

# Information book for prisoners with a disability



This book will give you information  
about prison life and where you can  
get help to do things

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Offender Health is a partnership between the Ministry of Justice and the Department of Health. We work with the NHS, social care and criminal justice agencies to improve the standard of healthcare for offenders. We aim to provide offenders with the same quality and range of health and social care services as the general public receives.



The Prison Reform Trust works to create a fair and decent prison system. We do this by looking at how prisons are working, giving information to prisoners, staff and people outside and by asking the government and officials to make changes.

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- Offender Health and PRT staff for content, photos and design.

This book will give you information about:

- your rights
- asking for help and who to ask
- getting the help you need.

You can get copies of this book:

- in the library
- from your personal officer
- by calling or writing to the Prison Reform Trust office (020 7251 5070 or PRT, Freepost, ND6125, London EC1B 1PN)
- from your disability liaison officer (DLO)
- from the healthcare team.

Your disability liaison officer (DLO) or personal officer can download a copy from the Prison Service intranet.

It is also on these websites:

- Prison Service : [www.hmprisonservice.gov.uk](http://www.hmprisonservice.gov.uk)
- Offender Health : [www.dh.gov.uk/en/Healthcare/Offenderhealth](http://www.dh.gov.uk/en/Healthcare/Offenderhealth)
- Prison Reform Trust: [www.prisonreformtrust.org.uk](http://www.prisonreformtrust.org.uk)

This book is also available in:

- Easy read version
- CD.

# Contents

What is a disability?	1
Your rights	3
Arriving in prison	7
Who can help?	11
Where you will live	15
Daily life	17
Help with daily life	21
Money	23
Making a complaint	25
Your health	27
Keeping in touch	31
Your sentence	33
Where to get more information	35
Leaving prison	37
Helpful organisations	41

# What is a disability?

You can not see most disabilities.

Lots of people in prison have a disability.

You can count as having a disability if:

- You have a long term illness (like asthma) that can stop you doing things
- You have a learning disability, a learning difficulty (like dyslexia) or autism that makes it hard for you to understand things sometimes
- You have a serious mental health problem (like depression) that has been going on for a long time
- You have difficulties with seeing, hearing, speaking or getting around.

You do not have to say you have a disability if you don't want to. But, if you do not tell the prison, they may not be able to help you.

You can find more information in **Prison Service Order (PSO) 2855, Prisoners with Disabilities**. This is in the library.

## what is a disability?

The law says that the Prison Service has to:

- Help people with a disability to be involved in all aspects of prison life
- Involve people with a disability in decisions about them
- Encourage positive attitudes towards people with a disability.

# Your rights - Disability Discrimination Act 2005

There is a law called the Disability Discrimination Act (DDA) which is there to keep people with disabilities from being treated differently to other people or in a bad way.

The prison must follow the DDA. It should make reasonable changes so that:

- You can take a full part in prison life
- You are treated in a good and fair way by staff and other prisoners.

There is more information in **PSO 2855 (Prisoners with Disabilities)** and **Prison Standard 8**. There should be copies of both in the library.

You should consider telling prison staff about your disability. They must keep this information private and only tell people like healthcare who can help you.

If you tell the prison that you have a disability or if staff know that you have a disability they have to look at what you need and take action to meet those needs. This is called making reasonable changes.

They may have to arrange a move to another prison if they cannot meet your needs.

If you do not tell the prison, they may not know that they need to make special arrangements to help you.

## The DDA - What does it mean?

The law says that someone has a disability if they have a physical, mental or sensory impairment which has a significant and long term effect on their ability to do everyday things.

Impairment is something that stops or limits them doing something that most other people can do.

The following list are all considered to be disabilities:

Diabetes  
Dyslexia  
Autism  
Deafness  
Asthma  
Depression  
Bad facial scarring  
Arthritis  
Cancer.

Physical disabilities are things like:

- difficulties with walking
- difficulties with handling things like door handles and knives and forks
- difficulties with carrying heavy things.

Sensory impairment includes:

- part or severe deafness
- eyesight problems not corrected by glasses
- loss of feeling, smell or taste where it has a major effect on daily life.

Other disabilities are things like:

- learning disabilities
- mental health problems
- learning difficulties
- autism.

Long term means over 12 months. This means that if you break your leg and need a wheelchair for a few months you would not be considered to have a disability under the DDA.

However the prison should still make changes to ensure that you can still be involved in prison life.

These things are not disabilities under the DDA:

- addiction to alcohol or drugs
- hay fever
- tendencies to set fires, steal or hurt people
- tattoos and piercings.

Anyone who has difficulty in understanding their rights should have them explained to them. You can ask to speak to the disability liaison officer or an officer on your wing.



# Arriving in prison

You will be taken to reception.

Everybody will have a health assessment from a doctor or nurse.

You can ask to see a doctor or nurse if you have a health problem. You can tell them about any disabilities you have. This is a good time to mention any worries you have about being in prison.

If you have moved from another prison please tell staff about any disabilities you have. They may not have this information even if you have come from another prison.

You can also ask to speak to the disability liaison officer (DLO). You might have to wait for them to come and see you. They might fill in a disability questionnaire (a form) with you.

Any information you tell the DLO is confidential.

If you have trouble with reading or understanding things you should be given information you can understand. You can ask for someone to explain things to you.

You should be given an induction pack. This has information about prison rules and the prison you are in. If you need help to read this you can ask an officer to explain it you. The prison might have a CD or tape that you can listen to.

If you did not talk to a DLO at reception, you can ask to see them at any time while you are in prison. You can put in a request to see them using the application forms on the wing.

### **What to do if you feel upset or worried**

It is important to talk to someone if you feel like this.

You can tell:

- prison staff
- healthcare staff
- chaplain
- listener/buddy
- disability liaison officer.

### **Searching**

Everybody has to have a full body search when they come into prison. If you have a disability or a health condition that makes this difficult, you should tell the staff. You will still have to have a search but the doctor or nurse will tell the officers how to do this in the best way.

### **Induction**

This is where you find out about the prison.

You will be told all the rules of the prison.

Ask the officers in the induction wing if there is anything you don't understand.

You might also meet the legal services officer in the prison, the chaplain and other prison staff. There is more information about this in the **Prisoners' Information Book**.

The prison will assess you to see if you can do work or education. If you have a disability or a medical condition that makes working difficult, you should tell the staff. The prison should make changes so that you can go to work or education.

If you have any difficulties outside such as with benefits or housing, you can tell staff. They will tell you who can help you.



## Who can help?

It is important to ask someone if you have any questions.

### **Disability liaison officer (DLO)**

All prisons have a disability liaison officer (DLO).

Their job is to support people with disabilities. They should also be able to give you information and advice.

You can put in a request form to meet the DLO and talk to them about any support you need. If you cannot fill in a form tell your personal officer or an officer on your wing that you need to speak to the DLO. Ask them to help you to contact the DLO.

The disability liaison officer can

- talk to prisoners with disabilities
- look at the needs people have and make a record of these
- give out information to prisoners and staff
- talk to the governor and other managers about what is needed in the prison
- organise activities for people with disabilities
- make sure that people with disabilities can take part in prison activities.

## Chaplains

Chaplains help you to practice your religion. They will be from a number of faiths. You can talk to them about how you are feeling even if you are not religious.

## The Samaritans

They have a help line number **08457 90 90 90** that you can call if you are feeling worried or anxious. This is a free call but you will need to put in a pin number first.

## Psychologists

Psychologists make assessments of you and work with other staff to run offending behaviour courses. If you have difficulties with learning, understanding or remembering information or speaking they may be able to help you.

## Offender manager/offender supervisor

The offender manager is someone from the probation service. They will help you to complete the goals in your sentence plan. The offender supervisor works with you in the prison.

## Education

There is an education department in every prison. Before you start learning you have an interview and a check to see what support you need with things like reading and writing. You agree a plan with the education staff.

## **Librarian**

There is a library in every prison. The librarian can help you find information. There should be information in easy read, large print and in audio. If you need information that is not in the library, you can ask the librarian if they can order it for you.

## **Personal officer**

This is a prison officer who takes time to help you and who will make reports on your progress. They may also work with you on your sentence plan.

## **Independent Monitoring Board (IMB)**

IMB members are independent people who check prisoners are treated fairly. They are volunteers from the local area. You can ask to speak to them if you have a problem about something in the prison.

## **Your solicitor**

Your solicitor can help with questions to do with the law. You can speak to your solicitor if you have asked for the help you need but this has not happened.

## **Other prisoners can also help you**

### **Listeners or ‘buddies’**

If you feel upset or worried, you can speak to a listener or buddy. These are other prisoners that are specially trained to support you. They usually wear special T-shirts.

### **Disability orderlies/representatives**

Some prisons have prisoners who help other prisoners with disabilities. They might help people to get the services they need. They might help organise meetings or with talking to prison staff. Sometimes they wear a special T- shirt or a red band.

### **Peer support**

Some prisons have schemes for prisoners who help other prisoners with getting around or day-to-day living.

### **Reading mentors**

Some prisons will train prisoners to help other people with reading.

### **Outside organisations**

There are lots of organisations outside prison that can help you. Some of these are listed at the end of this book on page 41 onwards

## Where you will live

You may find that you stay in the health centre when you first come to a prison. You should still be able to do all the activities (such as education, exercise) that you would usually do. You should not stay in the hospital wing for very long. The prison should find you somewhere else to stay as quickly as they can, unless you have ongoing, serious medical needs.

You may have to share a cell with someone. If so, prison staff will look at who would be the best person for you to share with. You can tell them if you have any problems with this. You will not be asked to share with someone who smokes if you don't smoke. Tell staff if you are concerned or feel unsafe. Tell staff if you have any health problems or disabilities that make it difficult for you to share a cell.

Tell staff if you have trouble with stairs, getting into a bunk bed, showering or using the toilet.

Some prisons do not have the right sort of accommodation for all people with disabilities. If you are in a prison like this the prison has to find you somewhere suitable. This may take time. You should not be held in a higher security category because of your disability.

You should not be held somewhere that does not have offending behaviour courses you need to do because of your disability.

## where will you live?

If the prison staff cannot find you a suitable prison to move to, they should contact the area manager. They will help to find a prison that you can move to. You can ask the OCA unit (the department in the prison that will organise transfers) to contact the area manager for you if you are having difficulty getting a transfer.

You can find more information in Prison Service Instruction (PSI) 31/2008, Allocation for prisoners with disabilities. You can find this in the library.

If you have trouble moving to a suitable prison, you can ask an outside organisation or your solicitor for help.

# Daily life

## Food

If you need to eat special food because of your health, you should ask to talk to healthcare staff about this.

The prison will make you special food if healthcare say that you need it.

The prison gives everybody a choice of food. You will be asked to fill in a form to say what you want to eat. The menu might have pictures on it so that you know what food to choose. If you have problems filling out the form for your food, ask an officer on the wing for help.

## Education, work and training

You should have the chance to go to education, work or training if you want to.

Prisons should take positive steps to make sure that prisoners can go to education and that learning and understanding needs are met. If you have difficulty reading and writing and want to go to education, ask for support. The education department can do an assessment to see what support you need.

Prisons should make sure that prisoners with disabilities can go to work even if this means making changes to the workshops. You may have a health and safety assessment before you start work

## **Exercise**

Prisoners with disabilities should have access to the sports facilities and to the gym. Some prisons have special gym sessions for older people or people with mental health needs. The gym staff can also give you advice on how to stay healthy.

## **Association**

This is time out of your cell to spend with other prisoners, use the phone and have a shower.

## **Library**

Every prison has a library and it should have different kinds of information for people that have trouble reading. It should have information in large print, easy-read and in audio (CDs or tapes). Everybody should have access to the library once a week. If the library is hard for you to get to the prison will arrange for books or information to be brought to you on your wing.

## **Canteen**

This is the prison shop and you will get the chance to buy things regularly. There will be a form to fill in. Ask an officer or prisoner for help if you need it.

If there are special things that you need because of your health or disabilities you should ask the canteen to buy them.

You will need to put in an application for this. Ask if you need help filling this in.

## Visits

Your family or friends will be able to visit you. If you need help getting to the visits hall or during a visit the prison will provide this. If you need help sending out or filling in a visiting order, the prison staff can help with this.

There is more information about this later in the book and also in the **Prisoners' Information Book**.



## Help with daily life

### Living aids and getting around

If you need a wheelchair, walking stick or something like that, talk to the disability liaison officer.

If you need help getting around the prison, the prison should help you. They might make changes to the prison, such as rails or ramps. They might have other prisoners who are trained to help you get around.

If you need help with using the shower, the toilet or dressing, speak to health care or the disability liaison officer.

If you need help with getting around the prison will make a plan for you in case there is an emergency. Women prisoners should not usually be carried or lifted by a male officer unless it is an emergency.

### Help with reading, writing and filling in forms

There are a lot of forms to fill in when you are in prison. There may be another prisoner who can help. Sometimes prisoners will be trained to do this. Your personal officer, another officer, education staff or the chaplain might help you. Ask if you need help as some forms might be important.

### **Peer support**

Some prisons have peer support schemes. This is when prisoners are trained so that they can help other prisoners.

### **Disability representative**

Some prisons have disability representatives. These are prisoners that help other prisoners. They will talk to the prison staff for you and tell them what you need.

# Money

If you were getting benefits before going to prison you must tell whoever was paying it that you are in prison. The law says that you must do this and if you don't you may have to pay back money when you leave prison.

There is more information about this and the addresses in the **Prisoners' Information Book**.

The only benefit you might be able to keep is Industrial Injuries Disablement Benefit. You should talk to a benefits adviser about this.

If you are in the community on home detention curfew (tagging) or on parole you can claim benefits.

If you are on remand and do not get a sentence you might be able to get some benefits repaid. You should speak to a local Citizens Advice Bureau or advice service about this.

If you were claiming a state pension, this will stop if you are convicted. However you might be able to get an occupational pension while you are in prison. Contact your local Age Concern or Help the Aged if you need advice on this.

If you are unable to work in prison you will be paid a basic amount of money each week by the prison.

If you would like to work or go to education you should speak to the DLO about this and ask if they can make changes to help you go to these.

# Making a complaint

## Making a request or complaint in prison

If you need to ask for something or are unhappy with your treatment, you can make a request or complaint. Every prison has a request and complaint system. You should be told about this during induction.

You can speak to an officer on the wing or another prisoner might be able to help you.

There are forms on the wing to make a request/complaint. If you have difficulty reading/writing on forms, an officer should be able to help you.

If you want to ask about something that is serious or sensitive, you can use 'confidential access'. You will need to say on the form why your complaint should be confidential.

You can write to someone called the Prisons and Probation Ombudsman if you have already tried to solve your complaint with prison staff and you are still not happy.

The ombudsman does not work for the prison. Their job is to look at complaints from prisoners about prison life.

You can write to the ombudsman at:

Prisons and Probation Ombudsman

Ashley House  
2 Monck Street  
London  
SW1P 2BQ

There is a leaflet you can look at about the ombudsman and how to complain. It is in the library.

### **Violence or bullying**

Everyone in prison has the right to feel safe.

If someone is being nasty or violent to you or bullying you, tell staff straight away.

You can tell any member of staff in prison. They will treat your complaint seriously and confidentially.

Violence and bullying are things like people hitting you, saying nasty things to you, or saying they are going to hurt you.

Staff will help if this is happening to you.

# Your health

## Holding on to medicine

You cannot keep any medicines you bring with you when you first arrive in prison.

Tell the staff on reception or a member of the healthcare team if you are taking any medicine.

A doctor in the prison will prescribe you the medicine you need.

If there are delays, you are unhappy with your treatment, or you don't get your medication, you can make a complaint.

You may be allowed to keep medicine that the prison doctor has prescribed for you in your cell. Prison staff will decide if you can do this and let you know.

## Seeing the optician or dentist

Tell prison staff if you need to see a dentist or an optician.

Any treatment you have will be free unless it is not for medical reasons.

You will be able to get free glasses if you need them. Some people can get free contact lenses but you will need to ask the optician if you qualify.

## Getting specialist support

If your health problem cannot be dealt with by healthcare staff at the prison one of these things may happen:

- Healthcare may get a specialist person to come into the prison to see you
- You may be moved to another prison to get the healthcare you need
- You may be taken to a hospital outside the prison. If this happens, the prison will still be in charge of you.

The prison will make a decision about whether you need to be handcuffed on the way to the hospital and in hospital.

If this is difficult for you because of your health or your disability you should tell the prison. You should also tell the doctor at the hospital.

If the doctor needs to examine you in private and the prison has said you need to be handcuffed, they should use an escort chain.

Restraints will not be used on you if you are in labour, tetraplegic, paraplegic, or a category D prisoner.

## Complaints about health

If you have a complaint about health you should speak to the healthcare team in the prison first.

If this does not work you can write to your primary care trust to tell them about your complaint. Primary care trusts are in charge of health services like dentists, doctors and opticians in their local area.

If you need any help with making a complaint about health, ask an organisation called the Independent Complaints Advisory Service (ICAS) for help.

You can get their contact details from prison staff, the prison library or by phoning NHS Direct on **0845 4647**.

If you are still not happy you can ask the Care Quality Commission to look at your complaint. This group work to make sure healthcare services are run in a good way.

Write to them about your complaint at:

Care Quality Commission  
7th Floor, New Kings Beam House  
22 Upper Ground  
London  
SE1 9BW



# Keeping in touch

## Visits

You should be able to arrange visits for your friends and family to come and see you. There is more information about this in the **Prisoners' Information Book**.

You might have to fill in something called a visiting order. Let the prison know if you need help with this.

If your visitors have disabilities that make visiting difficult, such as if hearing is difficult in a busy room they should tell the prison about this before they visit. They can call the booking line and explain this.

If they have problems with waiting because of any disabilities they should explain this to the prison.

If any children visiting you have disabilities, ask if there are activities or support for them.

The prison might have a visitors' centre that can help your family with information and support.

### Letters and phone calls

If you have difficulty with writing letters the prison should provide you with another way (like tapes) of keeping in contact with your family and friends. Prison staff should also find someone who can help read your letters to you. This could be an officer on the wing or another prisoner.

Some telephones can be changed so that people with hearing loss can use them. Ask on your wing if you need to use one of these.

## Your sentence

If you have a sentence of a year or more you will have a sentence plan. These are goals to help you to stop offending. If you need help understanding your sentence plan, ask your personal officer or your offender manager.

You might be asked to do courses to help you change your behaviour.

If you have difficulties doing any course because of a disability you should tell your offender manager.

Prisons have to make sure that people with disabilities who are serving long sentences can make progress and transfer or be released within a reasonable time. If this does not happen, you can ask a solicitor to help you.

## Adjudications

There are rules in every prison and if you break these you might have an 'adjudication'. This is a hearing where you and the prison staff talk about what you all think has happened. If the governor decides that you have broken the rules, you might be given a punishment. There is more information about this in the **Prisoners' Information Book**.

Governors must make sure that prisoners understand the adjudication process and have support if they need this.

This could include:

- information in easy-read
- a prisoner or staff member explaining the adjudication to you
- someone with you during the hearing

If you broke a rule because you did not understand something, you should explain this to the governor.

You can ask a solicitor to help you.

## **Incentives and Earned Privileges (IEPs)**

These are extra things you can get or do if you keep to the rules. They are different in every prison. If you do not understand how IEPs work ask a member of staff to explain this to you.

## **Where you can get more information**

The library (they may be able to order books for you or get information from websites for you)

Prisoners' Information Book

Prison Service Orders

Prison Rules

Healthcare centre

Education department

Disability liaison officer

Personal officer

Prison Reform Trust



# Leaving prison

## Offender manager

If you had a sentence of one year or more you will be on licence. This is a form that says where you should live and what you should do. You will have to see your offender manager who will check that you are doing what is says on your licence. They might be able to help you if you need support in the community.

## Claiming benefits

You can apply for benefits through Jobcentre Plus. Ask the resettlement unit to put you in contact with the Jobcentre team before you leave prison. If you are not able to work because of illness or a disability you should get a letter or report from the healthcare centre in the prison.

## Finding accommodation

If you are going to be homeless, ask the resettlement team in the prison if they can help. Some prisons have housing advice services. You can call nacro on **0800 0181 259** or Shelter on **0808 800 4444** if you have problems finding housing.

### Registering with a GP

You can ask to see the doctor or nurse before you leave prison. They should make sure that you know who your doctor is in the community or that you know how to register with a GP Practice.

If you have learning disabilities the prison the health care team can write to your GP to tell them about this and the support you need.

### Social Services

The social services in the area you will be living in have a duty to assess you. They will only assess someone if there is a request for this. It is very important that the social services receive a request to make an assessment.

The request for an assessment can come from:

- you
- your friends/family
- health care
- your prison (usually the resettlement team)
- another organisation.

If you have any learning disabilities, mental health needs or physical health needs you might be able to get extra help. The law says that social services should assess people if they are asked to and provide support if they need it. The assessment will see what help you need and if social

services can provide this. If you are having difficulties getting an assessment or getting the help you need, you should speak to the Citizens Advice Bureau or a solicitor.

## Other organisations

There may be organisations in your area that can help you. Ask the healthcare centre or resettlement team in the prison if they can find details for you. You can also call nacro on **0800 01080 258** or the Prison Reform Trust on **020 7251 5070** to find out about other organisations that can support you.

## Accessing work, education and training

You can get help finding work, education or training from the education department and the resettlement team. You can put in an application form to ask to speak to them. Ask your personal officer or an officer on your wing to help with this if you have difficulty filling in forms.



## Helpful organisations

### **Action for ME**

Telephone support line:  
0845 125 2314

PO Box 2778  
Bristol  
BS1 9DJ

Tel: 0845 123 2380  
Email: [admin@afme.org.uk](mailto:admin@afme.org.uk)  
[www.afme.org.uk](http://www.afme.org.uk)

Action for ME provides information and support to people affected by ME.

### **Age Concern**

Infoline 0800 009966

Astral House  
1268 London Road  
London  
SW16 4ER

Age Concern  
FREEPOST (SWB 30375)  
Ashburton  
Devon  
TQ13 7ZZ

Email: [ace@ace.org.uk](mailto:ace@ace.org.uk)  
[www.ageconcern.org.uk](http://www.ageconcern.org.uk)

Age Concern is the UK'S largest charity working with and for older people. It produces factsheets on issues affecting older people.

### **The Alzheimer's Society**

020 7423 3500

Devon House  
58 St Katherines Way  
London  
E1W 15X

Email: [enquiries@alzheimers.org.uk](mailto:enquiries@alzheimers.org.uk)  
[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Alzheimer's Society is a care and research charity. It works to improve the quality of life of people affected by dementia.

### **Arthritis Care**

Helpline: 0808 800 4050

Arthritis Care  
18 Stephenson Way  
London NW1 2HD

Tel: 0207 423 3501  
Email: [infor@arthritis.care.org](mailto:infor@arthritis.care.org)  
[www.arthritiscare.org.uk](http://www.arthritiscare.org.uk)

Arthritis Care supports people through a telephone information and counseling service and information.

## **ASBAH**

Freephone: 0845 450 7755

10-4pm

42 Park Road

Peterborough

PE1 2UQ

Email: [helpline@asbah.org](mailto:helpline@asbah.org)

[www.asbah.org](http://www.asbah.org)

ASBAH provides advice and practical support to people with Spina Bifida and Hydrocephalus, their families and carers.

## **The British Dyslexia Association**

Helpline:

0845 251 9002

Unit 8

Bracknell Beeches

Old Bracknell Lane

Bracknell

RG12 7BW

[admin@bdadyslexia.org.uk](mailto:admin@bdadyslexia.org.uk)

[www.bdadyslexia.org.uk](http://www.bdadyslexia.org.uk)

The British Dyslexia Association aims to promote a dyslexia friendly society. They produce useful information sheets on many aspects of dyslexia, and can supply details of local dyslexia groups.

### **Diabetes UK**

Careline: 020 7424 1030 (voice)  
020 7424 1888 (Text)

Macleod House  
10 The parkway  
London  
NW1 7AA

Tel: 020 7424 1000  
Email: [info@diabetes.org.uk](mailto:info@diabetes.org.uk)  
[www.diabetes.org.uk](http://www.diabetes.org.uk)

Diabetes UK is the largest charity in the UK devoted to the care and treatment of diabetes sufferers.

### **DIAL UK**

01302 010 123

Park Lodge  
St Catherine's Hospital  
Tickhill Road  
Doncaster  
DN4 8QN

[www.dialuk.org.uk](http://www.dialuk.org.uk)  
Email: [informationenquiries@dialuk.org.uk](mailto:informationenquiries@dialuk.org.uk)

Dial UK is a network that provides information and advice to disabled people and others on all aspects of living with a disability.

## **DLS (Disability Law Service)**

020 7791 9800

39-45 Cavell Street  
London  
E1 2BP

Minicom: 020 7791 9801  
Email: [advice@dls.org.uk](mailto:advice@dls.org.uk)  
[www.dls.org.uk](http://www.dls.org.uk)

DLS offers free and confidential legal advice to disabled people and their families or carers.

## **Disabled Living Foundation**

0845 130 9177

380-384 Harrow Road  
London  
W9 2HU

Tel: 020 7289 6111  
Email: [advice@dlf.org.uk](mailto:advice@dlf.org.uk)  
[www.dlf.org.uk](http://www.dlf.org.uk)

The Disabled Living Foundation provided advice and information about equipment and assistive technologies for independent living.

## **Epilepsy Action**

Freephone helpline  
0800 800 5050

New Anstey House  
Gate Way Drive  
Yeadon  
Leeds  
LS19 7XY

Tel: 0113 210 8800  
Email [helpline@epilepsy.org.uk](mailto:helpline@epilepsy.org.uk)  
[www.epilepsy.org.uk](http://www.epilepsy.org.uk)

Epilepsy Action is the largest member-led epilepsy organisation in Britain. They offer assistance to epilepsy sufferers and their families as well as campaign for improved epilepsy services.

## **Equality and Human Rights Commission**

Helpline England: 0845 604 6610  
Wales 0845 604 5510

3 More London  
Riverside  
Tooley Street  
London  
SE1 2RG

Tel: 020 3117 0235  
[info@equalityhumanrights.com](mailto:info@equalityhumanrights.com)  
[www.equalityhumanrights.com](http://www.equalityhumanrights.com)

The EHRC has taken over from the Disability Rights Commission. They work to stop discrimination against people with disabilities. They can give advice on rights and sometimes take legal action.

## **Headway- the brain injury association**

Freephone:  
0808 800 2244

7 King Edward Court  
King Edward Street  
Nottingham  
NG1 1EW

Tel: 0115 924 0800  
Email: [helpline@headway.org](mailto:helpline@headway.org)  
[www.headway.org.uk](http://www.headway.org.uk)

Headway promotes understanding of brain injury and provides information services and support to people with a brain injury, their families and carers.

## **Law Centres Federation**

020 7428 4400

3rd Floor  
293-299 Kentish Town Road  
London NW5 2TJ

[info@lawcentres.org.uk](mailto:info@lawcentres.org.uk)  
[www.lawcentres.org.uk](http://www.lawcentres.org.uk)

## helpful organisations

The Law Centres Federation cannot provide legal advice. They can put you in contact with your local law centre that can provide free independent legal advice.

### **Livability**

020 7452 2001

50 Scrutton Street  
London  
EC2A 4XQ

[info@livability.org.uk](mailto:info@livability.org.uk)  
[www.livability.org.uk](http://www.livability.org.uk)

Livability offers a wide range of innovative services to support and empower disabled people throughout their lives.

### **Limbless Association**

Helpline: 0845 230 025

Rehabilitation Centre  
Roehampton Lane  
London  
SW15 5PR

Tel: 020 87881777  
Email: [enquiries@limbless-association.org](mailto:enquiries@limbless-association.org)  
[www.limbless-association.org](http://www.limbless-association.org)

The Limbless Association provides information, advice and support for people of all ages who are without one or more limbs.

## **Mencap**

Helpline: 0808 808 1111

123 Golden Lane  
London EC1Y 0RT

Tel: 020 7454 0454  
help@mencap.org.uk  
www.mencap.org.uk

Mencap works for people with a learning disability and their families. They provide advice and information on employment, housing and education rights.

## **Mind**

Mind Info line: 0845 766 0163

15-19 Broadway  
London  
E15 4BQ

Tel: 020 8519 2122  
Email: contact@mind.org.uk  
www.mind.org.uk

Mind is the leading mental health charity in England and Wales. Its info line offers confidential help on a range of mental health issues.

## Multiple Sclerosis Society

Freephone:  
0808 800 8000

MS National Centre  
372 Edgware Road  
London  
NW2 6ND

Email [info@mssociety.org.uk](mailto:info@mssociety.org.uk)  
[www.mssociety.org.uk](http://www.mssociety.org.uk)

The MS Helpline offers information and support for people with MS, their friends, families and carers.

## **nacro**

Resettlement Helpline: 0800 0181 259

Park Place  
10-12 Lawn Lane  
London SW8 1HD

020 7840 7240  
Email: [helpline@nacro.org.uk](mailto:helpline@nacro.org.uk)  
[www.nacro.org.uk](http://www.nacro.org.uk)

nacro provides resettlement support and advice for anyone in prison and ex-offenders. They provide information on education, employment, housing, Rehabilitation of Offenders Act and all aspects of resettlement.

## National Asthma Campaign

Helpline:  
0800 121 6244

Providence House  
Providence Place  
London  
N1 0NT

Tel: 020 7226 2260  
Email: [info@asthma.org.uk](mailto:info@asthma.org.uk)  
[www.asthma.org.uk](http://www.asthma.org.uk)

The Asthma Helpline can give you independent, up-to-date advice on living with asthma.

## National Autism Society

Helpline:  
0845 070 4004

393 City Road  
London  
EC1V 1NG

Tel: 020 7833 2299  
Email: [nas@nas.org.uk](mailto:nas@nas.org.uk)  
[www.nas.org.uk](http://www.nas.org.uk)

Provides information and support for everyone on the autistic spectrum and their families.

## **RADAR**

020 7250 3222

12 City Forum  
250 City Road  
London  
EC1V 8AF

Minicom 020 7250 4119  
Email: [radar@radar.org.uk](mailto:radar@radar.org.uk)  
<http://www.radar.org.uk>

Radar is a national disability organisation who campaign to promote equality for all disabled people.

## **Ricability**

020 7247 2460

30 Angel Gate  
City ROAD  
London  
EC1V 2PT

Textphone: 020 7427 2469  
Email: [mail@ricability.org.uk](mailto:mail@ricability.org.uk)  
[www.ricability.org.uk](http://www.ricability.org.uk)

Ricability is an independent consumer research charity and provides independent information to disabled and older consumers.

## **RNIB (Royal Institute of the Blind)**

Helpline:  
0845 766 9999

105 Judd Street  
London  
WC1H 9NE

020 7388 1266  
Email: [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)  
[www.rnib.org.uk](http://www.rnib.org.uk)

Helpline for information, support and advice about sight problems.

## **RNID (Royal Institute for Deaf People)**

Freephone:  
0808 808 0123

19-23 Featherstone Street  
London  
EC1Y 8SL

Freephone textphone 0808 808 9000  
Email: [informationline@rnid.org.uk](mailto:informationline@rnid.org.uk)  
[www.rnid.org.uk](http://www.rnid.org.uk)

RNID offers a range of services for deaf and hard of hearing people and provides information and support on all aspects of deafness, hearing loss and tinnitus.

### **Scope**

Freephone 0808 800 3333

6 Market Road  
London  
N7 9PW

Tel: 020 7619 7100

Email: [response@scope.org.uk](mailto:response@scope.org.uk)

[www.scope.org.uk](http://www.scope.org.uk)

Scope works with people with cerebral palsy and offers emotional support through a team of trained counsellors.

### **The Sickle Cell Society**

020 8961 7795

54 Station Road  
London  
NW10 4UA

Email: [info@sicklecellsociety.org](mailto:info@sicklecellsociety.org)

[www.sicklecellsociety.org](http://www.sicklecellsociety.org)

The Sickle Cell Society provides a wide range of services from information, advice and counselling, to financial help.

## Spinal Injuries Association

Helpline:  
0800 980 0501

SIA House  
2 Trueman Place  
Oldbrook  
Milton Keynes  
MK6 2HH

Tel: 0845 678 6633  
Email: [sia@spinal.co.uk](mailto:sia@spinal.co.uk)  
[www.spinal.co.uk](http://www.spinal.co.uk)

SIA works for spinal cord injured people. The SIA advice line offers free, confidential information and support to spinal injured people, their families and other health professionals.

## The Stroke Association

Helpline:  
0845 3033100

Stroke House  
240 City Road  
London  
EC1V 2PR

Tel: 020 7566 0300  
Email; [info@stroke.org.uk](mailto:info@stroke.org.uk)  
[www.stroke.org.uk](http://www.stroke.org.uk)

The Stroke Association provides advice and information on stroke illness and produces regular written information.

### **Terrence Higgins Trust**

Helpline:  
0845 122 1200

52-54 Grays Inn Road  
London  
WC1X 8JU

Tel: 020 7812 1600  
Email: [info@tth.org.uk](mailto:info@tth.org.uk)  
[www.tth.org.uk](http://www.tth.org.uk)

THT provides information and advice, counselling and group support, guidance on managing health, HIV testing clinics, and practical support services.





Prison Reform Trust  
15 Northburgh Street  
London EC1V 0JR

Telephone: 020 7251 5070

Email: [prt@prisonreformtrust.org.uk](mailto:prt@prisonreformtrust.org.uk)

[www.prisonreformtrust.org.uk](http://www.prisonreformtrust.org.uk)

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