

# BANES Sensory Impairment Support Service

Commissioned by Bath and North East Somerset Council

Delivered in partnership by:



## Welcome to the Sensory Impairment Support Service in Bath and North East Somerset

**If you are supporting someone who is blind, partially sighted, deaf, or hard of hearing, we're here to provide additional support .**

Sight Support West of England and the Royal Association for Deaf people (RAD) have come together to offer a single, easy-to-access service designed around *individual* needs.

With decades of specialist experience, our teams provide personalised support to help individuals live more independently, stay informed, and feel confident and included within the community.

### How we can help

We provide practical advice, information, and support to help individuals manage everyday life with a sensory impairment. Our support is friendly, flexible, and tailored.

- Practical advice and tailored information
- Access to assistive equipment and technology
- Guidance on local services and community support
- Emotional and well-being support
- Support to help you stay independent, connected, and informed

Our aim is to make sure individuals have the tools, equipment, and assistance that work best for them.

### Who is this for?

This service is for people living in Bath and North East Somerset who are blind, partially sighted, deaf, hard of hearing, or have dual sensory loss. It is also available to family members, carers, and professionals who are supporting someone with a sensory impairment. Whether the sensory loss is recent, long-term, or changing, we are here to provide advice, information, and practical support to

help individuals stay independent and connected.

[www.banes-sensory-support.org.uk](http://www.banes-sensory-support.org.uk)

## Not sure which service to choose?

Please see below to learn more about the support available, or choose either option and we will guide you to the right service.

### **Support for blind and partially sighted people** Delivered by Sight Support West of England

- Advice on daily living aids, magnifiers, and assistive equipment
- Digital support with smartphones, tablets, and everyday technology
- Emotional wellbeing support, including signposting to counselling where appropriate and peer support
- Social groups, befriending services, and community activities
- Support to adapt hobbies, interests, and leisure activities
- Guidance on Access to Work and ways to make work more accessible, including technology, lighting, and practical adjustments.

Additional support includes Eye Can exhibitions, an accessible audio library, and regular newsletters highlighting local services and events.

#### **You can contact us in the way that suits you best.**

Email us at: [info@sightsupportwest.org.uk](mailto:info@sightsupportwest.org.uk), or call: 0117 322 4885

### **Support for deaf and hard of hearing people**

Delivered by the Royal Association for Deaf people (RAD)

RAD's Advice Service helps deaf people access clear, relevant information on issues that affect their daily lives. Support is available in British Sign Language (BSL), Sign Supported English (SSE), or other preferred visual communication.

- Letter translation and form filling
- Benefits, immigration, and debt advice
- Discrimination challenges and mediation
- Employment and workplace support
- Health and social care access
- Housing and homelessness prevention
- Energy advice and cost support
- HMRC and tax support

#### **You can contact us in the way that suits you best.**

Email us, or send us a BSL video at: [advice@royaldeaf.org.uk](mailto:advice@royaldeaf.org.uk)



## Blind or Partially Sighted

Support and specialist vision services delivered by Sight Support West of England.

### [Contact us - Sight Support West of England](#)

**0117 322 4885** – Sight Support – from 9.30am to 4.30pm.

**01380 723 682** – Wiltshire Sight – from 9.30am to 4.30pm.

**01242 221 170** – Insight Gloucestershire from 9am to 1pm.

You can also email us on [info@sightsupportwest.org.uk](mailto:info@sightsupportwest.org.uk), or complete the form online and someone will get in touch.



## Deaf or Hard of Hearing

Get advice, assessments and support delivered by the Royal Association for Deaf people (RAD).

**0300 688 2525** – RAD – from 9am to 5pm.

You can also email us on [advice@royaldeaf.org.uk](mailto:advice@royaldeaf.org.uk), or complete the form online and someone will get in touch.

[Get support for Deaf / HoH](#) 



## Dual sensory loss

If you have both hearing and vision loss, we will help you access the right combined support.

**0300 688 2525** – RAD – from 9am to 5pm.

You can also email us on [advice@royaldeaf.org.uk](mailto:advice@royaldeaf.org.uk).

### Getting the right support

Please choose the option above that best describes the sensory need so we can direct you to the right team. If you are unsure where to start, either service can help guide you.