**PRIVATE AND CONFIDENTIAL**

**[Insert your address**

**and telephone number**

**and email address/]**

F.A.O. the Director of Adults Services

**[Insert name and address of local authority]**

**[Insert date]**

**-REQUEST FOR REHABILITATION SERVICES UNDER S.15 SOCIAL CARE AND WELLBEING ACT 2014** **-**

Dear Sir or Madam,

I am writing to complain about the failure of **[insert local authority]** to provide me with a period of free vision rehabilitation as per its legal obligations under the Social Care and Wellbeing Act 2014.

**Summary of issue**

**[*Explain issue -* *i.e. that you have sight loss and need vision rehabilitation* *but this has not been provided. Include relevant details of when this was requested, how long you have been waiting and any responses you have received.*]**

**Relevant law**

I refer **[insert local authority]** to the letter from RNIB’s Legal Rights Service (attached), outlining your legal obligations in relation to providing vision rehabilitation.

**Remedy**

I ask that **[insert local authority]** confirm that they will fulfil their legal duties to provide me with free vision rehabilitation, without delay. We ask that this confirmation be provided in writing within 14 working days.

Yours faithfully,

**[insert name]**

**[insert address]**

**[insert contact details – e.g. phone and email address]**

**RNIB advocacy letter**

**This is a standard letter**

Dear Sir or Madam,

The Social Care and Wellbeing Act 2014 places the promotion of independence and wellbeing at the centre of all local authority functions performed under the Act. Specifically, s.15 of the Act includes a new duty at on all local authorities to provide preventative services to prevent, reduce, and/or delay the development of long term needs of adults within its area.

Paras. 171 of Part 2 of the Act’s Code of Practices state that:

*“The provision of preventative services, for all citizens, whether an adult or child (including looked after children),* ***must*** *be provided or arranged in an appropriate and timely manner.”*

Paras. 182-196 confirm that sensory impairment rehabilitation is classed as a preventative service and that direct access to these services must be provided in a timely manner.

The Royal National Institute for the Blind considers that a “timely manner” requires that local authorities complete the sensory impairment assessment within 28 days of the original request and vision rehabilitation within 3 months of the original request. It is submitted that failure to discharge statutory prevention duties within these timeframes comprises a breach of the overarching wellbeing duty contained at s.5 of the Act, which is applicable to local authority functions performed under the Act.

Para. 5.12 of Part 4 and 5 of the Act’s Code of Practice (Charging and Financial Assessment) further requires that vision rehabilitation must be arranged free of charge for the first 6 weeks and that local authorities:

*“have regard as to whether to extend this period in individual cases where a person’s needs as such that their outcomes would benefit from a longer period of free reablement support, such as those who may require rehabilitation for a longer period for a visual impairment”*

You are receiving this letter because a blind or partially sighted person has not been provided with a period of free vision rehabilitation within required timeframes. We ask that you to address this person’s complaint directly and ensure that you are compliant with your legal obligations under the Act. If you fail to comply, the individual may take formal action in relation to this matter.

**RNIB Legal Rights Service**