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## **Devon Users of Service for People with Sight Problems Give it High Praise**

A service which helps people in Devon with vision problems cope with everyday tasks like reading letters and bills has received high praise from its users.

Ninety seven per cent of people who used the Low Vision Service (LVS), which is based at the Devon County Association for the Blind (DCAB) offices in Topsham, rated it as very helpful or helpful in dealing with their sight problem.

The satisfaction survey of 74 people who had used LVS was carried by Living Options Devon, an organisation which helps people with sensory impairments and other disabilities live independently.

Ninety five per cent of service users said assessments carried out at the centre were on time and 97 per cent of people said that LVS was very efficient or efficient.

The LVS helps people who have low levels of sight and need assistance. Their service includes a resource shop where people can find out about and buy reading and writing aids, clocks and watches (talking and easy to see), kitchen equipment such as talking microwaves and many other aids that will help people with low vision to maintain their independence.

Living Options provided expertise on making the satisfaction survey easily viewed by people with low vision problems.

Diana Crump, CEO of Living Options Devon, said: "The overall results showed that people were very happy with the standard of service they received.

"Users said staff were very helpful and informative and treated them with respect and understanding. One user said it was a great comfort to have the service and facilities locally.

“The feedback we received from users of the Low Vision Services will be used to help improve and develop the service. They came up with useful comments about how things could be made even better such as improving car parking and the need for a crossing outside the premises.

“A suggestion was also made about how a mobile unit performing the same service could benefit people living in more rural areas so that is also something that will be looked into.”