

# CONTACT

*Summer Issue 63*



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# Editorial

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Sutton Vision welcomes you to our Summer 2018 edition of CONTACT Magazine. We hope you find the articles and information of interest. There is also a great deal of further information on our website [www.suttonvision.org.uk](http://www.suttonvision.org.uk). If you have a computer or device, have you looked at it recently?

Wow! Summer is here at last! We've had such a variety of weather – immense heat, humidity, torrential downpours, building shaking thunder, and 50,000 reported flashes of lightening during one storm! One would be forgiven if you thought Sutton had been moved to a monsoon area!

In the storms, and challenges, of life there is often much uncertainty, but our members can rest assured, Sutton Vision will continue to offer a quality service.

Comments and contributions from Sutton Vision members and local partners are always welcome and may be sent to our Editor, Michael Parsons, by post or at [editor@suttonvision.org.uk](mailto:editor@suttonvision.org.uk). We are always interested to hear what you think of the newsletter and to receive ideas about articles for inclusion.

**Please note that the deadline for the Summer edition of CONTACT is Thursday 13<sup>th</sup> September 2018. Thank you**

## Quote for the Quarter

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As we continue our series of quotes, here is another we trust you will like from Helen Steiner Rice:

Friendship is a Priceless Gift,  
That cannot be bought or sold,  
But its value is far greater  
Than a mountain made of gold!



# Carshalton Boys Sports Academy

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You may recall from our last edition of Contact that some Y8 students from Carshalton Boys Sports Academy were participating in a funding bid and making a presentation about Sutton Vision as part of their curriculum studies to raise money for us. Unfortunately, despite putting together a very imaginative address to the judges, they didn't win but we would like to thank them for their support and efforts. We would like to share with you this poem written by the group:

Once I saw the sun beating above the sea  
Once I saw a bug flying like a bee,  
Once I read a book but now the book reads to me.  
Now I only feel the motion of the waves from the ocean,  
Now I only hear the buzz from the bug like bee,  
Now I only hear the voice from the book that reads to me,  
I'm blind and I can no longer see  
But Sutton Vision was there for me.

## Sutton Vision Premises

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You may have heard that Encompass LATC Ltd., who we share our accommodation with (3 Robin Hood Lane, Sutton, SM1 2SW) will be vacating the building with effect from the 27<sup>th</sup> July 2018.

We, as staff and trustees, would like to reassure you that, for the foreseeable future, Sutton Vision will continue to operate from this address. If you have any questions or concerns please do not hesitate to contact us on 020 8409 7166 or e-mail [info@suttonvision.org.uk](mailto:info@suttonvision.org.uk)

# Doorstep Scams

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Doorstep scams are when someone comes to your door with the aim of scamming you out of your money or trying to gain access to your home to steal items from inside. While there are many legitimate tradespeople and officials, it's wise to be on your guard when you answer your door. Doorstep scammers can be pushy and persuasive and it can be easy to be taken in by them. It's especially important to be vigilant and aware if you live on your own. Scammers use speed, surprise and secrecy to catch you out.

Some common scams are:

- **Rogue traders:** A cold-caller may offer you a service you don't really need. They may try to push you into agreeing to unnecessary home repairs or improvements, often at extortionate prices. A common tactic is when they claim to have noticed something about your property that needs work or improvement.
- **Bogus officials:** A common trick is when someone pretends to be from your electricity or gas company as a way to get into your home and steal from you.
- **Bogus charity collections:** A fraudster may ask you to donate money, clothing or household goods for a charity. In fact, this is a trick to steal money from you. Any items you give will be sold on. From time to time they may ask you to complete a standing order or direct debit, requesting you bank details.
- **Fake consumer surveys:** Some scammers ask you to complete a survey so they can get hold of your personal details, or use it as a cover for persuading you to buy something you don't want or need.
- **Hard luck stories:** Someone with a hard luck story may come to your door and ask you to help them out with cash.

The story they tell you is made up and intended to con you out of your money.

Here are some simple steps that you can take to help you stay safe on your doorstep:

- Protect yourself - Whenever you answer the door remember to lock, stop, chain, check.
- Lock: secure all your other outer doors as the person at the door may intend to distract you while an accomplice gets in through a back door.
- Stop: think about whether you're expecting anyone.
- Chain: put the door chain on or look through the window or spyhole to see who's there.
- Check: ask for an identity card and examine it carefully - you can always tell the caller to come back another time when someone will be with you.
- Put up a deterrent sign - You could put a 'no cold callers' sign up on your door or window, which should deter any cold callers from knocking on your door.
- Password protected - You can set up a password with your utility companies so you know that they are genuine if they send someone round. Phone your utility company to find out how to do this.
- Nominate a neighbour - Find out if you have a nominated neighbour scheme where a neighbour can help to make sure if callers are safe. Contact your local Neighbourhood Watch or your local Safer Neighbourhood police team to find out more.
- Check their credentials - You should always check a seller or trader's credentials before agreeing to purchase their products or services.
- Call the police - Finally, remember that you can dial 999 if you're suspicious or the caller won't leave. Call the police non-emergency number 101 if you're not in immediate danger but want to report an incident.

If you've been the victim of scam - There's no shame or embarrassment in falling victim to a scam – it happens to lots of people. If you report it, it may help to prevent others from experiencing the same thing.

You can report it to Action Fraud 0300 123 2040  
[www.actionfraud.police.uk](http://www.actionfraud.police.uk) – they may be able to track down the fraudster.



## Thank you to our Volunteers

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To celebrate Volunteers' Week and say “thank you” to our wonderful volunteers we invited them to join us for afternoon tea at the Oasis Café, Sutton on the 6<sup>th</sup> June. Whilst all volunteers couldn't attend we were joined twenty-five of them, some were meeting each other for the first time.

Our volunteers support us in different ways – they facilitate special interest and social groups, assist at our Community Low Vision Clinic, visit clients in their home and work within the community spreading awareness of Sutton Visions services. Of course we must also remember that our Board of Trustees are volunteers too.



We were able to say a personal “thank you” to Frank who has retired from volunteering for Sutton Vision after over 40 years of service. Frank attended the tea with one of his daughters, Carole, and Eric Kennedy presented him with vouchers for him to enjoy afternoon tea at Bailiffscourt Hotel, Climping.

We hope everyone who attended the tea enjoyed the occasion as much as we did. Very special thanks to all our volunteers for their ongoing support and dedication.

If you would like to join our team of volunteers or feel you would benefit from our service then please contact our Volunteer Co-ordinator Amanda Larter on 020 8409 7166 or [amandalarter@suttonvision.org.uk](mailto:amandalarter@suttonvision.org.uk)

## Scrabble Group

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A new scrabble group was established last month and had good attendance. Thank you to our volunteer Ann for facilitating the group. The dates for the forthcoming sessions will be running on the 2<sup>nd</sup> & 4<sup>th</sup> Monday of each month (except Bank Holidays) if you are interested, please

contact Amanda on 020 8409 7166 or e-mail her [amandalarter@suttonvision.org.uk](mailto:amandalarter@suttonvision.org.uk)

## VI Leisure Group

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Over the years a number of VI people and friends have met on a regular basis at various venues in the Borough for social groups and activities. The VILG organises its own programme and acts as the point of contact for participants. Although Sutton Vision supports and encourages the VILG and their activities, those partaking should be aware that any events organised directly by the VILG are independent of Sutton Vision and are the responsibility of the VILG only. If you are interested in finding out more please contact Sue Christie on 07891 783291 or e-mail [susanchristie48@outlook.com](mailto:susanchristie48@outlook.com)

# QUIZ

## Test Your Knowledge!

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Cryptic Shopping –the answers are in shop names

1. Small Trees
2. A potent medicine
3. Indian dishes
4. Best male
5. Bill would buy his cards here
6. Beside something or someone
7. Wet pebbles
8. Policeman from Dock Green
9. A boxer's partner
10. Wear these to keep your legs warm

**Answers on page 12**

## SGN - Notification of major gas works: Carshalton

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SGN (Southern Gas Network) are writing to make you aware of forthcoming upgrade of the gas network in the Tweeddale Road area of Carshalton. This essential work involves the replacement of old metal gas mains with new plastic pipe to ensure we continue to provide a safe and reliable gas supply to the local area. Our contractor Enzen will undertake this work on our behalf.

So that we can minimise disruption, we have carefully consulted and planned our works in close partnership with London Borough of Sutton Council. Work started in Welbeck Road and Whitland Road on Monday 4th June. Our work is expected to last approximately 10 months.

When we are working in Tweeddale Road, we will need to temporarily close the road in one direction. Motorists will only be able to travel one way along Tweeddale Road and a signed diversion will be in place in the opposite direction. We may also need to install temporary traffic lights at other stages of our work.

More information and project updates can be found on our dedicated project page at:

[www.sgn.co.uk/Roadworks/Southern-projects/Carshalton-Tintern-Road/](http://www.sgn.co.uk/Roadworks/Southern-projects/Carshalton-Tintern-Road/)

We understand that people can get frustrated by roadworks. However, the new plastic pipe has a minimum lifespan of 80 years. This means that when the work is complete, Carshalton residents and businesses will continue to enjoy the benefits of a safe and reliable gas supply for years to come.

All businesses in the local area will remain open as usual. We do have a compensation scheme in place for small local businesses which suffer a genuine loss of trade because of our work.

If you have any questions, please let me know.

Dan Edwards, Stakeholder and Community Manager

(0)7800 655582

E.mail: [dan.edwards@sgn.co.uk](mailto:dan.edwards@sgn.co.uk)

## Product Awareness Information Day

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Sight and Sound Technology and Synapptic Ltd will be holding a Product Awareness Information Day here at Sutton Vision on Wednesday 15<sup>th</sup> August 2018. It will run between 10.00 a.m – 2.30 p.m.

Sight and Sound Technology manufacture and sell low vision aids to enhance reading. They provide a range of video magnifiers, Braille products, scan and reading machines, mobile phone solutions and access software for people with sight problems.

Synaptic Software is an award-winning, all-in-one package for people with sight loss that works on Android smartphones and tablets. Complete all your everyday tasks – like calls, texts, browsing the Internet and catching up with TV programmes you've missed – whenever and wherever you are.

Please find enclosed a flyer with more details.

If you are interested in attending, please phone Vanessa on 020 8409 7166 or e-mail [vanessavalentine@suttonvision.org.uk](mailto:vanessavalentine@suttonvision.org.uk) to make an appointment.

## Data Protection 2018 Important Information

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The Data Protection Act came into force March 2000; this will change to the General Data Protection Regulation (GDPR) and came in to effect on 25<sup>th</sup> May 2018.

Sutton Vision is committed to compliance with the requirements of the Data Protection. Sutton Vision's policy is written in line with the Act and aims to ensure that everyone handling personal data is fully aware of the requirements and acts in accordance with procedures. The policy is relevant to employees, volunteers and Trustees.

The purpose of the Act is to protect rights and privacy and to ensure that information is not processed without people's knowledge, and wherever possible, their consent.

Sutton Vision (Sutton Association for the Blind) is legally registered with the Information Commissioner's Office (ICO) to undertake data controlling.

We have an ongoing task to make contact with you to seek consent to update the information currently held. If you would like further information or would prefer not to be contacted please telephone 020 8409 7166 or e-mail [info@suttonvision.org.uk](mailto:info@suttonvision.org.uk)  
Thank you to those of you who have already spoken to our volunteer Joan who is patiently making her way through our database.

# Talking Sport

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We are delighted to announce the start of a new group “Talking Sport”. One of our new volunteers is now ready to establish this group which will take place at the recently refurbished Robin Hood Pub 1.00 – 3.00 p.m. on the last Wednesday of each month.



The start date is to be confirmed. Please contact Amanda on [amandalarter@suttonvision.org.uk](mailto:amandalarter@suttonvision.org.uk) or telephone 020 8409 7166 if you would like to add your name to our list or for further information.

## QUIZ

### Test Your Knowledge – Answers

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#### Cryptic Shopping

1. Littlewoods
2. Superdrug
3. Currys
4. Top Man
5. Clintons
6. Next
7. Waterstones
8. Dixons
9. Spar
10. Boots

Geranium Day Friday 18<sup>th</sup> May – Thank you to our volunteers who kindly gave their time to collect on behalf of Sutton Vision. We have just heard that we raised £251.75.

The GLFB have given us the opportunity to carry out two more collections at Sutton BR Station on Tuesday 24<sup>th</sup> July and Tuesday 25<sup>th</sup> September. We would be very grateful if you could offer an hour of your day to help on one or both of these dates. Please contact Amanda on 020 8409 7166 or e-mail her on [amandalarter@suttonvision.org.uk](mailto:amandalarter@suttonvision.org.uk) if you are able to help. Many thanks.

## Charles Bonnet Syndrome

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Charles Bonnet Syndrome (CBS) is a common condition among people who have lost their sight. It causes people who have lost a lot of vision to see things that aren't really there, known as visual hallucinations. CBS can be distressing.

People who have CBS may have lost a lot of their vision from an eye condition, such as age-related macular degeneration, cataract, glaucoma or diabetic eye disease. Many of these conditions are more common in older people so many people who have CBS are older. However, anyone of any age, including children, may develop this condition as any eye condition that causes sight loss can trigger CBS. It's thought that there are more than 100,000 cases of CBS in the UK. Some research suggests that up to 60 per cent of people who are experiencing serious sight loss may develop it.

The visual hallucinations caused by CBS can vary and can range from simple shapes and dots of colours, simple patterns, straight lines or a network of branches, to detailed pictures of people, animals, insects, landscapes and buildings.

When you have lost a large amount of your vision it may be difficult to see everyday things, but you may find that your CBS hallucinations are very detailed, and much clearer than your normal vision. The images can appear "out of the blue", lasting for just a few minutes or in some cases, several hours.

Currently there is no medical cure for CBS. When you experience CBS, the most effective form of treatment can come from knowing that the condition is not a mental health problem or a symptom of another disease but is due to sight loss. Knowing that CBS usually improves with time may also help you cope with the hallucinations. Having information on CBS and sharing your experiences with friends or family can also help.

For further information please contact the Macular Society helpline 0300 3030 111 or the RNIB helpline 0303 123 9999

(Information from RNIB website)

## Counselling Service

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There are many reasons why people lose their sight. It can happen suddenly or gradually. The impact of losing your sight can be devastating for the person involved and their families.

A study of more than 1,000 British patients at a low vision clinic, published in the journal Ophthalmology, found that 43% had symptoms of depression.

We are considering establishing a counselling service for VI people. We would like to gauge the response from local VI people as to whether they feel a counselling service would be welcomed and used. This is where your thoughts and comments are valuable. Please get in touch with your views by contacting us on 020 8409 7166 or e-mail [info@suttonvision.org.uk](mailto:info@suttonvision.org.uk).

# Regular Dates

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For information on any of these activities please call Sutton Vision on 020 8409 7166

<b>Event</b>	<b>Date</b>	<b>Venue</b>
Music Group	3 <sup>rd</sup> Thursday of each month 11.30 a.m. – 1.30 pm	3 Robin Hood Lane, Sutton
Scrabble Group	2 <sup>nd</sup> and 4 <sup>th</sup> Monday of each month 11.0 a.m. – 1.00 p.m.	3 Robin Hood Lane, Sutton
Social Eyes	1 <sup>st</sup> and 3 <sup>rd</sup> Thursday each month 2.00 – 4.00 p.m	3 Robin Hood Lane, Sutton
Friendly Club	Alternate Wednesdays 2.00 – 4.00 p.m.	Thomas Wall Centre, Benhill Ave, Sutton
Hello! Club	Every Thursday 10.00 a.m -12.00 noon	Christchurch & St Philip, Cheam Common Rd, Worcester Park
Sutton Macular Group Monthly Meeting	2 <sup>nd</sup> Monday of the month 10.00 a.m. – 12.00 noon	Friends Meeting House Cedar Road, Sutton
VI Leisure Group Coffee Morning Waterstones	1 <sup>st</sup> Friday of each month from 10.30 a.m.	Waterstones Book Shop, High Street, Sutton
VI Leisure Group Book Club	4 <sup>th</sup> Monday of each month from 10.30 a.m.	Waterstones Book Shop, High Street, Sutton
VI Leisure Group Lunch Prince of Wales Pub	3 <sup>rd</sup> Tuesday of each month from 12.00 noon	The Prince of Wales, 28 Malden Road, Cheam,
VI Leisure Group Eve. The Hope Pub	1 <sup>st</sup> Monday of each month from 7.00 p.m.	The Hope Pub, 48 West Street, Carshalton
VI Leisure Group Coffee Morning Wallington	2 <sup>nd</sup> Wednesday of each month from 10.30 a.m.	Garden Café, Wallington Library



## Useful Telephone Numbers

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The following list of useful numbers includes an emergency number for the London Borough of Sutton and St Helier Hospital Eye Unit.

Advice Link Partnership Sutton (ALPS)	020 8254 2616
Age UK (Sutton)	020 8770 4090
Friendly Club	020 8669 4106
London Borough of Sutton	020 8770 5000
L B of Sutton Referral Point	020 8770 4565
Macular Society (National)	01264 350 551
Macular Society (Sutton)	07970 525 143
RNIB Helpline	0303 123 9999
St Helier Hosp Eye Unit	020 8296 3817
St Helier Hosp Eye Unit <b>EMERGENCY</b>	020 8296 3817
Sight Loss Advisor Ann Ryan	020 8296 2000 (Ex 8718)
	07920 650 613
Sutton Carers Centre	020 8296 5611
Sutton Talking Newspaper	020 3759 6679