



## **DUNDEE BLIND & PARTIALLY SIGHTED SOCIETY**

*“working towards a world where all people who are blind or partially sighted enjoy the same rights, opportunities and responsibilities as everyone else”*

THOMAS HERD HOUSE, 10-12 WARD ROAD, DUNDEE,  
DD1 1LX TEL: 01382 227101  
[www.dundeeblindsociety.org.uk](http://www.dundeeblindsociety.org.uk)

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## About the Society

The Dundee Blind & Partially Society which was founded in 1879, is one of the oldest surviving local charities in Dundee. From its formation it has been the main provider of services to visually impaired people living in Dundee.

The Society offers its Members an advice and support service, we also have a Resource Room available to our Members and the public which stocks aids that promote independent living.

We recognise that the social activities offered are a vital lifeline to its Members, it offers them an opportunity to meet and engage with their contemporaries, participate in group outings, share experiences and for many, it gives them a focus for the day/week ahead.

The Society is funded by donations and legacies - people often confuse us as being part of some national organisation e.g. RNIB or Guide Dogs for the Blind Association, but we are not part of these organisations and are not funded by them.



## **DBPSS MISSION STATEMENT**

**DBPSS is working towards a world where all people who are blind or partially sighted enjoy the same rights, opportunities and responsibilities as everyone else**

## **DBPSS VISION STATEMENT**

**Our Vision is to engage with all our Members to provide a holistic approach and making the Members the centre of our objectives. We will work with integrity and compassion in the aim of reducing feelings of social isolation and loneliness in those with a visual impairment. We will continually work to provide empathy, empowerment and a high quality service to ensure that every Member feels valued**



## Services We Offer

We offer a range of services both within and outwith the Society. We are led by our Member's and they are encouraged to make suggestions about what they would like to do at groups and what groups they would like to see on offer in the Society. We are all about social inclusion so our groups are all run by knowledgeable staff and volunteers who ensure that everyone is able to take part.

**Although we offer these services to all, we are not a day care centre and cannot offer services to those that require one-to-one personal care unless accompanied by a carer**

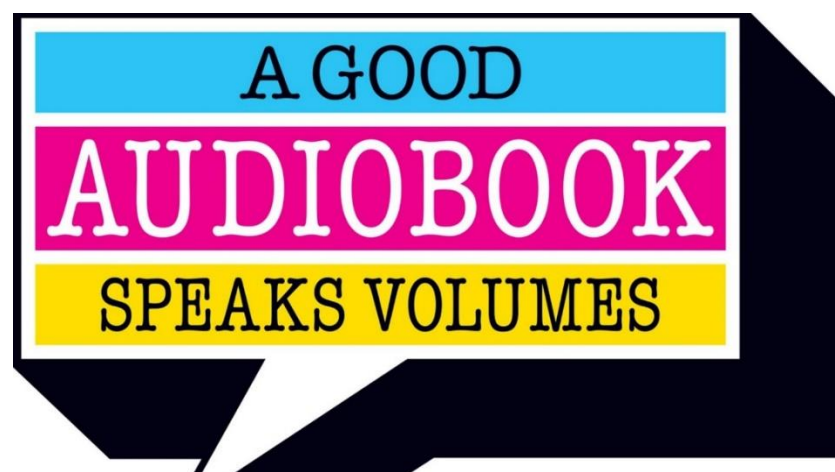
- **Social Groups** – we have wide range of groups over the week that include, Boccia, Line Dancing, Bingo, Indoor Games, FunDrum, Armchair Aerobics, and a daily 2 course home cooked lunch. It is important to us that nobody should be socially isolated, lonely or excluded because of their visual impairment
- **Personal Support**– We are here to offer support to our members and can refer on to appropriate services if required. Whatever the problem is, we will help our members resolve the problem and are there from start to finish offering advice and support throughout
- **Wireless for the Blind** – We are the local agents for Wireless for the Blind and we will set up the CD player or Boombox so our Members can enjoy talking books in the comfort of their home.

- **Advice to other agencies** – We are often approached by other agencies for advice, support and consultation and we pride ourselves in being able to advise these agencies on how visual impairment may impact on mobility, independence and inclusion. Through these meetings we raise awareness and ensure that people with a visual impairment have the same opportunities as everyone else.
- **Visual Awareness Sessions** – We offer these sessions to anyone who is interested in raising their awareness of visual impairment and finding out more about the Society. These are fun and informative sessions that gives that participants a chance to learn about visual impairment, learn how to be an affective guide to a visually impaired person, use various aids and it usually finishes with a walk under blindfold so they can practice their guiding skills.

## **How do we support our Members?**

**Welfare Phone Support** – we make regular phone calls to our Members who do not attend the activities and offer them a friendly ear for a good blether!

**Audio Library** – we have a very well stocked audio library and we offer a delivery and collection service to all Members that request this service



## **Social Activities**

DBPSS recognises that the social activities offered are a vital lifeline to its Members, it offers them an opportunity to meet and engage with their contemporaries, participate in group outings and share experiences. Participation in these activities helps to increase independent living skills and social interaction and for many, it gives them a focus for the day/week ahead, without the social activities the Members could experience isolation.

All of our morning activities are followed by a 2 course lunch but you can just come to the activities if you prefer!

**Boccia** kicks off our week on a Monday! Come and try your hand in a game of precision, skill and tactics – with some fun, a cuppy and company thrown in!

**Bingo Club** allows partially sighted and blind people to play this popular game in a friendly and supportive setting. The amount of noise and laughter that emanates from the clubroom during the session would indicate that those who come to this find it great fun.

**Games Morning** on a Tuesday is a great opportunity to have some fun and get competitive! We have a range of indoor games including bowling, curling, shuffleboard, velcro darts and bean bag toss. Judging by the hilarity that comes from the games area we believe this is a very popular activity in the Society!

**Fun Drum** on a Wednesday morning is a fabulous fun way of getting some exercise and getting into the rhythm! Fun Drum involves a yoga ball, drumsticks and some rocking music.

**Choir** – After Fun Drum and lunch you can sing your heart out at the Choir! You don't need to be able to hold a tune just come along and sing!

**Line Dancing** – on a Thursday you can get ready for the approaching weekend with our Line Dancing group – you don't need to be co-ordinated and two-left feet are welcome! You can even just move your feet to the music whilst seated if you don't want to dance!

**Armchair Aerobics** Join us for Armchair Aerobics on a Friday, a favourite with the Members. They put their all into the exercises and they have even designed tee shirts to work out in, they are known as The Ward Road Warriors!

### **NEW!!! Happy Feet Dancing!**

Our Members who like to dance and shake their booty can come along once a month on a Friday to dance their wee feet off!!

We are aware that not all our Members have the mobility to dance so that's the great thing about this activity – participants can either be seated or dance stood up – its up to them! Just move your feet as you feel the music!

**Our Lunches** offer a scrumptious 2 course meal consisting of a main and pudding. The food is lovingly prepared on the premises and made from locally sources fresh ingredients. Favourites are mince and tatties to roast joints to tasty pasta dishes as well as yummy chocolate puddings and warming hot soups. Definitely a group for the foodies amongst us!





## **Resource Room**

We have a very well stocked Resource Room with useful aids that range from needle threaders to Liquid Level Indicators to big button telephones to talking clocks and watches and a wide array of stationery, calendars and large print phone books. We want our members to be as independent as possible and we can help them achieve this with the help of the correct aid. If the member wishes, we can go out to the Member's home and help them decide what aid would be best for them and we will make sure they are safe and confident using the aid. We also have electronic magnifiers, CCTVs that our Members can try before they commit to buying.

Our staff will help with watches, batteries and bulbs for magnifiers etc.

## **Help and Advice**

Should you have any questions you wish to ask or any problems relating to your visual impairment, please call and we shall try to help you sort this out.

If you have any questions relating to resources, we will be pleased to help you.

## **Volunteer Services**

Volunteering within the Society is very rewarding for both Members and volunteers. Members can enjoy a wide variety of indoor and outdoor activities with a bit of help from volunteers.

Some of the services they offer are listed below:

- Befriending
- Escorting
- Driving
- Indoor / Outdoor Activities

## **Covid Measures**

We have put together the following measures to reduce the risk of infection to our Members, visitors and staff;

- There is a hand sanitiser station at the entrance and sanitiser is available in activity rooms. We will ask you to sanitise your hands on entry to the building and after attending the toilet
- Face masks are not compulsory and can be worn if preferred
- All common areas will be cleaned and sanitised at the end of each day
- Ventilation systems have been installed and will be in full use at all times
- Co2 monitors are situated in the activity rooms and a response plan will be adopted if the alarm is sound
- We have a Covid Response Risk Assessment that can be viewed on request

## **Society Transport Provision**

The Society has two cars which allows us to offer a limited transport service to a maximum of 6 Members per day.

Transport is allocated on a 'needs priority' basis for those that –

- Are very isolated
- Have no other means of attending
  - Do not have family or friends to assist
  - Cannot use public transport
- Is an existing Member who previously attended activities pre-lockdown and received transport due to no other means of attending

Transport can be offered on a rotational basis and we hope to be able to accommodate those that require transport at least once a week.

The cost is £5 each way.



# Staff Team

**Alison Rae  
CEO**



**Ainslay Swindells  
Deputy Manager**



**Jenni Wilson  
Member Engagement Officer**



**Helen McEnhill  
Admin/Activities Asst**



**Anne MacLeod  
Cook**



## Activity Timetable

<b>Monday</b>				
Boccia	£10	11.00	→	12.15
2 Course Lunch – followed by chat		12.15	→	14.50
<b>Tuesday</b>				
Games Morning	£10	11.00	→	12.15
2 Course Lunch		12.15	→	13.15
Bingo	1 Book £4.00	13.15	→	14.50
	2 Books £6.50			
	3 Books £8.00			
	*Tea/Coffee can be purchased for £1.50			
<b>Wednesday</b>				
Fun Drum	£10	11.00	→	12.15
2 Course Lunch		12.15	→	13.15
Choir		13.15	→	14.50

<b>Thursday</b>				
Line Dancing	£10	11.00	→	12.15
2 Course Lunch		12.15	→	13.15
Bingo	1 Book £4.00	13.15	→	14.50
	2 Books £6.50			
	3 Books £8.00			
	*Tea/Coffee can be purchased for £1.50			
<b>Friday***</b>				
Armchair Aerobics/Dancing	£10	11.00	→	12.15
2 Course Lunch followed by chat		12.15	→	13.45

\*\*\* Every second Friday during the months of April – September to allow for fortnightly outings (priced separately and must be pre-booked)

## Useful Telephone Numbers

<b>Dundee Blind &amp; Partially Sighted</b>	<b>227101</b>
<b>Police Station</b>	<b>101</b>
<b>Hospitals</b>	<b>660111</b>
<b>Eye Department</b>	<b>633871</b>
<b>Social Work Department</b>	<b>434000</b>
<b>Handyman Service (Dundee City</b>	<b>432437</b>
<b>Crossroads Carers</b>	<b>817454</b>
<b>Cornerstone Carers</b>	<b>220238</b>
<b>Care Watch Carers</b>	<b>646622</b>
<b>Elite Care at Home</b>	<b>770303</b>
<b>Food Train – Food shopping service</b>	<b>459202</b>
<b>Citizen’s Advice Bureau</b>	<b>307494</b>
<b>Pension Credits Application Line</b>	<b>0800991234</b>
<b>Job Centre</b>	<b>373000</b>
<b>Dial Op – Dundee Information Line for the over 65’s.</b>	<b>305757</b>
<b>Community Cars – affordable lifts to appointments etc for people over 65</b>	<b>305721</b>
<b>Welfare Rights Team (Dundee City</b>	<b>431167</b>
<b>NESS</b>	<b>721455</b>



## **Complaints Procedures**

If you are a Member of the Society who has received or is receiving a service from us, you have the right to complain or make a suggestion if you are in any way dissatisfied with our service.

### **How to make a Complaint or Suggestion**

- Contact the CEO of the Society in writing, or by telephone, or by calling in person.

Address to write to:

Dundee Blind and Partially Sighted Society  
Thomas Herd House  
10-12 Ward Road  
Dundee DD1 1LX

Telephone: 01382 227101

If you are writing please mark the envelope “Confidential”.

- If your complaint concerns the CEO of the Society or is, in your opinion, too serious for the CEO to deal with, you may make your complaint to the President of the Society. The same procedure follows as above, but address the envelope “For the attention of the President”, or ask for an appointment to be made.

- If your complaint or suggestion is concerning the charitable aspect of the Society then you can write to the OSCR (Office of the Scottish Charity Regulator). Contact:  
**OSCR**  
**2<sup>nd</sup> Floor**  
**Quadrant House**  
**9 Riverside Drive**  
**Dundee DD1 4NY**  
**Telephone: 01382 220446**

### **What to expect once you have made a complaint or suggestion**

- You will receive an acknowledgement within five working days and a response within seven working days.
- Your complaint/suggestion will be recorded, which will require your signature.
- A full investigation of your complaint will be undertaken and recorded.
- A written document will be given to you with the findings of the investigation and what action, if any, has been taken or will be taken.
- If you are still dissatisfied, you may appeal.
- **If you lodge an appeal, the Board of Directors will then appoint a review panel. Their decisions or actions will then be conveyed to you in writing.**

## **Membership of the Society**

If you would be interested in becoming a Member of the Society giving you voting rights etc; membership is £10 per year and runs from September to September.

There is a membership application form attached and you can complete this and return by post to us, or we can also visit your home to help you complete the form and collect your membership fee if you have difficulties visiting the Society.

## **Member's Information on General Data Protection Regulation (GDPR)**

We keep details about you on computer and in paper files. We will only keep details you give us and which are relevant to the work we do for you. You have the right to refuse to give us information about yourself. You also have the right to see records kept on your file, by prior appointment with the Society. You are entitled to bring a reader of your choice or to have someone in the office read to you.

# MEMBERSHIP APPLICATION FORM

The Directors  
Dundee Blind & Partially Sighted Society  
Thomas Herd House  
10-12 Ward Road  
DUNDEE  
DD1 1LX

Dear Sirs

I, ..... residing at

.....

hereby apply to be registered as a Member of Dundee Blind & Partially Sighted Society on the terms and subject to the conditions set out in the Memorandum and Articles of Association of the Company.

If this application is accepted, I authorise you to enter my name in the Company's Register of Members.

(Signed) .....

(Dated) .....

***We would be grateful if you would complete the details overleaf to enable us to provide you with a better service.***

***Any Information you share with us will be kept secure and confidential and will not be passed on to third parties unless you have given us permission to do so. We have a duty to comply with the General Data Protection Regulations and will only pass information on if you have given us consent to do so and only if there is a genuine need to do so and it is in your best interest. Anyone receiving information about you has a legal duty to keep it secure and confidential.***

## Consent Form & Personal Details

Name	
Title	
Address	
Postcode	
Telephone Number	
Mobile Number	
Email Address	
Date of Birth	
How would you like to receive any correspondence?	Large Print      CD Braille              Email
How did you hear about us?	

Member Signature -

Date -

Where a person is authorised to make decisions on your behalf under the Welfare Measures of Adults with Incapacity (Scotland) Act 2000, that person can sign this form

Name of Power of Attorney / Guardian -

Contact details –