



# Useful organisations

DLF Factsheet

**© Disabled Living Foundation**

**All rights reserved. No reproduction or transmission of this publication may be made without written permission.**

**Inclusion (including any display advertising) does not indicate that any item has been recommended or tested. All information is provided without legal responsibility.**

**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](mailto:advice@dlf.org.uk)**

**Website: [www.dlf.org.uk](http://www.dlf.org.uk)**

**Reg. Charity No: 290069**

**VAT Reg. No: 226 9253 54**

# Contents

## Useful organisations

INTRODUCTION	4
ACCOMMODATION	4
ACCESS	4
BENEFITS/FINANCE	4
CARERS	5
COMPUTERS	5
DISABILITY RIGHTS/EQUALITY	5
EDUCATION	6
EQUIPMENT	6
HOLIDAYS	7
GARDENING	8
INFORMATION AND ADVICE ON DISABILITY ISSUES IN GENERAL	8
LEGAL ISSUES	8
OLDER PEOPLE	8
PARENTING	9
PLAY/LEISURE	9
SPORTS	10
TRANSPORT	10

## 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](mailto:info@housing.org.uk)  
Website: [www.housing.org.uk](http://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](mailto:info@cae.org.uk)  
Website: [www.cae.org.uk](http://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](mailto:radar@radar.org.uk)  
Website: [www.radar.org.uk](http://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](http://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](http://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](mailto:info@ukcarers.org) Website:  
[www.carersonline.org.uk](http://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](mailto:enquiries@abilitynet.org.uk)  
Website: [www.abilitynet.org.uk](http://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/](http://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](mailto:general@bcodp.org.uk)  
Website: [www.bcodp.org.uk](http://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 RLLL-GHUX-CTR

Arndale House  
Arndale Centre  
Manchester M4 3EQ  
Helpline: 0845 60 6610  
Fax: 0845 6046630  
Textphone: 0845 6046620  
Email: [info@equalityhumanrights.com](mailto:info@equalityhumanrights.com)  
Website: [www.equalityhumanrights.com](http://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](mailto:info@skill.org.uk)  
Website: [www.skill.org.uk](http://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](mailto:enquiries@ace.dialnet.com)  
Website: [www.ace-ed.org.uk](http://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](http://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](mailto:advice@dlf.org.uk)  
Website: [www.dlf.org.uk](http://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](mailto:general.info@assist-uk.org) Website:  
[www.assist-uk.org.uk](http://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](mailto:disabreg@blueyonder.co.uk)  
Website: [www.disabilityequipment.org.uk](http://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](mailto:info@remap.org.uk)  
Website: [www.remap.org.uk](http://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](mailto:holiday.care@virgin.net)  
Website: [www.holidaycare.org.uk](http://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](mailto:info@thrive.org.uk)  
Website: [www.thrive.org.uk](http://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](http://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](mailto: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](mailto:advice@counselandcare.org.uk)  
Website: [www.counselandcare.org.uk](http://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](mailto:info@helptheaged.org.uk)  
Website: [www.helptheaged.org.uk](http://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](mailto:infodep@ace.org.uk)  
Website: [www.ageconcern.org.uk](http://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](mailto:info@dppi.org.uk)  
Website: [www.dppi.org.uk](http://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:  
[information@disabledparentsnetwork.org.uk](mailto:information@disabledparentsnetwork.org.uk)  
Website: [disabledparentsnetwork.org.uk](http://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](mailto:enquiries@actionforleisure.org.uk)  
Website: [www.actionforleisure.org.uk](http://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.

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](mailto:office@kidsactive.org.uk)

Website: [www.kidsactive.org.uk](http://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](mailto:info@bwsf.org.uk)

Website: [britishwheelchairsports.org](http://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](mailto:info@dse.org.uk) Website:

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

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](mailto:enquiries@tripscope.org.uk)

Website: [www.tripscope.org.uk](http://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](mailto:mavis@dft.gsi.gov.uk)

Website: [www.dft.gsi.gov.uk](http://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](mailto:hq@dda.org.uk)  
Website: [www.dda.org.uk](http://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](mailto:info@ddmc.org.uk)  
Website: [www.ddmc.org.uk](http://www.ddmc.org.uk)

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

# Donation Form

We hope this factsheet has proven useful to you. If you would like to help the DLF continue to provide valuable information such as this, you may wish to consider making a small donation towards our work. As a charity, we rely on the generosity of the public to help us continue to help older and disabled people lead independent lives.

## Your Details

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Postcode:** \_\_\_\_\_

### Please accept my gift of:

£5       £10       £20       £30       £ \_\_\_\_\_ other

Please make cheques/postal order/ CAF Voucher payable to **Disabled Living Foundation**

If you would like to make a credit card donation, please call our Fundraising Department on **020 7289 6111 (ext: 254)**, or alternatively visit our website at **www.dlf.org.uk**

*giftaid it*

Tick here if you are a UK taxpayer and would like the Disabled Living Foundation to reclaim the tax on all donations you have made for the 6 years prior to this year, (but no earlier than 6th April 2000) and on any future donations you make at no additional cost to yourself, until you notify us otherwise.

NB: You must pay an amount of income tax and/or capital gains tax at least equal to the tax we reclaim on your donations in the tax year (currently 28p for every £1 you give)

**Please print out and return your completed form and cheque (if applicable) to:**

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

**Thank You**

- Please tick here if you would like to receive details on how you can help by making regular donations through your bank.
- Please tick here if you would prefer not to receive further communications from the DLF.