

A practical guide for disabled people : where to find information, services and equipment.

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A Practical Guide for Disabled People

Where to find information, services and equipment

Foreword

We are pleased to introduce the latest edition of *A Practical Guide for Disabled People*.

This guide is designed to provide you with accurate up-to-date information about your rights and the services you can use if you are a disabled person or you care for a disabled relative or friend.

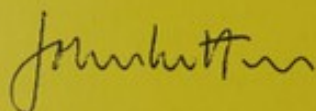
It should also be helpful to those working in services for disabled people and in voluntary organisations.

The Government is committed to:

- securing comprehensive and enforceable civil rights for disabled people
- improving services for disabled people, taking into account their needs and wishes
- and improving information about services.

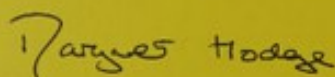
The guide gives information about services from Government departments and agencies, the NHS and local government, and voluntary organisations. It covers everyday needs such as money and housing as well as opportunities for holidays and leisure. It includes phone numbers and publications and a list of organisations. Audio cassette and Braille versions are also available.

I hope that you will find it a practical source of useful information.



John Hutton

Parliamentary Under Secretary of State for Health



Margaret Hodge

Parliamentary Under Secretary of State for Employment and Equal Opportunities, Minister for Disabled People



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The Disability Discrimination Act

The Disability Discrimination Act became law in November 1995 and many of its main provisions came into force on 2 December 1996. The Act has introduced new rights and measures aimed at ending the discrimination which many disabled people face.

Disabled people now have new rights in the areas of employment; getting goods and services; and buying or renting property. Further rights of access to goods and services to protect disabled people from discrimination will be phased in. These require service providers to make reasonable adjustments to policies, procedures and practices; to provide auxiliary aids and services and, where premises are inaccessible, to provide these services by a reasonable alternative means (from October 1999); and to make reasonable adjustments to premises (from 2004).

Under the Act, schools, colleges and universities must provide information for disabled people and their parents. The Act also allows the Government to draw up regulations which will require all new public transport vehicles and systems to be accessible.

For information about the Disability Discrimination Act telephone the DDA Information Line on 0345 622633 (local rate calls) or textphone 0345 622644; or write to: DDA Information Line, Freepost, MIDO 2164, Stratford-upon-Avon, CV37 9BR.



Civil rights for disabled people

The Government is committed to securing comprehensive and enforceable civil rights for disabled people. A White Paper was published in 1998 ('Promoting disabled people's rights', Cm 3977) which made proposals for a Disability Rights Commission. Following enactment of the Disability Rights Commission Act 1999, the Commission began work in April 2000 with Bert Massie as its Chairman. The Disability Rights Commission has set as its goal 'a society where all disabled people can participate fully as equal citizens'.

Introduction

This guide tells you where to find information, services and equipment if you are a disabled person or care for a disabled relative or friend.

Using the guide

Each part has its own colour code so you can go straight to it for the kind of help you need. All through the booklet you will see two symbols:  Action point directs you to a place to go or someone to talk to.  Reference point tells you about publications and where you can get further information.

(Note: voluntary organisations appreciate a stamped, self-addressed envelope if you are sending for free material.)

part 1

Help near by points to the help you can get in the community where you live from the local authority social services, the National Health Service and voluntary organisations.

part 2

Help with everyday needs is about help with different aspects of life, such as work and housing.

part 3

Help with particular needs tells you about services, equipment and sources of information related to particular disabilities, such as deafness or learning disabilities.

part 4

Helpful organisations gives the addresses of organisations whose telephone numbers have been included in the appropriate parts of this booklet.

Useful numbers for quick reference (see page 186).

This guide covers services in England, Scotland and Wales. You can also obtain audio cassette and Braille versions. Please specify which version you need when ordering. See back cover for details.

There is a separate version available for Northern Ireland.

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part

1

Help near by.



You can get help and support from organisations around the country, but your local community is the obvious place to start looking.

Very often you will get a quicker and more personal response. This part tells you: what local authority social services, the National Health Service and local voluntary groups may provide; how to get help with independent living; and where to find helpful information.



Social services

Community care means that, wherever possible, you should get the services and support you might need to enable you to live independently in the community, either in your own home or in a 'homely' setting.

Finding out about services

Your local authority social services department (in Scotland, the social work department) should provide information about what community care services you can obtain and how to get them. Social services departments publish local Community Care Charters drawn up with housing departments and the National Health Service. These will enable users of services and their carers to know who is responsible for what and the standard of the service they can expect.

Assessing your needs

If you are a disabled person, you have the right to ask the social services/social work department for an assessment of your care needs. People caring for a disabled relative or friend also have the right to ask for an assessment for them. A social worker, care manager or occupational therapist will come and discuss your needs and wishes.

If you then need a range of services and are eligible according to local criteria, social services will put together a 'package' of support which may include services from private or voluntary organisations. If necessary they will put you in touch with the NHS or other local authority services like housing. You may have to pay towards the cost of some of the services. Carers of disabled people can also ask for a separate assessment of their own needs (see 'For carers', page 139).

The range of services

Home care or home help services can help you with your personal and domestic care needs.

Meals on wheels can deliver a hot meal to your home if you have problems cooking. You may also be able to eat at a day centre or luncheon club, perhaps for a small charge.

Equipment and adaptations Social services provide a range of aids and equipment for disabled people to use at home. They also work with housing departments and housing associations to provide adaptations. An occupational therapist will usually carry out your assessment (see 'Equipment', page 33, and 'Housing', page 27).

Day centres provide facilities for recreation and training to help people back to work. They may offer some supported employment, educational and sporting activities, and provide the opportunity to meet socially.

Day care If you are a disabled person or your child is disabled or considered to be in need, your child may be able to go to a day nursery, a registered child-minder or part-time playgroup.

Help for carers and respite care (see 'For carers', page 139)

Help with independent living (see page 16)

Social workers/care managers work in either the community or in hospitals. They will assess your needs and provide services and equipment to meet them if you are eligible. They will provide you with support, help with welfare benefits, family difficulties, and issues that concern you, your carer and your family. If you are in hospital, the social worker/care manager will help you to arrange services in preparation for your discharge.

Residential care The care assessment may result in a decision to provide residential accommodation in a residential care home or nursing home. If so, the local authority will either provide a place in one of its own homes or contract with an independent

(private or voluntary) home to provide a place. Local authorities must make sure that people have a genuine choice of which home they are placed in and that it is suitable for their needs. When an authority places someone in a home, it assesses on a means-tested basis the ability of the resident to contribute to the cost. Most income and capital, above appropriate levels, is taken into account when arriving at the amount you should contribute.

Registration as a disabled person

You can, if you wish, register as a disabled person with your local authority. Although this is not necessary to obtain local authority services, it may help in getting concessions such as reduced fares and Orange Badge parking. See 'Getting around', page 65.

Voting

If you have difficulty in getting to a polling station or voting, you can apply for a postal vote to your local electoral registration officer using form RPF7 from your local council offices.



Ask a social worker about any of these services or contact your local authority social service/social work department.

National Health Service

The Patient's Charter sets out the rights and standards for service which you can expect from the NHS. Everybody has the right to receive NHS care on the basis of need, not on the ability to pay, lifestyle or any other factor; and the NHS is expected to make it easy for everyone, including disabled people, to use its services. A new NHS charter is being developed which is expected to come into effect in 1999.

The range of services

GP services General practitioners (GPs) provide general medical care themselves and can refer you on to other NHS professionals or services if necessary. As well as medicines your GP can prescribe items such as elastic stockings, trusses and some wound dressings (see 'Equipment', page 33). Most GPs work in partnership with other doctors and are supported by healthcare teams. Staff may include practice nurses, community nurses, therapists and health visitors. Many practices offer a range of services such as health promotion clinics as well as routine consultations.

Community nurses and health visitors Community nurses visit people at home to give nursing care such as changing dressings or help with personal needs. They also arrange for aids and equipment for home nursing to be provided, such as continence pads and special beds and mattresses. Community mental health nurses work with people with mental health problems. There are also nurses based in the community who work with people who have learning disabilities. Health visitors support families with disabled children.

Physiotherapists Physiotherapists have specialist skills in the physical treatment and rehabilitation of people from the new born to the very elderly. They help people with a wide range of joint problems, chest conditions, incontinence, pain or difficulties in moving, balance or control of their limbs. Physiotherapists work widely in hospitals and the community, often as part of a multidisciplinary rehabilitation team, offering a range of therapies including exercise, electrotherapy and manipulation to enable sick or disabled people to function as well as possible at work and play.

Occupational therapists Occupational therapists work with people of any age with physical or mental health problems to promote their independence in caring for themselves, in employment and in leisure activities. In hospitals they are part of the multidisciplinary rehabilitation team enabling patients to return home.

In the community, the emphasis is on working with disabled people and their families or carers to resolve the practical problems and restrictions on lifestyle they experience. They have particular expertise and advice to offer in the field of aids, equipment and housing adaptations.

Speech and language therapists Speech and language therapists treat children and adults with communication difficulties from a wide range of different causes. After assessment and diagnosis, the therapist decides upon a treatment programme to maximise communication skills. When it is not possible to achieve spoken language, methods such as signing or the use of technological aids may be tried. Speech and language therapists can also help with swallowing and feeding problems.

Social workers See 'Social workers', page 7

NHS chiropody services NHS chiropody/podiatry services may be provided free of charge in a wide variety of settings, including local health centres, day centres and GP surgeries, although this may be limited to medical foot problems rather than routine care. Local NHS trusts will advise you of referral procedures and the type of services provided. In many trusts you may access the service directly.

Pharmacy services If you cannot get out of the house, it may be possible to have your prescriptions collected and delivered to your home.



Contact your local pharmacist for more details.

Dental services The community dental service brings dental treatment to people whose disability prevents them from visiting a dentist. General dental practitioners will also treat you at your home or temporary residence, provided your condition requires this and you are no more than five miles away from their practice premises.



Ask your local dental practice or health authority (see local phone book for number).

NHS sight tests If you are unable to get out of your house, you can arrange to have a home visit from an optometrist.



Contact your local optician for more details.

Help with health costs

If you are in one of the groups below, you may be entitled to the following:

- free NHS prescriptions
- free NHS dental treatment
- free NHS sight tests
- vouchers towards the cost of glasses or contact lenses
- free NHS wigs and fabric supports
- repayment of reasonable travel costs to and from hospital for NHS treatment.

Group 1

You may be entitled to some or all of the above because of your age (young and old), a medical condition, pregnancy, or because you get a War or Ministry of Defence Disablement Pension.

Group 2

You are entitled to all of the above, if you and your partner get:

- Disability Working Allowance
- Family Credit
- Income Support
- Income-based Jobseeker's Allowance.

Group 3

If you are on low income and do not fit into Group 1 or 2, you may be able to get help with your health costs by making a claim under the NHS Low Income Scheme.



If you are in Group 1 or 2: to get help fill in the back of your prescription form; or tell your dentist or optician when you go for dental or optical treatment. If you are claiming help with hospital travel costs or for wigs and fabric supports, tell the hospital. You may be asked for proof of entitlement.



If you are in Group 3 and want to claim on low income grounds, or before your benefit claim is settled, get form HC1 formerly AG1) from a Social Security office or hospital. Fill in the form and send it in the envelope provided to: Health Benefits Division, Sandyford House, Newcastle upon Tyne NE2 1DB.



Leaflet HC1 Are you entitled to help with health costs? gives you more information. It is available from main post offices, Social Security offices or hospitals. Doctors, dentists, pharmacists and opticians might also have them. Information is also available in Chinese, Bengali, Gujarati, Hindi, Punjabi and Urdu. Ask your health authority for HF11 in the language required. If you have difficulty in getting any of these leaflets or HC1 claim forms, or you require a number of copies, write to Department of Health, PO Box 777, London SE1 6XH.

Specialist services The NHS provides a range of other specialist services for disabled people (See 'Help with particular needs', page 86).



A Guide to the National Health Service

OPH 2 Health & Well-being – a guide for older people

- Both available from Department of Health, PO Box 777, London SE1 6XH.
- *The Patient's Charter and You* from The Patient's Charter, Freepost, NEA 959, Wetherby, West Yorkshire LS23 6YY. In Wales, from HS4 Division, Welsh Office, Cathays Park, Cardiff CF1 3NQ.

Also available in Bengali, Gujarati, Hindi, Punjabi, Urdu, Chinese, Vietnamese, Greek, Turkish, Somali and Polish, on audio cassette, in Braille, large print, on video in British Sign Language and in a version with signs and symbols for people with learning disabilities. Please specify when ordering.



For information about health services in your area call your local health authority (health board in Scotland). The Health Information Service can also give you information about health services and health-related subjects. All calls are free and confidential (textphone available). Tel: 0800 66 55 44.

Voluntary Organisations

National agencies

Throughout this booklet you will find references to help you can obtain from organisations which serve particular needs, such as Arthritis Care, Carers National Association, MENCAP, MIND (the National Association for Mental Health), the Multiple Sclerosis Society, RADAR (the Royal Association for Disability and Rehabilitation), RNIB (Royal National Institute for the Blind), RNID (the Royal National Institute for Deaf People), SCOPE and the Spinal Injuries Association.

Some organisations have networks of local groups which offer a range of activities and act as a channel for the services of the parent organisation. Just as important, they provide the support of people who share or understand your particular disability.

Disability Scotland

Through campaigning, training and information programmes, this national voluntary organisation seeks to improve services and opportunities for, and to promote the well-being of, disabled people in Scotland. National committees represent disability interests in access and mobility, the arts and leisure.

Research and information services provide a national disability information resource for Scotland.

Directories on 26 topics are updated regularly, available on subscription and are used by staff in health boards, social work departments and voluntary organisations.

Databases on aids and equipment, Scottish stockists, accessible holiday accommodation, transport, employment, grant-making trusts, arts venues, accessibility, voluntary organisations and accessible museums are available on CD-ROM.

The Enquiry Service answers telephone calls on all aspects of disability from 9am – 5pm daily and, where necessary, will refer you to the relevant specialist organisation.

Tel: (0131) 229 8632.

Disability Wales Anabledd Cymru


This independent voluntary group works to promote the recognition, rights and support of disabled people in Wales through:

- a comprehensive information service accessed through central and mobile units and networks of local and national information agencies;
- encouraging new local disability groups and developing new information resources, training services and action packs for local groups;

- providing advice and consultation on access issues through its central Access Unit and a national network of local access groups;
- working with central and local government and professional bodies to encourage, develop and put into action effective policies and law.

Tel/textphone: (029) 2088 7325.

Local groups

You are probably just a phone call away from an active group working in the interests of disabled people. You can obtain details by getting in touch with the national headquarters listed in 'Helpful organisations' on page 144 or through the contacts given under 

Coalitions of disabled people These are support, campaigning and lobbying groups run by disabled people for disabled people. Your local group may have a resource centre which can lead you to the right equipment, services, benefits, grants and advice. They are linked to The British Council of Disabled People (BCODP), representing over 100 independent organisations run by disabled people. Tel: (01332) 295551; textphone: (01332) 295581.

Disability organisations The names of local groups supplying information and services vary from one area to another, for example: Disability Advice Centre, Council for Disability or Disability Forum. Some may have local authority support. A Disability Action Group or Centre for Independent Living provides a focus for self-help independent living groups. There are also disabled women's groups and associations for particular disabilities.



Yellow Pages under 'Disabled – Information & Services' will list local Disability Associations.

- *Your public library or information centre will give you information on the work of groups in your area and how to contact them.*
- *Your local Disability Information Advice Line (DIAL) will have full details of all groups and services in your neighbourhood. See phone book for your local DIAL or call DIAL UK on (01302) 310123.*
- *Councils of Community Service or Councils of Voluntary Service may have directories of local self-help and disability support groups.*
- *The Disabled Living Centre for your city or region will also have full details (see page 159 for telephone numbers).*
- *Disability Scotland and Anabledd Cymru – Disability Wales will have details of organisations in their respective countries.*
- *Citizens Advice Bureaux can give advice about money, housing, legal and a wide range of other problems.*
- *The Health Information Service will give you information about groups specialising in particular disabilities. Phone free: 0800 66 55 44*

Help with independent living

There are other sources of support to help you live independently in your own home. For example, some disabled people have a personal assistant to help with daily routines such as getting up, bathing, cooking and getting around. You may be able to arrange this through your local social services department, possibly with help from the Independent Living Fund; or you may wish to make your own arrangements.

Through Social Services You have a right not only to be involved in the assessment of your needs, but also to have a say in how your package of care and support is put together. The Government has introduced legislation to allow local authorities to make cash payments to disabled people. This is called 'Direct Payments'. Disabled people choosing this option would then take on the responsibility of buying their own package of social care which could include employing their own personal assistant. Ask your local Social Services Department for details.

The Independent Living (1993) Fund This can give cash to help pay for personal and domestic care which enables 'severely' disabled people to live at home. To qualify, you must:

- be over 16 and under 66 when the first payment is made by the Fund; and
- be receiving the care component of the Disability Living Allowance at the highest rate (see Money matters, page 22).

The social services department must continue to provide personal care for you to the value of at least £200 a week; and the care provided by social services and the money from the Fund should not exceed a total value of £500 a week.



Contact your local social services department or the Independent Living (1993) Fund. Tel: (0115) 942 8191/2.

Making your own arrangements You can contact one of the agencies listed under 'Nurses and Nursing Agencies' in Yellow Pages or you can advertise for and interview applicants yourself. It is a good idea to have someone with you or to get the advice of a local disability action group, coalition or Disabled Living Centre.

Helpful information

Books, booklets, factsheets, videos and databases about particular subjects such as equipment or benefits are listed in their appropriate section. The following publications cover a variety of services which you may find close to home. Some of the larger guides may be at your local public library or Disabled Living Centre. You should send a stamped self-addressed envelope (SAE) when ordering from a voluntary organisation.

Age Concern Up to five factsheets from a wide selection sent free

British Gas: Our commitment to older or disabled customers Free from gas shops or phone the number on your gas bill or Gas Care on 0645 555 704.

The BT Guide for people who are disabled or elderly Free when you phone 0800 800 150 (voice) 0800 243 123 (text).

Directory for Disabled People The comprehensive handbook of information for everyone concerned with disability by Ann Darnbrough and Derek Kinrade, Prentice Hall, Campus 400, Maylands Avenue, Hemel Hempstead, Hertfordshire HP2 7EZ, £24.95 plus £3 postage.

Directory for Older People: a handbook of information and opportunities for the over 55's by Ann Darnbrough and Derek Kinrade.

Disability Now Newspaper for disabled people and their families, £16 annual individual subscription, 6 Market Road, London N2 9PW.

Helpful Organisations and Associations Free from Multiple Sclerosis Society.

London Disability Guide Services, contacts and organisations in the Greater London Area from GLAD (Send 70p stamp).

What Now? Information on Services for Disabled People free from RADAR.

With a little help... Free booklet with guidance on the most common difficulties experienced by disabled and elderly people from Disabled Living Foundation.

Voluntary Agencies Directory Details of around 2,000 national voluntary agencies. National Council for Voluntary Organisations (NCVO), Regents Wharf, 8 All Saints Street, London, N1 9RL, £22.50, plus 20% postage and packing. Tel: (020) 7713 6161, fax: (020) 7713 6300.

See 'Helpful organisations' on page 144 for full addresses of organisations mentioned in this section

part

2

Help with

This part is a guide to the extra help disabled people can get to meet their everyday needs: for money, housing, equipment, work, education, getting around, holidays and leisure, and personal and sexual relationships.

everyday needs.



Money matters

Having a disability can involve extra costs – for heating, equipment, transport, accommodation and other everyday needs. This section gives you an outline of the support to which you may be entitled and where you can get more detailed information and advice.

The main benefits

Disability Living Allowance is a tax-free benefit for people who need help with personal care, with getting around, or with both. It is made up of two components: the care component, and the mobility component. Both components are for people disabled before the age of 65.

Attendance Allowance is a weekly benefit for people aged 65 or over who need a lot of help with personal care because of illness or disability.

Disability Working Allowance is a weekly tax-free benefit paid on top of your wage, if you are in work and aged 16 or over. You will also qualify for help with your NHS costs.

Incapacity Benefit is paid to people unable to work due to illness or disability, who have the necessary National Insurance contributions. It is paid at three rates, depending on how long you have been on benefit. Entitlement is based on medical certification initially, followed by a medical test known as the All Work Test.

Severe Disablement Allowance is a weekly tax-free benefit paid to people who have not been able to work for at least 28 weeks due to illness or disability, and have not paid enough National Insurance contributions to qualify for Incapacity Benefit.

Income Support is a means-tested benefit payable to people with low or no income.

Jobseeker's Allowance is paid to people who are looking for work. Income-based Jobseeker's Allowance is a means-tested benefit payable to jobseekers with little or no income. Contributory Jobseeker's Allowance is paid to jobseekers who have the necessary National Insurance contributions.

Social Fund Payments can be made for maternity and funeral costs, and for periods of cold weather. Grants and interest-free repayable loans may also help with expenses such as moving into your home. For grants or loans there is only a limited amount of money, so success with an application cannot be guaranteed.

The Family Fund Trust (See 'For disabled children', page 134)

The Independent Living (1993) Fund can give cash help to pay for personal and domestic care which enables 'severely disabled' people to live in the community. To qualify you must satisfy a number of conditions (see page 17 for these conditions). Ask your local social services or the Independent Living (1993) Fund. Tel: (0115) 942 8191/2.

Housing Benefit from the local authority provides help with the rent for people with low incomes living in public or private rented accommodation. Housing Benefit and Council Tax benefit (see below) may continue for up to four weeks after you or your partner find work.

You must:

- have been registered unemployed, a lone parent, a carer, a government trainee, or a combination of any of these for at least six months;

- have had your Income Support or Income-based Jobseeker's Allowance stopped because you or your partner start work or increase your hours or wages.

You must make a special claim to get extended payments on form NHB1 – EP from your Social Security office or Jobcentre. Your claim must reach the Social Security Office or Jobcentre (or local authority) within eight days of the end of your Income Support or Income-based Jobseeker's Allowance entitlement.

Other benefits, allowances and reliefs

- **Council Tax relief** may be had in the form of discounts, disability reductions or the Council Tax Benefit for people on low incomes.
- **Housing grants** for renovations and adaptations for disabled people (see Housing and home, page 27)
- **Value Added Tax.** There is a wide range of VAT reliefs for purchases by people who are disabled and the charities which serve their needs. More information about the reliefs is in VAT Notice 701/7 *VAT reliefs for people with disabilities*. You can get copies of this and other publications explaining the range of reliefs from VAT from your local VAT Business Advice Centre. The address is in your phone book under 'Customs & Excise'.

Special benefits

Certain benefits and allowances apply to particular groups:

- people who are blind, partially sighted or deafblind (see pages 94 to 100)
- people who are disabled due to service in the armed forces (see page 129)
- help with health costs (see page 11)

Other sources of help with money

Many professions and industries have benevolent associations which give grants to disabled people, pensioners and people facing a crisis. To qualify you need to work, or have once worked, in the particular industry or belong to the family of such a worker.

Ex-members of the armed forces, their families and dependents may also be able to get financial help from forces benevolent societies (see 'For people who are disabled due to service in the armed forces', page 129)



Social Security offices are staffed and equipped to make sure disabled people can get information in the form they need it, including blind people, deaf people and foreign language speakers.

Disability Benefits Helpline Tel: 0345 123456.

Benefits Enquiry Line 0800 882 200 Textphone: 0800 243355 (see Useful numbers, page 189). Advice and information for people with disabilities and their carers about social security benefits and how to claim them. The person you speak to will not have your personal records but will be able to give you general advice.

DIAL (Disability Information Advice Line) is run mostly by people who are themselves disabled. See phone book for your local DIAL or call DIAL UK on (01302) 310123.

Citizens Advice Bureaux are the largest independent provider of general advice in England and Wales. They exist to give confidential, impartial, free advice to all and to present policy makers with issues of concern. Some have specialist debt and disability advisers (see local phone book).



Welfare Rights Officers are employed by many local authorities. Some may also have a Disability Rights Centre.

Voluntary organisations connected with particular disabilities often provide advice and publications to help make sure you get your full entitlement.

Disablement Income Group (DIG) provides advice, advocacy, fieldwork, information, publications, research and training to improve the financial welfare of disabled people.

Tel: (020) 7263 3981.

The Disability Alliance has a rights and advice line.

Tel/textphone: (020) 7247 8763 (between 2 pm and 4 pm on Mondays and Wednesdays).



Benefits Agency Information Free from your local Social Security Office



Special guides

After Age 16 What Next? Service and benefits for young disabled people by Alison Cowen, Family Fund

A-Z of Welfare Benefits MIND Publications, £3.00

Directory of Social Change, 24 Stephenson Way, London NW1 2DP, tel: (020) 7209 4949, publishes guides to possible sources of grants

Disability Rights Handbook published annually by the Disability Alliance, £8.50

National Welfare Benefits Handbook published by Child Poverty Action Group

What Tax – the Council Tax explained from RADAR (send SAE)

See 'Helpful organisations' on page 144 for full addresses of organisations mentioned in this section.

Housing and home

In this section you will find out how to get help in adapting your home to your particular needs or in finding a new home.

Improving a home

Local social service departments and housing authorities will assess what improvements and adaptations you may need in order to live more independently in your own home. Local authorities can give two kinds of grants: House Renovation Grants to make properties fit to live in; and Disabled Facilities Grants to make houses suitable for disabled people. In both cases you may be expected to pay some of the costs, depending on your income. For minor works of repair, improvements or adaptation local authorities may give Home Repair Assistance.

Help is available to all private sector owner-occupiers and tenants. Disabled people can also apply for help if they live in council property.

House Renovation Grants Discretionary grants (which are provided subject to means testing) cover getting the house in a livable condition, for example, if it is structurally unsound or in serious disrepair. Grants may also cover improvements such as heating and putting in additional living accommodation.

Disabled Facilities Grants Mandatory grants are awarded after an occupational therapist from social services has assessed whether the adaptations proposed are necessary and appropriate. Grants are available to make it easier for you to get into and around your home, or to provide suitably adapted kitchen and bathroom facilities, heating and controls.

Mandatory grants are limited to £20,000 but local authorities may give more if they consider it necessary

Discretionary grants cover work done to make the place better for disabled people to live and work in, such as creating a play area for a disabled child or adapting a room for working from home.

Home Repair Assistance is a discretionary grant. It may be given to meet the cost of minor repairs, improvements or adaptations, subject to a limit of £2,000 per application or £4,000 over a three-year period.

It is not means-tested and, along with owner-occupiers and tenants (but not council tenants), you may be eligible for assistance if you have a right to occupy your home, even if you have no formal tenancy. You may also be eligible for Home Repair Assistance if you live in a mobile home or houseboat.

In Scotland there is a mandatory improvement grant to provide standard amenities to meet your needs as a disabled person. You might also be able to get discretionary improvement grants for works to make a house suitable for your welfare, accommodation or employment. The system is run by local authorities who will be able to give you details.

For more information on grants, contact:

Home Insulation Grants EAGA Ltd. makes these grants towards draught proofing and insulating your home if you are on Attendance Allowance, Income Support, Income-based Jobseeker's Allowance, Council Tax Benefit, Disability Living Allowance, Disability Working Allowance, Housing Benefit, Family Credit or Industrial Injuries Disablement Benefit or War Disablement Pension or are aged 60 or over.
Phone free: 0800 072 0150.

Getting work done

The local authority which gives the grant may commission the work and supervise it, perhaps together with a housing association. However, it is more usual for the applicant to commission the builder and to supervise the works where they are in receipt of a house renovation grant or disabled facilities grant.

Home improvement agencies Throughout England and Wales there are agencies able to advise you, help you decide what work needs to be done, organise it, sort out finances, find a surveyor, architect or builder and keep an eye on progress. The service is free. If there are charges for help, they may usually be covered by grant or loan.

The agencies are co-ordinated by Care and Repair England, the national co-ordinating body for home improvement agencies, which can give you details of agencies in your area.

Tel: (0115) 979 9091

In Wales contact Care and Repair Cymru. Tel: (029) 2057 6286 or (in North Wales) (01248) 371528

In Scotland there is also a Care and Repair scheme run centrally by Scottish Homes (see page 31) through seven regional offices.

Finding a home

Through your local authority

One of the roles of your local authority is to help disabled people who are homeless or threatened with homelessness. The social services and housing departments will work together to help if it is necessary for you to move to a more suitable property.

They may also be able to arrange a transfer if you wish to move to a different area.

Through housing associations

A housing association is a non profit making organisation run by a voluntary committee to provide low-cost rented houses or help low-income earners buy their own. Working closely with both local authorities and charitable groups, they can provide housing for people with particular needs such as a disability.



You can get a list of housing associations specialising in housing for disabled people from your local authority or the Housing Corporation which would keep information on registered housing associations. Tel: (020) 7393 2000 and in Wales Tai Cymru. Tel: (029) 2074 1500.

Types of home

Housing which is especially suitable for disabled people includes mobility housing, wheelchair and sheltered housing, and lifetime homes.

Mobility housing is a house with special features such as a ramped entrance and wider doors for people who can walk but may sometimes need a wheelchair.

Wheelchair housing is specially designed for people who use wheelchairs at all times.

Sheltered housing is in flats or bungalows with a resident warden for people who are elderly and/or disabled.

Lifetime homes have flexibility to be adapted to people's changing physical capability over a lifetime, including possible wheelchair use.



Your local authority housing office will tell you about their services and about housing association properties in your area, and advise you which ones have access. They will give you an application form asking what kind of property you want and where you want to live.



*In Scotland contact the local District Housing Department for your area or Scottish Homes, the national housing agency.
Tel: (0131) 313 0044*

In Wales you can also contact Tai Cymru (formerly Housing for Wales). Tel: (029) 2074 1500 (Cardiff) or (01492) 641797 (Gwynedd).

Helpful organisations include: Age Concern/ Centre for Accessible Environments/ Disabled Living Centres/ HOMES (Housing Organisations Mobility and Exchange Services)/ The Housing Corporation/ MENCAP/ National Disabled Person's Housing Service (an umbrella group for local housing services)/ National Schizophrenia Fellowship/ MDAR/ RNIB Housing Service/ RNID/ Shaftesbury Society/ Shelter/ Sign Campaigning for Services in Mental Health and Deafness/ SCOPE/ Spinal Injuries Association.



From the Department of the Environment, Transport and the Regions.

House Renovation Grants, Disabled Facilities Grant

*Home Repair Assistance. Free from the Distribution Centre.
Tel: 0870 122 6236.*

From the Home Office

*Your Practical Guide To Crime Prevention. Free from Publicity Section, Home Office, Queen Anne's Gate, London
SW1H 9AT. Tel: (020) 7273 2193.*

From your local Fire Brigade headquarters

Fire Safety Advice for Disabled People



From voluntary organisations

Building our lives: Housing, independent living and disabled people, by Linda Laurie, Shelter, £3.50 plus 75p postage and packing

Meeting the Costs of Adaptations, RADAR, £1

How to Find Appropriate Housing, RADAR, £1

A Home of My Own?, by Pauline Thompson, Disablement Income Group, £4.50

Home Management and Housing, Disability Information Trust

A Kitchen For You, Disabled Living Foundation, £6.25

Older Home Owners – Financial Help with Repairs, Age Concern

Renovation Grants – Including Help with Housing Repairs and Adaptations, Carers National Association

Your Rights to Housing & Support, by Jenny Morris, Spinal Injuries Association

From public utility suppliers (Free)

The BT Guide for people who are disabled or elderly, from local BT shops or telephone 0800 800150 (voice) 0800 243123 (text)

Our Commitment to older or disabled customers, British Gas from the phone number on your gas bill

Making Life Easier for People with Disabilities, Electricity Association, 30 Millbank, London SW1P 4RD

Useful addresses for People with Disabilities, Electricity Association

See 'Helpful organisations' on page 144 for full addresses of organisations mentioned in this section.

Equipment and aids for daily living

For many disabled people, having the right equipment can be crucial to independent living. It can also make all the difference to those who care for disabled people.

There may be items you don't know about that can meet your needs or work better than the ones you are using now. Sources include social services departments, the NHS, education and employment services and voluntary organisations. Social services and the NHS usually supply equipment on loan, in some areas from a joint equipment service.

From social services

Equipment which can make it easier to manage at home is usually provided by social services departments following an assessment by an occupational therapist.

The items supplied can make it easier and safer to deal with everyday tasks such as preparing food or managing your personal care. Simple alterations or adaptations can also be arranged, such as repositioning electrical sockets or fixing handrails.

The type of equipment or adaptation provided will depend on your situation, and can range from straightforward items such as kettle tippers and tap turners in the kitchen, bath seats and raised toilet seats in the bathroom, right through to hoists to help with transferring in and out of bed or bath.

Depending on your circumstances, you could be asked to contribute to the cost.



Social services will arrange for an occupational therapist or social worker to make an assessment and if necessary call in the housing department to help. Occupational therapists will also be able to advise you about equipment you can obtain from other sources. See also: 'Housing and home' (page 27) for information about arranging improvements and adaptations to your home.

From the National Health Service

GP services

Your GP can prescribe items from an approved list. These include, for example, elastic stockings, appliances for colostomies and similar conditions, some types of trusses and wound dressings, urinary catheters and urinary collection devices.

For other equipment and adaptations, your GP can refer you to specialist services or you can also approach them yourself.

Wheelchairs

If you have a problem which prevents you moving around your home easily, even for a short time, a wheelchair may be the answer. An occupational therapist or physiotherapist will assess your needs – at home, in hospital or at your local NHS wheelchair service.

In Wales, the Artificial Limb and Appliance Service (ALAS) is responsible for providing the wheelchair service and artificial limbs. These services are provided at three Artificial Limb and Appliance Centres (ALACS) at:

Rookwood Hospital, Llandaff, Cardiff CF5 2YN.
Tel: (029) 2055 5677;

Maelor General Hospital, Croesnewydd Road, Wrexham
LL13 7TD. Tel: (01978) 291100;

Morrison Hospital, Morrison, Swansea SA6 6NL.
Tel: (01792) 702222;

The wheelchair service is only provided at the ALACS in Cardiff and Wrexham.

How do you choose? The NHS wheelchair service will help you choose a wheelchair that meets your needs, including extras like cushions, arm-rests or trays. If the therapist agrees that you could benefit from a more expensive chair than the local service can offer, you may be able to get a voucher that will allow you to pay the difference. However, the voucher scheme is only applicable in England. Not all services may be able to offer this option yet.

Who owns the chair? NHS wheelchairs are provided on loan for as long as needed. If you only need one for a short time, the centre will tell you how to get one from an organisation such as the Red Cross.

Who maintains it? The NHS will pay for any servicing or repairs so long as they are not caused by misuse or neglect. You will be given the number of the local approved repairer who will be responsible for repairs.

What about wheelchairs for outdoors? If you are severely disabled and could benefit from a powered indoor/outdoor wheelchair, your wheelchair service may be able to provide one, subject to their professional assessment of your needs. Usually you have to buy outdoor electric wheelchairs, electric scooters or specialist sports wheelchairs for yourself. Your local service will be able to tell you about local distributors.

See also 'Getting around', page 65.

Walking aids

If there is a medical requirement for walking sticks, frames and other walking aids, they can be provided on loan from the local hospital or community health service, usually on the recommendation of a physiotherapist. A deposit may be required.

Artificial limbs

If you need an artificial limb, they are provided, maintained and repaired at no charge. Your hospital consultant will refer you to your nearest Disablement Services Centre (DSC), or in Scotland and Wales, Artificial Limb and Appliance Centre (ALAC), where specialist medical staff prescribe the limb best suited to your needs and where you will also receive walking or arm training. The DSCs/ALACs are usually attached to regional hospitals.

Surgical appliances

If you need a surgical appliance (or 'orthosis') your GP will be able to refer you to a healthcare professional who will be able to prescribe an appliance to suit your needs. Appliances include elastic hosiery, trusses, surgical footwear, leg appliances, abdominal and spinal supports, surgical brassieres, artificial breasts, arm, neck and head appliances and wigs.

You may be asked to pay a charge for wigs, fabric supports, surgical brassieres and elastic hosiery. If you have a low income this may be waived, or you may be offered some financial assistance.

Environmental control systems

What are they? Environmental control systems help people with a severe physical disability by enabling them to operate appliances and equipment in the home from a central control, worked if necessary by switches adapted to their individual requirements.

They can be linked with a wide range of equipment such as alarms, door locks, intercoms, telephones, lights, heaters, beds, curtains, radios, televisions, communication aids and computers.

How do you get them? Contact an occupational therapist in the social services or NHS who will be able to tell you about the systems available. Otherwise ask your GP or community nurse. You will then be referred to a medical consultant who acts as the environmental control assessor in your area.

If the assessor decides equipment would help, an occupational therapist from social services may be asked to assist with any necessary arrangements for installation. Equipment is provided on loan and maintained and serviced free of charge.

Low vision aids See page 95

Hearing aids See page 89

Communication aids See page 116



For information about how to get equipment, get in touch with an occupational therapist in the social services or NHS, your GP or community nurse, or your local Disabled Living Centre.

From the Employment Service

See page 47 for details about the kind of help with equipment you may be able to obtain through the Access to Work programme.



Your local Jobcentre will put you in touch with a Disability Employment Adviser.

From education and training services

See 'Education and training', page 56.

From voluntary organisations

Some of the groups named under 'Helpful organisations' on page 144 will give you information about obtaining equipment, including what can be found in local shops and pharmacies. Some groups may also help with the supply of equipment.

The Red Cross Medical Loan Service through your local branch (see phone book) can lend equipment including commodes, wheelchairs and walking frames to meet urgent short-term needs. They may sometimes charge a handling fee. St John Ambulance Brigade may also be able to help in some areas.

REMAP may be able to help if you need a specially adapted item outside the range of standard aids and equipment on the market.
Tel: (01732) 883818

Awear (formerly the National Association of Clothing Workshops) brings together services around the country which may be able to help with the clothing needs of disabled people.
Tel/fax: (0115) 953 0439

Where to look

To be confident you are making the right choice, there is nothing like seeing the equipment – and preferably trying it out – before deciding.

Disabled Living Centres (DLCs)

These centres around the UK aim to increase opportunities for people to live independently. They offer disabled people the chance to see and try out a wide range of products to find those that suit their needs.

They offer free and independent advice about what is available, how much it costs and where to get it. Many centres also arrange training on a variety of topics of interest to disabled people, carers and professionals, for which there is generally a fee.

The centres vary in size, scope and opening hours, so it is best to telephone before visiting. The phone numbers are:

ENGLAND

Avon: Bristol Tel: (0117) 965 3651

Buckinghamshire: Aylesbury Tel: (01296) 315066

Cambridgeshire: Papworth Everard Tel: (01480) 830495

Cheshire: Macclesfield Tel: (01625) 661710; Stockport
Tel: (0161) 414 4476

Cleveland: Middlesbrough Tel: (01642) 827471

Devon: Exeter Tel: (01392) 59260

East Sussex: Lewes Tel: (01273) 472860

Essex: Colchester Tel: (01206) 853535, ext. 2172 or 2173

Greater London: Westminster Tel: (020) 7289 6111;
fax: (020) 7266 2922; Bromley Tel: (020) 8663 3345;
Hillingdon Tel: (01895) 233691

Greater Manchester: Tel: (0161) 832 3678

Hampshire: Portsmouth Tel: (023) 9273 7174; Southampton
Tel: (023) 8079 6631

Hertfordshire: Welwyn Garden City Tel: (01707) 324581

Humberside: Hull Tel: (01482) 225034

Leicestershire: Leicester Tel: (0116) 254 4547

Liverpool: Tel: (0151) 298 2055

Nottinghamshire: Nottingham Tel: (0115) 942 0391

Shropshire: Shrewsbury Tel: (01743) 344599

Suffolk: Lowestoft Tel: (01502) 538571

Tyne & Wear: Newcastle upon Tyne. Tel: (0191) 284 0480

West Midlands: Birmingham Tel: (0121) 643 0980

West Yorkshire: Huddersfield Tel: (01484) 453000; Leeds Tel:
(0113) 279 3140

Wiltshire: Semington Tel: (01380) 871007; Swindon Tel: (01793)
643966

SCOTLAND

Falkirk: Grangemouth Tel: (01324) 504311

Elgin: Tel: (01343) 551339

Highlands: Inverness Tel: (01463) 704000

Lothian: Edinburgh Tel: (0131) 537 9190

Strathclyde: Paisley Tel: (0141) 887 0597

WALES

North Wales: Bodelwyddan Tel: (01745) 583910 ext. 4525

South Wales: Caerphilly Tel: (029) 2088 7325; Cardiff
Tel: (029) 2056 6281 ext. 3751; Swansea Tel: (01792) 580161

The Disabled Living Centres Council (DLCC), the national organisation for DLCs, can give you up-to-date information about your nearest centre. Tel: (020) 7820 0567.

Other places to view equipment and get information

Hospital occupational therapy departments These often have small displays of equipment and offer advice to people who are in hospital or attending as out-patients.

Social services departments These often have assessment centres where equipment can be tried out.

Local authority education departments These may have a selection of equipment on view for use in schools.

Chemists Larger branches often stock continence aids and basic aids for eating, drinking and bathing. Ask your social services department or Disabled Living Centre where to buy items.

Specialist retailers and disability equipment manufacturers These often have showrooms where equipment is displayed. Ask The British Healthcare Trades Association (BHTA) for the address of your nearest retailer who subscribes to their code of practice.
Tel: (01732) 458868.

Naidex Care Management Each year Naidex holds exhibitions in the UK covering a wide range of equipment and services for disabled and elderly people. For details call (020) 8910 7873, or fax (020) 8910 7926.

Research Institute for Consumer Affairs (RICA) is an independent consumer organisation which carries out research and publishes information for elderly and disabled consumers. RICA publishes reports on disability equipment and other subjects, including Equipment for an Easier Life. Tel: (020) 7704 5208.

AbilityNet is a charity formed by the Computability Centre and the Foundation for Communication for the Disabled to give information and advice on computer access at home and at work, including adapting technology to the needs of people with a disability. Tel: National Freephone number 0800 269545.

SCOPE This voluntary organisation gives advice, assessment and training with an emphasis on the needs of people with cerebral palsy. Helpline available free on 0800 626216, Mon-Fri, 11am-9pm/Sat-Sun, 2pm-6pm. Regional offices provide contact with services and local groups.

RNIB (Royal National Institute for the Blind) (see page 97)

RNID (Royal National Institute for Deaf People) (see page 92)

The Disabled Living Foundation (DLF)

The Disabled Living foundation makes everyday life easier for people with disabilities, older people and carers by giving impartial advice about equipment for overcoming problems in daily living.

The National Disability Helpline is staffed by a team of information officers who provide advice on equipment, clothing, footwear, and other sources of information. Enquiries are either answered directly over the telephone or for more detailed information, sent by post. Open Monday to Friday 10am-4pm.

Specific information can be obtained from DLF-DATA, the UK's most comprehensive database of disability equipment.

The subscription service provides comprehensive in-depth information through the off-line version of DLF-DATA on CD-ROM, or the DLF Hamilton Index, a directory of equipment containing 23 individual sections published in four parts, each in a separate binder containing five or six sections. One part of the Index is updated every four months, giving a 16-month cycle. Information on the off-line version of DLF-DATA can be obtained from the DLF.

Publications contain very detailed information, and range from the specialist resource packs on equipment such as wheelchairs to factsheets and product guides on choosing and using equipment.

The Equipment Centre displays a wide range of useful equipment and gadgets for older people and people with disabilities of all ages. The range includes wheelchairs, walking equipment, hoists, kitchen, bathing and toileting equipment as well as a display of children's equipment. It is staffed by information advisors who will demonstrate items and discuss practical problems. Mondays, Tuesdays and Fridays are open days, open 10.00am-3.30pm, Wednesday and Thursday visits are by appointment.

Training courses are focused on the practical issues surrounding disability.

For information call:

Tel: (020) 7289 6111 Fax: (020) 7266 2922

Helpline: 0870 603 9177 Minicom: 0870 603 8176

email: dlfinfo@dlf.org.uk internet: www.dlf.org.uk

The Disability Information Trust

The Disability Information Trust publishes a series of reference books providing in-depth information on a wide range of equipment and self-help devices currently on the market, as well as some everyday consumer goods. Each product included has been examined and assessed by professionals; most have been tested in use by disabled people. The books also offer suggestions for coping with various difficulties and solving problems.

Each publication gives descriptions and comments, with guidelines to help choose equipment and points to consider before buying. There is a photograph of each item together with addresses and phone numbers for contacting the makers or distributors.

The titles are completely revised and updated in rotation and new titles are added from time to time. New editions are announced in professional journals and voluntary associations' magazines as well as through an extensive mailing list of users, maintained by the Trust.

Current titles

- *A Practical Guide to Manual Wheelchairs*
- *A Practical Guide to Powered Wheelchairs and Scooters*
- *Arthritis – an Equipment Guide*
- *Communication and Access to Computer Technology*
- *Children with Disabilities*
- *Employment and the Workplace*
- *Furniture*
- *Gardening – an Equipment Guide*
- *Hoists, Lifts and Transfers*
- *Home Management and Housing*
- *Outdoor Transport*
- *Parents with Disabilities*
- *Personal Care*
- *Sport and Leisure*
- *Walking Aids and Standing Aids*

UK prices: books range from £5 to £12 each and binding cases (two hold a complete set) cost £5 each. Postage and packing are free. The books are now in many public libraries. The Trust is also publishing smaller 'popular' versions of some titles. Contact them for details. Orders or requests for a free, descriptive leaflet should be sent to: The Disability Information Trust, Mary Marlborough Centre, Nuffield Orthopaedic Centre, Headington, Oxford OX3 7LD Tel: (01865) 227592



Disability Equipment Assessment Reports from the Medical Devices Agency of the Department of Health. Based on user trials and technical assessment, these are mainly intended for therapists, other professionals and purchasers of equipment. They are available free to health and social care professionals and for an appropriate charge to others. For a free list of publications and details of how to obtain these reports contact the Medical Devices Agency.

Computer Help for Disabled People Jargon-free guide by Lorna Ridgeway and Stuart McKears, Souvenir Press £12.95

See 'Helpful organisations' on page 144 for full addresses of organisations mentioned in this section.

Work

You can get help to find employment or stay in work from a variety of organisations, including Jobcentres, careers services and voluntary organisations. Education and training can also play a part (see page 56)

The Employment Service

The aim of the Employment Service is to offer disabled people particular help and advice in finding and retaining work or appropriate training; and to help and encourage employers to make work or training opportunities available to them.

Getting the best from your Jobcentre

The Employment Service is responsible for the national network of Jobcentres. These can offer skilled advice at every stage of your search for a job, and make sure you have access to benefits or allowances you are entitled to claim. The Jobcentre service starts with the range of job vacancies always on display.

Your first contact will almost certainly be with a Client Adviser who can let you know about the different ways you can get help to find a job, or take up training that will help you with your future job choices.

If you have a disability that affects the kind of work you can do, you will be eligible to join many of the programmes open to people who have been unemployed for some time, without having to wait for the qualifying period.

Your Disability Employment Adviser (DEA)

You and your Client Adviser may decide that further specialist advice and help would be a good idea. The Client Adviser can then arrange for you to have an interview with a Disability Employment Adviser (DEA).

If you are already in a job, but experience difficulties that relate to your disability, your DEA may be able to help. This can be especially welcome if you have recently become disabled, if the effects of your disability have altered in some way, or perhaps if the job you are doing is changing.

Disability Employment Advisers work as part of the local Placing, Assessment and Counselling Team (PACT) which works with employers as well as with people with disabilities. The DEA is usually based at the Jobcentre and can help with:

- *Assessment* Finding out about your abilities and the sort of job that would suit you; then drawing up a plan of action to get the job or go on a training course;
- *Contact* Putting you in touch with potential employers;
- *Access to Work* Advice on how this programme might provide practical help with travel to work, equipment, a support worker or other help;
- *Job trial* Arranging a trial period in a job or other work experience;
- *Supported employment* if you have a more severe disability.

Access to Work programme

This programme can help you make the most of opportunities in work by providing a range of assistance to help overcome obstacles caused by your disability, for example:

- a communicator if you are deaf or have impaired hearing (you can have a communicator at a job interview, as well as in work);
- a part-time reader or assistant at work if you are blind or have a visual impairment;
- a support worker if you need help, either at work or getting to work;
- equipment (or alterations to equipment) to meet your particular needs;
- alterations to premises or a working environment;
- adaptations to a car, or help towards taxi fares or other transport costs if you cannot use public transport to get to work.

The DEA can give you more information about the range of help available and any eligibility conditions that apply.

Equipment

Access to Work can supply a wide range of equipment for use in work including:

For people who are blind or partially sighted: for example – special computer equipment, closed circuit TV, large print output devices, tape recorders, pocket memos, talking calculators, braille measuring devices;

For people who are deaf or hard of hearing: for example – amplifiers, loud-speaking telephone amplifiers, text terminals;

For people with walking, standing or sitting problems: for example electrically powered wheelchairs with riser seats, stand-up and kerb-mounting facilities;

For people who have other physical disabilities or communication difficulties: for example – electronic writing systems, special computer equipment or software, page-turners, special chairs.

Working from home

More and more people and their employers are opting for work at home to cut down on both travelling and office space. This trend favours people who, because of a disability, cannot get to work easily. Word-processing, type-setting, viewdata editing, estimating, accountancy, graphic design, software writing, payroll work and invoicing are all examples of jobs where information can be transferred electronically between home computer and office. Your DEA should be able to advise you on any local opportunities.

Supported employment

If you do not feel ready or able to work in open employment, your DEA may still consider work under the Supported Employment Programme, each part of which receives government financial help:

- Workshops run by local authorities and voluntary bodies;
- Supported placements sponsored by local authorities and voluntary groups in which severely disabled people work alongside non-disabled colleagues in a wide range of jobs;
- Remploy Ltd which employs around 9,800 mostly severely disabled people in over 90 factories throughout the country and around 3,300 severely disabled people on their Interwork supported placement scheme. Tel: (020) 8235 0500

Job Introduction Scheme

If you have the opportunity of a job, but you and your employer have some concerns about whether, because of your disability, there will be practical difficulties, the Job Introduction Scheme can provide breathing space. It can fund a short trial period – usually six weeks – by making a contribution towards your wages. This gives both you and your employer time to decide.

Getting priority for employment help

New Deal for Disabled People

Over the next two years measures will be introduced to help people claiming disability and incapacity benefits to work if they wish to do so.

The programme will involve the following:

- around 20 Innovative Schemes to explore how best to help people move into work or stay in work;
- Personal Advisers to help people to overcome the barriers to work. Initially, access will be through 12 pilot areas covering a quarter of a million people;

- an information campaign to improve knowledge of the existing help available to help people into work and to change attitudes of benefit recipients, employers and the public; and
- a programme of Research and Evaluation to develop an understanding of disabled people and to determine the effect of new initiatives.

To help smooth the path when moving from benefits to paid employment the Department of Social Security (DSS) will make the following benefit changes to take effect from October 1998:

- Linking rule extended to 52 weeks: helps former claimants of incapacity benefits who take a job but then return to benefit within one year with an illness or disability. This allows them to return to the same benefit rate that they were receiving before they started work.
- Unlimited hours of voluntary work whilst claiming incapacity benefit: removes the current 16 hours per week limit.

What kind of employer?



Look out for employers who use the disability symbol (as shown on left) on job advertisements, application forms and recruitment literature. It shows a company is positive about employing disabled people and will be keen to know about your abilities.

Working for yourself

As your own boss, you have the flexibility of controlling your own work environment, travel, hours, and money. State assistance is, broadly speaking, the same as all would-be self-employed people receive:

- **Income tax allowances** on expenses including travel, subscriptions to magazines and heating and lighting the work-place in your home.

- **Small Firms Loan Guarantee Scheme** in which the Government guarantees a proportion of a loan from a high street bank or other financial institution against default. The scheme is only available for existing businesses or start-ups in some sectors.

- **Business Start-up Allowance** from some local Training and Enterprise Councils (TECs) in England and Wales or Local Enterprise Allowance (LEC) in Scotland is part of a package which includes training in setting up a business and business planning.



All newly self-employed people have to register for National Insurance contributions, Income Tax and VAT. Booklet CWL1 from Jobcentres contains registration form CFW1 which needs to be sent to the Contributions Agency for automatic registration with the three departments involved.



Ask for details at your local Jobcentre or TEC/LEC.

Think about volunteering

Voluntary work can put you in touch with the world of work and may help you assess your strengths. It can be a bridge into paid employment, providing references and proving your skills and abilities. But check with your local Social Security office to make sure no benefit would be affected before starting voluntary work.



Get in touch with a specialist agency such as:

Community Service Volunteers (CSV) finds work away from home with expenses, meals, accommodation and pocket money provided. Tel: (020) 7278 6601

National Association of Volunteer Bureaux has a network of 335 volunteer bureaux in England, with some members in Wales and Northern Ireland, offering local volunteering opportunities. See under 'Volunteer Bureau' in the phone book or Tel: (0121) 633 4555.

Who else can help?

The *Careers Service* provides structured programmes of careers education and guidance for all young people. It provides specialist advice for clients with special educational or training needs. Many (but not all) careers services have specialist advisers for people with special needs.

The Careers Service assists:

- people in full-time education except those at institutions of higher education or on higher education courses at further education colleges;
- people in part-time education in order to prepare them for employment;
- people aged under 21 who have left education or full-time training.

Disabled people remain part of the client group until they are settled in their careers, without age or time restriction.

Careers advisers must provide accessible and user-friendly information about education, training and employment opportunities; help people make decisions about work and training based on a realistic understanding of their ability and potential; and help clients at a disadvantage in the labour market.

Claimant advisers at Social Security offices can give you help and advice on payment of state benefits after you start full-time or part-time work.

AbilityNet (combining the resources of the Computability Centre and the Foundation for Communication for the Disabled) provides an information and advice service on computing for disabled people, including computing at work, individual assessments, open days, training and consultancy and free introductory sessions. Tel: (01926) 312847

MENCAP has a number of Pathway schemes around the country to help integrate people with learning disabilities into normal working life, which work out individual programmes for each trainee in consultation with the local DEA. Tel: (020) 7454 0454

Opportunities for People with Disabilities aims, through training, preparation and guidance, to assist disabled job seekers in securing open employment matched to their talents and aspirations. It encourages employers to recognise ability and potential not disability. For the address of the nearest regional office, Tel: (020) 7726 4961

The Prince's Youth Business Trust (PYBT) assists unemployed people or those with limited means aged between 18 and 30 to set up in business. It provides financial support (loans and grants), on-going business advice through a personal Business Mentor and help with PR and marketing opportunities. All applicants must have a viable business idea, have tried unsuccessfully to raise money elsewhere (the Trust is a last resort funder), and, most importantly, have the determination to succeed in business. Helping young disabled people is a key priority and the BOOST project offers a one-to-one counselling and business planning service for anyone with a disability considering self-employment. The BOOST project covers the North West, East Midlands and South East regions, and is in addition to the services being delivered by the Trust throughout its network of 39 Area Offices in England, Wales and Northern Ireland. Tel: (020) 7543 1289

The Rathbone Society specialises in the design and delivery of award-winning training for young people with special educational or training needs, to help them overcome difficulties in gaining access to training and jobs. Tel: (020) 7236 5358

Richmond Fellowship Workschemes provide employment training, vocational rehabilitation, career guidance and support to people with mental health problems. Tel: (020) 7603 6373

RNIB Self-employment Development Unit promotes self-employment opportunities for visually impaired people in the UK, challenges discrimination and raises awareness of their needs in self-employment.

Since 1986 the Unit and its predecessor have helped hundreds of visually impaired people to set up their own small businesses. It acts as a central enquiry unit for those who are self-employed or thinking of starting a business, providing information on business training, sources of funding and other support through RNIB, Government schemes and other agencies.

The Unit also helps organisations supporting small businesses to make their services more accessible to visually impaired clients. Tel: (020) 7388 1266 ext. 2224

Shaw Trust is a national charity which enables disabled people to maximise their work opportunities. It is the largest voluntary-sector sponsor under the Supported Employment Programme, with partnerships with over 2,000 host companies employing some 2,500 disabled people. Tel: (01225) 716350

SCOPE runs a variety of employment and training services for people with disabilities, including Fast-Track (a graduate development programme), Skills Development Centres, Supported Placements, and Employment Officers covering England and Wales. Tel: (020) 7619 7100

Wavelength is a computer-based employment information service for disabled people. The service is available on disk or through some local videotext information services. Tel: (01635) 299646



Disability and Discrimination in Employment RADAR £1

Employment and the Workplace Disability Information Trust

Training for disabled people RADAR, £1.00

Voluntary and Paid Opportunities, RADAR, Free of Charge

See 'Helpful organisations' on page 144 for full addresses of organisations mentioned in this section.

Education and training

This section describes the range of educational and training opportunities for disabled children and adults, pre-school, at school, in further education, in vocational training and in higher education.

School and pre-school education in England

Establishing needs

A child up to the age of 18 has special educational needs if he or she has learning difficulties and needs special help. This help is known as special educational provision. A child has learning difficulties if he or she:

- has a significantly greater difficulty in learning than most children of the same age, or
- has a disability which stops or hinders them from using educational facilities of a kind provided for children of the same age in schools within the local education authority's area.



Special Educational Needs: a guide for parents

Code of Practice on the Identification and Assessment of Special Educational Needs

Both from Department for Education and Employment Publications Centre. Tel: 0845 602 2260; Fax: 0845 603 3360; Email: dfee@prologcs.demon.co.uk or Welsh Office Education Department. Tel: (029) 2082 6079.

RADAR Education Factsheets 1, 2 and 3

Meeting needs

Most children's needs will be met by their mainstream school or nursery, sometimes with the help of an outside specialist. In a few cases the local education authority will have to make a statutory assessment based on specialist advice. They may then issue a statement of special educational needs which describes all the child's needs and all the specialist help that he or she should be given.

Help available can cover many aspects, and may include special equipment, therapy (such as speech and language therapy or physiotherapy) or home-based learning schemes.

If you as a parent are not happy with any decision made about your child, you should talk to the school or the local education authority. You may also have a right of appeal to the Special Educational Needs Tribunal in certain circumstances if you cannot agree with the decisions made by the local education authority. The local education authority should inform you of your rights of appeal. In Wales the Special Needs Advisory Project (SNAP) provides support for parents through the process of SEN assessment and if necessary a statement. Tel: (029) 2038 4868

Voluntary organisations with educational services, schools or colleges include: ACE (Aiding Communication in Education)/ ASBAH (Association for Spina Bifida and Hydrocephalus)/ Boys' and Girls' Welfare Society Central Offices/ British Dyslexia Association/ British Epilepsy Association/ Chailey Heritage School/ Dyslexia Institute/ Foundation for Conductive Education/ I CAN (Invalid Children's Aid Nationwide)/ MENCAP/ National Autistic Society/ National Deaf Children's Society/ Rathbone Society/ RNIB (Royal National Institute for the Blind)/ the Shaftesbury Society/ SCOPE/SNAP.

Scotland

Establishing needs Education authorities must make appropriate arrangements to educate children and young people with special educational needs. If asked to do so, your authority must assess your child's special educational needs and consider opening a Record of Needs, detailing them. If you are unhappy about the terms of the Record or the refusal of the authority to open a Record, you can appeal to your local Appeals Committee.

Meeting needs Most children with special needs go to mainstream schools. But for those who need a special environment or specialised facilities there are special schools (including some in the grant-aided and independent sector) and special classes and departments associated with mainstream schools. The education authority should provide the equipment and therapy required to meet a child's educational needs. If a child's disability prevents him or her getting to school, a visiting teacher may be able to help.

Other services for disabled children See 'For disabled children' page 134



A Parent's Guide to Special Educational Needs. The Scottish Office Education Department. Tel: (0131) 244 5144

Further and higher education

Further education

Many young people with learning difficulties or disabilities continue their education after the age of 16 in a college. Colleges offer a wide range of vocational courses leading to work, GCSEs, GCE A Levels and General National Vocational Qualifications (GNVQs) courses.

Most colleges offer special courses or help for students with learning difficulties and/or disabilities.

The Further Education Funding Councils for England and Wales pay colleges in the further education sector to run further education courses. They also have to make sure that there are places on those courses for young people and adults with learning difficulties and/or disabilities.

If you find there is no suitable provision in an FEFC-funded college, Funding Councils may be willing to pay for a place in an independent specialist college if it considers this is the best way to meet your needs. If you go to a specialist college, you might live at the college during term time.



Further Education For Young People with Learning Difficulties and/or Disabilities: The Role of the Further Education Funding Council. Tel: (024) 7686 3000; Further Education Funding Council for Wales. Tel: (029) 2078 1681.

Disability statements from further education colleges contain details of the provision available at the college for people with learning difficulties and/or disabilities.

Higher education

If you intend to continue in full-time education after school or FE college, teachers and career officers can advise you which university will be suitable. They can also find out about access, facilities and contacts for students with disabilities through ECCTIS, the database with up-to-date information on courses and vacancies in higher education.

England and Wales The Charters for Further and Higher Education explain what you may expect from a college if you are a student with a learning difficulty or disability. You can get copies in Braille and on audio tape from the Department for Education and Employment Publications Centre. Tel: 0845 602 2260. Bilingual English/Welsh versions of the Charters are available in Wales from the Welsh Office. Tel: (029) 2082 6079. Individual colleges also publish their own charters.

Wales Higher Education Funding Council for Wales.

Tel: (029) 2076 1861

Scotland The Scottish Higher Education Funding Council (SHEFC) publishes Access to Success, a guide containing advice for students with a disability on applying to and studying in higher education in Scotland. Tel: (0131) 313 6500

You can get information on courses in further education in Scotland from the individual colleges.

Grants

People with learning difficulties and disabilities have the same rights to grants from local education authorities and student loans as other students. Grants are usually only available for people in higher education. In addition you may be eligible for one or more of the disabled students' allowances, if your disability makes it more expensive to take a course.

The allowances are: the Non-medical Personal Helper Allowance, the Equipment Allowance and the General Allowance for other extra costs.

You can also get an extra allowance if you have higher travel expenses for a course because of a disability. Sometimes you may be able to claim social security benefits.



Student Grants and Loans: a brief guide for Higher Education
Students Department for Education and Employment
Publications Centre. Tel: (0845) 602 2260

It's your Choice, from Careers and Occupational Centre,
Moorfoot, Sheffield S1 4PQ, sets out choices facing
students at the end of year 11 and contains advice for
young people with disabilities. Welsh language version
Chi Biau'r Denis from Welsh Office. Tel: (029) 2082 6079

In Scotland you can apply for assistance for advanced level courses from the Students Award Agency for Scotland. A Disabled

Student's Allowance is available with three elements: the basic grant; an equipment allowance; and a non-medical personal help allowance.

The Snowdon Award Scheme may provide bursaries to help physically disabled students, preferably between 17–25 years of age, with the additional costs of further education for students with a disability eg. computers, carers, notetakers, readers, specialist equipment. Bursaries of up to £1,500 may be awarded for one or two years. Tel: (01403) 211252



Apply to your local education authority. In Scotland apply to your local authority for non-advanced courses. For advanced courses apply to the Students Awards Agency for Scotland, Tel: (0131) 476 8212

Skill (National Bureau for Students with Disabilities) is a voluntary organisation which promotes equality in education, training and employment for disabled people. Phone the Information Service, 1.30 pm – 4.30 pm or write to the address below.
Tel: (020) 7978 9890

Skill publishes a range of factsheets and publications, including:

Financial Assistance for Students with Disabilities in Higher Education

Financial Assistance for Students with Disabilities in Further Education

Higher Education and Disability: a guide

Students with Disabilities in Higher Education: a guide for all staff.



*For a full list of publications and information sheets, contact:
Skill, 336 Brixton Road, London SW9 7AA.
Tel/textphone: (020) 7274 0565*

The RNIB provides advice and support for blind and partially sighted students in further and higher education through a team of regional Student Support Service Advisors. It works with students at specialist and mainstream colleges. Services include guidance on choosing educational options and study skills to cope with course material.

Tel: London & South East: (01733) 370777 text 2379

Central: (0121) 631 3372

North: (0151) 255 0562

South West (01392) 493643

Scotland: (0131) 313 1877

Open learning

Open or distance learning gives you access to educational materials and allows you to develop knowledge and skills at your own pace and at a time and place to suit yourself. Your TEC/LEC (see page 63) may be able to make arrangements and tell you about grants.

The National Extension College is a non profit making educational charity providing 150 home study courses including GCSE, 'A' level, degree, vocational and leisure interest courses. Disabled people or people caring for someone with a disability may be able to obtain bursaries to help with the cost of fees. For Guide to Courses ring Customer Services. Tel: (01223) 316644

The Open University offers a full range of degree and other courses, combining home study with tuition and group discussion at local study centres. Some courses have a weekend or one-week residential school. Each student has a tutor. The wide range of services for disabled students includes: assistance at residential school, transcripts, cassette tapes, study weekends, specialised equipment.

Tel: (01908) 635745; textphone: (01908) 655978

The University for Industry (Ufi) will be an organisation for open and distance learning. Expected to become fully operational late in 1999, it will help people and businesses to identify the learning they need, and to access high quality learning opportunities in the right form, in the right place, at the right time. To achieve this, it will foster greater use of information and communication technologies.

Free and confidential information and advice on learning and careers opportunities is available from the national Learning Direct helpline. Tel: 0800 100900

Training for employment

TECs and LECs

Work-based training for young people, and work-based training for adults are the Government's training programmes. Training and Enterprise Councils (TECs) deliver them in England and Wales. Local Enterprise Companies (LECs) in Scotland deliver equivalent provision in Skillseekers and Training for Work.

Work-based training for young people offers broad-based vocational training and work experience. All 16 and 17 year olds who are not in full-time education or employment are guaranteed a suitable training place. This applies to those over 18 if entry has been delayed due to disability or a health problem.

Work-based training for adults helps long-term unemployed people, aged 25–63, find work and improve their work skills. Disabled people can join the programme immediately and have priority for suitable training places.

TECs and LECs can provide extra help such as special equipment, communication support, and adaptations to premises. Many TECs and LECs have a member of staff responsible for equal opportunities and services for people with special needs.



Contact the local Careers Service for work-based training for young people and your local Jobcentre for work-based training for adults and equivalent in Scotland. See 'Work' page 45

See 'Helpful organisations' on page 144 for full addresses of organisations mentioned in this section.

Getting around

For disabled people, transport is a crucial part of independent living – for getting to work, visiting friends, shopping and the freedom to go further afield. This section describes the assistance you can get – again starting locally.

Help with costs

If you are unable or virtually unable to walk, you may qualify for the Mobility Component of the Disability Living Allowance (see 'Money matters', page 22). You can spend this money on whatever means you prefer to get around. There are different rates for the Mobility Component depending on your impairment.

People who are getting the higher rate of the Mobility Component or the War Pensioners' Mobility Supplement (and whose vehicles are used exclusively by them) can also claim exemption from Vehicle Excise Duty (Road Tax).



V188 Exemption from Vehicle Excise Duty for Disabled People from main Post Offices, the Driver and Vehicle Licensing Agency (DVLA) or DVLA Local Vehicle Registration Offices (in the local phone book under 'Department of the Environment, Transport and the Regions').

Motability If you are getting the higher rate of the Mobility component of Disability Living Allowance or the War Pensioners' Mobility Supplement, you can apply to an organisation called Motability for help in hiring a new car, buying on hire purchase new or used cars or wheelchairs on preferential terms.

Motability has its own lease scheme which runs over a three-year period and its own hire purchase scheme. The price will reflect special discount agreements with motor car and wheelchair manufacturers. For details of how to apply, telephone the helpline (01279) 635999.

Discounts Local car dealers can give details of special discounts offered by many leading motor manufacturers. RADAR has a list of companies who can offer discounts and other concessions on new cars (see 'Money Matters' page 22).



*RADAR Mobility Factpack 3 Money Matters. Price £2
(see page 72)*

Help with parking

The Orange Badge Scheme offers concessions such as free use of on-street parking meters and pay-and-display bays. Badgeholders may also be exempt from limits on parking times imposed on others and may park for up to three hours on yellow lines except where there is a ban on loading and unloading. You may qualify if you:

- are receiving the higher rate of the Mobility Component of the Disability Living Allowance or War Pensioners' Mobility Supplement;
- use a motor vehicle supplied by a Government health department;
- are a registered blind person;
- have severe disability in both upper limbs, drive a motor vehicle regularly but cannot turn the steering wheel by hand even if that wheel is fitted with a turning knob; or
- have a permanent and substantial disability which causes inability to walk or very considerable difficulty in walking.

The badges can be used throughout most of Great Britain.

However, there are some areas of central London which have their own schemes for people who live and work in the area. Access to certain town centres may be prohibited or limited to vehicles with special permits. The Orange Badge scheme does not apply to private roads or at most airports.



Your social services/social work department will tell you how to apply for an Orange Badge.

Getting advice

There are a lot of choices to be made before you are happily, safely and economically on the road – in obtaining insurance, learning to drive, getting your needs assessed, choosing the car, having modifications made to controls and access. Here are some sources of good impartial advice.

MAVIS (Mobility Advice and Vehicle Information Service) This is the Department of the Environment, Transport and the Regions' own centre at Crowthorne in Berkshire. It offers assessment and advice on driving ability, consultation on car adaptation and vehicle familiarisation sessions using its own facilities. A charge is made for assessment. Its free information service covers all aspects of personal outdoor mobility, including information about similar centres in other parts of the UK. Tel: (01344) 661000

Banstead Mobility Centre Provides information to disabled people, their families and professional workers; carries out assessments for car drivers and passengers, demonstrates and assesses a wide range of powered vehicles and lightweight wheelchairs and gives driving instruction.

Information is free. You will be charged a fee for other services. The Centre also arranges residential driving courses.
Tel: (020) 8770 1151

There are also *local mobility centres* throughout the country which can provide advice and assessment. Most belong to the Forum of Mobility Centres which aims to develop a systematic approach to driving assessment, to increase awareness of mobility issues and to promote research. Mobility centres can also supply details of Approved Driving Instructors who have experience in teaching people with disabilities.



For a list of Mobility Centres, contact MAVIS.

Tel: (01344) 661000.

The Mobility Roadshow is a major national motor show for disabled people which brings together a wide range of vehicles and equipment with the opportunity to test drive. The Mobility Roadshow is held at Crowthorne in Berkshire and takes place every other year. The next show will be in 1999. For information contact Mobility Choice (the charity which organises the event) on (01344) 770946.

Regional shows are also run by a number of organisations in the year between the Mobility Roadshows. These include events in Edinburgh, Belfast, Sheffield and the West Midlands. Information from Mobility Choice on (01344) 770946.



Ability Car Guide, RICA

Motoring and Mobility for Disabled People by Ann Darnbrough and Derek Kinrade. See also chapter in the authors' *Directory for Disabled People*.

Motoring associations

These offer advice and publish information on matters of personal mobility – including vehicles and conversions, insurance and legal requirement. All have local branches or representatives and encourage local group events:

Disabled Drivers' Association Tel: (01508) 489449

Disabled Drivers Motor Club Ltd Tel: (01832) 734724

Disabled Motorists Federation Tel: (01743) 761889

The rescue services offer a variety of concessions and special help and information for disabled members:

AA (Automobile Association) Tel: 0990 448866

Disability Helpline Tel: 0800 262050

Green Flag (formerly National Breakdown) Tel: (0113) 236 3236

RAC (Royal Automobile Club) Tel: (01454) 20800



AA Guide for the Disabled Traveller

Rail services

Fare concessions The Disabled Person's Railcard valid for 12 months entitles you to reduced rates. If you are a young person accompanied by an adult, he or she travels at the same rates. Details of discounts and who qualifies are in the booklet Rail Travel for Disabled Passengers from stations and travel centres.

Special arrangements If you need help in transferring between your car and a train or other special arrangements, you should try to give at least 48 hours' notice of your journey.

InterCity Services Most trains now have wide access doors, automatic interior doors and grabrails and are accessible to wheelchair users by ramps kept at all stations. Most Standard Class coaches have a space for a wheelchair at one end, and space can be made in First Class, given advance notice. There are usually trolley refreshment services, and some trains have wheelchair-accessible toilets.

Sleeper cabins are not wheelchair-accessible and therefore not suitable if you need help when transferring to or from your wheelchair.

Eurostar services operating from Waterloo to Paris and Brussels are fully accessible to wheelchair users. Although wheelchair spaces are only accessible in First Class, wheelchair users pay only standard fare plus a small supplement.

Stations RailTrack is improving facilities to make stations easier to use. Many main-line stations have toilets accessible to wheelchair users and are opened with the National Key Scheme key (see page 71).



Rail Travel for Disabled Passengers from stations, travel centres and travel agents.

Local transport

A growing number of bus routes all over the country are now served by low floor buses which are wheelchair accessible and much easier for anyone who has difficulty with steps.

Over the next few years regulations will be introduced under the Disability Discrimination Act which will require all future public transport (buses and coaches, trains and trams and licensed taxis) to be accessible to disabled people, including wheelchair users.

Many areas already have wheelchair accessible taxis and/or door to door transport services such as 'Dial-a-Ride'.



Travel costs on local public transport may be free or subsidised by the local authority, some of which may have schemes such as taxi cards or vouchers for people unable to use public transport.



For further information about accessible transport and concessionary fares in your area, contact your county council's Public Transport Information Officer or your local Passenger Transport Executive (PTE).



Access in London: A guide book for people with mobility problems, RADAR £7.95



Access to the Underground: a step-by-step guide to each station for elderly and disabled people. From London Transport, Tel/textphone: (020) 7918 3312

Other sources of help

Tripscope offers reliable transport advice and information, free of charge and nationally, for disabled and elderly people planning local, long-distance or foreign holidays, including airport transfers and transport at your destination.

National helpline Tel: 0345 585641 (local rate)

RAMP is a service from the Disabled Motorists Federation which will provide free route maps with attended filling stations, accessible WCs, wheelchair access, meal stops and B&B accommodation. Allow three days' notice. Tel: (01743) 761181

The British Red Cross provides an escort service for elderly or disabled adults and children using trained people. Travel is by private cars, Red Cross ambulances or public rail, road and air transport. Expenses are charged. Contact your local branch for details.

The National Key Scheme is used to provide access to over 4,000 public toilets which might be subject to vandalism unless kept locked.



For details of how to obtain a key contact RADAR Tel: (020) 7250 3222 or send SAE for information sheet.

Voluntary organisations providing information on mobility issues include: DIAL-UK/ British Epilepsy Association/ Disability Scotland/ Limbless Association/ RADAR/ RNIB/ Spinal Injuries Association/ the Stroke Association.



RADAR Mobility Fact Packs: Pack 1 – Getting Started (assessments, driving instruction, driving licences and insurance), *Pack 2 – Motoring Equipment* (accessories, control and conversions), *Pack 3 – Money matters* (Vehicle Excise Duty, car tax, Disability Living Allowance, discounts and concessions). Price: £2 each or £5 for all three.



The Department of the Environment, Transport and the Regions' Mobility Unit has produced a booklet giving information on all forms of transport for disabled people together with contact addresses: *Door-to-Door: a Guide to Transport for People with Disabilities*. Tel: (020) 7890 6100

Powered Wheelchairs, Scooters and Buggies, RICA, Free plus 44p postage and packing

Driving after a stroke (ref 522), from the Stroke Association,

Out and About: a guide to safe travel for disabled people provides simple practical advice. From The Suzy Lamplugh Trust, who also offer talks and training to groups of people with disabilities. Tel: (020) 8392 1839

Flying high – a practical guide to air travel Disabled Living Foundation, £5.00

Access to Air Travel, RADAR, £5.00

For further information about equipment for mobility see 'Equipment', page 33.

See 'Helpful organisations' on page 144 for full addresses of organisations mentioned in this section.

Holidays and leisure

The range of possibilities for relaxation is very broad. This section can give you a taste of the varied options available and point out where you can find out more.

Holidays

The question of access is a key factor. You may want to feel confident about access to the accommodation, to the attractions you want to see and leisure facilities you wish to use before thinking about anything else. Or you might put type, destination and price of holiday first, and then look at the issue of access.

Should you opt for group holidays tailored for disabled people? These can save you the time and trouble of organising things for yourself. You are usually guaranteed access and assistance. But you might get less choice. And you might not always want to be with a group of disabled people. You can find more information in the English Tourist Board's leaflet *The National Accessible Scheme, Helping you to book with confidence* and the Welsh Tourist Board's Information Leaflet *Discovering Accessible Wales*.

Before deciding, you need to have as much relevant, up-to-date information as possible. Tourist attractions which subscribe to the English Tourist Board's National Code of Practice for Visitor Attractions (The Visitor's Charter) will have considered the requirements of disabled people with special needs and made suitable provision where it applies.

In Scotland, attractions which are accessible or have some accessible facilities (eg. car parking, toilets, eating places, shops, on-site transport) may display one of three wheelchair symbols. These correspond to the three categories of accessibility (see below).

Holiday Care Service

This service is the UK's central source of travel and holiday information for people with physical, sensory and learning disabilities, older people, carers, one-parent families and those on low incomes. The computerised database holds information on all aspects of holidays and travel in this country and overseas.

Holiday Care Service works within the framework of the TOURISM FOR ALL campaign for mainstream tourism environment accessible to all regardless of age or disability.

Holiday Care Service 'Friends Scheme' gives members (who donate £15 a year) exclusive access to the Reservations Service to book accessible accommodation throughout the country, often at discounted rates.



*Phone or write with your enquiry to: 2nd Floor, Imperial Buildings, Victoria Road, Horley, Surrey RH6 7PZ.
Tel: (01293) 771500 for information, (01293) 773716 for reservations, textphone: (01293) 776943*

National Accessible Standard

There is a National Accessible Standard for tourist accommodation denoting three categories of accessibility:

Category 1 accommodation likely to meet the needs of all wheelchair users, including those travelling independently;

Category 2 accommodation likely to meet the needs of wheelchair users accompanied by a capable helper;

Category 3 accommodation likely to meet the needs of those who can walk short distances and climb at least three steps. May not be suitable for wheelchair users.

Tourist Boards

THE BRITISH ISLES

The national and regional tourist boards all publish lists of accommodation which are graded using the National Accessible Standard for tourist accommodation. Tourist Board numbers are listed below together with guides specifically designed for disabled people.

English Tourist Boards' information on accommodation is handled by Holiday Care Service (01293)771500

The National Accessible Scheme: Helping you to book with confidence.

Northern Ireland Tourist Board Tel: (020) 7355 5040

Accessible Accommodation in Northern Ireland

The Scottish Tourist Board Tel: (0131) 332 2433

Wales Tourist Board Tel: (029) 2047 5226

Discovering Accessible Wales from Anabledd Cymru (Disability Wales)

Cumbria Tourist Board Tel: (01539) 444444

East of England Tourist Board Tel: (01473) 822922

Information Sheet for People with Special Needs

The Heart of England Tourist Board Tel: (01905) 763436

London Tourist Board and Convention Bureau
Tel: (020) 7730 3450

Holiday Fact Packs are available from RADAR

The Tourist Information Centre, Victoria Station, London SW1, which is itself accessible, can provide information on tourist accommodation which caters for disabled visitors.

Northumbria Tourist Board Tel: (0191) 375 3000

North West Tourist Board Tel: (01942) 821222

South East England Tourist Board Tel: (01892) 540766

Places of Interest for Disabled Visitors

Southern Tourist Board Tel: (023) 8062 0006

West Country Tourist Board Tel: (01392) 276351

Yorkshire Tourist Board Tel: (01904) 701414

ABROAD

Some national tourist boards produce information about access and facilities for disabled visitors available through their offices in the UK. Their offices are listed in the London phone book or you can obtain them through Directory Enquiries if you live outside London.

Other sources of information

The Central Bureau forms part of the British Council and provides advice on all forms of educational visits and exchanges. It also publishes a range of guidebooks on volunteer work, working holidays, home stays and exchanges for people of all abilities. Tel: (020) 7389 4004.

Disability Scotland produces a directory covering holidays in the United Kingdom and abroad. Tel: (0131) 229 8632

English Heritage produces a Guide for Visitors with Disabilities with details of access and facilities at properties. Available free of charge in standard, large print, Braille, and cassette versions from: English Heritage. Tel: (020) 7973 3000

MENCAP's Holiday Service provides advice and information on all aspects of holidays. Tel: (0161) 888 1200

The National Trust publishes a free booklet *Information for Visitors with Disabilities* containing details of all their properties in England, Wales and Northern Ireland with access and other facilities for disabled visitors. It includes a list of sites where blind or disabled people can enjoy historic objects through touch. Free with self-addressed label and 2nd class stamp from National Trust, 36 Queen Anne's Gate, London SW1H 9AS or phone: (020) 7447 6743 (large print version available; sections can be Brailled on request). Necessary carers with disabled people are admitted free to NT properties.

The Passport Agency has produced a guide *Applying for a Passport: A Guide for Customers with Disabilities* which explains the facilities for customers who are deaf and hard of hearing, blind and partially sighted, and those who use wheelchairs. From regional passport offices (see helpful organisations on page 144 for addresses) or Tel: (020) 7271 8305

RADAR produces factpacks on aspects of holidays from insurance through to hiring portable equipment; guides covering holidays and travel abroad and holidays in the British Isles.

The Youth Hostels Association welcomes people with disabilities and has a number of hostels accessible to wheelchair users. Tel: (01727) 845047

Voluntary organisations provide specialist information for holidaymakers with particular disabilities. It is well worth getting in touch with the relevant one when you make your plans. They include: Action for Blind People/ Arthritis Care/ British Diabetic Association/ British Kidney Patient Association/ British Polio Fellowship/ British Red Cross/ Cystic Fibrosis Research Trust/ Guide Dogs for the Blind Association (Adventure Group)/ John Grooms Association/ MENCAP/ The Multiple Sclerosis Society/ RNIB/ RAD (Royal Association in Aid of Deaf People)/ Sense/ Spinal Injuries Association/ the Winged Fellowship.



Access to Paris, RADAR, £6.95

European Holidays and Travel 1998 - A guide for disabled people, RADAR, £2.50

Accessible Holidays in the Britain and Ireland - A guide for disabled people, RADAR, £8



Nothing Ventured: Disabled People travel the World by Allison Walsh, Penguin Books - personal accounts and practical hints by over a hundred disabled travellers. Bookshops or mail order. Tel: (020) 8899 4036.

Visitors' Charter English Tourist Board

Help with holidays and respite care

Social services departments may assist disabled people with the cost of a holiday and may provide transport and facilities. Your social worker may also apply on behalf of families with children to the *Family Holiday Association* for holiday funding.

Tel: (020) 7436 3304

Ability UK In addition to a holiday centre for disabled people, their families and carers in Stackpole, Pembrokeshire and a leisure centre in London providing therapy, the charity offers advice on access to sports, leisure and tourist facilities for disabled people both in the UK and abroad, through its sister charity Ability International. Tel: (020) 7724 0473

The Family Fund Trust can also give grants for holidays for severely disabled children. See 'For disabled children', page 134.

Handicapped Aid Trust contributes to the cost of helpers of severely disabled people over the age of 17 who would otherwise not be able to afford to go on a holiday abroad. Tel/fax: (01253) 780011

Winged Fellowship provides respite for carers and holidays for people with severe physical disabilities, at five fully adapted centres in the UK and abroad. Free brochure and help with funding available. Tel: (020) 7833 2594

Leisure

If you want to enjoy what's on in your local area, many local editions of the phone book have a section at the beginning called 'Arts Access'. It lists Cinemas, Theatres, Natural History attractions, Exhibitions, Museums and Galleries, Sports and Leisure Venues and Assistance Organisations, keyed in according to: entrance accessibility, special WC, induction loop/infra red, wheelchair accessibility and loan, lift and hoist (at pool), lift, accessible bar/restaurant, help available, disabled car parking, wheelchair spaces. For other places, telephone in advance.

Special interests

It is worth contacting your local authority social services department or leisure department to see what activities they provide. Many council swimming pools and sports centres have facilities and instruction for disabled people. Your library may have a list of active special groups locally.

To develop or follow-up particular interests or sports, there is a wide variety of groups dedicated to disabled people, many with active local branches.

They cover the spectrum from angling to yoga. The following national organisations co-ordinate a broad range of activities.

The arts

The Arts Council of England has compiled a directory (£10) offering contact details of organisations involved in arts and disability issues. A leaflet on involving people with disabilities as artists and performers is also available. Both are available from the Library and Enquiry Service. Tel: (020) 7973 6517

Shape opens up access to the arts, enabling greater participation by disabled and older people. It runs arts workshops, projects and events in a variety of settings; NVQ, Certificate and Diploma level arts management courses, short training courses and placements for disabled people; and STAN, a network of young disabled artists. There is a National Deaf Arts Programme and a scheme for reduced price tickets for disabled and older people. Tel: (020) 7700 0100

Artsline is a free information and advice service for disabled people on arts and entertainment in London. Tel/textphone: (020) 7388 2227; fax: (020) 7383 2653

The Arts Council of Wales will give you information about arts organisations throughout Wales which offer disabled people opportunities to participate. Tel: (029) 2039 4711

Arts Disability Wales is a voluntary organisation offering information and training to disabled people and arts organisations. Tel/textphone: (029) 2037 7885

The Scottish Arts Council provides information about organisations in Scotland which promote the involvement of disabled people in the arts. Tel: (0131) 226 6051/Information line: (0131) 240 2443

Gardening

Horticultural Therapy provides training courses, advice and publications on gardening as therapy for people with learning difficulties and help for blind gardeners. The aim is to use gardens to improve quality of life for people with special needs of all kinds. Tel: (01373) 464782

Sport

The following organisations are all recognised by the Sports Councils as the co-ordinating bodies for sports for all those with a disability:

British Blind Sport (BBS). Tel: (01926) 424247

British Deaf Sports Council (BDSC). Tel: (01943) 850214

British Wheelchair Sports Foundation (BWSF). is based at Stoke Mandeville. Tel: (01296) 484848

The British Paralympic Association (BPA). Tel: (020) 8681 9655

Cerebral Palsy Sport (CP). Sport. Tel: (0115) 940 1202

Disability Sport England (DSE). Tel: (020) 7490 4919

United Kingdom Sports Association for People with a Learning Disability (UKSAPLD). Tel: (020) 7250 1100

The Federation of Sports Associations for the Disabled is recognised by the Sports Council for Wales as the umbrella governing body. Tel: (01244) 822600/822625

The Scottish Sports Association for people with a Disability (SSAD) is recognised by the Scottish Sports Council as the main body for sport in Scotland for people with disabilities. Tel: (01592) 415710

The following organisations provide sports and leisure services, facilities or information for members with a disability: British Epilepsy Association/ MENCAP/ RNIB/ Phab/ the Guide Association/ the Scout Association/ SCOPE/ Riding for the Disabled Association.



Directory for Disabled People contains details and addresses for many organisations in the arts, sports and leisure (see page 18 for where to get a copy of this publication).

Sport and Leisure: an In Touch Care Guide, BBC, In Touch Publishing, 37 Charles Street, Cardiff CF1 4EB

Outdoor Adventure for Handicapped People by Mike Cotton, Souvenir Press, from Bookpoint Ltd. Tel: (01235) 400400

Historic Scotland: Access for Visitors with a Disability.
Tel: (0131) 668 8600

Personal and sexual relationships

This section describes where you can find help and advice concerning personal or sexual difficulties.

Finding help

There are three kinds of organisation you can talk to:

- those welcoming everyone needing guidance;
- those specialising in helping all disabled people with their relationships;
- those dedicated to particular disabilities.

For everyone

Your GP can discuss your personal and sexual problems with you, then refer you to experts within the NHS or to an NHS family planning clinic if necessary.

Brook Advisory Centres welcome disabled people up to age 25 at centres around the country, and they have a 24-hour confidential information service. Helpline Tel: (020) 7617 8000

The Family Planning Association provides a nation-wide information and education service on all aspects of contraception and sexual health. The FPA can also give details of your nearest source of family planning help and advice. UK-wide helpline Tel: (020) 7636 7866.

Relate offers counselling to adult couples with relationship difficulties, whether or not they are married.

There are 126 centres throughout England and Wales, some of which have counsellors with specialist understanding of the needs of disabled people. Relate also publishes a wide range of helpful literature. Tel: (01788) 573241 or look in the phone book for your local centre.

For all disabled people

The Association to Aid the Sexual and Personal Relationships of People with a Disability (formerly SPOD) is the national organisation providing publications and information. It has a country-wide network of counsellors and may well be able to put you in touch with someone you can talk to locally. It provides:

- an information and counselling service for disabled people, their partners or carers having sexual or relationship difficulties;
- an information service for workers among disabled people;
- education and training on various aspects of sexuality;
- a range of helpful publications. Tel: (020) 7607 8851

For people with particular disabilities

British Deaf Association offers people with a hearing impairment information and support about sexually transmitted diseases, safer sex, sexuality and sexual relationships, pregnancy and contraception. Helpline (Wednesday 7pm -10 pm) Textphone: (01270) 250743

DISCERN offers counselling to people with physical or learning disabilities who wish to explore issues around their sexuality and personal relationships. Tel: (0115) 947 4147 (Nottingham); (01623) 23732 (Mansfield)

Spinal Injuries Association has welfare counselling services which provide counselling and advice to help solve problems, including personal and sexual ones, and put people in touch with one another. The SIA produces a range of publications about sexual issues and newsletter in which readers discuss matters regularly and fully. Tel: (020) 8444 2121

Young Arthritis Care is for people under 45 with arthritis. It has a nationwide network of over 80 contacts, all of them young people with arthritis. Contact Arthritis Care.
Tel/text: (020) 7916 1500

Genetic Interest Group (GIG) is concerned with issues of genetic disorders and co-ordinates groups specialising in particular disorders. Its information service provides addresses where people who are worried about passing on a disability to the next generation can find help locally. Tel: (020) 7430 0090



SPOD, Relate, the Family Planning Association (FPA), Headway, ASBAH, The Huntington's Disease Association, the Stroke Association and the Spinal Injuries Association are amongst the organisations producing helpful publications.

Sexuality Booklets (Heterosexual Woman, Heterosexual Man, Lesbian, Gay Man) Spinal Injuries Association, £6 each or £20 set for four.

See 'Helpful organisations' on page 144 for full addresses of organisations mentioned in this section.

Help with

So far this booklet has covered help to meet the everyday needs of practically all disabled people. This part focuses on the needs of people with particular kinds of disability who need specialist services and includes information for carers.

particular needs.



For people who are deaf or hard of hearing

Your local authority social services, your GP or one of the voluntary organisations can help in different ways. Social services can provide advice and sometimes equipment; your GP will check your hearing and can put you in touch with other NHS services; and voluntary organisations can help with different aspects of deafness.

Social services

Your local authority social services department may be able to provide you with:

social workers who can give advice and guidance to people who are deaf or hard of hearing and their families;

home equipment to make life easier such as textphones, flashing or vibrating alarm clocks and doorbells, and loop systems for listening to television;

and can provide information about:

interpreter services for sign language users;

lip-reading classes run by social services, the local education authority, clubs or clinics;

social clubs run by voluntary groups or the local authority;

The NHS

Hearing aid services. The NHS hearing aid service is free. This includes testing, fitting and servicing. Batteries are also free. You should first go to your GP who may refer you to a hospital Ear Nose and Throat (ENT) department. Sometimes your GP will refer you directly to a hearing aid centre.

If you want to buy a hearing aid privately, you should go to a registered hearing aid dispenser, as someone qualified to sell you a hearing aid is called. If you buy privately, the NHS cannot help you with the cost of the hearing aid or with servicing it and supplying batteries.



Contact your GP, or, if you already have an NHS hearing aid, contact your local hearing aid centre.



If you are fitted with an NHS hearing aid, you will be given the booklet *How to use your Hearing Aid* (HAG2) which gives advice about how to make the best of a hearing aid and the names of the major voluntary organisations for people with hearing impairment. The booklet is free and can be obtained from: Department of Health, PO Box 410, Wetherby LS23 7LN.

Hearing therapists are available in some NHS areas to help people come to terms with their deafness. They provide counselling as well as additional help and advice in developing communication skills, including using hearing aids, environmental equipment and lip reading.

Speech and language therapists work with teachers and hearing therapists to help deaf babies, children and adults to develop and improve their speech and language skills. Some will have a special interest and additional training in this field.

Visiting Teachers of the Deaf will advise parents on how to help their child use hearing aids and develop language and speech and/or sign language. The National Deaf Children's Society (NDCS) will also advise (see page 91)



For information on any aspect of the NHS phone free 0800 665544, 10am – 5pm, Mon – Fri voice and textphone.

Voluntary organisations

These range from large organisations covering all aspects of service, information, equipment, campaigning and research to those focusing on particular issues and people.

The British Deaf Association operates education, youth and promotion services and organises social events and holidays through its branch network. For people whose first language is British Sign Language.

Tel: (020) 7588 3520; textphone: (020) 7588 3529

Council for the Advancement of Communication with Deaf People (CACDP) aims to improve communication between deaf and hearing people by developing curricula and examinations in communication skills between deaf and hearing people. CACDP is the national examining board for certification in British Sign Language, Lipspeaking, Communicating with Deafblind People and Deaf Awareness. It also maintains a register of qualified and trainee sign language interpreters and other aids to human communication. Tel/textphone: (0191) 383 7914

FYD (Friends for Young Deaf People) promotes the development of young deaf people through recreational and educational activities, often in active partnership between deaf and hearing people, organised through regional offices. Tel: (01342) 323444; textphone: (01342) 312639

Hearing Concern (The British Association of the Hard of Hearing) supports deaf and hard of hearing people whose main means of communication is the spoken word. Services include a

nationwide in-home Hearing Advice service, a technical office, personal membership, a wide range of leaflets and publications, campaigns, affiliated local groups, a quarterly magazine and a Helpline on (01245) 344600

Hearing Concern also operates the Sympathetic Hearing Scheme which trains businesses and service providers on awareness and communication skills. Businesses displaying the ear symbol sticker should have staff available who have been trained to communicate with deaf and hard of hearing people.

Tel/textphone: (020) 8743 1110

Link (The British Centre for Deafened People) offers counselling and rehabilitation courses for people who have become profoundly deaf, whether suddenly or gradually, and their families. The service is available without cost to people from all parts of the UK. Tel/textphone: (01323) 638230

The National Association of Deafened People provides a service of information and support for people who have become profoundly deaf. It is run by and for deafened people and has a Helpdesk, local groups and produces a quarterly newsletter and various publications which are free to its members.

Tel/textphone: (01494) 723613

The National Deaf Children's Society provides support, advice, information, equipment, advocacy and courses on education, health, benefits and equipment for deaf children, their families and professionals. It has 130 local groups. Voice/text information helpline (Mon – Fri 10am – 5pm; Tues 10am – 7pm)

Tel: (020) 7490 8656

RAD (The Royal Association in Aid of Deaf People) promotes the spiritual, social and general welfare of deaf people through its centres in South East England. Services include: advocacy, chaplaincy, counselling, information, interpreting, leisure facilities and support groups giving deaf people the opportunity to lead confident and independent lives. Tel: (01206) 509509;

textphone: (01206) 577090

RNID (Royal National Institute for Deaf People) aims to achieve a better quality of life for the 8.7 million deaf and hard of hearing people in the UK. It provides information on all aspects of hearing impairment and deafness. Services include: lobbying Government; raising awareness on deafness, hearing loss and tinnitus; training interpreters, lipspeakers and speech-to-text operators; seeking changes in education for deaf people into work; equipment and products; social, medical and technical research. See also 'Special telephone aids' (page 93). For information about services in your area contact the Helpline. Tel: 0870 60 50 123 textphone: 0870 60 33 007

Scotland

Scottish Association for the Deaf Tel: (0131) 557 0591;
textphone: (0131) 557 6922

Scottish Association of Sign Language Interpreters (SASLI)
Tel: (0131) 557 6370

Wales

RNID Cymru: Tel: (029) 2033 3034



The Wales Council for the Deaf provides publications including:

Wales Hi – quarterly journal

Textphone Users Directory – for all businesses and individuals in Wales

Llyfr Aryddim Cymraeg – Welsh sign language primer

Wales Volunteer Handbook

Tel: (01443) 485687; textphone: (01443) 485686

Special telephone aids

People with hearing impairments may be helped to use the telephone through special devices such as handsets with inductive couplers, amplifiers, extension bells and lamp signals, and text display. Textphones, fax machines and electronic mail (email) via a personal computer provide an alternative to voice-only communication.



BT Guide for people who are disabled or elderly from *BT Age and Disability Unit*. Phone free 0800 800150; textphone: 0800 243123

TypeTalk is the National Telephone Relay Service, run by the RNID with funds from BT, which enables textphone users to make calls to or take calls from hearing people. Rebates are available.

Enquiries: voice (0151) 709 9494, textphone 0800 500888, fax (0151) 709 8119



To find out about obtaining a textphone call Teletec (01908) 270003, textphone (01908) 270005; or Sound Advantage (01733) 361199, textphone (01733) 238020



Benefits and Services for People with Hearing Loss RNID

Deaf and Hard of Hearing People Basic introduction to deafness and some of the surrounding issues, RNID

The Facts about Hearing Loss RNID

How to Cope with Hearing Loss RNID video £19

See 'Helpful organisations' on page 144 for full addresses of organisations mentioned in this section.

For people who are blind or partially sighted

People who are visually impaired can take advantage of help from the social, health and employment services together with voluntary organisations – plus extra cash benefits and tax concessions.

Extra cash help

If a hospital consultant ophthalmologist certifies that you are blind or partially sighted, you can ask to be registered with the local authority. Registration as blind entitles you to a package of concessions:

Television licence at reduced cost if you apply at the post office.

Travel concessions You may get reduced fares on railways and some airlines (internal flights only) which allow a blind person and guide to travel for the cost of one fare on journeys made for specified reasons. Contact a travel agent for more details.

A higher weekly payment of Income Support when you are claiming benefit from your local Social Security office plus more Housing and Council Tax Benefits if you get these from your local authority.

Fare reductions Ask your social services/social work department if there are any local bus company concessions.

Special income tax allowance if you apply to the local Inspector of Taxes.



Social Security benefits – a guide for blind and partially sighted people (FB19) is available free from your local Social Security office or from The Stationery Office, The Causeway, Oldham Broadway Business Park, Chadderton, Oldham OL9 9XD. (See also 'Money matters', page 22)

Benefits and Concessions for Registered Blind and Partially Sighted People RNIB

Social services

Services may include:

- social workers to support visually impaired people and their families;
- help and advice 'concerning the health and education of visually impaired people, rehabilitation, job-training and employment;
- equipment and alterations in your home where necessary;
- machines for playing talking books;
- training in the use of Braille or Moon (simplified raised print);
- communication skills and training in getting about independently indoors or out;
- help with leisure pursuits, recreation or sports facilities in settings with sighted or other visually impaired people.

Your local authority may have a contract with a voluntary organisation to provide these services rather than provide all these services itself.



Ask at your local social services department.

The NHS

If you are partially sighted low vision aids may help you make use of your remaining vision. Low vision aids, including hand and stand magnifiers, can be prescribed under the NHS through the Hospital Eye Service or privately through opticians. If you think low vision aids would be helpful, talk to your GP first.

Learning to get the best from restricted vision requires both professional advice and training. For additional professional advice contact the RNIB or The Partially Sighted Society.

Artificial eyes are obtainable through your consultant and supplied by the National Artificial Eye Service which arranges appointments at 16 centres servicing 72 clinics in England. Some major eye hospitals have their own arrangements and there is limited private provision. The Glasgow Eye Infirmary and the Eye Pavilion, Edinburgh and Perth Royal Infirmary provide artificial eyes in Scotland. In Wales artificial eyes can be obtained via the Artificial Limbs and Appliances Centres (ALACs).

Employment Service

At the Jobcentre your Disability Employment Adviser (DEA) can advise on opportunities and how you can benefit under the Access to Work programme. This may provide you with a reader or assistant for you at your place of work, the loan of special equipment and help with travel (see page 47).

The Employment Service may run a blind homeworker scheme for visually impaired people who wish to run a business.

Royal National Institute for the Blind (RNIB) will give advice to people on how to obtain work or start businesses as well as with rehabilitation and training.

Voluntary organisations

The Guide Dogs for the Blind Association (GDBA) In order to become a guide dog owner, you must be 16 or over, have a significant visual loss which may be combined with other disabilities, and be fit enough to use and care for the dog. The organisation provides training and support at virtually no cost for visually impaired people who would like to have a guide dog. Tel: (0118) 983 5555

Henshaw's Society for the Blind provides a range of services, including: education; rehabilitation; independence and mobility training; residential and nursing care; sheltered accommodation;

community care; outreach and support; resource and local social centres, for blind and partially sighted people of all ages in the North of England and North Wales. Tel: (0161) 872 1234

Opsis is an association of national voluntary organisations working together to provide services for people who are visually impaired. Opsis partners are Action for Blind People, Queen Alexandra College, The Catholic Blind Institute in Liverpool, Henshaw's Society for the Blind, The Royal London Society for the Blind, The Royal National College for the Blind, Royal School for the Blind, Liverpool, West of England School for Children with Little or No Sight. Tel: (020) 7608 3161

The Partially Sighted Society This national association provides services and aids to daily living for people who are partially sighted. Tel: (020) 7371 0289

RNIB (Royal National Institute for the Blind) This organisation provides information on all aspects of visual impairment, including employment, mobility aids, benefits, technology, social services and education. RNIB employs 2,000 staff and 10,000 volunteers working from 40 sites to serve over 1 million blind and partially sighted people throughout the country with over 60 services. For information on these services contact RNIB Enquiries, London Office: (020) 7388 1266; Peterborough Customer Services: (01733) 370777 (local call rates); Scotland Office: (0131) 311 8500; RNIB Resource Centre Scotland (01786) 451752; Wales Office, 14 Neville Street, Canton, Cardiff, CF1 8UX

Scottish National Federation for Welfare of the Blind
Tel: (0131) 229 4060

Wales Council for the Blind is an umbrella organisation providing information, training and advice. It maintains a network of organisations and a database of services and can refer inquiries to local organisations and contacts. Tel: (029) 2047 3954

Other services

The National Library for the Blind operates a free and post-free lending service on over 3,500 volumes in Braille and Moon, including children's books and music in Braille.

Tel: (0161) 355 2000

Books in Large Print may be borrowed from your local public library.

Radios may be supplied free of charge from the *British Wireless for the Blind Fund* via your social services department.

Tel: (01634) 832501.

Telephone rental and installation charges may be paid in part by *Telephones for the Blind*. Applications must be made by registered blind people via social services. Tel: (01737) 248032

Talking Newspapers are circulated by over 500 voluntary groups throughout the UK. You can find out if there is one in your area from the Talking Newspaper Association (United Kingdom) which also distributes national newspapers and magazines on tape to subscribers throughout the UK and overseas.

Tel: (01435) 866102

The Royal London Society for the Blind provides advice on training and employment for visually impaired people.

Tel: (01732) 592500

Local societies

There are voluntary groups in towns and cities throughout the UK. To find out about your local group, ask your social services department, or public library or contact the RNIB.

Tel: (020) 7388 1266

NALSVI (The National Association of Local Societies for Visually Impaired People), founded in 1991, is a forum for local societies in the UK. Tel: (01904) 671921



The In Touch Handbook is a guide to services published by BBC Broadcasting Support Services, available in print, Braille or on tape from: In Touch Handbook, 37 Charles Street, Cardiff CF1 4EB

Ten Things You Should know about Visual Impairment RNIB.

See 'Helpful organisations' on page 144 for full addresses of organisations mentioned in this section.

For people who are deafblind

There are specialist voluntary organisations which are dedicated to giving the help and support that deafblind people need. In addition, some of the agencies for deaf people and blind people offer services, equipment and information to deafblind people (see previous sections).

Specialist voluntary organisations

Sense (the National Deafblind and Rubella Association) is a national organisation that works with and on behalf of deafblind and sensory impaired, multi-disabled people and their families, providing:

- Advice and help from birth for deafblind children, their parents and families.
- Support for families and carers through a network of regional parents' self-help groups supported by family liaison and advisory officers on matters such as educational facilities and benefits. They will occasionally act as advocates.
- Training and awareness courses for professionals, families and volunteers at regional centres.
- Advice, information and support for people with Usher Syndrome and their families through Usher Syndrome Rehabilitation Services in Birmingham.
- Residential further education and group homes at three locations, with further provision being developed.
- Information through regular courses, conferences and a quarterly magazine.

For information Tel: (020) 7272 7774;
textphone (020) 7272 9648

Sense Scotland Tel: (0141) 564 2444; textphone: (0141) 564 2442

Sense Cymru Tel: (029) 2045 7641; fax/textphone (029) 2049 9644

Deafblind UK aims to enable people with a dual sensory impairment to live full and active lives; to teach and encourage touch-based communication systems; to raise awareness for deafblindness amongst the caring professions, the public and internationally; and to ensure deafblind people's needs are met in health/community care planning.

Activities include:

- visiting/assessing deafblind individuals
- contributing to individual community care plans
- information and advice social activities
- rehabilitation services
- holiday flats
- independent living accommodation
- linking deafblind people through magazines and newspapers in touch-based media.

Tel: (01733) 358100; 24-hour free Helpline: 0800 132320.

National Training Resource Centre. Tel: (01733) 353323

Other groups

RNIB (Royal National Institute for the Blind) provides:

- information and advice on facilities and services for deafblind people and their families;
- courses in social and employment rehabilitation for deafblind people;
- residential care homes for older deafblind people.

Tel: (020) 7388 1266 (see page 97)

Henshaw's Society or the Blind has a residential and further education centre for visually impaired young adults, many of whom have compound disabilities including deafblindness.
Tel: (0161) 872 1234

RNID (*The Royal National Institute for Deaf People*) provides information and equipment. Tel: (020) 7296 8000

Council for the Advancement for Communication with Deaf People (see page 90) maintains a Register of Interpreters for deafblind people.
Voice/Text (0191) 383 7915; Text/answerphone: (0191) 383 7915

Other services

Social services departments may also be able to tell you about the services, holidays and training provided by local societies for visually impaired people. Some social services departments have special services for deafblind people such as guide-help schemes.

Benefits

Deafblind people are entitled to the same extra cash help as blind people as described on page 94.



FB19 *Social Security benefits – a guide for blind and partially sighted people*

From your local Social Security office or The Stationery Office, The Causeway, Oldham, Broadway Business Park, Chaddeton, Oldham, OL9 9XD. (See also 'Money matters', page 22)

See 'Helpful organisations' on page 144 for full addresses of organisations mentioned in this section.

For people with physical disabilities

Much of the information in this booklet is useful for people with a physical disability. The sections on 'Equipment', 'Housing and Home', and 'Getting Around', for instance, are very much concerned with improving independence, mobility and access, issues of particular importance to people with a physical disability. This section gives further information about specialist services and voluntary organisations for people with particular physical disabilities and medical conditions.

The NHS

There is a range of specialist NHS services which people with physical disabilities can obtain at local, regional and national level. These include help from continence advisers, rheumatologists, neurologists, dermatologists and rehabilitation consultants. Specialist rehabilitation services are available, for example, for people who have had strokes, head or spinal injuries, who have neurological or multiple disabilities and for young disabled adults.

Regional rehabilitation centres provide specialist services including spinal injuries units, rehabilitation engineering, communication aids, orthotics and artificial limbs.



Your GP, therapist or community nurse can refer you on to specialist services, if necessary.

Health Information Service for information about local health services and particular disabilities phone free 0800 665544



The NHS Executive has also published a series of books for professionals and managers giving the users point of view on particular conditions, including: *Incontinence, Eczema, Epilepsy, Dementia, Haemophilia, Multiple Sclerosis and Stroke*; Department of Health, PO Box 777, London SE1 6XH

Voluntary organisations

Disabled people can obtain a range of help and support from organisations dedicated to their particular physical disability. This booklet can only mention a selection of the larger national organisations most likely to have a branch in your area (see your local phone book) and some national 'umbrella' groups. For groups covering other disabilities, contact your GP or consultant, or the Health Information Service. Phone free 0800 665544.



The Directory for Disabled People has a detailed section on Helpful Organisations. See page 18 for how to obtain this publication. The *Voluntary Agencies Directory* has concise details of around 2,000 organisations, many relating to physical disability. See page 18 for how to obtain this publication.

Arthritis Care aims to promote the health, well-being and independence of people with arthritis through services, support, self-help, influence and information. It has over 650 branches and groups, 64,500 members, runs four specially equipped hotels and a national home visiting service. It publishes a range of free leaflets and other publications.

Arthritis Care also runs an information counselling service offering confidential support and information. It is open Mon – Fri 10am – 4pm on Tel/textphone: (020) 7916 1500. In addition, there is a freephone Helpline on 0800 289170 open Mon – Fri from 12 noon to 4 pm.

Young Arthritis Care is for people under 45 with arthritis. It has a nationwide network of over 80 Contacts, all of whom are themselves young people with arthritis.

ASBAH (The Association for Spina Bifida and Hydrocephalus) works to achieve equality of treatment in education, employment, housing and many other areas for life and to improve awareness not only about the problems, but the potential of disabled people. Its range of services includes:

- advice and support for over 60 local associations run by parents and/or young people with spina bifida and/or hydrocephalus;
 - a team of advisers to support new parents, families and people with spina bifida and/or hydrocephalus;
 - a team of specialist advisers for individuals, families and professionals on mobility, continence, management, education and medical matters;
 - advice and help for children at school and young people going on to higher education for seeking a job;
 - detailed assessments for community care through START Service Team for Assessment, Rehabilitation and Training.
- Tel: (0113) 255 6767

The British Diabetic Association is a leading funder of research into causes, treatment and possible cures. Over 450 local branches and five regional offices can offer help at local level. Its Careline can help with general questions on living with diabetes, including visual impairment. Tel: Careline (020) 7636 6112

The British Epilepsy Association provides information and advice on epilepsy-related issues for people with epilepsy, their families and professionals involved in caring for them. As well as a variety of information materials, the Association organises conferences and has over 150 branches nationwide offering help and support at local level. Tel: (0113) 243 9393; the free Helpline: 0800 309030 offers advice and information, Mon-Fri only.

British Polio Fellowship (BPF) supports people who have had polio, including those experiencing the late effects of polio. BPF provides details of health professionals with an interest in polio-related problems, as well as information and advice on disability issues. Helpline Tel: (020) 8842 4999

Cancerlink provides emotional support and information to people with cancer, their families, friends and health professionals. It produces a range of publications and acts as a resource for over 500 cancer support and self-help groups by offering training and development. Freephone Cancer Information Helpline Mon-Fri 9.30-5 pm Tel: 0800 132905

Headway National Head Injuries Association Ltd is the leading national voluntary organisation for people with head injuries. Its mission is to promote understanding of all aspects of head injury and to provide information, support and services to people with head injury, their families and carers. Headway has over 100 support groups and 40 day care centres and produces a range of publications. Tel: (0115) 924 0800

The Motor Neurone Disease Association brings together everyone connected in any way with MND – people with MND, professionals and carers. Its two priorities are the support of research and the provision of care to people affected by the disease. The National Office operates a comprehensive information service and publishes a magazine and information bulletins. Regional Care Advisers are based in the community and give a service to both people with MND as well as having an education role. In addition, the Association can offer equipment on loan and make limited financial grants. An expanding branch of network volunteers enables people to find support and practical help locally.

Tel: (01604) 250505; Helpline: 08457 626262 (cost of local call)

The Multiple Sclerosis Society aims to promote research into finding the cause of and a cure for MS; and to encourage people with MS to come together in mutual support. The Society campaigns

to influence Government to improve everyday factors which affect people's independence. It produces information booklets and the magazine *MS Matters*. Most of the work is done through a network of 362 local branches:

- providing welfare support both practical and emotional;
- promoting self-help groups;
- representing members' concerns and increasing public awareness at local level.

Tel: General Enquiries (020) 7610 7171;

Helpline: (020) 7371 8000; Scotland: (0131) 225 3600

The Muscular Dystrophy Group funds over 50 research projects to find treatments and cures for muscle-wasting conditions. It also supports affected adults and children through:

- a nationwide team of Family Care Officers offering practical guidance care and counselling;
- groups and branches giving people a chance to exchange information and share experiences;
- funding seven Muscle Centres operating within hospitals offering genetic counselling, expert clinical care, physiotherapy and support;
- providing grants for equipment not available through the NHS;
- an information service, and quarterly magazine.

Tel: (020) 7720 8055

The National Society for Epilepsy (NSE) runs the Chalfont Centre for Epilepsy which offers nursing and residential care for people with epilepsy and other physical disabilities, together with a wide range of occupational, medical and paramedical services. It has opened the only magnetic resonance imaging (MRI) scanning unit dedicated to people with epilepsy. The NSE also undertakes a wide range of research, provides education and information service for people with epilepsy, their carers, other professionals

and the general public; and it supports local self-help groups within a community network. Tel: (01494) 601300

The Parkinson's Disease Society is focused on the needs of those with Parkinson's and their carers. Its mission is the conquest of the disease and the alleviation of the suffering and distress it causes, through effective research, education, welfare and communication.

Tel: (020) 7931 8080; Scotland Tel: (0141) 332 3343

SCOPE – for people with cerebral palsy aims to ensure that all people with cerebral palsy and related disabilities, their families and carers, will have access to properly resourced services which meet their needs and have full rights to control their lives.

Services include: creating housing, education and support opportunities; support for families and carers; research; advocacy; information and advice services; sport and leisure services; support for self-help groups; campaigning and other activities. The monthly *Disability Now* provides information on all forms of disability.

Tel: (020) 7619 7100; Cerebral Palsy Helpline open 7 days a week
Tel: 0800 626216

The Sickle Cell Society provides information, advice, support and financial assistance to individuals and families living with sickle cell disorders. Tel: (020) 8961 7795

Spinal Injuries Association (SIA) is the self-help group for spinal cord injured people and their families. It is run by paralysed people (paraplegics and tetraplegics), but welcomes all people as members. As well as providing a range of services, SIA actively campaigns on vital issues affecting the everyday lives of disabled people.

SIA's Information and Welfare Service provides advice; the Telephone Counselling Service lends a confidential ear; and the Personal Assistant Service provides short-term care in people's homes. SIA's holiday facilities include a narrow-boat controllable from a wheelchair, and holiday homes designed for wheelchair users. Tel: (020) 8444 2121; Counselling Tel: (020) 8883 4296

The Stroke Association provides practical support for people who have had strokes, their families and carers. It funds and promotes research into the causes, diagnosis, treatment, rehabilitation and care of strokes. It also takes part in health education to help reduce the incidence of strokes. Its Community Service, Dysphasia Support, works to improve the communication skills of people who have lost ability through strokes.

The Association provides advice and an information and education service; and emotional support both to families and people affected by strokes and living alone. Tel: (020) 7566 0300

The UK Thalassaemia Society offers counselling to sufferers from thalassaemia. Tel: (020) 8882 0011

'Umbrella' Groups. As well as the larger organisations for particular physical disabilities, there are many smaller ones dedicated to rarer disabilities. Those which share similarities are sometimes co-ordinated by 'umbrella' groups which can be your first port of call for information.

The British Council of Disabled People (BCODP) is the national umbrella organisation representing groups run by disabled people. Individuals are also welcome to join as associates. The Council campaigns for the full integration of people with a disability into society. BCODP runs the National Centre for Independent Living in London. Tel: (020) 7587 1663 BCODP
Tel: (01332) 295551

The Long-term Medical Conditions Alliance (LMCA) has over 70 members ranging from large, established voluntary organisations to small, self-help groups. It covers conditions ranging from arthritis, asthma and diabetes to back pain, eczema and ME. These organisations work collaboratively together on issues of common concern. LMCA aims to ensure that the voices of people with long-term medical conditions are heard, and to provide effective support for the voluntary organisations which belong to the Alliance. Contact The Health Information Service (rather than LMCA) for details of member organisations.
Tel: 0800 665544

Members include: Acne Support Group/ Action for Dysphasic Adults/ Action for ME/ Aid for Children with Tracheostomies/ Arachnoiditis Trust/ Arthritis Care/ ASBAH (Association for Spina Bifida and Hydrocephalus)/ Ataxia Telangiectasia Society/ BACUP (British Association of Cancer United Patients)/ Behcet's Syndrome Society/ Breakthrough Breast Cancer/ British Diabetic Association/ British Epilepsy Association/ British Sjogren's Syndrome Association/ Cancerlink/ Changing Faces/ Coeliac Society Ltd/ College of Health/ Depression Alliance/ Dermatomyositis and Polymyositis Support Group/ DEBRA (Dystrophic Epidermolysis Bullosa Research Association)/ Ehlers-Danlos Support Group/ Family Heart Association/ Fibromyalgia Support Group/ Genetics Interest Group/ Haemophilia Society/ Insulin Dependent Diabetes Trust/ International Autistic Research Organisation/ Interstitial Cystitis Support Group/ Manic Depression Fellowship/ Marfan Association UK/ Medicalert Foundation/ Meniere's Society/ Migraine Trust/ Multiple Sclerosis Society/ ME Association/ NASPCS (Charity for Incontinent and Stoma Children)/ National Association for Colitis and Crohn's Disease (NACC)/ National Association for Premenstrual Tension/ National Asthma Campaign/ National Back Pain Association/ National Cancer Alliance/ National Eczema Society/ National Kidney Federation/ National Osteoporosis Society/ Pain Concern UK/ Parkinson's Disease Society/ Patients Association/ Perthes Association/ Premenstrual Syndrome Help/ Primary Immunodeficiency Association/ Progressive Supranuclear Palsy Association/ Psoriasis Association/ Psoriatic Arthropathy Alliance/ Raynaud's and Scleroderma Association/ Tuberous Sclerosis Association/ UK coalition of People Living With HIV and AIDS. Tel: (020) 7813 3637; fax: (020) 7813 3640

The National Council for Hospice and Specialist Palliative Care Services acts as the co-ordinating organisation for these services in England, Wales and Northern Ireland. Tel: (020) 7723 1639

The Voluntary Organisations Disability Group (VODG) is a federation of 22 national voluntary organisations who provide direct services to support disabled people. Tel: (020) 7802 8250

Further help and advice

Some physical disabilities can bring complications which need special management, such as pressure sores and incontinence.



'All dressed up Advice on clothes', Disabled Living Foundation, £4.95

Are we there yet? and *Boots for the Bridesmaid's Children* are books with positive views of families and disability by Verna Allette Wilkins, Spinal Injuries Association, £3.95 each plus 50p postage and packaging

The Arthritis Helpbook by Kate Lorig and JF Fries, Arthritis Care, £13.99

For details of books about MS, please contact the Multiple Sclerosis Society.

Tel: (020) 7610 7171

Pressure sores

Being confined to bed is not the only cause of pressure sores. People who use wheelchairs, spend long periods in an armchair or have heart, circulation, dietary and other conditions also risk developing them. Most pressure sores can be prevented.



If pressure sores happen in spite of preventive action, contact your doctor, nurse or physiotherapist.



Relieving the pressure – your guide to pressure sores is a leaflet giving advice for disabled people and their carers on how to avoid pressure sores. Freephone The Health Literature Line on: 0800 555777

Don't get sore – get moving is a video for staff of residential and nursing homes, but its advice also applies to people in their own homes. For sale or hire from CFL Vision, PO Box 777, London SE1 6XH.

Incontinence

The problem of getting to the toilet in time affects around three million people of all ages. It can be treated or managed so that it interferes with your life as little as possible.



You can get help from your GP, community or practice nurse, health visitor, local chemist, physiotherapist or an NHS continence adviser (your GP can tell you how to contact the continence adviser).

The Continence Foundation provides both public and professionals with advice and information. It runs a confidential helpline and publishes useful leaflets and reading lists. It maintains close links with professional and user organisations, and campaigns for media coverage and open discussion to encourage people to seek professional help. It maintains a national database of helpful products, advisers and educational resources.

Tel: Confidential helpline (0191) 213 0050

The Enuresis Resource and Information Centre (ERIC) provides information and confidential, practical advice to children, parents, adults and professionals on the problem of enuresis: bed-wetting and daytime wetting. Tel: (0117) 960 3060

Incontact works with and for people with bladder and bowel problems. It provides information, support and advice, publishes a quarterly newsletter and can put you in touch with local services or enable you to share your experiences with others. To reach Incontact, call the Continence Foundation Helpline. (See above).

For people with communication disabilities

Problems with speech and language can have many causes, including learning disabilities, physical disabilities like cerebral palsy, strokes, brain injury, neurological diseases and cancers of the head and neck. Some children have severe problems in learning to speak although their physical and mental development is otherwise normal. You can get help from speech and language therapists and from the voluntary organisations who specialise in this area.

Speech and language therapists

Speech and language therapists are professionally trained to help children and adults who have impaired communication in either understanding or producing speech and language. Sometimes the therapist might advise using a communication aid.



You can find out about local services by contacting your local NHS speech and language therapy service through your GP or the health authority (Scotland: Health Board) whose number is in the phone book, or phone the Health Information Service on 0800 665544.

Voluntary organisations

The Communications Forum was set up in 1994 to bring together those concerned with communication impairments. The Forum does not itself provide services, but promotes initiatives on behalf of the two and half million people in the UK with communication impairments. If you need information about a specific communication difficulty, contact the relevant organisation below. See 'Helpful organisations' on page 144 for

full addresses and phone numbers of organisations or write to the Forum. (See address below)

Core members (with communication disability as a central concern): Action for Dysphasic Adults/ AFASIC/ British Aphasiology Society/ British Dyslexia Association/ British Stammering Association/ Communication Matters/ David Lewis Centre/ I CAN/Makaton Vocabulary Development Project/ The Michael Palin Centre for Stammering Children/ National Association of Laryngectomy Clubs/ National Centre for Cued Speech/ SCOPE/ Sense/ the SIGNALONG Group.

Associate members (with communication impairment as one of their concerns): Aid for Children with Tracheostomies/ Children's Head Injury Trust/ Cleft Lip and Palate Association/ Contact a Family/ Council for Disabled Children/ Down's Syndrome Association/ Headway/ IPSEA (Independent Panel for Special Educational Advice)/ Liberator Ltd/ MENCAP/ Motor Neurone Disease Association/ Multiple Sclerosis Society/ National Autistic Society/ Paget Gorman Society/ RAD/ RNIB/ RNID/ Speakeasy.

Communications Forum, PO Box 854, 3 Dufferin Street,
London EC1Y 8NB

Action for Dysphasic Adults (ADA) is dedicated to the needs of those whose understanding and use of language is impaired by stroke, head injury, etc. but who are usually otherwise intellectually unimpaired. All forms of communication may be affected – reading, writing and sometimes gesture.

Services include:

- support and advice for dysphasic people and their families, including legal and advocacy advice;
- publications and tapes;

- a network of branches and self-help groups across the country and support for those who wish to set up new groups;
- training materials for professionals and volunteers;
- communication training scheme for care staff in residential homes for the elderly;
- dissemination of knowledge through conferences and seminars and public education.

Telephone helpline staffed by a speech and language therapist
(Mon-Fri 9am-5pm) Tel: (020) 7261 9572

AFASIC (Unlocking Speech and Language) represents children and young people with speech and language impairments. It provides information and support to parents and professionals through literature, a helpline, workshops and conferences; liaises with local and central government and has 50 local groups throughout the country. Tel: (020) 7236 3632/6487

The British Stammering Association offers a UK-wide information and counselling service. Mutual-aid activities include early treatment of pre-school dysfluent children. Policy is set by stammerers and parents, with the support of expert speech and language therapists.

Tel: (020) 8983 1003; local call rate Helpline: 0845 603 2001

I CAN (Invalid Children's Aid Nationwide) is the national educational charity for children with speech and language impairments. I CAN's service include three residential schools, a nursery development programme, secondary language resource units and a training centre offering courses, publications, and teaching aids. Tel: (020) 7374 4422

Communication aids

People with severe difficulties in speaking or writing can be helped by communication aids. These range from charts with pictures, symbols, letters or words to electronic voice output devices and specially adapted computers.



You may be able to obtain communication aids from NHS speech therapy services, local education authorities, schools and colleges, and through the Employment Service. See also 'Equipment', p33.

Communication aids centres (NHS)

If necessary, local professionals will refer you to specialist regional and national communication aids centres which assess needs and advise on the most suitable aid. The NHS centres are staffed by speech and language therapists and may have occupational therapists and engineers. The following centres assess people of all ages unless otherwise indicated:

Birmingham Access to Communication and Technology.

Tel: (0121) 627 8235

Bristol (adults) Assistive Communication Aids Centre.

Tel: (0117) 970 1212, ext 2151

Cardiff Communication Aids Centre. Tel: (029) 2056 6281

Cornwall Truro Communication Aids Centre (limited range of equipment). Tel: (01872) 74242

East Sussex Chailey Heritage Clinical Services.

Tel: (01825) 722112

Edinburgh Keycomm – Lothian Communication Technology Service. Tel: (0131) 443 6775

Glasgow Scottish Centre of Technology for the Communication Impaired. Tel: (0141) 201 6425/6426

Leicester Speech and Language Therapy Department.
Tel: (0116) 251 6811

London Augmentative Communication Service, The Wolfson Centre. Tel: (020) 7837 7618

London Cheyne Child Development Service. Tel: (020) 8846 6488

London Assistive Communication Service. Tel: (020) 8846 1057/8

Newcastle "Communicate", Northern Communication Aids Centre. Tel: (0191) 233 1567

Sheffield Speech and Language Therapy Agency, Fulwood House.
Tel: (0114) 271 6765

Southampton Communication Aids Centre, Southampton General Hospital. Tel: (023) 8077 7222

Communication aids centres (education)

These centres offer assessment both for spoken and written communication and access to the National Curriculum.

ACE (Aiding Communication in Education) Centres

The ACE Centre in Oxford and the ACE/Access Centre in Oldham offer services to assist individuals with physical and communication disabilities through the use of technology including access devices and augmentative communication. Interdisciplinary teams of teachers, speech and language therapists, and occupational therapists offer technical support. Both Centres carry out a research and development programme in assistive technology.

Oxford: Tel: (01865) 763508; Oldham: Tel: (0161) 627 1358.

The Communication Aids for Language and Learning (CALL) Centre in the University of Edinburgh offers information and

training assessment and support services, and a loan bank of equipment to individuals and schools in Scotland. It also carries out research and development in severe communication difficulties and educational technology. Tel: (0131) 667 1438.

CENMAC (Centre for Micro-assisted communications) supports learners whose physical inability to communicate effectively through speech or writing hinders their educational progress. By identifying appropriate technological aids CENMAC helps them gain equal access to the curriculum. In further adult education, CENMAC has set up MACE (Micro Assistance in Continuing Education) to support young adults with complex physical difficulties who are no longer within the educational system. CENMAC also offers training and consultancy for parents and professionals, and an open day each term. Tel: (020) 8850 9229

ACCESS Centres The National Federation of Access Centres supports the needs of students in further education colleges. National Access Centre, University of Plymouth. Tel: (01752) 232278

Voluntary organisations

AbilityNet is a charity formed by the Computability Centre and the Foundation for Communication for the Disabled to give information and advice on computer access at home and at work, including adapting technology to the needs of people with a disability. It is a non profit making trading charity whose principal role is to make new technology available to disabled people. Staff are able to travel to see people in all parts of the UK to give advice on the most appropriate equipment. Tel: (01932) 336512

The Sequel Trust provides computer-based and electronic equipment to help disabled people to communicate. Tel/fax: (01691) 718331



Communication and Access to Computer Technology Disability Information Trust (see page 43)

Let's Talk for parents of children with talking difficulties, by Roy McConkey and Penny Price, Souvenir, £10.95

See 'Helpful organisations' on page 144 for full addresses of organisations mentioned in this section.

For people who are mentally ill

Care in the community means that people who are mentally ill or recovering from mental illness should be able to receive appropriate care from the right people in the right setting.

The NHS and social services

As part of the Care Programme Approach, teams of specialists work with people with mental illness to agree the programme of care that they need. The patient is supported by their own key worker and both users and carers are involved in the process as much as possible. The teams are made up of professionals from the NHS and social services and may include psychiatrists, psychologists, nurses, social workers and occupational therapists as well as workers from voluntary organisations.

Community Mental Health Nurses are trained in counselling as well as caring, rehabilitation and medication supervision to support individuals and often their families at home.

Social Workers are able to assess mental health problems, understand how social circumstances affect them and advise, help and support individuals and their families.

Psychologists work in partnership with individual people, groups and staff to develop an understanding and treatment of problems.

Psychiatrists are doctors whose specialist training equips them to assess and treat mental disorders using therapy and drugs.

Occupational therapists can help people develop the skills they need to live independently and to get back to or cope with work.

The settings

There is now a broad range of settings where people can find support and treatment. Psychiatric services used to be provided only in hospitals or out-patient departments. Now, when mentally ill people need short-term hospital care, they can often receive it locally, usually in the District General Hospital. When they need longer-term care, homely surroundings can now be provided which balance a person's need for independence with individual support.

At home where possible, help and support are provided by the mental health team in the home of the mentally ill person.

Day hospitals provide an alternative to in-patient care even for people who are quite ill. People attend during the day, returning home at night.

Acute units when patients are particularly unwell, a psychiatric unit's protective environment helps to treat them and re-establish them in the community. They can also be places of sanctuary for vulnerable patients and offer respite to carers.

Community Mental Health or Resources Centres Some areas have a local base where people can meet members of the community mental health team.

Other centres which meet long-term needs include: day centres, drop-in centres, group homes/flats, residential care homes, nursing homes (some of which may involve a charge).



Your GP is the first person who can provide help for you or a relative and, if necessary, put you in touch with the community mental health team or a voluntary organisation. Your social services department is an alternative first step, if you wish. Ask for a mental health worker.

Voluntary organisations

See page 144.



MI – 1 Mental Illness – What does it mean?

MI – 4 Mental Illness – Can children and young people have mental health problems?

Mental Illness – Sometimes I think I can't go on any more...

Mental Illness – A guide to mental health in the workplace

Mental Illness – Mental health and older people

Mental Illness – What can you do about it

The Patient's Charter – Mental Health Services

Building Bridges Executive Summary (Health of the Nation)

The Spectrum of Care – Local Services for People with Mental Health Problems

Free of charge from: Department of Health, PO Box 777,
London SE1 6XH

Mental Health – Towards a Better Understanding, from Mental
Illness, PO Box 643, Bristol BS99 1UU

Voluntary organisations

The Alzheimer's Disease Society is the leading care and research charity for people with dementia. It provides information, education, support, day and home care, on a regional basis as part of a national network. It funds medical and scientific research and campaigns for greater public understanding. Tel: (020) 7306 0606

Alzheimer Scotland – Action on Dementia runs over 40 specialist services including carer education, advocacy and home support for people with dementia, their carers and families.

Tel: (0131) 243 1453; Helpline Tel: 0800 317817

The Manic Depression Fellowship provides support, advice and information for people with manic depression, their families, friends and carers. There are regional offices in Greater London, Wales, Manchester and Scotland, and a network of 116 self-help groups. Tel: (020) 8974 6550

MIND works for a better life for people in mental distress. It offers an information line, advice line and legal network, a variety of publications, the bi-monthly *OPENMind* magazine and conference and training facilities from its London HQ. As well as six regional offices in England and one in Wales, MIND has 220 local associations providing a range of mental health services – from housing and day centres to self-help and advocacy groups. Tel: (020) 8519 2122; infoline: (020) 8522 1728/0345 660163

National Schizophrenia Fellowship (NSF) is the national voluntary organisation for people with a severe mental illness, their families and carers. It campaigns for greater understanding of the problems caused by severe mental illness and has over 7,000 members, 170 local carer and user support groups and 300 community care projects, ranging from drop-in centres and accommodation schemes to employment initiatives.

Tel: (020) 8547 3937

Richmond Fellowship is a charity and housing association with over 60 projects in the UK, providing care and rehabilitation to enable people with mental health, learning disabilities, addiction and other problems to live in the community. It runs long and short stay residential facilities, work schemes, day centres, advocacy and community outreach projects. The Training and Consultancy Service offers a wide range of training options for its own and external staff involved in mental health and human relations work. Tel: (020) 7603 6373

SANE campaigns for greater awareness and understanding of serious mental illness, pioneers new care projects and funds research. Its helpline, SANELINE, is run by trained volunteers offering emotional support to people suffering from mental illness, their families, friends and interested professionals. Tel: (020) 7724 6520; SANELINE 0345 678000 (2pm – midnight). *Scottish Association for Mental Health* is Scotland's national organisation addressing the development of services for mental health and mental illness and providing information and education on issues. Tel: (0141) 568 7000

See 'helpful organisations' on page 144 for full addresses of organisations mentioned in this section.

For people with learning disabilities

Local authorities, the NHS and voluntary organisations work to help people with learning disabilities to achieve more of their potential. At the same time they give positive support to families.

Social services

Support by social services will normally be based on an assessment of an individual's needs and will be made up of a structured and coordinated package of services. These may include the following:

Social Workers to counsel, advise, help and support people with learning disabilities and their families. Specially trained social workers carry out responsibilities under the Mental Health Act and advise about rights.

Residential care when people with learning disabilities cannot remain at home or want to move away from home. A charge may be made in some instances.

Family Share Schemes (or adult fostering), where families are recruited to provide care and support for an individual with a learning disability who lives with them as part of their family.

Short-term care in various forms while the rest of the family goes on holiday or if there is an emergency in the family. A charge may be made in some instances.

Peripatetic care where a worker goes into the family home either when the carer needs to go away or to support the carer over a particular period.

Home help to assist with cooking, cleaning and shopping, and with living independently or in groups.

Day care for people with severe learning disability (or multiple disability) who are living in the community. There may be benefits payable to meet the charges (see 'For carers', p 139). Sitting services may sometimes be arranged for a few hours at a time.

Housing adaptations such as providing extra toilet facilities to assist people who have additional mobility or behavioral problems.



To find out more, contact your social services department.

The NHS

People with learning disabilities are entitled to the same range of NHS services as anyone else, although they may need help in getting access to them. The NHS in collaboration with social services should make alternative arrangements for people who cannot use ordinary NHS facilities.

The NHS should also arrange for any specialist treatment, such as psychiatric services, and for NHS residential care for people whose needs for short- or long-term care are best met in a health setting.



To find out more ask your GP or your local health authority.

Education and training

Further education, social and work training at special needs units for people with learning disabilities who are unable to go into open or sheltered employment. Further education colleges increasingly provide both full- and part-time courses for students with learning disabilities, some of whom then go on to work.
(See 'Education and Training', p56.)

Voluntary organisations

The range of organisations stretches from those which provide information, such as the British Institute of Learning Disabilities (BILD), to others which provide training and work within caring environments such as MacIntyre Care. The societies which cover the whole spectrum are MENCAP in England, Wales and Northern Ireland, ENABLE in Scotland and SCOVO in Wales.

MENCAP (Royal Society for Mentally Handicapped Children and Adults) For the last 50 years MENCAP has been campaigning and providing services and information for people with learning disabilities, their carers and families so they can make the most of their lives. MENCAP is a national organisation with more than 1,000 local societies and Gateway Clubs providing support for individuals and families at all stages of their lives.

District Officers and Family Advisers give welfare information and support ranging from help to secure the right schooling and short-term breaks to finding the right housing and gaining independent employment. MENCAP's leisure services have established social clubs and holidays for people to make the most of their recreation, expand horizons and gain new experiences.
MENCAP National Centre Tel: (020) 7454 0454

ENABLE supports people with learning disabilities and their families through over 70 branches throughout Scotland, run by volunteers to provide youth and social clubs, day care and holidays. They are supported by a professional staff providing information, advice, vocational training, holidays, day care and residential care. Tel: (0141) 226 4541

SCOVO (the Standing Conference of Voluntary Organisations for People with a Learning Disability in Wales) supports and assists other voluntary organisations in the Principality and encourages them to collaborate. It offers information and advice through its publications and information service. Tel: (029) 2049 2443

People First is a national self-advocacy organisation providing support and training and campaigning for the rights of people with learning difficulties. Tel: (020) 7713 6400

CHANGE is a self-advocacy organisation for people with a learning disability and sensory impairment. Tel: (020) 7490 2668; Fax: (020) 7490 3483

Association for Residential Care (ARC) is the umbrella organisation for organisations that provide residential care and day support for people with a learning disability. Tel: (01246) 555043

Organisations providing residential and other services:

CARE (Cottage and Rural Enterprises Ltd) Tel: (0116) 279 3225

Camphill Communities Tel: (01923) 856006

Elizabeth FitzRoy Homes Tel: (01428) 656766

The Home Farm Trust Tel: (0117) 927 3746

L'Arche Tel: (01535) 656 186; fax: (01535) 656426

MacIntyre Care Tel: (020) 7813 3637

United Response Tel: (020) 8780 9656

Organisations providing support at home:

KIDS Tel: (0870) 121 0147

United Response Tel: (020) 8780 9656

Organisations providing support to people with disabilities living in the community:

Circles Network Tel: (0117) 939 3917; Fax (0117) 939 3918

Organisations providing advice or support on sexual or physical abuse:

Respond Tel (020) 7383 0700

Voice Tel (01332) 518872

NAPSAC Tel (0115) 924 9924

Organisations providing information and promoting the development of services:

British Institute of Learning Disabilities (BILD) Tel: (01562) 850251

National Development Team for People with Learning Difficulties
Tel: (0161) 228 7055



Everyone Belongs Mainstream education for children with severe learning difficulties, Souvenir Press, £9.90

Ordinary Everyday Families For parents of children with special needs and learning disabilities by Jo Cameron and Leonie Sturge, MENCAP, £5

Read Easy, Obtaining reading material for people with learning disabilities by Margaret Marshall and Dorothy Porter, Whitaker & Sons, £7.50

See 'Helpful organisations' on page 144 for full addresses of organisations mentioned in this section.

For people who are disabled due to service in the armed forces

If you have been disabled due to service in the armed forces or you are a civilian or merchant seaman who has been disabled due to war-time injuries, you may be entitled to claim a War Disablement Pension.

Welfare

The War Pensioners' Welfare Service, which is part of the War Pensions Agency, gives help and advice on pension matters and any problems facing war pensioners and their families. Welfare managers can visit you at home, and they work closely with the Employment Service Disablement Employment Adviser (DEA), local authorities and voluntary organisations.



Get in touch with your War Pensioners' Welfare manager whose number is in the local phone book, or contact the War Pensions Agency Helpline on (01253) 858858.



Notes about War Disablement and War Widow's Pension leaflet from the War Pensions Agency, Norcross, Blackpool FY5 3WP. Other leaflets are available, including notes about war pensioners' claims for deafness.

NHS treatment

If you need an examination or treatment relating to the condition for which you receive a war pension, you are entitled to be given priority for NHS services, subject only to the needs of emergency and other urgent cases. Make sure your GP or any hospital specialist you see is aware that you are a war pensioner.

Should you experience any difficulty arranging treatment, tell the War Pensions Treatment Section (address: see below). In certain circumstances, your doctor may be able to arrange for you to be admitted to a Ministry of Defence services hospital for the treatment of the disability for which you receive a war pension. If so, you will be eligible for help with travelling costs. Again, tell the people at the War Pensions Treatment Section, War Pensions Agency, Norcross, Blackpool FY5 3WP.

Equipment for getting around

If you need equipment as a result of the disability for which you receive a war pension, you will be able to get advice from the War Pensioners' Welfare Service.

Equipment such as wheelchairs, artificial limbs, orthopaedic footwear, surgical appliances, walking aids or home nursing equipment can be obtained from the NHS. Other aids may be available from the social services (see also 'Equipment', page 33).



Contact your War Pensioners' Welfare Service Office whose number is in the phone book or the local health authority covering your area or your social services department.

Voluntary organisations

There are many service organisations which help war disabled people and their families. They can give you support and advice on War Pensions and Allowances.

BLESMA (British Limbless Ex-Servicemen's Association) assists men and women who have lost their limbs through service in the armed forces or as a result of it. BLESMA provides permanent residential and respite accommodation, gives advice on pensions and allowances, provides financial assistance to members and widows, runs a welfare visiting service, plans and organises rehabilitation programmes for amputees and helps in finding suitable employment. Tel: (020) 8590 1124

The Burma Star Association provides a welfare service and gives free and confidential advice to all holders of the Burma Star. Tel: (020) 7823 4283

Ex-Services Mental Welfare Society – Combat Stress cares for ex-members of the armed forces and the Merchant Navy who have psychiatric disabilities. The Society runs two treatment centres, cottages for married men and their families, a single men's hostel and a veteran's home. They also give help and advice to members. Tel: (020) 8543 6333

The Far East (Prisoners of War and Internees Fund) helps Far East prisoners of war and civilian internees of the Japanese 1941–45 war and their dependants who are in need. Tel: (01622) 737124

The Joint Committee of the Order of St John and the British Red Cross Society provides grants to ex-servicemen, ex-officers and their widows. It has long-standing connections with three paraplegic settlements. Tel: (020) 7201 5131

National Federation of Far East Prisoner of War Clubs and Associations gives advice to ex-Far East prisoners of war and their widows, especially on pension matters. Tel: Mr PS Cairns MBE (0161) 748 6373

The "Not Forgotten" Association provides holidays, television sets, licences, outings, excursions and entertainment for disabled ex-service people. Tel: (020) 7730 2400

The Royal Air Forces Association gives advice and financial assistance to serving or ex-serving RAF personnel and their dependants through a network of branches. Each branch has an honorary welfare officer who will assess requests for help and complete the appropriate forms for assistance. The Association also runs a nursing home and three convalescent homes together with supportive and sheltered housing schemes.

Tel: (020) 8994 8504

The Royal Alfred Seafarer's Society provides accommodation for ex-members of the Royal Navy and Merchant Navy at three separate establishments in Surrey and Sussex offering, respectively, sheltered housing, residential and nursing care.

Tel: (01737) 352231

The Royal British Legion and Officers' Association exists to relieve distress and to give help and advice to those who have served in the Merchant Navy, Allied Civil Police Force, Home Guard and Voluntary Aid societies, their widows and their dependants.

They also run residential and convalescent homes, support holidays for the severely disabled, and help with domestic security.

Tel: (020) 7973 7200

The Royal British Legion Scotland, The Earl Haig Fund Scotland and the Officers' Association Scotland Branch help all ex-service people, their widows and their dependants, giving welfare and pensions advice and friendship. Tel: (0131) 557 2782

The Royal Patriotic Fund Corporation gives financial aid to widows, orphans and dependants of servicemen and women.

Tel: (020) 7233 1894

St Dunstan's provides rehabilitation, training and lifelong welfare for men and women who have lost their sight due to service either in war or peace. Tel: (020) 7723 5021. In Scotland – the Scottish National Institute for War Blind. Tel: (0131) 229 1456

The Soldiers, Sailors, Airmen and Families Association – Forces Help (SSAFA Forces Help) offers welfare help, advice and support to serving and ex-serving members of the armed forces, including partners, widows/widowers and dependent children. They also help obtain equipment and aids and provide specially designed permanent and holiday accommodation for disabled people, and residential care homes. Local branches nationwide and in Eire can raise grant aid through service charities and other sources. Contact local branch (see local phone book) or the Welfare Department at Central Office. Tel: (020) 7403 8783

See 'Helpful organisations' on page 144 for full addresses of organisations mentioned in this section.

For disabled children

Local education authorities, schools, social services departments and the NHS provide services for disabled children and young people and help with the transition to adult life. The voluntary organisation concerned with your child's particular disability may be able to offer special help and expertise. There may also be particular benefits you can claim.

Social services

The local social services department provides a range of services which may include:

Social workers can visit your family to give help and advice on bringing up a disabled child. They will tell you about the services that can help, and put you in touch with the most appropriate voluntary organisations. These will often offer the opportunity to discuss difficulties and exchange ideas with other parents in your position.

Nurseries, childminders or playgroups help disabled children achieve their full potential. There may also be mother and toddler groups and projects to support parents and children, or opportunity groups. Children who normally go to school can use these facilities in the holidays. If you can afford it, there may be a small charge.

Day care can be provided, if your child is disabled or considered to be in need, or if you yourself are disabled. This could be in a nursery, with a registered childminder or for a few hours in a playgroup.

Tokens for free milk can be provided for children aged 5–16 who are so mentally or physically disabled they cannot attend any

school. Contact *Family Credit Helpline*, Government Buildings, Cop Lane, Penwortham, Preston PR1 0SA.

Temporary accommodation or respite care with a private family in a residential home to allow the rest of the family to take a break or holiday.

Home care as part of a package of services.

Loans of equipment and play materials either directly or through a toy or leisure library.



Contact your local authority social services department.

Toy libraries lend carefully chosen, good quality toys to families, including those with children who have special needs. Some may also lend specially adapted toys and equipment. As well as encouraging children to benefit from play, toy libraries offer a supportive service to parents and carers.

The NHS

The NHS provides a full range of services for disabled children, including therapy and specialist services and specialist aids and equipment. Health visitors have a particular role in helping families with new-born babies and children under 5.

It is important to identify any disabilities or problems in development at an early stage. If you, as a parent, have concerns, you should contact your GP, health visitor, therapist, school doctor, community paediatrician, child health clinic or child development centre.

Voluntary organisations

Many of the different organisations concerned with helping children with disabilities belong to the Council for Disabled Children, which acts as a forum to coordinate the development of services for disabled children and their families.

Supporting organisations include: Action for Sick Children/ AFASIC/ ASBAH (Association for Spina Bifida and Hydrocephalus)/ Barnardo's/ British Dyslexia Association/ British Epilepsy Association/ British Institute of Learning Difficulties/ The Children's Society/ Contact a Family/ CSIE/ DIAL Bradford/ Disability Wales – Anabledd Cymru/ Down's Syndrome Association/ Family Fund Trust/ GLAD/ HAPA/ I CAN/ IPSEA/ KIDS/ The Lady Hoare Trust/ MacIntyre Care Ltd/ MENCAP/ National Autistic Society/ National Deaf Children's Society/ NAESC/ Parents for Inclusion/ Phab/ Pre-School Learning Alliance/ RADAR/ RNIB/ RNID/ Save the Children Fund/ SCOPE/ Sense/ The Signalong Group/ Skill/ Thomas Coram Foundation for Children/ Young Minds.

Tel: (020) 7843 6061/6058

The Children's Society is one of Britain's most innovative childcare charities. It has over 90 projects throughout England and Wales, including refuges and projects for runaways, projects to prevent school exclusion and truancy, work with the legal system and care system, adoption and fostering for children with special needs, advocacy, benefits advice, and respite care for families.

Contact a Family brings together families of children with disabilities or special needs who need mutual support from others who share their experiences. The organisation can help with setting up local self-help groups or national ones for rare syndromes and conditions. The teams of parent advisers is an excellent first point of contact for parents and professionals. The Contact a Family helpline is (020) 7383 3555

The Research Trust for Metabolic Diseases in Children (RTMDC) provides support for parents of children with any type of metabolic disorder through networks and 20 affiliated groups; it helps families through the Befriender Network; encourages research into cures and pre-natal diagnosis; provides grants to families in financial need, publishes a newsletter and introduces pen pals. Tel: (01270) 250221

The Crohn's in Childhood Research Association raises funds for research into ulcerative colitis, Crohn's and related disease. It supports self-help groups and information. Tel: (020) 8949 6209

Education

See 'Education' page 56.

Extra cash help

The Family Fund Trust is funded by the Government to support families caring for severely disabled children under 16. The Fund gives grants related to the care of the child such as laundry equipment, holidays, outings, driving lessons, bedding and clothing. Please apply in writing giving the name and date of birth of your child, brief details of his/her disability and the kind of help you need. The address to write to is: The Family Fund Trust, PO Box 50, York YO1 2ZX.

Benefits information

See 'Money matters' page 22; also leaflet HB 3: *Payment for people severely disabled by a vaccine* from your local Social Security office or the Vaccine Damage Payments Unit, Palatine House, Lancaster Road, Preston PR1 1HB. Tel: (01772) 899693



After I've gone: what will happen to my handicapped child?
By Gerald Sanctuary, Souvenir Press, £8.95

Handicap: a parents' guide on how to help your child by Andrew Brereton, Minerva Press, £6.95

To a different drumbeat. Guide to parenting of children with special needs by P Clarke, H Kofsky and J Laurol, Hawthorn Press, £7.50

The Wheelchair Child by Philippa Russell, Souvenir Press, £8.50

See 'Helpful organisations' on page 144 for full addresses of organisations mentioned in this section.

For carers

A carer is someone who looks after a friend, relative or neighbour who needs help because of sickness, age or disability. Community care depends on carers, and carers are themselves entitled to help. If you are new to caring, here are some ideas about where to go to get help and advice.

Social services

You have the right to ask the social services department for an assessment for your disabled friend or relative. They may offer help such as: a place at a day centre, home help, adaptations to the home, meals or temporary respite care in a residential or nursing home. Carers providing or intending to provide a great deal of care regularly can request an assessment of their ability to care and continue caring at the same time as the disabled person is assessed. If you cannot manage any more, social services may be able to arrange a permanent residential place for the person you look after. See 'social services' page 6.



Contact your local social services department.

A sitter

A sitter to look after your friend or relative every so often can give you a regular break. Many areas of the country have sit-in schemes such as Crossroads, sometimes run by social services, but often by voluntary organisations.

Benefits

Disabled people who need a lot of help may be able to get either Attendance Allowance if they are over 65 or Disability Living Allowance if they are younger. If you look after a disabled person you may be able to claim Invalid Care Allowance, provided you meet certain income and age qualifications. If you are on a low income, there may also be other benefits you can claim such as Income Support or Housing Benefit.



For advice visit your local Social Security office or call the Benefits Enquiry Line free on 0800 882200



Caring for Someone? (FB31) available from your Social Security office.

Concessions

Council Tax Some carers and disabled people can get reductions in Council Tax (regardless of savings).

Income Tax Married men with dependent children whose wives are severely disabled can get an additional personal tax allowance on top of their Married Couples Allowance. A tax allowance announced in the 1998 budget extended this to mothers with dependent children and incapacitated husbands, backdated to April 1997.

Someone to talk to

There are carers' groups in many parts of the country where carers can get together to discuss their concerns with others in a similar position. Some areas have carers' workers whose job is to coordinate groups and get support for people.

Voluntary organisations

Carers National Association

A national voluntary organisation, the Carers National Association aims:

- to encourage carers to recognise their own needs
- to develop appropriate support for carers
- to provide information and advice for carers
- to bring the needs of carers to the attention of government and other policy makers.

Run by carers themselves, the Association employs full-time staff who work through seven area offices. There are over 110 branches throughout England, Scotland, Wales and Northern Ireland to bring carers together. Carers National Association publishes a journal every other month and booklets on issues such as benefits, community care, housing and equipment. Carers Line helpline for both members and non-members. Tel: (0345) 573369

Crossroads (Association of Crossroads Care Attendant Schemes Ltd)

This national network is able to place trained care attendants in the homes of disabled people of any age whose carers are under strain, helping to avoid a breakdown leading to admission to hospital or residential care.

They are paid for their time and are flexible about attending outside normal working hours. These support services are managed by local schemes. For details of where the schemes operate Tel: (01788) 573653

Carer's Handbook – A Guide to looking after Ill, Disabled and Elderly People, The Authorised Manual of St John Ambulance, St Andrew's Ambulance Association and the British Red Cross £9.99

See 'Helpful organisations' on page 144 for full addresses of organisations mentioned in this section

The Princess Royal Trust for Carers. Founded in 1991, its aims are to:

- raise awareness of carers' needs and their contribution to society;
- provide information, counselling, help and support to carers.

The Trust has established a network of carers centres throughout the country offering core services such as information and advice, emotional support and community consultation. These centres are often a focal point for carers' in a given locality. In towns and urban areas, such centres usually offer drop-in facilities in accessible, central locations. In rural areas, there is more emphasis on providing services by telephone or post; outreach services, such as mobile advice units or home visiting may be more appropriate. Tel: (020) 7480 7788

The purpose of the Family Fund Trust is to ease the stress on families who care for very severely disabled children under 16, by providing grants and information related to the care of the child. Tel: (01904) 621115

The Winged Fellowship provides respite care breaks for carers of people with a physical disability and those with Alzheimer's. Tel: (020) 7833 2594



Respite Care resource pack from MENCAP

Tel: (020) 7454 0454



The Carer's Guide: Essential information for people who look after others edited by Simon Crompton, Macmillan Magazines Tel: (020) 7836 6633, £9.95

A Carer's Guide to Moving and Handling Patients National Back Pain Association, £3.00

A Fair Deal for Carers: your guide to getting services
Carers National Association

part

4

Helpful



organisations.

This is simply a selection of the organisations which can assist disabled people. If the one you are looking for is not listed, try Directory for Disabled People, your local public library or information centre, your local DIAL or Disabled Living Centre or the Health Information Service.



Note: if you can't find an organisation listed under the name of the medical condition or need you're looking for, try under 'British', 'National' or 'Royal'.

AA (Automobile Association), Norfolk House, Priestley Road, Basingstoke, Hants RG24 9NY Tel: 0990 448 866; Disability helpline Tel: 0800 262050

AbilityNet PO Box 94, Warwick CV34 5WS
Tel: (01926) 312847; fax: (01926) 311345 National freephone information and advice helpline for individual callers.
Tel: 0800 269545. Internet: <http://www.abilitynet.co.uk>.

AbilityNet NorthWest, Glaxo Neurological Centre, Norton Street, Liverpool L3 8NR Tel: (0151) 207 0600; fax: (0151) 298 2333; email: abnnw@seren.demon.co.uk

Ability UK, 29 Crawford Street, London W2H 1PL.
Tel: (020) 7724 0473; fax: (020) 7258 3402

Access to Communication and Technology, Oak Tree Lane Centre, 91 Oak Tree Lane, Selly Oak, Birmingham, West Midlands B29 6JA. Tel: (0121) 627 8235; fax: (0121) 627 8892

ACE (Aiding Communication in Education), Waynflete Road, Headington, Oxford OX3 8DD. Tel: (01865) 763508; fax: (01865) 750188; email: ace-cent@dircon.co.uk;
Internet: <http://www.rmpl.co.uk/eduweb/sites/acecent>

ACE Centre North, Broadbent Road, Watersheddings, Oldham, Greater Manchester OL1 4HU. Tel: (0161) 627 1358; fax: (0161) 627 0363; email: ace-north@dial.pipex.com;
Internet: <http://dspace.dial.pipex.com/town.terrace/ac969>

Action for Dysphasic Adults (ADA), 1 Royal Street, London SE1 7LL. Tel: (020) 7261 9572; fax (020) 7928 9542

Action for Blind People, 14-16 Verney Road, London SE16 3DZ. Tel: (020) 7635 4800; fax: (020) 7635 4900; email: info@afbp.org; Internet: www.afbp.org

Action for ME, PO Box 1302, Wells, Somerset BA5 1YE.
Tel: (01749) 670799; counselling helpline Tel: (01749) 670402;
pre-recorded advice Tel: (08911) 22976; fax: (01749) 672561

Action for Sick Children (National Association for the Welfare of Children in Hospital), Argyle House,
29-31 Euston Road, London NW1 2SD. Tel: (020) 7833 2041;
fax (020) 7837 2110;
email: action-for-sick-children-edu@msn.com;
Internet: <http://www.actionforsickchildren.org.uk>

AFASIC (Unlocking Speech and Language),
347 Central Markets, Smithfield, London EC1A 9NH. Tel: (020)
7236 3632/6487; fax: (020) 7236 8115; email: info@afasic.org.uk

Age Concern England (National Council on Ageing),
Astral House, 1268 London Road, London SW16 4ER.
Tel (020) 8679 8000; fax: (020) 8679 6069; Information line
Tel: 0800 731 4931; Internet: <http://www.ace.org.uk>

Age Concern Cymru, 4th Floor, 1 Cathedral Road,
Cardiff CF1 9SD. Tel: (029) 2037 1566; fax: (029) 2039 9562

Age Concern Scotland, 113 Rose Street, Edinburgh EH2 3DT.
Tel: (0131) 220 3345; fax (0131) 220 2779;
email: acs@ccis.org.co.uk

Aid for Children with Tracheotomies (ACT),
215a Perry Street, Billericay, Essex CM12 0NZ.
Tel/fax: (01277) 654425; Internet: ACTUK@aol.com

Alzheimer Scotland – Action on Dementia,
22 Drumsheugh Gardens, Edinburgh EH3 7RN.
Tel: (0131) 243 1453; fax (0131) 243 1450;
helpline Tel: 0800 317817; email: alzheimer@alzscot.org;
Internet: <http://www.alzscot.org>

Alzheimer's Disease Society, Gordon House,
10 Greencoat Place, London SW1P 1PH. Tel: (020) 7306 0606;
fax: (020) 7306 0808; email: 101762.422@compuserve.com;
Internet: <http://www.vois.org.uk/alzheimers>

Arthritis Care, 18 Stephenson Way, London NW1 2HD.

Tel/textphone: (020) 7916 1500; fax: (020) 7916 1505;
free helpline Tel: 0800 289170 (Mon – Fri noon – 4pm)

Arthrogryposis Group, 1 The Oaks, Gillingham, Dorset SP8 4SW.

Tel/fax: (01747) 822655 (Mon–Thurs 9.30 am – 3.30 pm);
email: taguk@aol.com

Artificial Limbs and Appliances Centres (ALAC),

Rookwood Hospital, Fairwater Road, Llandaff, Cardiff CF5 2YN.

Hospital Tel: (029) 2056 6281; Centre Tel: (029) 2055 5677;

fax: (029) 2055 5156; Maelor General Hospital, Croesnewydd

Road, Wrexham LL13 7NT. Hospital Tel: (01978) 291100;

Centre Tel: (01978) 290300; Morriston Hospital, Morriston,

Swansea SA6 6NL. Hospital Tel: (01792) 702222

Arts Council of England, 14 Great Peter Street, London

SW1P 3NQ. Tel: (020) 7333 0100; Library & Enquiry Service:

(020) 7973 6517; textphones/fax in most departments

Tel: (020) 7973 6590

Arts Council of Wales, 9 Museum Place, Cardiff CF1 3NX.

Tel: (029) 2037 6500; fax: (029) 2022 1447

Arts Disability Wales, Chapter Arts Centre, Market Road,

Canton, Cardiff CF5 1QE. Tel/textphone: (029) 2037 7885;

fax: (029) 2039 5211

ASBAH (Association for Spina Bifida and

Hydrocephalus), ASBAH House, 42 Park Road,

Peterborough, Cambridgeshire PE1 2UQ. Tel: (01733) 555988;

fax: (01733) 555985; email: postmaster@asbah.demon.co.uk;

Internet: <http://www.asbah.demon.co.uk>

Assistive Communication Service, 2nd Floor, North Wing,

Charing Cross Hospital, Fulham Palace Road, London W6 8RF.

Tel: (020) 8846 1057/1058; fax: (020) 8846 7610

Association for Residential Care (ARC), ARC House,

Marsden Street, Chesterfield S40 1JY. Tel: (01246) 555043;

fax: (01246) 555045

Association of Community Health Councils for England and Wales, 30 Drayton Park, London. N5 1PB
Tel: (020) 7609 8405; Fax: (020) 7700 1152

Ataxia, The Stable, Wiggins Yard, Bridge Street, Godalming, Surrey GU17 1HW. Tel: (01483) 417111; fax: (01483) 424006

Ataxia- Telangiectasia Society, IACR – Rothamsted, Harpenden, Herts AL5 2JQ. Tel: (01582) 760733; fax: (01582) 760162

Augmentative Communication Service, Wolfson Centre, Mecklenburgh Square, London WC1N 2AP. Tel: (020) 7837 7618; fax: (020) 7833 9469; email: kprice@ich.ucl.ac.uk

Awear (UK) Ltd, Nottinghamshire International Clothing Centre, Knightsbridge Way, Annesley Road, Hucknall, Notts. NG15 8AY. Tel/fax: (0115) 953 0439; Internet: <http://www.awear.org.uk>

Banstead Mobility Centre, Damson Way, Fountain Drive, Carshalton, Surrey SM5 4NR. Tel: (020) 8770 1151; fax: (020) 8770 1211

Barnardo's, Tanners Lane, Barkingside, Ilford, Essex IG6 1QG. Tel: (020) 8550 8822; fax: (020) 8551 6870

Barnardo's Scotland, 235 Corstorphine Road, Edinburgh, EH12 7AR. Tel: (0131) 334 9893; fax: (0131) 316 4008

BCODP (British Council of Disabled People), Litchurch Plaza, Litchurch Lane, Derby DE24 8AA. Tel: (01332) 295551; textphone Tel: (01332) 295581; fax: (01332) 295580; information line Tel: 01332 298288; email: bcodp@bcodp.demon.co.uk

Behcet's Syndrome Society, 3 Church Close, Lambourn, Hungerford, Berkshire RG17 8PU. Tel: (01488) 71116

Benefits Enquiry Line Tel: 0800 882200; textphone: 0800 243355

Birmingham Focus on Blindness, 24 Wood Lane, Harborne, Birmingham B17 9AY. Tel: (0121) 428 5000; fax: (0121) 428 5008

BLESMA (British Limbless Ex-Servicemen's Association),
Frankland Moore House, 185-187 High Road, Chadwell Heath,
Romford, Essex RM6 6NA. Tel: (020) 8590 1124;
fax: (020) 8599 2932

Boys and Girls Welfare Society, Central Offices, Schools Hill,
Cheadle, Cheshire SK8 1JE. Tel: (0161) 283 4848;
fax (0161) 283 4747

British Blind Sport, 67 Albert Street, Rugby, Warwickshire,
CV21 2SN. Tel: (01788) 536142; fax: (01788) 536676.

British Colostomy Association, 15 Station Road,
Reading RG1 1LG. Tel: (01189) 391 537; fax: (01189) 569095;
Internet: <http://www.bcass.org.uk>

British Deaf Association, 1-3 Worship Street, London
EC2A 2AB. Tel/Voice: (020) 7588 3520; fax: (020) 7588 3527

British Deaf Association in Wales, Shand House,
2 Fitzalan Place, Cardiff CF2 1BD. Tel: (029) 2048 8437

British Deaf Sports Council, 7a Bridge Street, Otley,
West Yorkshire, LS21 1BQ. Tel: (01943) 850214/850081

British Diabetic Association, 10 Queen Anne Street, London
W1M 0BD. Tel: (020) 7323 1531; careline Tel: (020) 7636 6112;
fax: (020) 7637 3644; Internet: <http://www.diabetes.org.uk>

British Epilepsy Association, Anstey House,
40 Hanover Square, Leeds LS3 1BE. Tel: (0113) 243 9393;
fax: (0113) 242 8804; freephone helpline Tel: 0800 309030;
email: epilepsy@bea.org.uk; Internet: <http://www.epilepsy.org.uk>

BHTA (British Healthcare Trades Association),
1 Webb's Court, Buckhurst Avenue, Sevenoaks, Kent TN13 1LZ.
Tel: (01732) 458868; fax: (01732) 459225

British Institute of Learning Disabilities (BILD),
Wolverhampton Road, Kidderminster, Worcestershire DY10 3PP.
Tel: (01562) 850251; fax: (01562) 851970;
email: bild@bild.demon.co.uk

British Kidney Patient Association, Bordon, Hampshire
GU35 9JZ. Tel: (01420) 472021/2; fax: (01420) 475831

British Paralympic Association, Impact House, 2 Edridge
Road, Croydon, Surrey CR9 1PJ. Tel: (020) 8681 9655;
fax: (020) 8681 9650; email: paralympics@compuserve.com

British Polio Fellowship (BPF), Ground Floor, Unit A,
Eagle Office Centre, Runway, South Ruislip, Middlesex
HA4 6SE. Tel: (020) 8842 1898; Welfare line: (020) 8842 4999;
fax: (020) 8842 0555; email: british.polio@dial.pipex.com

British Red Cross Society, 9 Grosvenor Crescent,
London SW1X 7EJ. Tel: (020) 7235 5454; fax: (020) 7245 6315

British Sjogren's Syndrome Association (BSSA),
Unit 1, Manor Workshops, Nailsea Wall Lane, West End,
Nailsea, Bristol BS48 2DD. Tel/fax: (01275) 854215;
email: bssassociation@compuserve.com

British Stammering Association, 15 Old Ford Road,
Bethnal Green, London E2 9PJ. Tel: (020) 8983 1003;
helpline Tel: 0845 603 2001 (local rates); fax: (020) 8983 3591;
Internet: <http://www.stammer.demon.co>

British Wireless for the Blind, Gabriel House, 34 New Road,
Chatham, Kent, ME4 4QR. Tel: (01634) 832501;
fax: (01634) 817485.

British Wheelchair Sports Foundation, Guttman Sports
Centre, Guttman Road, Stoke Mandeville, Bucks HP21 9PP.
Tel: (01296) 395995; fax: (01296) 424171;
email: wheelpower@dial.pipex.com

Brook Advisory Centres, National Office, 165 Grays Inn
Road, London WC1X 8UD. Tel: (020) 7833 8488;
helpline Tel: (020) 7713 9000; 24-hour computerised
helpline Tel: (020) 7617 8000; fax: (020) 7833 8182

BT (British Telecom Age and Disability Unit),
9th Floor, Burne House, Bell Street, London NW1 5BZ.
Freephone Tel: 0800 671504; textphone Tel: 0800 243123

The Burma Star Association, 4 Lower Belgrave Street,
London SW1W 0LA. Tel: (020) 7823 4283; fax (020) 7730 7882

**CALL (Communication Aids for Language and Learning
Centre)**, University of Edinburgh, 4 Buccleuch Place, Edinburgh,
Lothian EH8 9LW. Tel: (0131) 667 1438; fax: (0131) 668 4220;
email: Allan.Wilson@ed.ac.uk
Internet: <http://callcentre.cogsci.ed.ac.uk/callhome>

Camphill Village Trust, 19 South Road, Stourbridge, West
Midlands, DY8 3YA. Tel/fax: (01384) 372122

Cancer BACUP, 3 Bath Place, Rivington Street, London
EC2A 3DR. Tel: (020) 7696 9003; Counselling
Tel: (020) 7696 9000; Glasgow Tel: (0141) 553 1553; Freephone
for information from outside London Tel: 0800 181199;
Information line for London Tel: (020) 7613 2121;
fax: (020) 7696 9002; Internet: <http://www.cancerbacup.org.uk>

Cancerlink, 11-21 Northdown Street, London N1 9BN.
Information service freephone Tel: 0800 132905; self-help &
support and all other calls London Tel: (020) 7833 2818;
fax: (020) 7833 4963; Freephone Asian languages cancer information
line Tel: 0800 590415; Young people's cancer information line
Tel: 0800 591028; email: cancerlink@canlink.demon.co.uk

Cancer Research Campaign, 10 Cambridge Terrace, London,
NW1 4JL Tel: (020) 7224 1333 (Switchboard); Cancer
Information Nurses Tel: (020) 7317 5027; Health Promotion
Materials Tel: (020) 7317 5076; Information Unit
Fax: (020) 7486 8317; email: cancer.info@crc.org.uk

Canine Partners for Independence, Homewell House,
22 Homewell, Havant, Hants PO9 1EE. Tel: (023) 92 450156;
fax: (023) 92 470140; email: cpi@cpiuk.org
Internet: <http://www.cpiuk.org>

Cardiff Communication Aids Centre, Rookwood Hospital,
Fairwater Road, Llandaff, Cardiff, South Glamorgan CF5 2YN.
Tel: (029) 2056 6281 ext. 3708; fax: (029) 2056 4065

CARE (Cottage and Rural Enterprises Ltd.), 9 Weir Road, Kibworth, Leicestershire LE8 0LQ. Tel: (0116) 279 3225; fax: (0116) 279 6384

Carers National Association, 20–25 Glasshouse Yard, London EC1A 4JT. Tel: (020) 7490 8818; Carers line Tel: (0345) 573369; fax: (020) 7490 8824

Carers National Association (Scotland), 162 Buchanan Street (3rd Floor), Glasgow G1 2LL. Tel: (0141) 333 9495; fax: (0141) 353 3505

Carers National Association in Wales, Pantglas Industrial Estate, Bedwas, Newport NP1 8DR. Tel: (029) 2088 0176; fax: (029) 2088 6656

Care and Repair England, Castle House, Kirtley Drive, Nottingham NG7 1LD. Tel: (0115) 979 9091; fax: (0115) 985 9457

Care and Repair Cymru, Norbury House, Norbury Road, Fairwater, Cardiff CF5 3AS. Tel: (029) 2057 6286; fax: (029) 2057 6283

Care and Repair Cymru (North Wales), 1 Lon Polsky, Bangor, Gwynedd, LL57 1HR. Tel/fax: (01248) 371528

Catholic Blind Institute, Christopher Grange Centre for the Adult Blind, Youens Way, Liverpool L14 2EW. Tel: (0151) 220 2525; fax: (0151) 220 1972

Catholic Deaf Society, Henesy House, Sudell Street, Collyhurst, Manchester M4 4JG. Tel: (0161) 843 8828; fax: (0161) 833 3611.

CENMAC (Centre for Micro-Assisted Communication), Eltham Green Complex, 1a Middle Park Avenue, London SE9 5HL. Tel: (020) 8850 9229; fax (020) 8850 9220; email: cenmac@cenmac.demon.co.uk; Internet: <http://www.cenmac.demon.co.uk>

Central Bureau, British Council, 10 Spring Gardens,
London SW1A 2BN. Tel: (020) 7389 4004; fax: (020) 7389 4426;
email: info@cebtralbureau.org.uk;
Internet: <http://www.britcoun.org.cbeve>

Centre for Accessible Environments, Nutmeg House,
60 Gainsford Street, London SE1 2NY. Tel: (020) 7357 8182;
fax: (020) 7357 8183; email: cae@globalnet.co.uk;
Internet: <http://www.cae.org.uk>

Chailey Heritage Clinical Services, North Chailey, near
Lewes, East Sussex BN8 4EF. Tel: (01825) 722112;
fax: (01825) 723544; email: ChaileyHeritage@compuserve.com

Chailey Heritage School, Haywards Heath Road,
North Chailey, Near Lewes, East Sussex BN8 4EF.
Tel: (01825) 724444; fax: (01825) 723773

Charcot Marie Tooth International UK, 121 Lavernock
Road, Penarth, South Wales CF64 3QG. Tel: (029) 2070 9537;
email: MEREADCMT@aol.com

Cheyne Child Development Service, Chelsea and
Westminster Hospital, 369 Fulham Road, London SW10 9NH.
Tel: (020) 8846 6488; fax: (020) 8846 1284

Child Poverty Action Group, 94 White Lion Street,
London, N1 9PF. Tel: (020) 7837 7979; fax (020) 7837 6414;
email: staff@cpag.demon.co.uk

Children's Head Injury Trust (CHIT), c/o Neurosurgery,
The Radcliffe Infirmary, Woodstock Road, Oxford OX2 6HE.
Tel/fax: (01865) 224786; email: enquiries@chit.demon.co.uk

**Children's Society (Church of England Children's
Society)**, Edward Rudolf House, 69/85 Margery Street,
London WC1X 0JL. Tel: (020) 7841 4400; fax: (020) 7841 4500;
Internet: <http://www.the-children's-society.org.uk>

Church of Scotland Board of Social Responsibility,
Charis House, 47 Milton Road East, Edinburgh EH15 2SR.
Tel: (0131) 657 2000; fax: (0131) 657 5000

Citizens Advice Scotland, 26 George Square,
Edinburgh EH8 9LD. Tel: (0131) 667 0156/7/8;
fax: (0131) 668 4359

Cleft Lip and Palate Association (CLAPA),
138 Buckingham Palace Road, London SW1A 9SW.
Tel: (020) 7824 8110; fax: (020) 7824 8109;
email: clapa@mcmail.com;
Internet: <http://www.clapa@mcmail.com>

College of Health, St Margaret's House, 21 Old Ford Road,
London E2 9PL. Tel: (020) 8983 1225; fax: (020) 8983 1553;
email: enquiry@tcoh.demon.co.uk;
Internet: <http://www.hopmepages.whichnet/~collegeofhealth>

Communicate (Northern Communication Aids Centre),
The Lodge, Regional Rehabilitation Centre, Hunters Road,
Newcastle upon Tyne NE2 4NR. Tel: (0191) 219 5640/1;
fax: (0191) 219 5647

Communication Aids Centre, Rookwood Hospital,
Fairwater Road, Llandaff, Cardiff, South Glamorgan CF5 2YN.
Tel: (029) 2056 6281 ext. 3708; fax: (029) 2056 4065 (admin)

Communication Aids Centre, Southampton General Hospital,
Tremona Road, Southampton SO16 6YD. Tel: (023) 8079 6455;
fax: (023) 8079 4756

Communication Aids Centre, Speech and Language Therapy
Department, Frenchay Hospital, Bristol, Avon BS16 1LE.
Tel: (0117) 975 3946; fax: (0117) 970 1119

Communication Matters (ISAAC-UK), c/o ACE Centre,
Waynflete Road, Headington, Oxford OX3 8DD. Helpline
Tel/fax: (0870) 606 5463; email: cm@waacis.edex.co.uk

Community Service Volunteers (CSV),
237 Pentonville Road, London N1 9NJ. Tel: (020) 7278 6601;
fax: (020) 7833 0149; freephone hotline for volunteers
Tel: 0800 374991; email: 106337.3060@compuserve.com;
Internet: <http://www.csv.org.co.uk>

Contact a Family, 170 Tottenham Court Road, London W1P 0HA. Tel: (020) 7383 3555; fax: (020) 7383 0259; email: info@cafamily.org.uk; Internet: <http://www.cafamily.org.uk>

Continence Foundation, 307 Hatton Square, 16 Baldwins Gardens, London EC1N 7RJ. Tel: (020) 7404 6875; fax: (020) 7404 6876; helpline (020) 7831 9831; Internet: <http://www.vois.org.uk.cf>

Council for the Advancement of Communication with Deaf People (CACDP), Durham University Science Park, Block 4 Stockton Road, Durham DH1 3UZ. Tel/textphone: (0191) 383 1155; fax: (0191) 383 7914; textphone answering machine Tel: (0191) 383 7915; email: durham@cacdp.demon.co.uk

Council for Disabled Children, National Children's Bureau, 8 Wakley Street, London EC1V 7QE. Tel: (020) 7843 6061/6058; fax: (020) 7278 9512; Internet: <http://www.ncb.org.uk>

Crohn's in Childhood Research Association, Parkgate House, 356 West Barnes Lane, Motspur Park, Surrey KT3 6NB. Tel: (020) 8949 6209; fax: (020) 8942 2044

Crossroads Association of Crossroads Care Attendant Schemes Ltd, 10 Regent Place, Rugby, Warwickshire CV21 2PN. Tel: (01788) 573653; fax: (01788) 565498

Crossroads (Scotland) Care Attendant Schemes, 24 George Square, Glasgow G2 1EG. Tel: (0141) 226 3793; fax: (0141) 221 7130

Crossroads (Wales) Care Assistant Schemes, 5 Coopers Yard, Trade Street, Cardiff CF1 5DE. Tel: (029) 2022 2282

Cystic Fibrosis Trust, 11 London Road, Bromley, Kent BR1 1BY. Tel: (020) 8464 7211; fax: (020) 8313 0472

David Lewis Organisation, Mill Lane, Warford,
Nr. Alderley Edge, Cheshire SK9 7UD. Tel: (01565) 640000;
fax: (01565) 640100; email: enquiries@davidlewis.org.uk

Deafblind UK, 100 Bridge Street, Peterborough PE1 1DY.
Tel: (01733) 358100; fax: (01733) 358356; textphone
Tel: (01733) 358858; Helpline: 0800 132320 email:
Jackie@deafblind.demon.co.uk

DEBRA (Dystrophic Epidermolysis Bullosa Research Association), Debra House, 13 Wellington Business Park,
Crowthorne, Berkshire RG45 6LS. Tel: (01344) 771961;
fax: (01344) 762661; email: debra.uk@btinternet.com;
Internet: <http://www.debra.org.uk>

Department for Education and Employment,
Sanctuary Buildings, Great Smith Street, London SW1P 3BT.
Tel: (020) 7925 5000; fax: (020) 7925 6000

Department of the Environment, Transport and the Regions, Floor 2/EG9, Eland House, Bressenden Place,
London SW1E 5DU. Tel: (020) 7890 3438; fax: (020) 7890 3439

Department of the Environment, Transport and the Regions, Mobility Unit, Room 1/11, Great Minster House,
76 Marsham Street, London SW1P 4DR. Tel: (020) 7890 6100;
fax: (020) 7890 6102

Department of Health, Richmond House, 79 Whitehall,
London SW1A 2NS. Tel: (020) 7210 4850; fax (020) 7210 5661
Textphone: (020) 7210 5025

DIAL UK, Park Lodge, St Catherine's Hospital, Tickhill Road,
Doncaster DN4 8QN. Tel/textphone: (01302) 310123;
fax: (01302) 310404

Disability Alliance, 1st Floor East, Universal House,
88-94 Wentworth Street, London E1 7SA.
Tel/textphone: (020) 7247 8763

Disability Information Trust, Mary Marlborough Centre,
Nuffield Orthopaedic Centre, Headington, Oxford, OX3 7LD.
Tel: (01865) 227592; fax: (01865) 227596

Disability Scotland, Princes House, 5 Shandwick Place,
Edinburgh EH2 4RG. Tel: (0131) 229 8632; fax: (0131) 229 5168

Disability Sport England (DSE), The Mary Glen Haig Suite,
13-27 Brunswick Place, London N1 6DX. Tel: (020) 7490 4919;
textphone Tel: (020) 7336 8721; fax: (020) 7490 4914

Disability Wales/Anabledd Cymru, 'Llys Ifor',
Crescent Road, Caerphilly, Mid Glamorgan CF83 1XL.
Tel: (029) 2088 7325 (please use announcer for textphone);
fax: (029) 2088 8702

Disabled Drivers' Association, National HQ, Ashwellthorpe,
Norwich NR16 1EX. Tel: (01508) 489449; fax: (01508) 488173;
email: ddahq@aol.com

Disabled Drivers Motor Club Ltd, Cottingham Way,
Thrapston, Northamptonshire NN14 4PL. Tel: (01832) 734724;
fax: (01832) 733816; email: ddmc@ukonline.co.uk;
Internet: <http://web.ukonline.co.uk/ddmc>

Disabled Living Centres Council (DLCC), Redbank House,
4 St Chad's Street, Manchester, M8 8QA.
Tel/textphone: (0161) 834 1044; fax: (0161) 835 3591;
email: info@dlcc.demon.co.uk

Disabled Living Foundation, 380-4 Harrow Road,
London W9 2HU. Tel: (020) 7289 6111; fax: (020) 7266 2922;
email: dlfinfo@dlf.org.uk

Disablement Income Group (DIG), PO Box 5743,
Finchingfield, Essex CN7 4PW. Tel: (01371) 811621
fax: 01371 811633

DISCERN (Disabled Information Sexuality Counselling Educational Relationships in Nottinghamshire),

Chadburn House, Weighbridge Road, Littleworth, Mansfield,
Notts NG18 1AH. Tel/fax: (01623) 623732

Down's Syndrome Association, 155 Mitcham Road,
London SW17 9PG. Tel: (020) 8682 4001; fax: (020) 8682 4012;
email: hcopeland@downs-syndrome.org.uk;
Internet: <http://www.downs-syndrome.org.uk>

Dyslexia Institute, 133 Gresham Road, Staines, Middlesex
TW18 2AJ. Tel: (01784) 463851; fax: (01784) 460747;
email: spane@connect.bt.com.
Internet: <http://www.dyslexia-inst.org.uk>

Dystonia Society, 46/47 Britton Street, London EC1M 5UJ.
Tel: (020) 7490 5671; fax: (020) 7490 5672

Eating Disorders Association, Sackville Place,
44 Magdalen Street, Norwich NR3 1JU. Tel: (01603) 621414

Ehlers-Danos Support Group, 1 Chandler Close, Richmond,
North Yorkshire DL10 5QQ. Tel/fax: (01748) 823867;
email: EDS_UK@compuserve.com; Internet: http://www.ourworld.compuserve.com/homepages/EDS_UK/ehlers.htm

Elizabeth Fitzroy Homes, Caxton House, Lower Street,
Haslemere, Surrey GU27 2PE. Tel: (01428) 656766;
fax: (01428) 643262

ENABLE (Scottish Society for the Mentally Handicapped), 6th Floor, 7 Buchanan Street, Glasgow G1 3HL.
Tel: (0141) 226 4541; fax: (0141) 204 4398

English Heritage, Customer Services Department,
Portland House, Stag Place, London SW1E 5EE.
Tel: (020) 7973 3000; fax: (020) 7973 3465;
Internet: <http://www.englishheritage.org.uk>

Enuresis Resource and Information Centre (ERIC),

34 Old School House, Britannia Road, Kingswood,
Bristol BS15 2DB. Tel: (0117) 960 3060;
fax: (0117) 960 0401; email: enuresis@compuserve.com
Internet: <http://www.enuresis.org.uk>

Ex-Services Mental Welfare Society – Combat Stress,

Broadway House, The Broadway, Wimbledon,
London SW19 1RL. Tel: (020) 8543 6333;
fax: (020) 8542 7082; email: esmws@aol.com;
Internet: <http://www.combatstress.org.uk>

Family Fund Trust, PO Box 50, York YO1 9ZX.

Tel: (01904) 621115; fax: (01904) 652625

Family Holiday Association, 2nd Floor Rear,

16 Mortimer Street, London W1N 7RD. Tel: (020) 7436 3304;
fax: (020) 7436 3302; email: fha@ukonline.co.uk;
Internet: <http://web.ukonline.co.uk/fha/>

Family Planning Association, 2–12 Pentonville Road,

London N1 9FP. Tel: (020) 7837 5432; fax: (020) 7837 5433

Far East (Prisoners of War and Internees) Fund,

30 Copsewood Way, Bearsted, Maidstone, Kent ME15 8PL.
Tel: (01622) 737124

Fibromyalgia Association UK, PO Box 206, Stourbridge,

West Midlands DY9 8YL. Tel: (01384) 820052;
fax: (01384) 869467; Benefits helpline Tel: 01254 832463

Foenix Federation for the Disabled, 90 Coutts House,

Charlton Church Lane, London SE7 7AZ. Tel: (020) 8858 2245

Foundation for Conductive Education, The National Institute for Conductive Education, Cannon Hill House, Russell Road, Moseley, Birmingham B13 8RD.

Tel: (0121) 449 1569; fax: (0121) 449 1611;
email: foundation@conductive-education.org.uk;
Internet: <http://www.conductive-education.org.uk>

Further Education Funding Council, Cheylesmoor House, Quinton Road, Coventry CV1 2WT. Tel: (024) 7686 3000;
fax: (024) 7686 3100

Further Education Funding Council for Wales/Cyngor Cyllids Addysg Bellach Gumru, Linden Court, The Orchards, Ty Glas Avenue, Llanishen, Cardiff CF4 5DZ
Tel: (029) 2076 1861, Fax: (029) 2076 3163
Internet: www.wfc.ac.uk www.niss.ac.uk/education/fefcw
email: feinfo@wfc.ac.uk

FYD (Friends For Young Deaf People), East Court Mansion, College Lane, East Grinstead, West Sussex RH19 3LT.
Tel: (01342) 323444; textphone Tel: (01342) 312639;
fax: (01342) 410232

Genetic Interest Group, Farringdon Point, 29-35 Farringdon Road, London EC1M 3JB. Tel: (020) 7430 0090;
fax: (020) 7430 0092; email: 101366.760@compuserve.com

GLAD (Greater London Association of Disabled People), 336 Brixton Road, London SW9 7AA. Tel: (020) 7346 5800;
textphone Tel: (020) 7346 5811;
information line: (020) 7346 5819 (1.30-4.30 pm Mon/Wed/Fri);
email: glad@btinternet.com;
Internet: <http://www.disabilitynet.co.uk/groups/glad>

Green Flag Limited, Green Flag House, Cote Lane, Leeds, LS28 5GF. Tel: (0113) 236 3236; fax: (020) 7257 3111

Guide Dogs for the Blind Association (GDBA), Hillfields, Burghfield Common, Reading RG7 3YG. Tel: (0118) 983 5555;
fax: (0118) 983 5433; email: guidedogs@gdba.org.uk
Internet: <http://www.gdba.org.uk>

Guillain Barre Support Group UK, Lincolnshire County Council Offices, Eastgate, Sleaford, Lincs. NG34 7EB.
Tel/fax: (01529) 304615; Helpline: 0800 374803

Haemophilia Society, 3rd Floor, Chesterfield House, 385 Euston Road NW1 3AU. Tel: (020) 7380 0600; fax: (020) 7387 8220; email: info@haemophilia-soc.demon.co.uk; Internet: <http://www.info@haemophilia-soc.demon.co.uk>

Handicapped Aid Trust, 15 Church Road, Lytham, Lancs FY8 5LH. Tel/fax: (01253) 780011

HAPA (Play for Disabled Children with Disabilities and Special Needs), Pryor's Bank, Bishop's Park, London SW6 3LA.
Tel/textphone/information line: (020) 7731 1435; admin Tel: (020) 7736 4443; fax: (020) 7731 4426; textphone: (020) 7384 2596

Headway National Head Injuries Association, 4 King Edward Court, King Edward Street, Nottingham NG1 1EW.
Tel: (0115) 924 0800; fax: (0115) 958 4446

Hearing Concern, the British Association of the Hard of Hearing, 7-11 Armstrong Road, London W3 7JL.
Tel/textphone: (020) 8743 1110; fax: (01245) 280747; helpline: (01245) 344600

Henshaw's Society for the Blind, John Derby House, 88-92 Talbot Road, Old Trafford, Manchester M16 0GS.
Tel: (0161) 872 1234; fax: (0161) 848 9889; email: henshaws@demon.co.uk

Higher Education Funding Council for England, Northavon House, Coldharbour Lane, Bristol BS16 1QD.
Tel: (0117) 931 7317; fax: (0117) 931 7203

Higher Education Funding Council for Wales/Cyngor Cyllids Addysg Uwch Cymru, Linden Court, The Orchards, Ty Glas Avenue, Llanishen, Cardiff CF4 5DZ
Tel: (029) 2076 1861, Fax: (029) 2076 3163
Internet: www.wfc.ac.uk www.niss.ac.uk/education/fefcw
email: feinfo@wfc.ac.uk

Holiday Care Service, Imperial Buildings, 2nd Floor,
Victoria Road, Horley, Surrey RH6 7PZ. Tel: (01293) 774535;
textphone: (01293) 776943; fax: (01293) 784647

The Home Farm Trust, Merchants House, Wapping Road,
Bristol BS1 4RW. Tel: (0117) 927 3746; fax: (0117) 922 5938

HOMES (Housing Organisations Mobility and Exchange Services), 242 Vauxhall Bridge Road, London SW1V 1AU.
Tel: (020) 7963 0200; fax: (020) 7963 0249

Housing Corporation, 149 Tottenham Court Road,
London W1P 0BN. Tel: (020) 7393 2000; fax: (020) 7393 2111

Huntington's Disease Association, 108 Battersea High Street,
London SW1 13HP. Tel: (020) 7223 7000; fax: (020) 7223 9489

I CAN (Invalid Children's Aid Nationwide), Barbican
Citygate, 1-3 Dufferin Street, London EC1Y 8NA
Tel: (020) 7374 4422; fax: (020) 7374 2762;
email: ICAN@ICAN.btinternet.com

Independent Living (1993) Fund, PO Box 183, Nottingham
NG8 3RD. Tel: (0115) 942 8191/2; fax: (0115) 929 3156;
email: ind.living.fund.hq@lyt008.ass.gov.uk;
Internet: /F=ind.living.fund.hq/@lyt008.dss.gov.uk

Independent Living Events Ltd., PO Box 513, Bristol
BS99 2AH. Tel: (01275) 831754; fax: (01275) 892609

IPSEA (Independent Panel for Special Education Advice),
22 Warren Hill Road, Woodbridge, Suffolk IP12 4DU.
Tel/fax: (01394) 382814

John Grooms Association for Disabled People,
50 Scrutton Street, London EC2A 4PH. Tel: (020) 7452 2000;
fax: (020) 7452 2001

Joint Committee of the Order of St John and the British Red Cross Society, 5 Grosvenor Crescent, London SW1X 7EJ.
Tel: (020) 7201 5131; fax: (020) 7235 9350

Keycomm (Lothian Communication Technology Service),
St Giles Centre, 40 Broomhouse Crescent, Edinburgh
EH11 3UB. Tel: (0131) 443 6775; fax: (0131) 443 5121
email: djans@keycomm.demon.co.uk

KIDS, 6 Aztec Row, Berners Road, London N1 0PW
Tel: (020) 7359 3635

Lady Hoare Trust (for children with arthritis and limb disabilities), 87 Worship Street, London EC2A 2BE.
Tel: (020) 7377 7567; fax: (020) 7247 4705

L'Arche, 10 Briggate, Silsden, Keighley, West Yorkshire BD20 9JT.
Tel: (01535) 656186; fax: (01535) 656426

Learning Direct helpline. Tel: 0800 100900

Leonard Cheshire, 30 Millbank Street, London SW1P 4QD.
Tel: (020) 7802 8200; fax: (020) 7802 8250;
Internet: <http://www.leonardcheshire.org>

Liberator Ltd, Whitegates, Swinstead, Lincs. NG33 4PA.
Tel: (01476) 550391; fax: (01476) 550357;
email: staff@liberator.co.uk

Limbless Association, Roehampton Rehabilitation Centre,
Roehampton Lane, London SW15 5PR. Tel: (020) 8788 1777;
fax: (020) 8788 3444; email: limbassoc@aol.com;
Internet: <http://www.charitynet.org/~limbassoc>

The LINK Centre for Deafened People, 19 Hartfield Road,
Eastbourne, East Sussex BN21 2AR.
Tel/textphone: (01323) 638230; fax: (01323) 722505/642968

London Transport, Unit for Disabled Passengers,
172 Buckingham Palace Road, London SW1W 9TN.
Tel/textphone: (020) 7918 3312; fax: (020) 7918 3876;
email: lt.upd@ltbuses.co.uk;
Internet: <http://www.LondonTransport.co.uk>

Long-term Medical Conditions Alliance (LMCA),

Unit 212, 16 Baldwins Gardens, London EC1N 7RJ.

Tel: (020) 7813 3637; fax: (020) 7813 3640;

email: alliance@LMCA.demon.co.uk

MacIntyre Care, 602 South Seventh Street, Milton Keynes,

Bucks MK9 2JA. Tel: (01908) 230100; fax: (01908) 695643

Makaton Vocabulary Development Project, 31 Firwood

Drive, Camberley, Surrey GU15 3QD. Tel/fax: (01276) 61390

Manic Depression Fellowship, 8-10 High Street,

Kingston upon Thames, Surrey KT1 1EY.

Tel: (020) 8974 6550; fax: (020) 8974 6600

Marfan Association UK, Rochester House, 5 Aldershot Road,

Fleet, Hants GU13 9NG. Tel: (01252) 810472;

fax: (01252) 810473; answerphone: (01252) 617320;

email: wood@thenet.co.uk;

Internet: <http://www.thenet.co.uk/~marfan>

Marriage Counselling Scotland, 105 Hanover Street,

Edinburgh EH2 1DJ. Tel: (0131) 225 5006; fax: (0131) 220 0039

MAVIS (Mobility Advice and Vehicle Information

Service), O Wing MacAdam Avenue, Old Wokingham Road,

Crowthorne, Berkshire RG45 6XD.

Tel/textphone: (01344) 661000; fax: (01344) 661066;

email: MAVIS.dot.crow.@gtnet.gov.uk

Medical Devices Agency, Hannibal House,

Elephant and Castle, London SE1 6TQ.

Tel: (020) 7972 8000; fax: (020) 7972 8108;

Internet: <http://www.medical-devices.gov.uk>

Medic-alert Foundation, 1 Bridge Wharf, 156 Caledonian

Road, London N1 9UU. Tel: (020) 7833 3034;

fax: (020) 7278 0647; email: info@medic-alert.co.uk

ME Association, 4 Corringham Road, Stanford le Hope.

Essex SS17 0AH. Tel: (01375) 642466; fax: (01375) 360256

MENCAP (Royal Society for Mentally Handicapped Children and Adults), 123 Golden Lane, London EC1Y 0RT.
Tel: (020) 7454 0454; fax: (020) 7608 3254

Meniere's Society, 98 Maybury Road, Woking, Surrey GU21 5HX. Tel: (01483) 740597; fax: (01483) 771207; textphone: (01483) 771207

Michael Palin Centre for Stammering Children, Finsbury Health Centre, Pine Street, London EC1R 0LP.
Tel: (020) 7530 4238; fax: (020) 7833 3842

Migraine Trust, 45 Great Ormond Street, London WC1N 3HZ.
Tel: (020) 7831 4818; fax: (020) 7831 5174

MIND (the National Association for Mental Health), Granta House, 15–19 Broadway, London E15 4BQ.
Tel: (020) 8519 2122; fax: (020) 8522 1725; infoline
Tel: (020) 8522 1728/0345 660163

Motability, Goodman House, Station Approach, Harlow, Essex CM20 2ET. Tel: (01279) 635999; fax: (01279) 632000; Customer service helpline Tel: (01279) 635666; Internet: <http://www.motability.co.uk>

Motor Neurone Disease Association, PO Box 246, Northampton NN1 2PR. Tel: (01604) 250505; fax: (01604) 624726; Helpline: 08457 626262

Multiple Sclerosis Society, 25 Effie Road, Fulham, London SW6 1EE. Tel: (020) 7610 7171; helpline Tel: (020) 7371 8000; fax: (020) 7736 9861; email: info@mssociety.org.uk; Internet: <http://www.mssociety.org.uk>

Muscular Dystrophy Group of Great Britain and Northern Ireland, 7–11 Prescott Place, London SW4 6BS.
Tel: (020) 7720 8055; fax: (020) 7498 0670; Internet: <http://www.sonnet.co.uk/muscular-dystrophy>

Myasthenia Gravis Association, Keynes House, Chester Park,
Alfreton Road, Derby DE21 4AS. Tel: (01332) 290219;
Internet: <http://www.crabby.demon.co.uk/mga/>; users group
email: alt.support.myasthe-gravis/

Naidex Care Management, Touchstone Exhibitions &
Conferences Ltd, Haleon House, 4 Red Lion Street, Richmond,
Surrey TW9 1RW. Tel: (020) 8332 0044; fax: (020) 8332 0874;
email: naidex@touch-stone.co.uk

**NALSVI (National Association of Local Societies for
Visually Impaired People)**, 21 Greencliffe Drive,
York YO30 6NA. Tel/fax: (01904) 671921

NASCPS (Charity of Incontinent and Stoma Children),
51 Anderson Drive, Valley View Park, Darvel,
Ayrshire KA17 0DE. Tel: (01560) 322024

**National Association for Colitis and Crohn's Disease
(NACC)**, 4 Beaumont House, Sutton Road, St Albans,
Herts AL1 5HH. Tel: (01727) 844296; fax: (01727) 862550;
email: nacc@nacc.org.uk; Internet: <http://www.nacc.org.uk>

National Association of Citizens Advice Bureaux,
115-123 Pentonville Road, London N1 9LZ. Tel: (020) 7833 2181;
fax: (020) 7833 4371; Internet: <http://www.nacab.org.uk>

National Association of Deafened People, Long Acre,
Horsleys Green, High Wycombe, Bucks. HP14 3UX.
Tel/textphone: (01494) 723613; fax: (01494) 431932

National Association of Laryngectomy Clubs,
Ground Floor, 6 Rickett Street, Fulham, London SW6 1RU.
Tel: (020) 7381 9993; fax: (020) 7381 0025

**National Association of Toy and Leisure Libraries
(Play Matters)**, 68 Church Way, London NW1 1LT.
Tel: (020) 7387 9592; fax: (020) 7383 2714;
Internet: <http://www.charitynet.org/~natll>

National Association of Volunteer Bureaux,

New Oxford House, 16 Waterloo Street, Birmingham B2 5UG.

Tel: (0121) 633 4555; fax: (0121) 633 4043

National Asthma Campaign, Providence House,

Providence Place, London N1 0NT. Tel: (020) 7226 2260;

helpline Tel: 0345 010203; fax: (020) 7704 0740;

Internet: <http://www.asthma.org.uk>

National Autistic Society, 393 City Road,

London EC1V 1NE. Tel: (020) 7833 2299; fax: (020) 7833 9666

National Back Pain Association, 16 Elmtree Road,

Teddington TW1 18ST. Tel: (020) 8977 5474;

fax: (020) 8943 5318; email: back_pain@compuserve.com;

Internet: <http://www.backpain.org>

National Centre for Cued Speech, 29–30 Watling Street,

Canterbury, Kent CT1 2UD. Tel: (01227) 450757;

fax: (01227) 784407

National Centre for Independent Living,

250 Kennington Lane, London SE1 15RD.

Tel: (020) 7587 1663; fax: (020) 7582 2469

National Childbirth Trust (Parent Ability), Alexandra House,

Oldham Terrace, Acton, London W3 6NH.

Tel: (020) 8992 2616; fax: (020) 8992 5929

National Children's Bureau, 8 Wakley Street,

London EC1V 7QE. Tel: (020) 7843 6000; fax: (020) 7278 9512;

Internet: <http://www.ncb.org.uk>

National Commission for Social Care, Catholic Church in

Scotland, 1/2, 15c Hill Street, Glasgow G3 6RN.

Tel: (0141) 572 0115; fax: (0141) 572 0025

National Council for Hospice and Specialist Palliative

Care Services, 7th Floor, Great Cumberland Place,

London W1H 7AL. Tel: (020) 7723 1639; fax (020) 7723 5380

National Deaf Children's Society, National Office,
15 Dufferin Street, London EC1Y 8UR.

Tel/textphone: (020) 7490 8656;

helpline Tel: (020) 7250 0123 (Mon-Fri 10 am-5 pm,

Tues 10 am-7 pm); fax: (020) 7251 5020;

email: ndcs@ndcs.org.uk

National Development Team for People with Learning Disabilities, St Peters Court, 8 Trumpet Street,

Manchester M1 5LW. Tel: (0161) 228 7055; fax: (0161) 228 7059;

email: office@ndt.org.uk; Internet: <http://www.ndt.org.uk.com>

National Disabled Persons' Housing Service, Brunswick House, Deighton Close, Wetherby, West Yorkshire LS22 7GZ.

Tel: (01937) 588580; fax: (01937) 588116;

email: nationaldphs@compuserve.com;

Internet: <http://www.disabilitynet.co.uk/groups/ndphs/index.html>

National Eczema Society, 163 Eversholt Street,

London NW1 1BU. Tel: (020) 7388 4097; fax: (020) 7388 5882

National Extension College, 18 Brooklands Avenue,

Cambridge CB2 2HN. Tel: (01223) 316644; fax: (01223) 313586;

email: nec@dial.pipex.com

National Federation of Access Centres, University of

Plymouth, Rm. 8 Babbage Building, Drake Circus,

Plymouth PL4 8AA. Tel: (01752) 232278;

fax: 01752 232279; textphone Tel: (01752) 232285; email:

jwaterfield@plymouth.ac.uk or swarn@plymouth.ac.uk; Internet:

<http://www.plym.ac.uk/services/help-advice/acswrac.htm>

National Federation of Far East Prisoner of War Clubs and Associations, 25 Tintern Avenue, Flixton,

Manchester M41 6FH. Tel: (0161) 748 6373

National Kidney Federation, 6 Stanley Street, Worksop,

Notts. S81 7HX. Tel: (01909) 487795; fax: (01909) 481723;

email: natkidney@compuserve.com

National Library for the Blind, Sar Cromwell Road,
Bredbury, Stockport SK6 2SG. Tel: (0161) 355 2000;
fax: (0161) 355 2098

National Osteoporosis Society, PO Box 10, Radstock,
Bath, North Somerset BA3 3YB. Tel: (01761) 471771;
helpline Tel: (01761) 472721; fax: (01761) 471104

National Schizophrenia Fellowship, 28 Castle Street,
Kingston upon Thames, Surrey KT1 1SS. Tel: (020) 8547 3937;
fax: (020) 8547 3862; Advice service Tel: (020) 8974 6814
Mon – Fri 10 am – 3 pm); email: info@nsf.org.uk;
Internet: <http://www.nsf.org.uk>

National Society for Epilepsy, Chalfont St Peter, Gerrards
Cross, Bucks. SL9 0RJ. Tel: (01494) 601300; fax: (01494) 871927;
Internet: <http://www.erg.ion.ucl.ac.uk/NSEhome>

National Trust, 36 Queen Anne's Gate, London SW1H 9AS.
Disability Office Tel: (020) 7447 6743; fax: (020) 7447 6701;
email: imkvaw@smtp.ntmst.org.uk;
Internet: <http://www.nationaltrust.org.uk>

National Trust for Scotland, 5 Charlotte Square, Edinburgh,
EH2 4DU. Tel: (0131) 226 5922; fax: (0131) 243 9501

National Wheelchair Housing Association Group,
Imperial Buildings, 68 Victoria Road, Horley, Surrey RH6 7PZ.
Tel: (01293) 776394; fax: (01293) 773794

NCVO (National Council for Voluntary Organisations),
Regents Wharf, 8 All Saints Street, London N1 9RL.
Tel: (020) 7713 6161; textphone Tel: (020) 7278 1289;
fax: (020) 7713 6300; Internet: <http://www.ncvo-vol.org.uk>

Neurofibromatosis Association, 82 London Road,
Kingston on Thames, Surrey KT2 6PX. Tel: (020) 8547 1636;
fax: (020) 8974 5601; textphone Tel: (020) 8392 0184;
email: nfa@zetnet.co.uk;
Internet: <http://www.users.zetnet.co.uk/neurofibromatosis>

Neurological Alliance, 41 Frewin Road, London SW18 3LR.
Tel/fax: (020) 8875 0282

The "Not Forgotten" Association, 4th Floor,
2 Grosvenor Gardens, London SW1W 0DH.
Tel: (020) 7730 2400; fax: (020) 7730 0020

Opsis, 3rd Floor, 67/71 Goswell Road, London EC1V 7EP.
Tel: (020) 7608 3161; fax: (020) 7608 3171;
email: opsis@dircon.co.uk

The Open University, Course Reservation Centre,
Milton Keynes MK7 6ZS. Tel: (01908) 653231. For students
with disabilities Tel: (01908) 653745/2178; textphone: (01908)
655978; fax: (01908) 655547; email: OSD-WH@open.ac.uk;
Internet: <http://www.open.ac.uk/ou/admin/access/services>

Opportunities for People with Disabilities,
No 1 Bank Buildings, Princes Street, London EC2R 8EU.
Tel/fax: (020) 7726 4961; textphone Tel: (020) 7726 4963

Paget Gorman Society, 3 Gipsy Lane, Headington, Oxford
OX3 7PT. Tel: (01865) 761908; Internet: <http://www.pgss.org/>

Pain Association Scotland, Head Office, Cramond House,
Cramond Glebe Road, Edinburgh EH4 6NS.
Tel: (0131) 312 7955; fax: (0131) 312 6007

Parents for Inclusion, Unit 2 (Ground Floor),
70 South Lambeth Road, London SW8 1RL.
Tel: (020) 7735 7735; fax: (020) 7735 3828; Helpline
(Tues/Thur 10 am – 2pm term time) Tel: (020) 7582 5008

Parkinson's Disease Society, 215 Vauxhall Bridge Road,
London SW1V 1EJ. Tel: (020) 7931 8080; fax: (020) 7233 9908;
Scotland Tel: (0141) 332 3343

The Partially Sighted Society, 9 Plato Place,
72–74 St Dionis Road, London, SW6 4TU Tel: (020) 7371 0289

PASSPORT OFFICES

Glasgow Passport Office, 3 Northgate, 96 Milton Street,
Cowcaddens, Glasgow G4 0BT. Tel: 0990 210410;
fax: (0141) 331 2669; textphone: (0141) 332461

Liverpool Passport Office, India Buildings, 2 Water Street,
Liverpool L2 0QZ. Tel: 0990 210410; fax: (0151) 471 2949;
textphone Tel: (0151) 371 8808

London Passport Office (personal callers only), Clive House,
70–78 Petty France, London SW1H 9HD. Tel: 0990 210410;
fax: (020) 7271 8571; textphone Tel: (020) 7271 8808

Newport Passport Office, Olympia House, Upper Dock
Street, Newport, Gwent NP9 1XA. Tel: 0990 210410;
fax: 01633 473895; textphone Tel: (01633) 473701

Peterborough Passport Office, Aragon Court,
Northminster Road, Peterborough PE1 1QG. Tel: 0990 210410;
fax: (01733) 352775; textphone Tel: (01733) 555644

Patients' Association, PO Box 935, Harrow,
Middlesex HA13YJ. Tel: (020) 8423 9111;
Helpline: (020) 8423 8999; fax: (020) 8423 9119

People First, Instrument House, 207–215 Kings Cross Road,
London WC1X. Tel: (020) 7713 6400; fax: (020) 7833 1880;
email: general@peoplefirst.k-web.co.uk

Perthes Association, 42 Woodlands Road, Guildford GU1 1RW.
Tel: (01483) 534431; helpline: (01483) 306637;
fax: (01483) 503213; email: perthes@cable.co.uk;
Internet: <http://www.geocities/hotsprings/spa/4988>

Phab – making more of life together, Summit House,
Wandle Road, Croydon CR0 1DE. Tel: (020) 8667 9443;
fax: (020) 8681 1399; email: phab@ukonline.co.uk;
Internet: <http://web.ukonline.co.uk/phab>

Phab – Wales, 2nd Floor, St David's House, Wood Street,
Cardiff CF1 1ES. Tel: (029) 2022 3677; fax: (029) 2064 0658

Pre-School Learning Alliance, 69 Kings Cross Road,
London WC1X 9LL. Tel: (020) 7833 0991; fax: (020) 7837 4942;
email: pla@pre-school.org.uk

Primary Immunodeficiency Association (PiA), Alliance House,
12 Caxton Street, London SW1H 0QS. Tel: (020) 7976 7640;
fax: (020) 7976 7641; email: pimmune@dial.pipex.com

The Prince's Youth Business Trust, 18 Park Square East,
London NW1 4LH. Tel: (020) 7543 1289; textphone
Tel: (020) 7543 1293; Freephone helpline Tel: (0800) 842842

The Princess Royal Trust for Carers, London office,
142 Minories, London EC3N 1LS. Tel: (020) 7480 7788;
fax: (020) 7480 4729; email: PRT4@aol.com

Progressive Supranuclear Palsy (PSP) Europe Association,
The Old Rectory, Wappenham, Towcester, Northants.
NN12 8SQ. Tel: (01327) 860299; fax: (01327) 860923;
email: 10057.30@compuserve.com;
Internet: <http://www.ion.ucl.ac.UK/PSPeur>

Psoriasis Association, 7 Milton Street, Northampton NN2 7JG.
Tel: (01604) 711129; fax: (01604) 792894

RAC (Royal Automobile Club), PO Box 700,
Bristol BS99 1RB. Tel: (01454) 208000; fax: (01454) 208863;
Travel Information: (0891) 347333

RAD (Royal Association in Aid of Deaf People),
Colchester Centre for Deaf People, Walsingham Road,
Colchester, Essex CO2 7BP. Tel: (01206) 509509;
textphone Tel: (01206) 577090; fax: (01206) 769755

**RADAR (The Royal Association for Disability and
Rehabilitation)**, 12 City Forum, 250 City Road,
London EC1V 8AF. Tel: (020) 7250 3222;
textphone Tel: (020) 7250 4119; fax: (020) 7250 0212

Rathbone CI, 1st Floor, Excalibur Building,
77 Whitworth Street, Manchester M1 6EZ.
Tel: (0161) 236 5358; fax: (0161) 236 4539

Relate, Herbert Grey College, Little Church Street, Rugby,
CV21 3AP. Tel: (01788) 573241; fax: (01788) 535007

REMAP, "Hazeldene", Ightham, Sevenoaks, Kent TN15 9AD.
Tel: (01732) 883818; fax: (01732) 886238

REMPLOY Ltd, 415 Edgware Road, Cricklewood, London
NW2 6LR. Tel: (020) 8235 0500; fax: (020) 8235 0501

Research Trust for Metabolic Diseases in Children
(RTMDC), Golden Gates Lodge, Weston Road, Crewe,
Cheshire CW2 5XN. Tel: (01270) 250221; fax: (01270) 250244

Rett Syndrome Association UK, 113 Friern Barnet Road,
London N11 3EU. Tel: (020) 8361 5161; fax: (020) 8368 6123;
email: retassoc@aol.com

RICA (Research Institute for Consumer Affairs),
30 Angel Gate, City Road, London EC1V 2PT.
Tel: (020) 7427 2460; fax: (020) 7427 2468

Richmond Fellowship, 8 Addison Road, Kensington,
London W14 8DJ. Tel: (020) 7603 6373; fax: (020) 7602 8652

Riding for the Disabled Association, Lavinia Norfolk House,
Avenue "R", National Agricultural Centre, Stoneleigh Park,
Warwickshire CV8 2LY. Tel: (024) 7669 6510;
fax: (024) 7669 6532

RNIB (Royal National Institute for the Blind),
224 Great Portland Street, London W1N 6AA. Tel: (020) 7388 1266;
fax: (020) 7388 2034; email: webmaster@RNIB.org.uk;
Internet: <http://www.rnib.org.uk>

RNIB Customer Services, PO Box 173, Peterborough
PE2 6WS. Tel: 0345 023153; fax: (01733) 371555

RNIB (Education Centre Wales), 1st Floor,
33-35 Cathedral Road, Cardiff, CF1 9HB.
Tel: (029) 2066 8606; fax: (029) 2064 1915

RNID (The Royal National Institute for Deaf People),
19-23 Featherstone Street, London EC1Y 8SL (020) 7296 8000.
Helpline Tel: 0870 60 50 123/textphone Tel: 0870 60 33 007;
Internet: <http://www.rnid.org.uk>;
email: helpline@RNID.org.uk

RNID Cymru, 3rd Floor, 33–35 Cathedral Road,
Cardiff CF1 9HB. Tel: (029) 2033 3034;
textphone Tel: (029) 2033 3036; fax: (029) 2033 3035

RNID Scotland, 9 Clairmount Gardens, Glasgow G3 7LW.
Tel/textphone: (0141) 353 2225; fax: (0141) 331 2640;
textphone: (0141) 332 5023

Royal Air Forces Association, 43 Grove Park Road,
London W4 3RX. Tel: (020) 8994 8504; fax: (020) 8742 1927;
Internet: <http://www.rafa.org.uk>

Royal Alfred Seafarers' Society, Weston Acres,
Woodmansterne Lane, Banstead, Surrey SM7 3HB.
Tel: (01737) 352231; fax: (01737) 353426

Royal British Legion and Officers' Association,
48 Pall Mall, London SW1Y 5JY. Tel: (020) 7973 7200;
fax: (020) 7973 7399

Royal British Legion Scotland, the Earl Haig Fund Scotland
and the Officers' Association Scotland, New Haig House,
Logie Green Road, Edinburgh EH7 4HR.
Tel: (0131) 557 2782; fax: (0131) 557 5819

Royal London Society for the Blind, Dorton House,
Sevenoaks, Kent TN15 0ED. Tel: (01732) 592500;
fax: (01732) 592506; Internet: <http://www.rlsb.org.uk>

Royal National College for the Blind, College Road,
Hereford HR1 1EB. Tel: (01432) 265725; fax: (01432) 353478;
textphone Tel: (01432) 276532; email: md@rnrb.ac.uk;
Internet: <http://www.rnrb.ac.uk>

Royal Patriotic Fund Corporation, 40 Queen Anne's Gate,
London SW1H 9AP. Tel: (020) 7233 1894; fax: (020) 7233 1799

St Dunstan's, 12–14 Harcourt Street, London W1A 4XB.
Tel: (020) 7723 5021; fax: (020) 7262 6199

St John Ambulance Brigade, 1 Grosvenor Crescent,
London SW1X 7EF. Tel: (020) 7235 5231; fax: (020) 7235 0796

SANE, 1st Floor, Cityside House, 40 Adler Street, Whitechapel, London E1 1EE. Tel: (020) 7375 1002; nationwide helpline: 0345 678000 2pm – midnight; fax: (020) 7375 2162

Save the Children Fund, 17 Grove Lane, London SE5 8RD. Tel: (020) 7703 5400; fax: (020) 7703 2278; Scottish Office: 7th Floor, Haymarket House, 8 Clifton Terrace, Edinburgh EH12 5DR. Tel: (0131) 527 8200; fax: (0131) 527 8201

SCOPE, 6 Market Road, London N7 9PW. Tel: (020) 7619 7100; helpline Tel: 0800 626216; fax: (020) 7619 7399

Scottish Arts Council, 12 Manor Place, Edinburgh EH3 7DD. Tel: (0131) 226 6051; textphone/fax: (0131) 225 9833

Scottish Association for Mental Health, Cumbræ House, 15 Carlton Court, Glasgow G5 9JP. Tel: (0141) 568 7000; fax: (0141) 568 7001

Scottish Association for the Deaf, Clerwood House, 96 Clermiston Road, Edinburgh EH12 6UT. Tel: (0131) 558 3390; textphone: (0131) 557 6922; fax: (0131) 557 6624

Scottish Association of Sign Language Interpreters (SASLI), 31 York Place, Edinburgh EH1 3HP. Tel/textphone: (0131) 557 6370; fax: (0131) 557 4110

Scottish Centre of Technology for the Communication Impaired (SCTCI), Victoria Infirmary NHS Trust, Rutherglen Maternity Hospital, Glasgow G73 2PG. Tel: (0141) 201 6425/6426

Scottish Council for Voluntary Organisations (SCVO), 18/19 Claremont Crescent, Edinburgh EH7 4QD. Tel: (0131) 556 3882; fax: (0131) 556 0279

Scottish Higher Education Funding Council, Donaldson House, 97 Haymarket Terrace, Edinburgh EH12 5HD. Tel: (0131) 313 6500; fax: (0131) 313 6501; Internet: <http://www.shfc.ac.uk/shfc/welcome.htm>

Scottish Homes, Thistle House, 91 Haymarket Terrace,
Edinburgh EH12 5HE. Tel: (0131) 313 0044; fax: (0131) 313 2680

Scottish Motor Neurone Disease Association,
76 Firhill Road, Glasgow G20 7BA. Tel: (0141) 945 1077;
fax: (0141) 945 2578

Scottish National Federation for the Welfare of the Blind,
P.O. Box 500, Gillespie Crescent, Edinburgh, EH10 4HZ.
Tel: (0131) 229 1456; fax: (0131) 229 4060.

Scottish National Institute for War Blinded, PO Box 500,
50 Gillespie Crescent, Edinburgh EH10 4HZ.
Tel: (0131) 229 1456; fax: (0131) 229 4060

Scottish Office Education Department, Student Awards
Agency for Scotland, Gyleview House, 3 Redheughs Rigg,
Edinburgh EH12 9HH. Tel: (0131) 476 8212;
fax: (0131) 244 5887

Scottish Sports Association for People with a Disability,
Fife Sports Institute, Viewfield Road, Glenrothes, Fife KY6 2RB.
Tel: (01592) 415700; fax: (01592) 415710

**SCOVO (the Standing Conference of Voluntary
Organisations for People with a Learning Disability
in Wales)**, 5 Dock Chambers, Bute Street, Cardiff CF1 6AG.
Tel: (029) 2049 2443; fax: (029) 2048 1043

Sense (the National Deafblind and Rubella Association),
11-13 Clifton Terrace, Finsbury Park, London N4 3SR.
Tel: (020) 7272 7774; textphone: (020) 7272 9648;
fax: (020) 7272 6012

Sense Cymru, Shand House, 20 Newport Road, Cardiff
CF2 1DB. Tel: (029) 2045 7641; fax/textphone: (029) 2049 9644

Sense Scotland, 5th Floor, 45 Finnieston Street,
Clydeaway Central, Glasgow G3 8JU. Tel: (0141) 564 2444;
textphone: (0141) 564 2442 fax: (0141) 564 2443

Sequal Trust, 3 Ploughmans Corner, Wharf Road,
Ellesmere, Shropshire SY12 0EJ. Tel/fax: (01691) 624222

Shaftesbury Society, 16 Kingston Road, London SW19 1JZ.
Tel: (020) 8239 5555; fax: (020) 8239 5580;
email: jhoneybourne@shaftesburysoc.org.uk

Shape London, 356 Holloway Road, London N7 6PA.
Tel/textphone: (020) 7700 8139; fax: (020) 7700 8143

Shaw Trust, Shaw House, Epsom Square, White Horse Business
Park, Trowbridge, Wiltshire BA14 0XJ. Tel: (01225) 716350;
fax: (01225) 716334; textphone 0345 697 288;
email: shr@shaw-trust.org.uk

Sheffield Speech and Language Therapy Agency,
Community Health Sheffield, Fulwood House,
Old Fulwood Road, Sheffield, South Yorkshire S10 3TH.
Tel: (0114) 271 6765; fax: (0114) 271 6382

Shelter (the National Campaign for Homeless People),
88 Old Street, London EC1V 9HU. Tel: (020) 7505 2000;
fax: (020) 7505 2169

Shelter Scotland, 4th Floor, Scotia Bank House,
6 South Charlotte Street, Edinburgh EH2 4AW.
Tel (0131) 473 7170; fax: (0131) 473 7199

Shelter Wales, 25 Walter Road, Swansea SA1 5NN.
Tel: (01792) 469400; fax: (01792) 460050

Sickle Cell Society, 54 Station Road, Harlesden, London
NW10 4VA. Tel: (020) 8961 7795, Fax: (020) 8961 8346

Sign Campaigning for Mental Health and Deafness,
13 Station Road, Beaconsfield, Bucks HP9 1YP.
Tel/textphone: (01494) 680308; fax: (01494) 680432

The SIGNALONG Group, 129 Rochester Road, Burham,
Rochester, Kent ME1 3SG. Tel: (01634) 819915;
24hr answermachine; (01634) 683846

Skill (National Bureau for Students with Disabilities),
336 Brixton Road, London SW9 7AA. Tel: (020) 7450 0620;
fax: (020) 7450 0650; information line: 0800 328 5050;
minicom: 0800 0682422; email: SkillNatBurDis@compuserve.com

**The Soldiers, Sailors, Airmen and Families Association
Forces Help (SSAFA – Forces Help),** Queen Elizabeth the
Queen Mother House, 19 Queen Elizabeth Street,
London SE1 2LP. Tel: (020) 7403 8783; fax: (020) 7403 8815;
email: publicawareness@SSAFA-forces-help.org.uk;
Internet: www.SSAFA-forces-help.org.uk

Sound Advantage (RNID), 1 Metro Centre, Welbeck Way,
Peterborough PE2 7UH. Tel: (01733) 361199;
textphone: (01733) 238020; fax: (01733) 361161

Spinal Injuries Association, 76 St James's Lane,
London N10 3DE. Tel: (020) 8444 2121; fax: (020) 8444 3761;
Counselling line: (020) 8883 4296

Spinal Injuries Scotland, Festival Business Centre,
150 Brand Street, Glasgow G51 1DH.
Tel/fax: (0141) 314 0056; counselling: (0141) 314 0057

**SPOD (The Association to Aid the Sexual and Personal
Relationships of People with a Disability),**
286 Camden Road, London N7 0BJ.
Tel: (020) 7607 8851; fax: (020) 7700 0236

StartHere c/o BSS, Union House, Shepherds Bush Green,
London W12 8UA. Tel: (020) 8735 5050; fax: (020) 8746 0769

Student Awards Agency for Scotland, Gyleview House,
3 Redheughs Rigg, Edinburgh EH12 9HH.
Tel: (0131) 476 8212; fax: (0131) 244 5887

Stroke Association, Stroke House, Whitecross Street,
London EC1Y 8JJ. Tel: 0845 3033100 (Local Call Rate)
(020) 7566 0300; fax: (020) 7490 2686

Suzy Lamplugh Trust, 14 East Sheen Avenue,
London SW14 8AS. Tel: (020) 8392 1839; fax: (020) 8392 1830;
Training Dept: Tel: (020) 8876 0305; fax: (020) 8876 0891

Tai Cymru (formerly Housing for Wales), 25-30 Lambourne
Crescent, Llanishen, Cardiff CF4 5ZJ. Tel: (029) 2074 1500;
fax: (029) 2074 1501 and Watling Street, Llanrwst, Gwynedd.
Tel: (01492) 641797; fax: (01492) 641793

Talking Newspaper Enterprises Ltd, National Recording
Centre, Heathfield, Sussex TN21 8DB. Tel: (01435) 862737;
fax: (01435) 865422; email: info@tnauk.globalnet;
Internet: <http://www.tnauk.org.uk>

Telephones for the Blind, 7 Huntersfield Close, Reigate,
Surrey RH2 0DX. Tel/fax: (01737) 248032

Teletec International Limited, Sunningdale House,
49 Caldecotte Lake Drive, Caldecotte Business Park,
Milton Keynes MK7 8LF. Tel: (01908) 270003; textphone
Tel: (01908) 270005; fax: (01908) 270010

Thalidomide Society, 19 Central Avenue, Pinner,
Middlesex HA5 5BT. Tel/fax: (020) 8868 5309

Thomas Coram Foundation for Children,
40 Brunswick Square, London WC1N 1AZ.
Tel: (020) 7520 0300; fax: (020) 7837 8084

Thrive, The Geoffry Udall Building, Beechill, Reading RG7 2AT.
Tel: (0118) 988 5688

Tripscope, The Courtyard, Evelyn Road, London W4 5JL.
Tel/textphone: (020) 8994 9294; fax: (020) 8994 3618; Bristol
Tel: (020) 8939 7782; National helpline Tel: 0345 585641;
email: tripscope@cablemet.co.uk

Tuberous Sclerosis Association, Little Barnsley Farm,
Catshill, Bromsgrove, Worcs B61 0NQ. Tel: (01527) 871898;
fax: (01527) 579452; email: tsasn@compuserve.com;
Internet: <http://ourworld.compuserve.com/homepages/tsasn>

UK Council on Deafness (UKCOD), The Business Centre,
Room 13, 2nd Floor, 5 Blackhorse Lane, London E17 6DS.
Tel/fax: (020) 8527 6680/6653; textphone: (020) 8527 6631

United Kingdom Disability Forum for Europe
c/o R.N.I.B, 224 Great Portland Street, London W1N 6AA.
Tel: (020) 7388 1266

United Kingdom Sports Association for People with Learning Disability (UKSAPLD), Solecast House,
13-27 Brunswick Place, London N1 6DX.
Tel: (020) 7250 1100; fax: (020) 7251 0110

United Response, 113-123 Upper Richmond Road,
London SW15 2TL. Tel: (020) 8780 9686; fax: (020) 8780 9538;
textphone: (020) 8785 1706; email: unres@globalnet.co.uk;
Internet: <http://www/unitedresponse.co.uk>

UK Thalassaemia Society, 19 The Broadway, Southgate Circus,
London N14 6PH. Tel (020) 8882 0011, Fax: (020) 8882 8618.
email: office@ukts.org; Internet: <http://www.ukts.org>

Values Into Action, Oxford House, Derbyshire Street,
London E2 6HG. Tel: (020) 7729 5436; fax: (020) 7729 7797

Voluntary Organisations Disability Group, 30 Millbank,
London SW1P 4QD. Tel: (020) 7802 8200; fax: (020) 7802 8250

Wales Council for the Blind, Shand House,
20 Newport Road, Cardiff DF1 2YB.
Tel: (029) 2047 3954; fax: (029) 2045 5710

Wales Council for the Deaf, Glenview House, Courthouse
Street, Pontypridd, Rhondda, Cynon Taff CF37 1JY. Tel: (01443)
485687; textphone: (01443) 485686; Voice: (01443) 485687;
fax: (01443) 408555

Wales Disabled Drivers' Assessment Centre, 18 Plasnewydd,
Whitchurch, Cardiff CF4 1NR. Tel: (029) 2061 5276

West of England School for Children with Little or No Sight, Countess Wear, Exeter, Devon EX2 6HA.
Tel: (01392) 454200; fax: (01392) 428048

Winged Fellowship, Angel House, 20–32 Pentonville Road,
London N1 9XD. Tel: (020) 7833 2594; fax: (020) 7278 0370;
email: admin@wft.org.uk; Internet: <http://www.wft.org.uk>

Young Minds, 102–108 Clerkenwell Road,
London EC1M 5SA. Tel: (020) 7336 8445; fax: (020) 7336 8446;
Internet: <http://www.youngminds.org.uk>

Youth Hostels Association, Trevelyan House,
8 St Stephen's Hill, St Alban's, Hertfordshire AL1 2DY.
Switchboard Tel: (01727) 855215;
Customer Service: (01727) 845047; fax: (01727) 844126

Wellcome Library

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Useful numbers

for quick reference

The phone book for your area lists numbers for local authority services, health authorities and NHS Trusts, Government Departments and helplines.

Yellow Pages has sections of particular interest to disabled people and at the front lists helplines and local authority services.

DIAL (Disability Information Advice Line) is run mostly by people who are themselves disabled. See phone book for your local DIAL or call DIAL-UK on (01302) 310123.

Disabled Living Centres (DLCs) are local centres where you can see, try out and get information and advice on equipment. See page 38 for a list of centres or call The Disabled Living Centres Council (020) 7820 0567.

Health Information Service for information about local health services and particular disabilities, 10.00am to 5.00pm, Monday to Friday. All calls are treated in confidence. Phone free 0800 665544 voice and text.

Healthline Wales 0800 665544

Citizen's Advice Bureaux (CABs) provide advice on a wide range of money, housing, legal and other problems. See your phone book for local numbers.

Benefits Enquiry Line for advice from the Government's Benefits Agency about social security benefits phone free 0800 882200; for help filling in claim forms phone free 0800 441144; Disability Benefits Helpline 0345 123456

RADAR (The Royal Association for Disability and Rehabilitation) has a wide selection of helpful publications. Tel: (020) 7250 3222; textphone: (020) 7250 4119

Disability Scotland (0131) 229 8632

Disability Wales/Anabledd Cymru (029) 2088 7325

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