



Useful organisations

DLF Factsheet

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**Disabled Living Foundation
380-384 Harrow Road London W9 2HU**

Tel: (020) 7289 6111

Fax: (020) 7266 2922

Helpline: 0845 130 9177 – 10 am to 4 pm

Textphone: 020 7432 8009

Email: advice@dlf.org.uk

Website: www.dlf.org.uk

Reg. Charity No: 290069

VAT Reg. No: 226 9253 54

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INTRODUCTION

The Disabled Living Foundation (DLF) is a national charity offering impartial information and advice on daily living equipment for people with disabilities, older people, and carers.

This factsheet has been written to signpost you to some useful organisations that specialise in giving advice in relation to specific areas/issues.

If you are unable to find an appropriate organisation within this factsheet, please contact our DLF Helpline open Monday to Friday 10am to 4pm - tel: 0845 130 9177 (calls charged at local rate); textphone: 020 7432 8009 (calls charged at standard rate) which can assist you to find an appropriate organisation to contact.

ACCOMMODATION

National Housing Federation
Lion Court
25 Proctor Street
London WC1V 6NY
Tel: 020 7067 1010 Fax: 020 7067 1011
Email: info@housing.org.uk
Website: www.housing.org.uk

Produces a directory of housing associations.

ACCESS

Centre for Accessible Environments (CAE)
Nutmeg House
70 South Lambert Road
London SW8 1RL.
Tel/Textphone: 020 7840 0125
Fax: 020 7840 5811
Email: info@cae.org.uk
Website: www.cae.org.uk

Provides information on the accessibility of the built environment for disabled people.

RADAR (Royal Association for Disability and Rehabilitation)
12 City Forum
250 City Road
London EC1V 8AF
Tel: 020 7250 3222 Fax: 020 7250 0212
Email: radar@radar.org.uk
Website: www.radar.org.uk

Promotes provision and maintenance of accessible environments, by removing physical, organisational, attitudinal and technological barriers within the built environment.

BENEFITS/FINANCE

Disability Alliance
Universal House
88-94 Wentworth Street
London E1 7SA
Tel: 020 7247 8776 Fax: 020 7247 8765

Textphone: 020 7247 8776
Helpline: 020 7247 8763
Website: www.disabilityalliance.org

Provide advice and information on social security benefits for disabled people.

Benefit Enquiry Line for People with Disabilities

Room 901

Victoria House

Ormskirk Road

Preston

Lancashire PR1 2QP

Textphone: 0800 243 355

Helpline: 0800 882 200

Website: www.dwp.gov.uk/disability

National, free telephone advice and information service for people with disabilities, their carers and representatives.

CARERS

Carers National Association

Ruth Pitter House

20-25 Glasshouse Yard

London EC1A 4JT

Tel: 020 7490 8818 Fax: 020 7490 8824

Textphone: 020 7251 8969

Helpline: 0345 573 369 E mail

info@ukcarers.org Website:

www.carersonline.org.uk

Exists for all individuals who act as carers, for disabled, elderly or frail people. It offers advice and information on all aspects of caring, to both carers and professionals.

COMPUTERS

AbilityNet

PO Box 94

Warwick

Warwickshire CV34 5WS

Tel: 01926 312847 Fax: 01926 407425

Textphone: 01926 312847

Helpline: 0800 269 545

Email: enquiries@abilitynet.org.UK

Website: www.abilitynet.org.uk

Charity offering a comprehensive information service to people with disabilities on computer technology.

I.T. Can Help

PO Box 6163

Basingstoke

Hampshire RG23 7PB

Tel: 01279 7261433 Fax: 01279 261433

Website: www.ksap.demon.co.uk/itcanhelp/

Establishes networks of volunteers who are experienced in using computers to visit disabled people at home to provide assistance.

DISABILITY RIGHTS/EQUALITY

British Council of Disabled People (BCODP)

Litchurch Plaza

Litchurch Lane

Derby DE24 8AA

Tel: 01332 295551 Fax: 01332 295580

Textphone: 01332 295581

Email: general@bcodp.org.uk

Website: www.bcodp.org.uk
National umbrella organisation
representing over 120 groups of disabled
people who campaign for full civil rights
legislation for all disabled people.

Equality and Human Rights Commission
Freepost RRLG-GHUX-CTRX
Arndale House
Arndale Centre
Manchester M4 3EQ
Helpline: 0845 60 6610
Fax: 0845 6046630
Textphone: 0845 6046620
Email: info@equalityhumanrights.com
Website: www.equalityhumanrights.com

The Commission champions equality and
human rights for all, working to eliminate
discrimination, reduce inequality, protect
human rights and to build good relations,
ensuring that everyone has a fair chance to
participate in society

EDUCATION

Skill: The National Bureau for Students
with Disabilities
Chapter House
18-20 Crucifix Lane
London SE1 3JW
Textphone: 0800 068 2422
Helpline: 0800 328 5050
Email: info@skill.org.uk
Website: www.skill.org.uk

Works to develop opportunities for students
with disabilities and learning difficulties in
post-16 education and training, and the
transition to employment.

Advisory Centre for Education (ACE)

1C Aberdeen Studio
22-24 Highbury Grove
London N5 2DQ
Tel: 020 7354 8318 Fax: 020 7354 9069
Helpline: 0808 800 5793 Mon-Fri 2-5pm
Email: enquiries@ace.dialnet.com
Website: www.ace-ed.org.uk

Provides advice to parents who need
information and support on education law
and practice in schools including
admissions, special needs, exclusions,
bullying and complaints.

Independent Panel for Special Education
Advice (IPSEA)
6 Carlow Mews
Woodbridge
Suffolk IP12 1EA
Tel: 01394 380518 Fax: 01394 380518
Helpline: 0800 018471
Website: www.ipsea.org.uk

Free representation service supporting
parents in preparing their appeal to the
Special Educational Needs (SEN)
Tribunal.

EQUIPMENT

Disabled Living Foundation (DLF)
380-384 Harrow Road
London W9 2HU
Tel: 020 7289 6111 Fax: 020 7266 2922
Textphone: 020 7432 8009
Helpline: 0845 130 9177
Email: advice@dlf.org.uk
Website: www.dlf.org.uk

Aims to make everyday life easier for

disabled people, older people and carers, by giving expert and impartial advice about equipment for daily living.

ASSIST UK (DLCC)

Regional Disabled Living Centre Redbank House 4

St Chads Street

Manchester M8 8QA

Tel: 0870 770 2866 Fax: 0870 770 2867

Textphone: 0870 770 5813

Email: general.info@assist-uk.org Website: www.assist-uk.org.uk

Maintains a list of Disabled Living Centres around the UK.

Disability Equipment Register

4 Chatterton Road

Yate

Bristol BS37 4BJ

Tel: 01454 318818 Fax: 01454 883870

Email: disabreg@blueyonder.co.uk

Website: www.disabilityequipment.org.uk

National service for disabled people, and members of their family, to buy or sell or exchange items of used disability equipment on a direct one-to-one basis.

Lexiquip

Harnhill Cottage

Waterton Lane

Ampney Crucis

Cirencester

GL7 5RX

Tel: 01285 850816

Quarterly magazine on equipment for children with special needs where advertisements for second hand

equipment may be placed.

REMAP

D9 Chaucer Business Park

Kemsing

Sevenoaks

Kent TN15 6YU

Tel: 0845 1300456 Fax: 08451300789

Email: info@remap.org.uk

Website: www.remap.org.uk

Aims to design, manufacture and supply equipment to disabled people where no commercial alternative is available.

Commercially available equipment can also be modified to suit an individual.

HOLIDAYS

Tourism For All

The Hawkins Suite

Enham Place

Enham Alemein

Andover

Hants SP11 6JS

Tel: 0845 124 9971 Bookings service

Tel: 0845 124 9973

Textphone: 0845 124 9973

Email: holiday.care@virgin.net

Website: www.holidaycare.org.uk

Provides information and support for disabled people who wish to take a holiday.

GARDENING

Thrive
The Geoffrey Udall Centre
Beech Hill
Reading RG7 2AT
Tel: 0118 9885688 Fax: 0118 9885677
Email: info@thrive.org.uk
Website: www.thrive.org.uk

Provides information and advice relating to gardening for disabled people or people with mental health problems. Services include advice on tools, equipment, and design.

Gardens for the Disabled Trust
The Freight
Cranbrook
Kent TN17 3BR

Aims to help people with a disability to enjoy gardening. Contact by letter only.

INFORMATION AND ADVICE ON DISABILITY ISSUES IN GENERAL

Dial UK (Disablement Information And Advice Lines)
St Catherines Tickhill Road
Doncaster
South Yorkshire DN4 8QN
Tel: 01302 310123 Fax: 01302 310404
Textphone: 01302 310123
Email: [enquiries @DIALuk.org.uk](mailto:enquiries@DIALuk.org.uk)
Website www.dial.uk

There are 140 DIAL disability advice lines which give free, independent advice on all aspects of disability over the telephone and in drop-in centres.

LEGAL ISSUES

Disability Law Service
Ground Floor 39-45
Cavell Street
London E1 2BP
Tel: 020 7791 9800 Fax: 020 7791 9802
Textphone: 020 7791 9801
Helpline: 020 7791 9800
Email: advice@dls.org.uk

Provides free, confidential legal advice to disabled people, their families, carers and enablers throughout the UK.

OLDER PEOPLE

Counsel and Care for the Elderly
Lower Ground Floor Twyman House
16 Bonny Street
London NW1 9PG
Tel: 020 72418555 Fax: 020 72676877
Helpline: 0845 300 7585
Email: advice@counselandcare.org.uk
Website: www.counselandcare.org.uk

Provides a service for older people, carers and professionals.

Help the Aged
207-221 Pentonville Road
London N1 9UZ
Tel: 020 72781114 Fax: 020 72781116
Textphone: 0800 269 626
Helpline: 0808 800 6565 Email:
info@helptheaged.org.uk
Website: www.helptheaged.org.uk

Provides a service for older people, carers
and professionals.

Age Concern England
Astral House 1268
London Road
London SW16 4ER
Tel: 020 8765 7200 Fax: 020 8765 7211
Textphone: 020 8679 2832
Helpline: 0800 009 966
Email: infodep@ace.org.uk
Website: www.ageconcern.org.uk

Works to promote the well being of older
people and to help make later life a
fulfilling and enjoyable experience.

PARENTING

Disability Pregnancy and Parenthood
International (DPPi)
National Centre for Disabled Parents Unit
F9
89-93 Fonthill Road
London N4 3JH
Tel: 020 7263 3088 Fax: 020 263 6399
Textphone: 0800 018 9949
Helpline: 0800 018 4730

Email: info@dppi.org.uk
Website: www.dppi.org.uk
Promotes the networking of information
and experience relating to pregnancy and
parenthood for disabled people through a
quarterly international journal and its UK
based information service.

Disabled Parents Network (DPN)
National Centre for Disabled Parents Unit
F9
89-93 Fonthill Road
London N4 3JH
Helpline: 0870 241 0450
Textphone: 0800 018 9949
Email:
innformation@disabledparentsnetwork.org.uk
Website: disabledparentsnetwork.org.uk

National organisation of disabled people
who are parents, or hope to become
parents, and their families.

PLAY/LEISURE

Action for Leisure
PO Box 9
West Molesey
KT8 1WT
Tel: 0208 783 0173 Fax: 0208 783 9267
Email: enquiries@actionforleisure.org.uk
Website: www.actionforleisure.org.uk

National information resource on play and
leisure for disabled people of all ages. Its
aim is to increase access to adequate and
appropriate play and leisure opportunities.

www.disabilitysport.org.uk

Kidsactive - Play and opportunity for disabled children
Pryor's Bank
Bishop's Park
London SW6 3LA
Tel: 020 7731 1435 Fax: 020 7731 4426
Textphone: 020 7384 2596
Email: office@kidsactive.org.uk
Website: www.kidsactive.org.uk

National organisation which runs an information service offering advice, information and resources to individuals and organisations interested in play for children with disabilities and special educational needs.

SPORTS

British Wheelchair Sports Foundation
Guttman Sports and Leisure Centre
Guttman Road
Stoke Mandeville
Buckinghamshire HP21 9PP
Tel: 01296 395995 Fax: 01296 424171
Email: info@bwsf.org.uk
Website: britishwheelchairsports.org

Aims to develop support for wheelchair users including training teams to participate in international events.

Disability Sport England
Solecast House
13-27 Brunswick Place
London N1 6DX
Tel: 020 7490 4919 Fax: 020 7490 4914
Email: info@dse.org.uk Website:

Aims to develop, support and encourage sporting opportunities for people with disabilities.

TRANSPORT

TripScope
The Vassall Centre
Gill Avenue
Fishponds
Bristol BS16 2QQ
Helpline: 08457 58 5641
Fax: 0117 939 7736
Email: enquiries@tripscope.org.uk
Website: www.tripscope.org.uk

Free telephone information service providing advice on travel and transport for disabled and elderly people.

Mobility Advice and Vehicle Information Service (MAVIS)
Crowthorne Business Estate
Old Wokingham Road
Crowthorne
Berkshire RG45 6XD
Tel: 01344 661066
Textphone: 01344 661000
Email: mavis@dft.gsi.gov.uk
Website: www.dft.gsi.gov.uk

Provide advice and information to disabled and elderly people on all aspects of outdoor mobility.

Disabled Drivers Association National
Headquarters
Ashwellthorpe
Norwich NR16 1EX
Tel: 0870 770 3333 Fax: 01508 488173
Email: hq@dda.org.uk
Website: www.dda.org.uk

Provides information and advice on driving,
driving assessment, vehicle adaptations,
car insurance and mobility problems.

Disabled Drivers Motor Club (DDMC)
Cottingham Way
Thrapston
Northants NN14 4PL
Tel: 01832 734724 Fax: 01832 733816
Email: info@ddmc.org.uk
Website: www.ddmc.org.uk

Promotes and protects the interests and
welfare of disabled people and helps and
encourages them to achieve increased
mobility.



DLF online

The majority of DLF's advice is now online. If you would like advice and support to get online or information on local courses about getting online please visit one of the following websites.

Age UK

<http://www.ageuk.org.uk/work-and-learning/technology-and-internet/>

Call **0800 169 8787**

BBC Webwise

<http://www.bbc.co.uk/webwise/>

Call **08000 150 950**

Digital Unite

<http://learning.digitalunite.com/category/using-the-internet/>

Call **0800 228 9272** Or you can write to them

Digital Unite Limited, Unit 2B Poles Copse, Poles Lane, Otterbourne, Winchester, SO21 2DZ

Go On

<http://www.go-on.co.uk/>

Call 0800 77 1234

UK online centres, The Quadrant, 99 Parkway Avenue, Parkway Business Park, Sheffield, S9 4WG

UK Online Centre

<http://www.ukonlinecentres.com/>

Can you help ensure our free advice remains available to all?



DLF is one of the UK's leading health charities, and we rely on the generosity of supporters to fund vital information and advice services which help older and disabled people live independently at home. If this factsheet has been of use to you, could you please consider making a donation towards our work? **Thank you.**

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* This is the last three digits found on the signature strip on the reverse of your card

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**Please return your gift to:
DLF, 380-384 Harrow Road, London W9 2HU**

Other ways in which you can give:

Donate online by visiting www.dlf.org.uk and clicking on the 'Donate' button

Donate via your mobile by texting **DLFG01 £3 OR DLFG01 £5 OR DLFG01 £10 to 70070**

Please send me information on how I can make
make a regular gift to DLF by direct debit

Please send me information on how I can
leave a gift to DLF in my will

Please tick here if you do not wish to receive further information about DLF's work