

Disability Signposting

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General Information

- **UK Government** (info) provides information for disabled people, including carers, their rights, benefits, and the Equality Act.
<https://www.gov.uk/browse/disabilities>
- **Scope** (info/helpline/textphone/email) has lots of information on disability, including the models of disability, and advice and support information for disabled people and their families, which includes information on benefits, legal information, home adaptations etc. They also have a phone helpline where they provide free, independent, and impartial advice and support on issues that matter to disabled people and their families. If you would prefer to speak to them in a different language than English, then you can call or email and tell them: your name, preferred language, and contact number, and they will call you back with an interpreter on the line. British Sign Language interpreters are available via video calls when using a desktop or after downloading an app on your mobile device.
<https://www.scope.org.uk/>
 - Phone: 0808 800 3333
 - Available: Mon to Sat, 10.00-17.00, including most bank holidays.
 - Live Chat: <https://www.scope.org.uk/helpline>
 - Textphone: dial 18001 then 0808 800 3333
 - Available: Mon to Sat, 10.00-17.00, including most bank holidays.
 - Email: helpline@scope.org.uk
 - British Sign language interpreters (link, app, and info about it):
<https://www.scope.org.uk/british-sign-language-interpreters>
 - Available: Mon to Sat, 10.00-17.00.

- **Durham University Support for Disabled Students** (info/email/FAQs) has information about the support available for disabled students at Durham University, including how to arrange for support, funding information, what is offered as a service, and frequently asked questions as a service. You can directly email the service to ask about disability information or any other questions related to support at Durham University.
<https://www.dur.ac.uk/colleges-and-student-experience/student-support-and-wellbeing/disability-support/>
 - For more information, see:
<https://durhamuniversity.sharepoint.com/teams/AccessDS>
- **Ableize** (directory) is a directory of disability, health, and social support resources across the UK, from mobility and daily living aids to support, disability sports, arts, access, and travel.
<https://www.ableize.com/>
- **The Patients Association** (info/helpline) has information and advice for those with long-term health conditions that cannot be cured, detailing support that is available and your rights. They also have a free helpline to ask questions on health or social care.
<https://www.patients-association.org.uk/>
 - Phone: 0800 345 7115
 - Available Mon-Fri 09:30-17:00
- **Disability Law Service** (legal advice) provides free legal advice on community care, employment, housing, discrimination, public law and welfare benefits to Disabled people and their carers to ensure that they have access to their rights and justice. They have a number of different helplines and emails for different legal needs, which can be accessed via their website.
<https://dls.org.uk/contact-us/>

Specific Disabilities

Mobility impairment

- **UK Government** (info) has information on eligibility and how to apply for a Blue Badge, which allows individuals to park closer to a destination, either as a passenger or a driver.
<https://www.gov.uk/apply-blue-badge>
- **The Disabled Ramblers** (countryside rambling) is a charity made up of those with mobility problems and volunteers who enjoy being in the countryside. From April to October they organise 20 to 30 national rambles between 4 and 8 miles each in England and Wales, where you can spend time in the countryside with others facing mobility impairment. Sign up is available on their website for a fee of £25.
<https://disabledramblers.co.uk/>

- **Sense** (info) provides information on cerebral palsy, including its causes, symptoms, diagnosis, and treatment options.

<https://www.sense.org.uk/information-and-advice/conditions/cerebral-palsy/>

Amputation

- **Amputation Foundation** (helpline/email/support groups/individual support matching) offers support and guidance to those adapting to life after amputation. If you need support, resources, or have any questions, you can contact them via phone or email and they will assist. They are able to connect you to support groups and mentorship tailored to you, and give advice on a variety of areas, including legal support, benefits information, and adapting to life as an amputee. They also hold a variety of online and in-person events to chat to fellow amputees and have some fun.

<https://amputationfoundation.org/>

- Phone: 01744 808 850
 - Mon-Thurs 9.00-14.00
- Email: support@amputationfoundation.org

Learning Disability

- **Mencap** (helpline/form/email/info) has a learning disability helpline to give free information, advice, and support to people with a learning disability, their family, and carers. They also have a form you can fill out for assistance with a variety of contact options to pick from for them to get in touch, or you can email. Their website provides information on learning disabilities in a variety of sectors, including careers, education, social care, the mental capacity act, sexuality and relationships, challenging behaviour, and supported living services. The website has easy read and audio options.

<https://www.mencap.org.uk/advice-and-support>

- Phone: 0808 808 1111
 - Available Mon-Fri 10.00-15.00
- Email: helpline@mencap.org.uk
 - They will try to respond within 7 working days.
- Form: <https://www.mencap.org.uk/form/contact-the-ld-helpline>

- **British Dyslexia Association** (helpline) have a helpline service for people with dyslexia and dyscalculia and those who support them. They can offer free and confidential information, support and signposting, in areas such as diagnosis, education, work, accessibility and reasonable adjustments, learning to drive, and reading and other life skills.

<https://www.bdadyslexia.org.uk/services/helpline>

- Phone: 0333 405 4567
 - Available Tues 10.00-13.00, Wed 13.00-15.00, Thurs 13.00-15.00
- Email: helpline@bdadyslexia.org.uk

ADHD

- **ADHD UK** (info/community forums/support groups/drop-in clinics) provides a vast amount of information on ADHD, including how to access support, reasonable adjustments, ADHD in work, employment law, child and adult diagnosis and self-screening tools. They also have online support groups that can be signed up for on their website via a mailing list, and online drop in clinics again found on their website. There are also forums available to chat across various social media platforms moderated by the charity, which can be signed up for on the website.

<https://adhduk.co.uk/>

Blindness

- **Royal Institute of Blind People** (helpline/ info) have resources for practical and emotional support for blind or partially sighted people, from nursery, to university, work and more, with expert advice on technology, products, tools, and life skills. There are also resources to better understand various eye conditions, with audio formats. A helpline is available to offer support and advice.

<https://www.rnib.org.uk/>

- Phone: 0303 123 9999
 - Available Mon-Fri 9.00-18.00
- Email: helpline@rnib.org.uk
- Online Form: <https://www.rnib.org.uk/about-us/contact-us/>

- **Colour Blind Awareness** (info) has a wealth of resources to allow people to find out more about colour blindness worldwide. They have specific sections for families and guidance for those working in education. At the core of the website, misconceptions about colour blindness are corrected, and diagnosis, cause, and types of colourblindness are discussed.

<https://www.colourblindawareness.org/colour-blindness/>

- **NHS** (info) has information on vision loss, including symptoms, causes, treatments, help and support, and registering as sight impaired.

<https://www.nhs.uk/conditions/vision-loss/>

Deafness

- **RNID** (helpline/live chat/email/BSL video call/text/info) provides a variety of information on hearing loss, tinnitus, ear health, technology, assistive devices, benefits, rights, work, and support. Their live chat, email, British Sign Language video chat, and live chat are all available to provide information and support for anyone who is deaf, has hearing loss, or tinnitus.

<https://rnid.org.uk/>

- Phone: 0808 808 0123
 - Mon-Fri 8.30-17.00
- Email: contact@rnid.org.uk
 - Aim to respond within 2 working days.
- BSL video call: <https://rnid.org.uk/about-us/contact-rnid/bsl-information-service/>
 - Mon-Fri 9.00-17.00
- Live chat: <https://rnid.org.uk/about-us/contact-rnid/#live-chat>
 - Mon-Fri 8.30-17.00
- Text: 07360 268 988

Deafblindness

- **Deafblind UK** (helpline/text/email/BSL interpreter) provides practical support with things like daily living, getting out and about, or finding information, and emotional support to help if you're feeling anxious or low. They can help with technology, give general information and advice about deafblindness, and provide discounted holidays. The helpline is free and confidential.

<https://deafblind.org.uk/>

- Phone: 0800 132320
 - Mon-Thurs 9.00-17.00, Fri 9.00-16.00
- Text: 0790 3572 885
 - Mon-Thurs 9.00-17.00, Fri 9.00-16.00
- Email: info@deafblind.org.uk
- BSL: need to book an interpreter with InSign, <https://www.insignlanguage.co.uk/>