email: advice@passengerfocus.org.uk or via their website.

Travel by Taxi

Taxi travel has the potential to offer more flexibility for visually impaired people, although it is not always problem-free, as Julie explains:

“I use taxis a great deal especially on shorter journeys. Technology helps as I receive text messages when booking so I know the taxi has arrived, otherwise the taxi could just be anyone. It is important that information about my requirements is read by the driver so they don’t park across the road from my house and when we arrive at a venue they don’t park and expect me to get out into oncoming traffic. On a few occasions there have been drivers who take me the long way round (regular journeys) and then charge me a bit more thinking I won’t know any different. (I do!) On one occasion, a driver decided to drop me at a random place in my road because a better job had come through. He refused to tell me where I was as he said he didn’t have time for all this fuss. But most drivers are courteous and happy to guide me to an entrance if asked.”

If you have a problem or feel you have received a very low standard of service, contact the taxi firm immediately. They will know who they sent out to you and will be able to deal with this.

Always follow up to find out what the outcome was and try to improve things for yourself. You can also contact the local licensing team within the council if you feel that no action has been taken by the local taxi firm but it is always best to try to work to resolve the incident first. It also helps as they will have a log of the incident.

There are also often local Taxi Forums operating in the area that may be able to offer information and advice. Representatives of Disability Groups or Equality Officers may be active within them and will be able to work to influence change on a broader scale.

Guide dog users face particular problems when trying to use taxis, with Nathan describing it as ‘a game of taxi roulette’:

“There are so many taxi drivers that would rather not take a guide dog, especially if it has been raining, that your chances of winning in roulette are similar to getting a taxi without incident. Drivers of ‘saloon’ type vehicles are especially un-keen on taking a guide dog as they have to sit a lot closer to the dog than a ‘London cab’ type vehicle where you sit in the back. I have experienced taxi drivers who drive off with their door open as I was trying to get in, rather than take my guide dog. Many people have a fear of dogs, however if you offer a service to the public, that public includes guide dog owners and you have to take us regardless of your own fear.”

The following advice on taxi travel has been provided by the Guide Dogs organisation.

Guide dogs, like other recognised assistance dogs, are entitled to travel with their owner in both licensed taxis (Taxis) and private hire vehicles/cars (Minicabs). When travelling in a taxi or minicab, guide dogs should be wearing or be travelling with their Guide Dogs harness. The guide dog should have its Guide Dogs ID tag on its collar or lead, and the owner should, if they can, have their Guide Dogs photo ID card with them, as proof of ownership of a recognised assistance dog. Under the Equality Act 2010, licensed taxi and private hire vehicle/car drivers and operators are obliged by law to carry and take bookings from individuals or groups with an assistance dog in their party.

Licensed taxi and private hire drivers and operators are also not allowed to charge more for a fare or booking because an assistance dog is a part of the party.

When hiring a taxi or booking a minicab, it is advisable that guide dog owners inform the driver or operator that they will be travelling with a guide dog. Although most taxis and minicabs should physically be able to accommodate a guide dog, this may

enable the driver or operator to provide a more suitable vehicle to accommodate a guide dog owner, their guide dog and other people travelling with them.

Guide dog owners are advised that they should try to ensure that their dog is groomed and as clean as possible before travelling with it in a taxi or minicab. After being out during a shower of rain, a damp guide dog is unavoidable, however, travel with a dog who has been swimming or rolling in mud, without drying or cleaning it first, could potentially present guide dog owners with cleaning costs for the taxi or minicab they travelled in, or refusal from the driver to take their dog.

It is recommended that, in nearly all circumstances, a guide dog travels in the front or rear foot-well of a taxi or minicab, or could be potentially accommodated in the boot space of estate or hatchback type vehicles. There are very few occasions where a dog will need to travel on the back seat of a vehicle, however, if this is necessary, the seat should be covered, to protect it and other passengers from hair and dirt, and ideally, the guide dog should be wearing a car harness, attached, as directed by the manufacturer, to a rear seat belt.

If guide dog owners need to travel with their dog in the front foot-well of a taxi or minicab, they need to ensure that their dog is lying down at all times. Ideally, a guide dog should lie in the rear foot-well of the vehicle, behind the passenger seat, which should be pushed forward to provide as much space for the dog as possible, with the guide dog owner sat behind the driver.

In purpose-built accessible taxis and minicabs, guide dogs usually have adequate floor space, and should ideally be lying down and not stood up, just in case the driver has need to stop abruptly.

In estate and hatchback type taxis and minicabs, it is acceptable, with the guide dog owner's agreement, for their dog to be placed

in the rear boot space of the vehicle as long as it is comfortable and there is no parcel shelf covering where the dog is lying.

Guide dog owners are advised, whether their guide dog is in the back or the front foot-well of a taxi or minicab, that it does not interfere with the driver of the vehicle at any time. Guide dog owners sometimes find that some taxi and minicab drivers or operators are not happy to carry their guide dog. Guide dog owners are advised to explain to drivers and operators what the purpose of their dog is, and remind the driver or operator about the obligation to take their guide dog, under the Equality Act 2010. The only exemption a taxi or minicab driver might have to their obligation to carry assistance dogs under the Equality Act 2010, is on medical grounds, in which instance, the driver should have an exemption certificate displayed in the vehicle they are operating, issued by their licensing authority.

If guide dog owners experience any problems travelling with their guide dog in a licensed taxi or private hire vehicle/car, which has not been resolved with the driver or operator, they should try to get the license number and details of the driver, vehicle and operator, then approach the licensing authority with their complaint or question, providing as much detail as to the place, time and situation, as they are able.

Guide dog owners experiencing problems with taxi or minicab travel which is not resolved with the driver, operator or licensing authority, are encouraged to contact their Guide Dogs Mobility Team who are happy to support them. If the problem faced by a guide dog owner falls outside of the geographical area of their local Guide Dogs Mobility Team, that team will pass their request for support on to the Guide Dogs Mobility Team for the geographical area in which the guide dog owner had a problem.

Community Transport

Community transport is one way that many of the access barriers can be removed and opportunities that enable people to become independent and less isolated can be provided. Transport is at the very centre of everyone's lives, it dictates how you organise your social activities, your health, your employment for example and it must therefore be fit for purpose. For many visually impaired people, public transport is NOT! Community transport is the lifeline that fills this gap in provision. The changes to funding will have an impact, the question is, will it be a positive move forward or merely more cuts to a valuable service? Betsan Caldwell, Director for Wales at the Community Transport Association (CTA) explains the changes and challenges ahead and it is important that CT can be fit for purpose.

The review of bus funding instigated in early 2012 by Carl Sargeant AM, then Minister for Local Government and Communities, led to an announcement of changes in January 2013. The Local Transport Services Grant (LTSG) and Bus Services Operator Grant (BSOG) have been amalgamated into a new grant, the Regional Transport Services Grant (RTSG) as of 1 April 2013. It will be administered by the four Regional Transport Consortia (RTCs). Due to short timescales for getting the new grant in place, 2013-14 is being viewed as a transitional year.

There are some differences in the way each RTC will administer the grant, so CTA Wales has been trying to resolve some potential issues. They include:

- Disparity in proposed mileage rates between regions;
- Payment for cross-border journeys between consortia within Wales and between Wales and England;
- Agreeing eligible/non-eligible mileage for section 19 CT operators

In January, the Minister announced that the total budget available to the Consortia would be £25m, of which 10% or £2.5m has been ring-fenced for community transport services. He hoped that the RTSG would “help to tackle deprivation and support independent living across Wales by encouraging bus and community transport operators to achieve outcomes that passengers require, instead of – as now - compensating them for the fuel that they consume.”

The £25m funding pot has been divided between the four regions on the basis of commercial bus networks. It is not surprising therefore, that South East Wales will receive the largest share, with Mid Wales getting the smallest amount. Ironically, the region with the lowest level of commercial networks due to its rurality, dispersed population and sparse settlement patterns will receive the least funding. This may well have a knock-on effect.

Our vision is for a full range of CT service modes to be available across each region to cater for the varying needs of those unable to use public transport – although patently this won't happen overnight!

A WG working group will shortly be identifying key quality outcomes for commercial services and CT that will need to be achieved in return for public funding from 1 April 2014. Some of the quality outcomes which may be considered are of particular interest to blind and visually impaired people, such as driver training in disability equality and awareness, the provision of audible and visual announcements on buses, networks that take account of access to health, education and employment and integration of timetables with other transport modes. Many of these are areas also highlighted in the recently launched 'Action for Independent Living' framework.

The future of the Community Transport Concessionary Fares Initiative (CTCFI) has also been reviewed. Since 2005-06, this has allowed certain users to use their bus pass on CT as part of the

pilot, and over 1.3m passenger journeys were undertaken. Unfortunately, the Minister felt that a roll-out of the scheme across Wales would be unaffordable, and CTCFI ceased on 12 April 2013. He felt that the ring-fencing of 10% of the new Regional Transport Services Grant would present the existing projects and other CT providers “with an excellent, new opportunity, open to all communities in Wales, to secure funding for their services.”

General sources of information on travel

Traveline Cymru www.traveline-cymru.info

Traveline Cymru is the public transport information service in Wales, funded by the Welsh Government. It offers a 'one-stop-shop' for travel information, including bus, coach, train, air and ferry. It also has information on the accessibility of services, and contact details for taxis which serve major transport terminals.

Telephone: 0871 200 22 33

Citizen's Advice www.adviceguide.org.uk/wales

CA's Advice Guide has information about your rights as a disabled traveller and useful contact points. Use the website link above, and take the options for 'consumer' then 'travel, leisure & food'.

Telephone: 08444 77 20 20

RNIB Travel Pack

RNIB has produced a free travel pack containing a wealth of information on travelling safely, including tips on planning journeys, concessions and discounts, travel products and details of other organisations that can help. You can access the pack on-line at <http://www.rnib.org.uk/livingwithsightloss/travel/>, or order it in a range of accessible formats by ringing 0303 123 9999 or sending an email to helpline@rnib.org.uk.

Traintaxi www.traintaxi.co.uk

Traintaxi is a website which covers all the train, metro, tram and underground stations in Britain, and shows whether the station has a taxi rank. It also gives details of up to three local taxi firms

with their contact details, so that you can arrange transport from the station to your final destination.

Travel Concessions

Disabled Person's Railcard

The Disabled Person's Railcard gives you 1/3rd off most rail fares throughout Great Britain. If you are travelling with an adult person, he or she can also get a reduction of 1/3rd on the price of their ticket. There is a charge of £20 for a one-year card, or you can get a three-year card for £54. You can download an application from <http://www.disabledpersons-railcard.co.uk>, which also has full information on the scheme, telephone 0845 605 0525 or email disability@atoc.org.

Train travel without a railcard

If you are registered as sight impaired or severely sight impaired and you are travelling with another person, concessionary discounts on fares, up to 50% off, apply for both you and your companion *without the need for a railcard*. You cannot get a discount if you are travelling on your own, and the discount applies to adult fares only. You must show a document confirming your disability when you buy your ticket and when travelling. It must be from a recognised institution, for example, Social Services or your Local Authority. Tickets can be purchased from staffed National Rail station ticket offices.

Concessionary Bus Pass

Blind and partially sighted people are entitled to free travel on local bus services across Wales at any time of day. The scheme also provides free travel for companions of disabled people. To apply for a concessionary bus pass, contact your Local Authority.

Plane Travel with a Guide Dog

Mike Boardman started to lose his sight four years ago, and for the last two years he has been a guide dog user. As part of his job he has to make regular visits to Philadelphia, USA. His dog Major has accompanied him on three flights to the States – as you can see on our cover. Ann from Vision in Wales met Mike to find out about his experiences.

Planning

Before taking Major on his first flight, Mike discussed his intentions with the Guide Dogs organisation and his employer. Guide Dogs does not normally recommend taking a dog on a short trip abroad, but travel is an key part of Mike's job, and Major is part of the support system that he needs to survive. - Major was matched to Mike because of his high travel needs. His employer also required a detailed business case to be prepared: this involved answering some questions which Mike found intrusive, but eventually agreement was given.

Mike's support worker (and daughter) Samantha travels with him, and plays an important role in making the arrangements. Planning starts about six weeks before each trip, when she books a hotel which they know to be dog friendly. Flights are booked around three weeks in advance, and a vet appointment must also be made. All flights have been with BA , which allows guide dogs to travel in the cabin – other airlines only offer passage as a 'pet dog' in the hold, which Mike and Guide Dogs feel would be too stressful for a guide dog.

There is considerable paperwork involved, which needs to be prepared and checked well in advance. Major must have a pet passport, be vaccinated against rabies and microchipped. He then has to be taken to the vet around 48 hours before each flight for worming and certification that from a health point of view he is 'fit

to fly'. This appointment costs around £64 and takes about one hour, as great care has to be taken to ensure that the documentation is completed fully and accurately. Failure to do this could result in the dog being unable to travel – or being unable to return to the UK. The Guide Dogs website, and the UK Government's DEFRA website give details of what needs to be done, and this must be checked carefully for each trip – even though Mike has made the same journey several times, requirements can and do change, so must be confirmed each time. It is also essential to check the regulations in the country you are travelling to, which could well be different. Assistance dogs can only be taken to countries which are approved by DEFRA – travel to unapproved countries would mean that the dog would have to go into quarantine on return to the UK.

Insurance must also be arranged for the dog – Major has an annual policy for foreign travel which covers all eventualities, and costs around £110.

The range of dog food available in the States is different from that in the UK, so Mike takes a familiar brand for Major to eat while abroad, and carries enough supplies for the duration of the trip (around five days). This must be contained in the original manufacturers sealed packing with the country of origin clearly stated; this bag is checked on arrival, the same stipulation applies to any 'treats' you wish the dog to consume.

At the Airport

Mike travels from Heathrow, and recommends arriving around four hours before departure to allow for any unexpected problems. A major issue with this airport is that it has no 'spend' areas for dogs, so arrangements must be made for Major to do this before arriving at the airport (this is not the case at Philadelphia airport, where ample facilities are provided). BAA provide a special assistance service at the airport, but Mike has not found the staff to be very helpful. On his first trip with Major

he had arranged for the quarantine people to meet him, but they didn't arrive, so he went to the assistance desk, their response was to check after clearing 'Security'. On finding the assistance desk, departure side, their response was that they 'only do wheelchairs'! As Mike is now familiar with the process he doesn't use BAA's assistance team, but he emphasised that this was partly because he has Samantha to help him, and the journey would be very challenging without her support.

On the Flight

Mike has nothing but praise for the service provided by BA staff on his flights. The airline carries guide dogs free of charge: if travelling in economy class, a group of seats is reserved for owner and dog, but Mike's employer allows him to travel in business class, where there is just enough room for Major to sit at his feet. Mike takes a couple of puppy pads for him to sit on, a black refuse sack for the disposal of any waste and a water bowl. He ensures that Major gets a chance to move around at least twice during the 8 hour flight, and gives him a massage to help his circulation. Guide dogs are still a rarity on planes, and on one flight, the pilot came out to meet Mike and see Major's Flight Log Book. He told Mike that, in 20 years of flying, it was his first encounter with a guide dog passenger.

In the States

On arrival, guide dog owners are taken to the agricultural entry point at the airport, where documentation and the food bag are checked. Major copes well with the flight: although Mike and Samantha feel exhausted after the journey, he gets straight back to work without missing a beat, and doesn't seem to be affected by jet lag! He also copes well with the unfamiliar surroundings, although the streets of Philadelphia are something of an obstacle course, with uneven pavements. America is generally a very 'dog friendly' place, but Mike recommends that anyone taking a dog abroad ensures that they familiarise themselves with any laws that

might affect them: on one occasion he was criticised for allowing Major off the leash in an area which was designated as a national park.

The Return Journey

Another trip to the vet is required for worming and again a 'fit to fly' certification before the return journey – in the States this costs around \$130. On arrival at Heathrow, dog owners are met by DEFRA's quarantine people, who check that the dog is healthy and his documentation is in order. They then issue a document which confirms that the dog can enter the country. This system seems to work well.

Conclusion

A guide dog is a valuable asset and his interests and welfare must come first – for example Mike would not want to take Major to a place with extreme temperatures. In view of the veterinary and insurance costs, and amount of planning involved, he also questions whether it would be appropriate to take Major abroad for a short, one-off holiday. It would certainly not be possible to book a last minute flight and expect to take Major with him. The presence of a support worker is also vital to help with the administration, and for assistance at all stages of the trip.

The secret of success lies in meticulous planning to ensure that you are aware of, and have complied with, the rules and regulations which apply in both countries involved in Mike's trip.

Useful websites:

Guide Dogs website (www.guidedogs.org.uk) has a section on international flights: click on 'services', then 'apply for guide dogs service' and take the option for 'Guide dog owners resources' on the left hand side.

The UK Government website has a section on travelling with assistance dogs: www.gov.uk/pet-travel-travelling-with-assistance-dogs.

Travel: Social Justice, Citizenship and Identity

“You’ve asked for assistance and they turn up with a wheelchair.”

For the past five years, as part of research, Vicky Richards PhD has been conducting qualitative research within the Welsh Centre of Tourism Research at Cardiff Metropolitan University regarding the experiences of tourists who are visually impaired. This article is based on that research.

Over the last decade there has been an increasing focus by tourism academics on the needs of people with physical disabilities from market perspectives and yet there is very little research spotlighting the experiences of visually impaired people. A few weeks ago I attended the Wales Vision Strategy conference where the theme of the day was social inclusion in terms of transport and rehabilitation. Many of the presentations and discussions, particularly the direct experiences of visually impaired people themselves resonated with my PhD study.

The research involved meeting visually impaired people in focus groups and having in depth conversations with families (referred to as co-researchers). Although my study was conducted in a tourism context, many if not all of the issues identified typify many social interactions. One of the main issues raised concerned accessing transport to, from and within tourism destinations home and abroad.

“I was told my train was on platform 3 and this announcement came over to say that they’d changed platforms and I’d never been to this station... It was like a nightmare for me.”

Travelling and being able to access transport are key in enabling everyone regardless of disability to work, study, enjoy social interactions, participate in leisure activities, experience different environments and value ones place in society as an equal citizen. However, for visually impaired people the combination of their specific needs for inclusive experiences and the constraints within tourism travel highlights that their experiences are more complex. While lack of staff training and awareness, inaccessible environments and information were identified, what also emerged from my co-researchers' stories was that transport experiences impacted upon their emotional and physical well-being, self-esteem, self-confidence, and identity.

“I’m fairly tenacious but maybe lots of people, who don’t have that particular trait, they think, oh no, it’s just easier not to bother [with travel].”

Furthermore, travel environments can be fraught with tension and uncertainty; they can be noisy and crowded places, creating a sense of urgency and safety concerns for individuals. These spaces and our interactions within them are socially structured (Osbourne, 2002) and as such, these spaces can facilitate or hamper our actions and interactions. The co-researchers' stories demonstrate just how past experiences can restrict future choices; for example they recounted several negative experiences with booking-in, checking in baggage, negotiating security and reading signs.

“We’d love to go on coach trips but when we get off the coach we don’t know where to go and I can’t read the signs.”

Other experiences have resulted from humiliation at being placed in a wheelchair as part of the assistance for disabled people at airports or the fear of missing flights as assistance has not arrived. Notably, my co-researchers have concerns about ‘policing’ their behaviour in response to social attitudes that emanate from the

sighted environment where there are misconceptions about vision impairment and the symbols associated with that. In fact, my co-researchers sought a balance between 'advertising' their vision impairment to receive assistance and not being identified as a visually impaired person as this is only one aspect of personal identity.

Even when organisations and individual employees are interested in assisting people with low vision, their lack of knowledge and training often means that their well-meaning efforts are misplaced. Ultimately many people with vision impairments may simply choose to opt out of the anxiety and stress of travel, due to the lack of empathy of the sighted world. People with vision impairment do not conform to stereotypes, on the contrary their experiences show that vision impaired people are first and foremost individuals and as members of the wider community are people who wish to connect with tourism travel experiences on an equal basis with sighted people. Thus there is an urgent need to acknowledge the individual needs of vision impaired travellers and to recognise the inadequacy of current training and provision. Employees are primary enablers of the travel experience and their understanding of the needs of vision impaired people is, one could argue even more important than an accessible physical environment.

Universal design should create opportunities for all rather than merely for certain groups of people. It advocates that planners, designers, architects and service providers consider and consult all user groups and 'design-in' access for all rather than making later adaptations to inappropriately designed environments and services. For example in Plymouth, dementia communities exist where everyone from shop retailers, bus drivers, to school children have undergone awareness and practical training to be able to appreciate and assist people with dementia in their community. Thus, universal design is an approach that can be used strategically in achieving access for all and all people by

concentrating on informational and societal issues as well as the physical aspects of environments.

This reflects a whole of life approach that recognises that most people at some point in their lives will become permanently or temporarily disabled (Swain & French, 2000) and its central tenet argues for creating and planning for accessible participation in all areas.

“(Re)Envisioning the Tourism Experiences of Vision Impaired People” PhD Thesis, 2013, Cardiff Metropolitan University, unpublished.

Conclusion

In this section, we’ve looked at different aspects of travel as they effect visually impaired people. Although each form of transport has its own issues there are certain common points which have been found:

- Sources of support and information are available.
- When problems arise, complain to the provider and ask them to let you know what action has been taken.
- If no satisfactory response is given, take your complaint to the appropriate regulatory body.
- Many of the problems would not arise if staff have been given visual impairment awareness training.

If you have any comments, or have any advice to give to other visually impaired people, please let us know.

Have Your Say!

Welsh Government Consultations

Details of WG consultations can be found on their website, <http://wales.gov.uk/consultations>. The following may be of particular interest to people with a visual impairment:

- Business rates relief for charities and social enterprises (closes 26 June)
- Equality Impact Assessment of the 2014-2020 Rural Development Plan for Wales (closes 26 July)
- Continuity and Change - Refreshing the Relationship between Welsh Government and the Third Sector in Wales (closes 8 August).

Sense survey on Access to Work

If you are deafblind, and have used, or tried to use, the Access to Work (ATW) service in the past three years, Sense would like to hear about your experiences. ATW is a government funded scheme that provides practical help to disabled people in work. It can provide funding, for example, towards the cost of specialist equipment or software, support workers, guides, interpreters and taxi fares. In July, Sense will be training a team of ATW advisers on deafblind peoples' needs. After this, they will be looking for other ways to influence them, with the aim of improving the way enquiries, applications and reviews are handled, and the appropriateness of the support they agree.

The information from the survey responses will be used to inform this work. You can complete it on-line at <http://www.sense.org.uk>. Alternatively you can send an email to Liz Ball at liz.ball@sense.org.uk or call the Public Policy team on 0845 127 0068/ textphone 0845 127 0062 to tell them what Access to Work should do better.

Events

Glaucoma Support Group meetings

The International Glaucoma Association (IGA) is organising several support group meetings in Wales over the summer:

3 pm to 4.30 pm, 8th July and 12th August at Abergele Hospital.
Contact Linda or Bev on 01745 589633.

1.15 pm to 3 pm, 17th July, Singleton Hospital, Swansea. Contact Sue Neale on 01792 200390.

Details of all support group meetings are on the IGA website, www.glaucoma-association.com – click the ‘support groups’ option towards the top of the screen.

New College Worcester Outreach Open Day

New College, the national residential college for young people aged 11 to 19 who are blind or partially sighted, has a free Outreach Open Day on 3rd July. Aimed at educational professionals working with vi young people, and the parents of vi, Outreach Days offers the chance to meet subject teachers, get hands-on experience of specialist equipment, and get practical support and advice on specific curriculum areas of your choice such as Maths, PE, Music, Science, Braille etc.

Places must be reserved in advance. To find out more and make a booking, telephone the College on 01905 763933 or book on-line at www.newcollegeworcester.co.uk.

QAC Sight Village

QAC's Sight Village will be held in New Bingley Hall, 1 Hockley Circus, Birmingham B18 5BE on Tuesday 16th and Wednesday 17th July. The exhibition gives visitors the opportunity to find out about the latest technology, products and support services for blind and partially sighted people, and will be of interest to people with sight problems and their families, professionals supporting them and businesses who want to improve their services to VI customers.

Entry to Sight Village is free, and although places can be booked in advance, this is not essential. Full information about the event, including directions and details of the exhibitors, visit the Sight Village website, www.qac.ac.uk/sightvillage, send an email to sv@qac.ac.uk or write to QAC Sight Village, Court Oak Road, Harbourne, Birmingham, B17 9TG.

Summer Sports Camp at RNC

The Royal National College for the Blind in Hereford is running a summer sports camp for visually impaired young people aged 12 to 16 from 12th to 16th August. You don't have to be a sports whizz to take part, just keen to come along and have a go. Sports on offer include blind football, tennis and cricket, as well as training and fitness sessions.

The cost is £280, which includes fully accessible accommodation, food and activities. For full details, visit RNC's website www.rncb.ac.uk (look under 'Calendar & Events'), or telephone 01432 376 374. The closing date for applications is 31st July.

Action for Blind People – Mobile Sight Loss Information Service

The Mobile Sight Loss Information resource vehicles enable visitors to try for themselves the latest technology and gadgets to improve daily life for blind and partially sighted people, and will be in the following sites in Wales over the next few months:

Merthyr Tydfil: Tuesday 13th August

Powys: Tuesday 20th to Thursday 22nd August

Venues and times had not been confirmed at the time of writing, but once agreed, will be on Vision in Wales' website wcbccd.org.uk, the AFBP website, www.actionforblindpeople.org.uk, or can be found by ringing the RNIB Helpline, 0303 123 9999.

Family Event from VICTA

VICTA, the organisation for visually impaired children and their families, is organising a family event from 23rd to 26th August at an activity centre near Swindon. There will be activities, information and a social environment in which you can meet other families to share experiences, knowledge and to just relax.

There is no charge for children aged under 5, but all other attendees must pay £25. Last year's event was very successful, so book early if you are interested. An outline schedule for the weekend and application form is on the website

<http://www.victa.org.uk/family-weekend>, or you can telephone VICTA on 01908 240831.

RNIB Swansea Events

RNIB Swansea has a full programme of events over the summer. These include:

Big Lunch on 26 June from 11 am to 2 pm at Greenhill Community Centre, Chapel Street, Greenhill, Swansea

Monthly Information Days at Swansea Civic Centre. These cover a wide variety of topics such as education, independent living and hobbies, and will be held from 10 am to 1 pm on 18 June, 9 July and 10 September.

Various excursions including a visit to 'Joseph & the Amazing Technicolour Dreamcoat' at the Wales Millennium Centre on 15 August, a trip to the Sight Village exhibition in Birmingham on 16 July, and a cruise around Swansea Harbour on 27 August.

A series of 'Finding your Feet' modules each Monday during July.

A six-week cookery course each Tuesday from 18 June – 23 July at Greenhill Community Centre. This is run in partnership with VI West Glamorgan.

To book a place on any of these events, or find out more about RNIB's activities in Swansea, telephone 01792 776 360.

News and Information

Prize for disabled entrepreneurs

Once again, Sir Stelios Haji-Ioannou (founder of easyJet) is sponsoring the 'Stelios Award for Disabled Entrepreneurs in the UK', in association with Leonard Cheshire Disability. A prize of £50,000 will be awarded to the disabled entrepreneur who can best demonstrate to the judges how this amount would make a major difference to their business. There will also be prizes of £1,000 each for the two runners up, and all three finalists will benefit from specialist support courtesy of the Stelios Scholar Reach-out Programme. Both of the runners up in the 2012 competition were visually impaired.

The closing date for applications is 25th October. For full details of the competition and an application form, visit the Leonard Cheshire Disability website, <http://www.lcdisability.org/?lid=5083>, send an email to innovation@lcdisability.org or telephone 0845 6717173 (taking option 1).

Short Story Competition

RP Fighting Blindness, the organisation for people with retinitis pigmentosa, has launched a short story competition, and is encouraging entries from people with RP and others affected by it such as their families.

Entries are invited from three groups: up to 12 years, teenagers, and aged 20 plus. There is a word limit of 1,500 words and entries (which can be sent by email, audio or in handwriting), must be received by 31st July. You can telephone 01280 821334 or visit the website www.rpfightingblindness.org.uk for more information.

RNIB Cymru celebrates success of Eye Clinic Liaison (ECLO) Service

RNIB Cymru has launched a report on the impact of the ECLO service in Wales. The service, which is funded by Betsi Cadwaladr Health Board, the BIG Lottery, RNIB Cymru, Cardiff Institute for the Blind, & Sight Cymru, aims to reduce risk to the patients' physical and mental health, and increase their ability to live safely and independently. It provides essential emotional support and practical advice at the point of diagnosis of sight loss, providing a link between health, social and community support services.

In the last year alone, the service supported 6,730 patients in various ways: everything from providing information on the patient's eye condition, to referral to specialist services such as RNIB Cymru's Welfare Rights service, employment service, or education and transitions services for children and young people. The report shows the positive difference that the service makes. By ensuring people newly diagnosed with sight loss have access to all the information and support they need, ECLOs can help mitigate some of the negative impact associated with sight loss such as poor mental health, increased risk of falls and loss of independence. Ceri Jackson, RNIB Cymru's Director, said: "Our Eye Clinic support service provides emotional support and practical help to thousands of people at the point of diagnosis. Our objective as the leading charity in Wales supporting people with sight loss is to improve the lives of all blind and partially sighted people in Wales, through embedding our services and working with partners to ensure everyone has access to the support and services they need to live full and independent lives."

To read the report, go to RNIB's website, www.rnib.org.uk, and follow the links to 'Wales'. For more information please contact Communications Officer Andy Williams on 029 2044 9593 or by emailing andrew.williams@rnib.org.uk

RNIB Cymru Digital Inclusion Officer wins award

Hannah Rowlatt, a Digital Inclusion Officer with RNIB Cymru, has won the Cardiff "Tutoring in a Digital World" award from the National Institute of Adult Continuing Education (NIACE) for her work with the charity's Get Connected project.

Get Connected supports blind and partially sighted people to get online. This can include anything from how to use a Kindle or iPad, to shopping or searching for jobs online. The Digital Inclusion Officers provide one-to-one support to people in their own homes and community venues, and they also have a team of trained volunteers who also deliver the service. The project is proving to be very successful, with a huge number of referrals.

Hannah said: "I'm very honoured to have won this Cardiff award, as I have seen first hand how the Get Connected Project has made a difference in many people's lives."

Michelle Herbert, the charity's Digital Inclusion Manager, said: "I'm very proud of Hannah for winning this award, our Digital Inclusion Officers do vital work in ensuring people with sight loss are able to live in the digital world. Get Connected is such an important project, digital inclusion is key in getting blind and partially sighted people accessing the same technology as their sighted peers."

For more information about the Get Connected project, please visit RNIB Cymru's website: <http://bit.ly/get-connected-cymru>.

RNIB Cymru member raises money for Talking Book

RNIB Cymru member Faye Jones has raised money to pay for a Welsh language Talking Book. Faye raised the money by giving talks to local groups, helping to raise awareness of sight loss, and the work of the charity. The book that was made into a Talking Book was a Welsh translation of War Horse by Michael Morpurgo. Ceffyl Rhyfel, translated by Casia Wiliam, is now available in RNIB's Talking Books library thanks to Faye's efforts.

Only 7 per cent of all printed material is available in accessible formats such as large print, audio, and braille; and only 3 per cent in the Welsh language. Fewer than 1 in 20 books are available as Talking Books for blind and partially sighted people. The charity's Transcription Centre in Cardiff creates accessible versions of everything from reports for Welsh Government, to novels and textbooks, recorded in its studios by a team of volunteers.

For more information about RNIB Membership, please visit the charity's website: www.rnib.org.uk/membership.

Guide Dogs Annual Awards 2013

Nominations are now open for these awards, which celebrate guide dog partnership. There are eleven different categories, including inspirational owner, young person's achievement, three categories for volunteers and a new one for 'breaking down barriers'.

Full details and a nomination form are on the Guide Dogs website, www.guidedogs.org.uk. Nominations must be received by 30th July, and the awards will be presented at a ceremony on 11th December, which will also be a major fundraising event for the Guide Dogs charity.

Useful publications

Sight tests at home

Anyone who is eligible for an NHS sight test but cannot get to a high street practice unaccompanied because of a mental or physical disability is entitled to a domiciliary sight test funded by the NHS. The Thomas Pocklington Trust has produced a leaflet giving information about domiciliary eye tests, giving information about how to arrange a test, how to prepare for it, what it involves and sources of further information. You can order a copy of 'Sight Tests at Home' by sending an email to domiciliary@fodo.com, or download it from www.pocklington-trust.org.uk.

Contact a Family Guides

Contact a Family has produced a guide which may be helpful for families with a visually impaired child. **Fathers** gives hints and tips for dads, covering issues such as coming to terms with your situation, the relationship with your partner, dealing with your employer, and your rights.

The organisation has also issued a new guide to coincide with the introduction of the Personal Independence Payment (PIP).

Personal Independence Payment and other benefits at 16 describes at the benefits which a young person can claim at 16 years. This includes information about this new benefit, and about other benefits which the young person may be able to claim in his/her own right. However, this could have an impact on other benefits which the family may be receiving, so it is important to be fully aware of all the implications before claiming.

You can find out more and download both guides from the website www.cafamily.org.uk (go to 'News and Media' and look

for the item dated 13th May for Fathers and 10th June for PIP. Parents can order a free copy by phoning the Contact a Family free helpline, 0808 808 3555 or ring 0207 608 8700 to order in bulk.

Eye Care Statistics for Wales 2012/13

The Welsh Government has published a report which gives a wealth of information about eye care services in Wales, including numbers of eye tests and low vision assessments performed. It shows that, at March 2012, there were 16,496 people registered with a visual impairment in Wales, of whom just under 50% were severely sight impaired. For full details, visit www.wales.gov.uk, then look under 'Topics', 'Statistics' and 'Health & Care'.

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Roundup is published quarterly by Vision in Wales. It is also available in audio CD format. Further copies can be requested from Richard Bowers, Vision in Wales (Wales Council for the Blind), 2nd Floor, Hallinans House, 22 Newport Road, Cardiff CF24 0TD. Telephone 029 2047 3954.

Please send articles and news items to the above address and mark the envelope "Roundup". You may also send to richard@wcb-ccd.org.uk.

The views expressed in this newsletter are not necessarily those of ViW, and as much of the material is submitted by third parties, we cannot be held responsible for the accuracy of the information therein. We reserve the right to edit for publication.

The theme for the next edition of Roundup will be '**Children and Young People**'. If you wish to make a contribution on this topic, or on any aspect of visual impairment, please contact richard@wcb-ccd.org.uk or telephone Richard on 029 2047 3954.



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