

DISABILITY RIGHTS BULLETIN

KEEPING OUR MEMBERS UP TO DATE

APRIL 2023

Exclusive to members, our Disability Rights Bulletin covers issues relating to independent living, learning and career opportunities, welfare rights, disability equality and more.

We also keep members up to date on our activities aimed at mobilising Disabled people's leadership and control.

DISABILITY RIGHTS UK

We are the leading charity of its kind in the UK. We are run by and for people with lived experience of disability or health conditions.

Our key decisions are made through our members who elect the Board of Trustees: and by our Senior Management Team.

We work with our members to influence national policy on independent living, benefits, education, employment, transport, human rights and other issues – shaping policy through direct experience and expertise.

We also work with our local individual and organisation members to empower and to influence local policy and services.

To contact Disability Rights UK (DR UK) see www.disabilityrightsuk.org/contact-us



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DISABILITY RIGHTS UK – WHAT WE STAND FOR

Our vision

To create a society where Disabled people have equal power, rights and equality of opportunity.

Our mission

We campaign for the rights of all Disabled people to be included in every aspect of life. We bring the lived experiences of Disabled people to everything we do. We challenge policy makers, institutions and individuals to remove the barriers that exist for us.

Our priorities

- Building a movement to strengthen our collective voice
- Independent living – choice control and equality in everyday life
- Inclusive economic opportunities – a fairer benefits system and opportunities to work and flourish
- Influencing public attitudes and behaviours

Disabled people leading change

News

Inadequate social security levels main driver of food bank use: Essentials Guarantee needed say leading anti-poverty charities

Research by the Trussell Trust and Joseph Rowntree Foundation finds that inadequate social security levels are the main driver of food bank need, with almost 1.3 million parcels given out from Trussell Trust food banks between April and September 2022.

Other findings include:

- 90% of low-income households on Universal Credit (UC) are going without essentials
- support has eroded over decades and the basic rate ('standard allowance') of UC is now at its lowest ever level as a proportion of average earnings
- almost half of households see their payments reduced by deductions and caps

As a solution, the two charities propose the introduction of an Essentials Guarantee. This would embed the widely supported principle that, at a minimum, UC should protect people from going without essentials.

At a minimum, Universal Credit should protect people from going without essentials.

The policy would enshrine in legislation:

- an independent process to regularly determine the Essentials Guarantee level, based on the cost of essentials (such as food, utilities and vital household goods) for the adults in a household (excluding rent and council tax);
- that UC's standard allowance must at least meet this level
- that deductions (such as debt repayments to government, or as a result of the benefit cap) can never pull support below this level.

The UK Government would be required to set the level of the Essentials Guarantee at least annually, based on the recommendation of the independent process.



The report finds that payment would need to be at least £120 a week for a single adult and £200 for a couple.

If the Essentials Guarantee were implemented before full rollout of UC, it should also be applied to legacy benefits such as Employment and Support Allowance.

The welfare system should provide a financial safety net for disabled people and those with long-term health conditions. The level of support should be such that disabled people can live independent lives. Yet, since 2008, changes to welfare benefits have led to this safety net failing, causing people to feel abandoned by a cruel and unfair system.

Welfare reforms introduced in that period include the introduction of employment and support allowance, the work capability assessment, personal independence payment, the bedroom tax, the benefit cap, the two child limit, and Universal Credit, all of which have negatively impacted on disabled people.

Disabled people have lost benefit payments [of around £1,200 on average each year](#), as a result of the changes. Non-disabled people have seen a reduction of around £300.

By improving the adequacy of the core building block of the system – the standard allowance – and protecting it against deductions, the Essentials Guarantee would help everyone on UC.

For example:

- over half (56%) of all working-age families in the UK with a disabled family member would benefit
- around a million people would be lifted out of poverty.

The report concludes that:

“The cost of implementing the Essentials Guarantee at the indicative level would be an additional £22 billion a year in 2023/24 (assuming full rollout of Universal Credit).

While this is not insignificant, people going without essentials has a devastating impact on individuals/families, society and the economy. there would also be savings to public services as a result of improved outcomes, which are not accounted for in the costings.”

Ken Butler DR UK’s Welfare Rights and Policy Adviser said: *“January 2023 research by the Resolution Foundation highlighted that [Disabled people are hardest hit by the Cost-of-living crisis](#), disproportionately struggling to pay energy costs and food bills.*

The proposed Essentials Guarantee would improve Disabled people’s standard of living.

However, while the thrust of the proposal is extremely positive, it is not as generous. as [The Plan for a Decent Social Security System](#), produced by the [Commission on Social Security – led by experts by experience](#), which calls for a [Guaranteed Decent Income \(GDI\)](#).”



DR UK supports the proposal to replace UC and all other legacy benefits with a GDI that would:

- Have no sanctions, no benefit cap, no bedroom tax, no conditionality, no five-week wait for first payment and no two child limit.
- Meet the [Joseph Rowntree Foundation Minimum Income Standards](#) for what amount of money is needed for an acceptable standard of living.
- Include a Disability Supplement as part of GDI.
- Introduce a new non-means tested benefit to meet the additional costs of disability, to replace PIP.



For more information, see [Guarantee our essentials: reforming universal credit to ensure we can all afford the essentials in hard times](#) available from [jrf.org.uk](#).

See also our related news story [PIP replacement part of new user-led plan to transform the social security system](#).

Make a donation to Disability Rights UK while you shop

Sign up for Easy Fundraising and Amazon Smile

Every time you shop with a variety of retailers, (such as Amazon, M&S, Vodafone, eBay, Tesco, Viking) a donation will be made to Disability Rights UK. If you use the Amazon app on your phone, AmazonSmile has to be turned on: find out how [here](#)

It costs you absolutely nothing – [shop online and raise money for Disability Rights UK](#)



DR UK says: We need rights not discretion

Many Disabled people will have been shocked by the content of the Health and Disability White Paper, as well as many Disabled People's Organisations (DPOs), including ourselves.

Some of the White Paper proposals are positive, such as the piloting of automatic sharing of medical reports with claimants before a decision is made, the recruitment of specialist assessors, and the testing of matching claimants with assessors who have expertise on their primary health conditions.

DR UK, along with other DPOs and allies, has long campaigned for these changes. However, we have major concerns about the following proposed benefit reforms.

Work capability assessment (WCA) to be scrapped

Many Disabled people may have reacted with relief on first hearing the proposed end to the WCA.

The WCA has been vilified and feared since its introduction in 2008.

Frequent problems continue to be reported with the accuracy of the WCA assessors' reports, including: omitting significant details, the assessors' account differing to that of the individual being assessed, and observations which aren't backed up by evidence or are inappropriate or irrelevant.

In addition, the WCA, [has been blamed for countless deaths](#) and serious harm to disabled claimants.

But what would replace the WCA?

PIP assessment to replace the WCA

The White Paper proposes to replace the WCA with the personal independence payment (PIP) assessment.

It says that the Universal Credit (UC) limited capability for work (LCWRA) additional payment, will be replaced by a new UC health component which will only be awarded to those receiving PIP.

Department for Work & Pensions

Using PIP as a passport to the health component of UC is extremely problematic. All the issues relating to the lack of accuracy of WCA assessments, apply equally to PIP – perhaps unsurprisingly [given five weeks of online virtual training for Health Care Professionals](#).

Tragically, the PIP assessment process has also resulted in [the deaths of disabled people](#).

The success rate for new PIP claims is only 50%, whereas the success rate of those who appeal PIP decisions is around 70%.

Moreover, not all of those currently in the UC LCWRA group would be eligible for PIP.

The scrapping of the WCA will mean that disabled claimants would be solely reliant on PIP to secure the additional health component of UC.

New DWP figures show that [632,000 people](#) receive out-of-work disability benefit payments, that only those with the highest support needs are eligible for, but they do not receive PIP or disability living allowance (DLA), which PIP is gradually replacing for working-age claimants.

Many of these people will have shorter-term debilitating health conditions and may not be eligible to receive PIP. Others will have claimed PIP but been wrongly refused it.

In addition, the PIP assessment isn't intended to assess a disabled claimants capability to work. It's meant to capture the extra costs disabled people face in life (although it doesn't do this very well).

There is no Government proposal to widen the entitlement rules for PIP to take into account difficulties disabled people might have in relation to securing work.

The end of “no work conditionality protection”

Another major concern is that the scrapping of the WCA would mean that nobody at all would be exempt from work conditionality on the grounds of disability.

It would be left to individual jobcentre work coaches to decide what should be required of the claimant and the extent to which sanctions would be imposed.

It's a move from a system based on rights, to one based on discretion.

Nobody would be protected from work-related requirements in order to receive UC. Everyone on UC would be treated as a job seeker, with those receiving PIP receiving an additional UC health component.

With the loss of “no work conditionality protection”, no disabled claimant will be immune from being sanctioned.

Sanctions strengthened

Will unqualified work coaches be better at making decisions on whether someone is fit for work rather than Maximus Health Care Professionals undertaking WCAs?

The Chancellor's Budget speech is extremely chilling in this regard: “the Government is strengthening the way the sanctions regime is applied ... and ensuring that work coaches have the tools and training to implement sanctions as effectively as possible, including for failing to take up a job.”

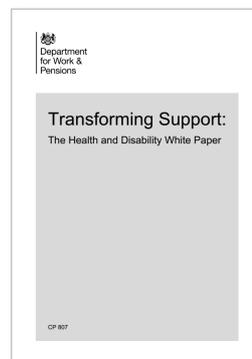
Back in 2018, the [Work and Pensions Committee issued a report](#) that found that the overwhelming majority of evidence it received concluded that: “conditionality and sanctions for people with a disability is at best ineffective, and worse, inappropriate and counterproductive.” As a result, it recommended that disabled claimants be exempt from sanctions.

Ken Butler, Disability Rights UK's Welfare Rights and Policy Advisor said: “*DR UK wants a system that fully supports all Disabled people to live with independence and dignity, whilst on benefits. Disabled people who can't work must be given full support.*

Disabled people who want to work should be given the personalised and flexible support they need to enter work, and those acquiring impairments and health conditions whilst at work, should be supported to retain their jobs.

We want a benefits system where Disabled people have rights and where we are not subjected to sanctions.”

All the proposed reforms require primary legislation, that would need to be enacted in the next Parliament post-general election. Following any legislation – the reforms would be rolled out, for new claims – on a staged, geographical basis from no earlier than 2026/2027 and completed at the earliest by 2029.



[Transforming Support: The Health and Disability White Paper](#) is available from gov.uk

Support our work by giving a regular monthly amount

We receive no Government funding. Help us build a fighting fund to underpin our core work supporting disadvantaged disabled people. Monthly direct debits, whatever the amount, are the single most helpful and efficient way you can support the work of our charity.

- **£3** a month can provide a disabled person with life-changing advice and guidance
- **£10** a month will fund updating a DR UK factsheet to help thousands of disabled people get the support they need
- **£20** a month can fund our policy team to influence the protection or extension of a key right in the daily lives of millions

Please sign up to give a regular monthly amount [here](#)



Sanctions ineffective as a way of getting people into jobs or to work more hours, finds suppressed DWP report

In 2019, the DWP commissioned its own internal research on the effectiveness of benefit sanctions and promised to make the findings public.

However, it subsequently buried the report and refused requests for it to be released, as the study was “not in the public interest”.

This decision was then contested by sanctions expert [David Webster](#) of the University of Glasgow, who appealed to the Information Commissioner after the DWP rejected his freedom of information request

In March, the Commissioner [issued a ruling](#) for publication, concluding that “there is a particularly strong public interest in scrutiny and understanding of the information available to those deciding whether to continue with a controversial policy such as sanctioning benefits.”

The now published DWP report concludes that:

- while sanctions reduce the duration of a claimant’s spell on Universal Credit, this is driven by increased exit rates into non-PAYE employment or economic inactivity
- exit rates into PAYE employment decrease as a result of sanctions
- sanctions do not lead to large shifts in job-finding rates, and tend to shift people towards lower-paying work that changes their Universal Credit work group without ending their benefit claim.

Significantly, the report goes on to reveal the policy intent of sanctions is not primarily the negative financial impact of a sanction on an individual claimant as “this excludes the wider role of a sanction, which acts to incentivise compliance with a conditionality regime that encourages work search and earnings increases.

The study continues:

“Indeed, the policy intent of sanctions policy **is not to sanction claimants but to encourage claimants to comply with their requirements by creating a consequence if they do not.**

Any question about the appropriate strictness of a sanction, to encourage work search whilst preserving as far as possible the insurance principles of benefit receipt, should take this into account.”



Ken Butler DR UK’s Welfare Rights and Policy Adviser said: *“There has been no research that finds that the conditionality and sanctions regime helps disabled people. The Work and Pensions Committee of MPs found two years ago that not only is there no evidence that the DWP’s benefit conditionality sanctions system works but that [worse, it is harmful and counterproductive.](#)”*

Just last year, the Public Law Project warned that the system for challenging benefit sanctions [“poses significant harm to the health, finances, and well-being of claimants”](#).

The newly revealed DWP research follows the recent publication of the Government’s Health and Disability White Paper. This proposes changes to the benefits system which will mean that more claimants will be subject to conditionality and sanctions in the future.

The Government proposes that the work capability assessment be scrapped. with responsibility for deciding if a disabled claimant has to carry out work-related activity being handed to work coaches who will likely have no healthcare qualifications.

Further, in his [Budget 2023](#), the Chancellor said that alongside greater support for all UC claimants to gain work “the Government is strengthening the way the sanctions regime is applied ... and ensuring that work coaches have the tools and training to implement sanctions as effectively as possible, including for failing to take up a job.”

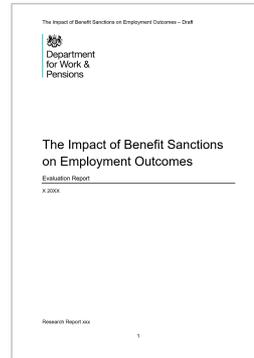
A real worry is that if work conditionality is at the discretion of work coaches, and disabled claimants agreeing to unreasonable demands due to sanction fears, that serious risk of harm to health and wellbeing could result.

DR UK says: The Chancellor’s signalling of a more aggressive attitude towards the use of sanctions is deeply concerning.

Sanctions are ineffective and no research to date has found otherwise. Instead, the evidence shows that sanctions can cause severe harm to not only to the finances but also to the health of claimants.

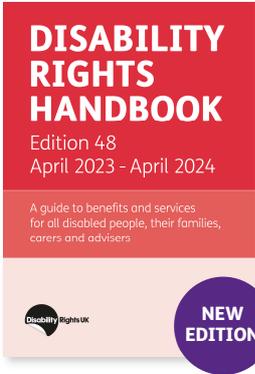
Disabled people should not be intimidated into accepting unreasonable or harmful work-related demands due to the fear of a sanction.

Sanctions must end and be replaced with a system of flexible voluntary work support.



The DWP research, [The Impact of Benefit Sanctions on Employment Outcomes: draft report](#), is available from gov.uk

Our [Benefit Sanctions](#) factsheet is available in our website’s resources section.



NEW EDITION
Published April 2023
£43 including P&P
£20 if you’re on benefits

Disability Rights Handbook – New Edition

Throughout 2022, many changes affected the way that the benefit system operates in the shadow of the coronavirus pandemic. The ways that benefits can be claimed are changing, as are the responsibilities that you must meet to keep getting paid.

The support and protections put in place during the pandemic have been stripped away. As a consequence, the Universal Credit sanction rate is now more than double the pre-pandemic level.

The cost of living crisis has put even more pressure on a social security system already battered by over a decade of cuts. Keeping up with the changing rules is more crucial than ever.

Benefits, Tax Credits and Social Care

The handbook provides in-depth information and invaluable guidance on the benefits system and social services. It covers Universal Credit and the six working-age means-tested benefits it is replacing. It explains the three key disability benefits (PIP, DLA and AA) and the new devolved Scottish benefits including Adult Disability Payment and Child Disability Payment, devolved. It also sets out how social care operates around the UK, how support needs should be met and how to complain if they are not.

Fully updated for 2023/24 and easy to find your way around, it has the answers you need, to claim what you’re entitled to, or to challenge an unsuccessful application for benefits or social care.

Full of tools and tactics to help you make a successful claim.

Handbook Updater

Get page-by-page updates to your handbook as legislation changes through the year. Published bi-monthly from June 2023-February 2024, it will arrive in your email inbox in a convenient, easy to print A4 PDF format.

Add our [Handbook Updater](#) to your order for **£7.00**.

Order your Disability Rights Handbook now from our [online shop](#)



Changes to the definition of “terminally ill” for the purposes of PIP, DLA and AA

New regulations have been issued that provide, from 3 April 2023, for changes to the definition of “terminally ill” for the purposes of personal independence payment (PIP), disability living allowance (DLA), and attendance allowance (AA) in Great Britain.

The change means those thought to be in their final year of life are able to receive financial support through ‘special rules’ six months earlier than they were previously.

The ‘[special rules](#)’ allow people nearing the end of life to:

- get faster, easier access to certain benefits
- get higher payments for certain benefits
- avoid a medical assessment

With effect from 3 April 2023, the definition of terminally ill for the purposes of PIP, DLA and AA is:

- someone is suffering from a progressive disease; and
- their death as a result of that disease can reasonably be expected within 12 months.

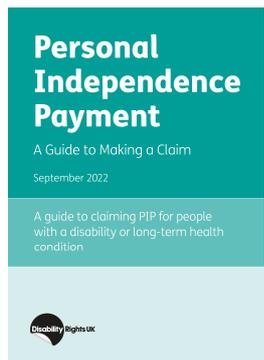
Those who are eligible are not required to attend a medical assessment, and in the majority of cases, they will receive the highest rate of PIP, DLA or AA.

These changes were put in place for universal credit and employment and support allowance in April 2022.

This same extension of six to 12 months for PIP, DLA and AA was also introduced in Northern Ireland from April 2022.

Those who are eligible are not required to attend a medical assessment, and in the majority of cases, they will receive the highest rate of benefits.

For more information see [Thousands of people in their final year of life to have their disability benefits fast-tracked](#) available from gov.uk.



Printed copies £7 including postage



Personal Independence Payment A Guide to Making a Claim

Personal independence payment (PIP) is a benefit for people aged 16-64 who need help taking part in everyday life or find it difficult to get around.

This guide will help you decide whether to claim and take you through the claim process. It explains how the claim is assessed and what to do if it is unsuccessful.

The guide includes:

- Step-by-step guidance on how to complete the claim form.
- The daily living and mobility activities used to assess your claim.
- The scoring system used.
- How your claim is assessed.
- What to do if you're not happy with the decision.
- A handy glossary of words and phrases used in the guide.

New edition April 2023

Free to [download](#) in PDF and accessible Word format
Order printed copies from our [online shop](#)

Research finds huge dissatisfaction with social care services

Findings by the health think tanks, the Nuffield Trust and the King's Fund, show that unhappiness with social care services has been growing since 2018. A new British Social Attitudes survey found two-thirds of people who have used or had contact with social care – for themselves or someone else – were dissatisfied.

According to the National Centre for Social Research (NatCen) survey in September and October 2022, the main source of dissatisfaction is people needing more social care. Other issues cited were inadequate pay, working conditions and training for social care workers and lack of support for unpaid carers.

The research comes as the Guardian newspaper reported that a [third of care homes across England](#) have considered closing during the past year because of “financially crippling” running costs, with about [£480m in public funds](#) is estimated to have been spent on “inadequate” care homes in the last four years.

Sally Warren, director of policy at the King's Fund, said the results made the continued delays to reforming the system all the more frustrating.

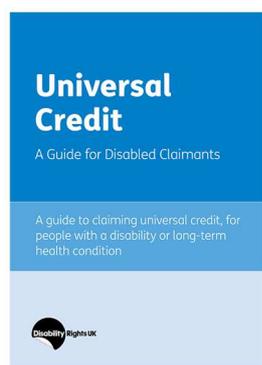
“We can expect dissatisfaction to rise further still if social care provision continues to decline, with people who draw on care and support, their carers and those working in the sector feeling the pain of this,” she said.



Mikey Erhardt, Campaigns and Policy Officer at Disability Rights UK said: “*We are not surprised to see the results of this survey. Disabled people of all ages do not receive the support we deserve. Every further delay in action has created a system that is hostile to our needs and desires and prevents us from leading our lives.*”

The Government could start with an end to charging and work to create a system where the support many rely on provides choice, control and inclusion. Processes must allow the voice of Disabled people to be heard and our choices respected.”

[Public satisfaction with the NHS and social care in 2022: Results from the British Social Attitudes survey](#) is available from kingsfund.org.uk.



Printed copies £7 including postage



Universal Credit A Guide for Disabled Claimants

This guide is designed to help claimants find their way through the Universal Credit maze. Written in plain English by our in-house benefits experts, it will help people who are disabled or have a health condition get the rate they are entitled to, and minimise the risk of sanctions.

The guide includes:

- How you qualify, how to claim, how the amount gets worked out and how Universal Credit is paid.
- The assessment that decides whether you can get extra money because of your condition.
- Sanctions and what to do to avoid them.
- What happens when you get moved onto Universal Credit from another benefit.
- What you can do if you are unhappy with a decision.
- A handy glossary of words and phrases used in the guide.

New edition April 2023

Free to [download](#) in PDF and accessible Word format
Order printed copies from our [online shop](#)

DR UK Impairment Disclosure Survey

Disability Rights UK is conducting a survey to explore the reasons for Disabled people deciding to share or not to share information about their impairment or health condition, with education providers, training providers and employers.

We're interested in your views and opinions, and would appreciate it if you could assist us by completing the survey. The survey findings will provide valuable insight and enable information and policies to be improved.

The survey will only take a few minutes and is completely anonymous. You have the option of adding an email address if you'd like to be entered into a draw for a £50 Amazon gift voucher.



Closing date: Friday 5 May 2023. The link to the survey is [here](#).

Genuine Radar NKS Key

Get priority access to accessible public toilets

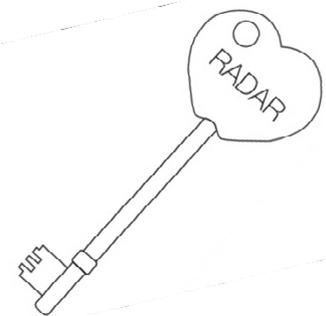
If you have a health condition or disability, finding an accessible toilet that's clean, tidy and available for you to use can be a challenge. And they're often kept locked. The Radar key gives you access to over 9,000 locked disabled public toilets around the UK.

Disability Rights UK manages the Radar NKS Scheme and rely on key sales to maintain it.

Don't risk buying a cheap copy that may not work.

All our keys are individually tested and guaranteed by our master locksmith.

Genuine NKS Radar Key: £5.00 inc P&P and VAT (if applicable). Available from our [online shop](#)



Available May 2023

Disability Rights Handbook ONLINE

Created to support remote working, this enhanced digital version of our flagship publication is an essential resource for all professional advisers.

Written and published by Disability Rights UK, our digital service sits on the well-established AskCPAG platform.

- Fully searchable
- Create your own bookmarks, make notes, and cite in different formats
- Clickable weblinks
- Accessible (works with screen readers)
- Regular bi-monthly updates throughout the year
- Mobile-ready (you can even read it on your phone)
- Access to articles on the AskCPAG website

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12-month subscription: £41

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Individuals on benefits should contact us for a concession coupon code to use at checkout. Email tony.stevens@disabilityrightsuk.org

Improved protections against forced fitting of pre-payment meters

Ofgem has announced a new code of practice, which bans the forced installation of Prepayment meters (PPMs) for people with severe health conditions including terminal illness, those over 85, people with health conditions that worsen in the cold and those with health related equipment.

The new voluntary code follows the scandal of the forced fitting of pre-payment meters in the homes of vulnerable and Disabled customers. The resulting public and political uproar saw [Ofgem](#) move to ban forced installations until it had conducted a review into suppliers' practices, at the time announcing an ["indefinite ban"](#).

On 18 April, Ofgem confirmed that all suppliers would need to meet certain conditions before the installation of pre-payment meters could recommence.

The New code stops energy suppliers from fitting PPMs for the "highest risk customers". These include:

- Households which require a continuous supply of energy for health reasons, especially those with a dependency on medical equipment powered by electricity.
- People over 85 years of age.
- Households with residents with severe health issues including terminal illnesses or those with a medical dependency on a warm home (for example due to illness such as emphysema, chronic bronchitis, sickle cell disease).
- Where there is no one within the household that can top up the meter due to physical or mental incapacity.

Energy companies must also attempt to contact a customer at least 10 times and perform a "site welfare visit" before any involuntary installation of a prepayment meter. Also, debt collection agents must wear body cameras or audio equipment to ensure that they comply with the new code.

Ofgem CEO Jonathan Brearley said: *"Ofgem's new voluntary code of practice is a minimum standard that clearly sets out steps all suppliers must take before moving to a PPM."*



Making a positive difference
for energy consumers

"If and when involuntary PPMs are used, it must be as a last resort, and customers in vulnerable situations will be given the extra care and consideration they deserve, over and above the rules already in place, by suppliers – something that has clearly not always been happening."



Dan White Policy and Campaigns officer at DR UK and one of the leads at the Disability Poverty Campaign Group said: *"While we welcome the protections given to Disabled people in Ofgem's voluntary code and hope to see such protections extended and strengthened in new supplier licence agreements in the autumn, there is still much more that could and should be done."*

We do have some major concerns including the failure to consult with Disabled people's organisations in developing this Code, the potential intrusive nature of health checks and the exclusion of Disabled people using mobility equipment such as wheelchairs, lifts, and hoists."

We would want Ofgem to extend and strengthen the provisions before they become incorporated into supplier licence agreements in the autumn."

What to do if you're struggling to pay your energy bills

If you're struggling to pay for energy, go to the money saving expert [Energy bill help](#) guide for a full list of support you're entitled to, plus where to go for one-on-one support.

DR UK projects

Leadership Academy Programme

A career development programme for disabled employees



The Leadership Academy Programme (LAP) was developed after a group of disabled senior leaders found that, whilst disabled employees were managing to gain employment, their ability to excel up the corporate ladder appeared limited.

We have seen LAP run successfully now for seven years and to date we have a vast array of testimonials from both delegates and mentors, indicating the impact that participating in LAP has had on them, both personally and professionally. We are always interested in forging new partnerships, with organisations who are keen to include a robust leadership programme, for disabled employees, within their Diversity & Inclusion Strategy.

LAP aims to:

- Address the need for greater equality in the workplace;
- Improve the employment position of disabled people, enabling them to fulfil their potential;
- Provide employers with access to the widest possible pool of talent at management and senior level;
- Increase the visibility of capable, confident disabled leaders, to contribute to a more balanced view of disabled people across UK society;
- Build recognition of the qualities disabled people contribute in terms of resilience, problem-solving, empathy and creativity;
- Impact workplace culture and help to bring about genuine inclusivity for disabled employees.

LAP is now delivered online. The benefits of moving the programme online include providing a modular format to encourage sustainable growth for LAP and being able to provide tailored options for employers. Participants can access the programme flexibly, without travel barriers.



Programme Delivery

The 2024 course comprises 13 sessions (of 2-4 hours) plus a graduation ceremony and runs from February to September 2024. It has been updated to include content which is reflective of the changing environment we are now faced with and includes a mix of core leadership modules and is recognised by The Institute of Leadership & Management (ILM).

Our training content is co-produced with and by disabled leaders and other key stakeholders and is unique in its design. The years of expertise and experience included in the design and delivery of LAP, is unparalleled in the current marketplace.

“What DR UK have created is an incredible platform which allows people to develop new skills and grow, personally and professionally. Taking part in LAP has an incredible impact both for delegates and those who volunteer as mentors. It is well organised, well supported, and clear in its direction and purpose.” Andy Horne – mentor

The Programme options:

Option 1: Employers can sponsor an individual employee(s) onto the main cohort. This is a mixed cohort, where our partnering organisations such as The Ministry of Justice, The Foreign and Commonwealth Office, Care Quality Commission, Devon & Cornwall Police, and many others annually send employees onto the programme. These delegates return to their place of work, with increased confidence and leadership skills and this ultimately impacts their working practices and culture of the business/ organisation, ensuring greater inclusivity for disabled employees.

Option 2: We can design a bespoke programme, tailor-made to meet the needs and aims of the organisation. Employers can place, 10 or more staff, into a private cohort and we'll help to manage all the administration, mentoring relationships, and programme schedules, affording the delegates the best possible opportunity to succeed and for the greatest impact on the business/organisation.

The Programme includes:

- Career aspirations, setting objectives and goals
- Communication/leadership/management skills
- Self-development and confidence-building
- Applying new techniques to live projects and presentations, related to a current workplace challenge. Providing a great resource for their place of work.
- One-to-one mentoring from an experienced senior leader
- Sharing experiences with other aspiring managers and learning from their success strategies
- Being a member of our Disability Alumni Network, offering exceptional networking events with inspirational keynote speakers

Whilst being on the course, a combination of the learning itself and discussions with other participants have really helped me and provided me with tools to improve and think about leadership differently. Delegate 2021 cohort.

I decided to attend the LAP because I always felt that I had not quite realised my potential and on reflection realised that being disabled had impacted on my self-belief and behaviours at work for progression. I have found the content of the course and the trainer interesting and engaging.

We're starting our recruitment drive once again

This year we were oversubscribed, and we are likely to be in the same position for our 2024 cohort. Places are offered on a first come first served basis, so please apply early, by requesting an application form.

You will need to share the information with your Line Manager, L&D Team, or Disability Network, to explore ways to get sponsored onto the programme by your employer. You can self-fund (please enquire about discounts available if you are thinking of taking this route).

For more information

You can find out more about LAP on our [website](#). To request an application form, email our LAP Project Manager Katrina Morris on: katrina.morris@disabilityrightsuk.org



Get Yourself Active

Disabled people and people with long-term health conditions are one of the most inactive groups in society. We know that more needs to be done to understand their barriers to physical activity and how best to overcome them.

The Get Yourself Active team works alongside disabled people and Disabled people's user led organisations (DPULO's) to lead change in the social care, health and sport sectors, in order to improve health and wellbeing outcomes for disabled people and to help them to get active in a way that is right for them.



Get Yourself Active is funded by Sport England and led by Disability Rights UK

You can read our stories on our website:

www.getyourselfactive.org

We regularly post news, updates and links to other information on our Twitter page. Follow us:

[@GetYrselActive](https://twitter.com/GetYrselActive)



DPO Capacity Building Project

Connecting a community and facilitating tools for enhancing capacity

Following the COVID-19 pandemic, DPOs – like many organisations in human rights advocacy and advice – face heightened challenges, pressure, and long-term insecurity. The standards and competition for funding has increased, creating barriers to income, while service users require growing support and advocacy.

Recognising the challenges faced, Disability Rights UK has set up a three-year DPO lead project to enhance DPOs networking capacity, organisational confidence and service user response.

Our goals

The long-term goal of the project is to uplift and grow an ecosystem of DPOs by:

- Connecting our sector
- Facilitating capacity building tools

We want to co-produce this project with you

We are looking for DPOs across the UK to contribute to the project at co-lead, steering group, advisor, researcher, and participant levels.

Want more information?

Read our [Live Introduction pack](#) or our [Live Text based Introduction](#) document.

If you are interested in hearing more about the project, get in touch via email with rebecca.taylor-edwards@disabilityrightsuk.org



Get Ahead

Get Ahead is a toolkit and resource co-produced with and for disabled young people.

The newsletter and magazine will help you navigate the wide range of information and resources that are available in post-16 education, training, and work.

It is a platform where young people can have their voice heard and share the many talents they have.

Get Ahead resources are available [here](#) where you can download current and previous editions of the Get Ahead newsletter.



The Disability Rights UK newsletter co-edited with and for young people

Helplines

Member Organisations' Welfare Rights Helpline



Ken Butler highlights recent queries answered by our [Member Organisations benefits helpline](#).

Receiving both PIP and carers allowance

Q: Our client has a physical disability and after receiving the DLA care component was awarded the PIP standard daily living component.

However, despite there being no change to her care needs, her PIP award has been refused on its renewal.

In the appeal papers, the DWP has highlighted that the client receives carers allowance for looking after her autistic son for at least 35 hours per week and casts doubt on the extent she must herself need care.

Can her award of carers allowance count against her?

A: Receiving carers allowance is not incompatible with an award of PIP.

The fact that the client provides care to her son does not detract from the fact that she has her own limitations and a need for care.

This issue is not new and was considered by in [MC v SSWP \(DLA\) \(2012\) UKUT 337\(AAC\)](#).

In his decision, Judge Wikeley holds:

“This is the strongest ground of appeal. The appellant’s representative is right to argue, as Ms Pepper is right to concede, that an award of carer’s allowance is not of itself inconsistent with an award of DLA being made to the person who is herself providing the care. However, as Ms Pepper correctly observes, “findings need to be made to establish the type of care provided by her to her husband and the activities involved”.

The problem is that in this case the First Tier Tribunal (FTT) failed to do just that.

Members Organisations' Welfare Rights Helpline

Our member organisations' benefits and tax credits advice service is hosted by Ken Butler.

Ken is able to take calls on 0203 687 0779 Tuesday and Thursday, 10.30am – 12.30pm.

Or email Ken anytime at: ken.butler@disabilityrightsuk.org

Unfortunately, we are not resourced to answer benefit queries from individuals.

... In fact, the FTT seem to have operated on the basis of two quite erroneous assumptions.

The first was the assumption that, because the appellant had an award of carer’s allowance, she therefore could not qualify for DLA. This was an erroneous assumption as to the law.

The second was an assumption, without any questioning, that the appellant was providing hands-on physical assistance to her husband (who it appears was waiting for a kidney transplant). This was an erroneous assumption as to the facts.

As noted when giving permission, there was evidence before the FTT that it was actually the appellant’s adult daughter who was providing most of the care. Furthermore, and in any event, the concept of “caring” is not specifically defined in the context of carer’s allowance, but is generally understood to include e.g. supervision as well as active assistance (see e.g. Commissioners’ decisions CG/006/1990 and CG/012/1991).”

It is important to remember that for carers allowance, 35 hours a week care does not need to involve physically helping the other person.

It can include for example:

- time you spend ‘keeping an eye’ on the person, e.g. preventing them
- coming to harm by walking out of the house;
- time spent doing practical tasks for the person, e.g. cooking;

- time taken doing practical tasks, even if you don't do them in the presence of the person, may also count (such as preparing or cleaning up for someone who visits you regularly for care).

In the client's case, to point out what daily PIP daily living descriptors she still meets as this is the basis of why her PIP award should be renewed. And why this nevertheless does not prevent her from providing the type of care she does for her son.

Disability Rights UK Factsheets

Our series of over [70 factsheets](#) provides free, basic information about benefits, tax credits, social care and other disability related issues.

Our factsheets can be located in the [Guidance & Resources](#) section of our website.

You will find more detailed information in our Disability Rights Handbook, available to order in print or as a digital service which sits on the well-established AskCPAG platform. A 12-month online subscription can be purchased via our [online shop](#).

Topics covered in our factsheets include:

- appealing against your benefits decision
- bedroom tax
- benefit cap
- carer's allowance
- council tax help
- jobseeker's allowance
- legacy benefits and universal credit
- permitted work
- personal independence payment
- universal credit and disability
- work capability assessment

EHRC HELPLINE FOR ADVISERS

The Equality and Human Rights Commission (EHRC) provides a telephone-based service for the advice sector, solicitors, other organisations that support individuals with their problems, trade unions, and ombudsman schemes.

- Do you work with people who may have been discriminated against?
- Are you unsure whether someone might be able to make a complaint about a human rights issue?
- Have you been asked to help with a discrimination or human rights issue?
- Do you want to talk through a case?

Accessibility: If you require reasonable adjustments to access EHRC Adviser Support, you can email us:

England:

Englandadvisersupport@equalityhumanrights.com

Scotland:

Scotlandadvisersupport@equalityhumanrights.com

Wales:

Walesadvisersupport@equalityhumanrights.com

BSL users can access [SignVideo](#).

Resources for advisers

For links to our current materials and other selected sources for advisers visit [EHRC Adviser Support: resources](#).

Contact EHRC Adviser Support

England: 0161 829 8190

Scotland: 0141 228 5990

Wales: 029 2044 7790

The service is available within core office hours.

Please note that we cannot accept bundles of documents, or the personal details of the individual you are advising.

Tell us how we can help

Complete our [short survey](#) to tell us what you want from EHRC Adviser Support. We want to find out whether you expect you will use the helpline service, what you want from it, and whether the [online resources](#) are helpful.



THE EASS ADVICE LINE FOR INDIVIDUALS

The Equality Advisory Support Service (EASS) provides information advice and support on disability discrimination and human rights issues to individuals in England, Scotland and Wales.

You can contact the EASS by phone, textphone, webchat, letter or email. If you are a BSL user then skype. Welsh speakers available. If you are contacting the EASS by post, please do not send any documents with your letter.

Resources for individuals

For [information about how the equality act works](#), and how it may be relevant to your situation visit www.equalityadvisoryservice.com/app/help.

To contact the EASS by email go to www.equalityadvisoryservice.com

By telephone or textphone

Telephone: 0808 800 0082
Textphone: 0808 800 0084

Opening hours:

Monday to Friday 9am-8pm,
Saturday 10am-2pm

By post: Freepost, Equality Advisory Support Service FPN443



THE EASS PARTNERS



Personal Budgets Helpline

Personal Budgets Advice Line Service

This service provides advice for individuals and organisations on self-directed support, personal budgets and direct payments.



Banane Nafeh deals with enquiries for Disability Rights UK's Personal Budgets advice service. The advice line is open Tuesday and Thursday from 9.30am-1.30pm.

Telephone: 0330 995 0404 during our opening hours or contact Banane anytime on email: selfdirectedsupport@disabilityrightsuk.org

Independent living factsheets include:

- being in control: getting personal assistants
- non-residential charges: paying towards the cost of your care and support at home
- charging for residential accommodation
- complaining about local authority decisions
- assessment process for carers
- personal health budgets and NHS continuing health care
- assessment, eligibility and support planning
- employment contracts
- The role of brokers in relation to social care
- personal budgets: the right social care support

Give Feedback on Care – Share Your Experience

The Care Quality Commission (CQC) is the independent regulator of health and adult social care in England. They would like disabled people to tell us about their care to help them decide where and what to inspect.

Examples of services regulated by CQC include GP surgeries, dentists, care homes and services in your home. Let's make care better together. Give telephone feedback by calling 03000 616161 or complete the form on the [CQC website](#).

We're working together to make sure health and social care services in England provide people with high-quality care.



Disabled Students' Helpline



Rundip Thind, DR UK's Student Helpline Adviser, responds to enquiries to our disabled students' helpline.

Support for disabled apprentices

Q: I have a visual impairment. I'm interested in applying for an apprenticeship. What support am I entitled to in the workplace?

A: As an apprentice, you'll be working most of the time and most of your training will take place 'on-the-job'. Therefore it's important that any support is tailored to your job role.

Under the Equality Act, employers have to make reasonable adjustments for disabled people. This means that, as well as not discriminating against you, they're expected to provide support and make changes to the workplace to help you do your job.

Common adjustments include:

- making adjustments to buildings
- flexible working hours
- providing specialist equipment
- changing parts of your job description

It's important to remember that all employers have this legal duty. However, you can help persuade them that costs won't be a problem by telling them about Access to Work.

Access to Work is a government funded employment support programme scheme. It can help in a number of ways, for example by paying towards:

- communication support at interviews
- special equipment to suit your needs
- a support worker or job coach to help you in your workplace
- additional costs of taxi fares if you can't use public transport
- disability awareness training for your work colleagues



Access to Work
Making work possible

Disabled Students' Helpline

Our advice service can provide advice on education, training and employment.

Rundip Thind, DR UK's Student Helpline Adviser, responds to enquiries to our disabled students' helpline. The helpline is open Tuesday and Thursday 11am-1pm.

Telephone 0330 995 0414 (freephone) during our opening hours or contact her anytime on email: students@disabilityrightsuk.org

To get help from Access to Work you can apply [online](#). An Access to Work adviser will then contact you and your employer to find out what support is needed.



Please see our [Intro Apprenticeships guide](#) for disabled people, parents and key advisers. It deals with common questions such as how to find an apprenticeship, whether the training will be accessible and what support is available in the workplace. There are

several stories written by disabled apprentices about their own experiences and the challenges they have faced.

Our education factsheets include:

- Adjustments for disabled students and apprentices
- Applying for disabled students' allowance (DSAs)
- Funding further education for disabled students
- Funding higher education for disabled students
- Funding from charitable trusts
- Postgraduate education for disabled students
- Telling people you're disabled – clear and easy guide for students
- Understanding the equality act: information for disabled students
- Making a complaint



Available to download in PDF and Word formats from the Guidance & Resources section of our website.

Into Higher Education

A guide to additional support in higher education

This guide is designed to help disabled students make the right decisions about studying in higher education. It deals with common questions: whether the college or university will be accessible, how to choose a course and what support will be available.

The guide includes:

- The student finance system, tuition fees and repayment methods
- Support that will be in place
- Case studies where disabled students write about their own experiences
- A resources section: helpful websites, publications and organisations

“A great resource focused specifically on the needs of disabled learners. Highly recommended” Undergraduate Recruitment and Widening Participation Co-ordinator, University of Manchester

[Download a PDF](http://www.disabilityrightsuk.org) from www.disabilityrightsuk.org



Available to download in PDF and Word formats from the Guidance & Resources section of our website.

Into Apprenticeships

The guide for disabled people

Doing an apprenticeship is a great way to earn a salary, get training and qualifications and develop your career. *Into Apprenticeships* is a guide for anyone living with a disability, health condition or learning difficulty thinking about applying for an apprenticeship. We hope it will help you make the right choices and get any support you need.

The guide includes:

- How to apply and find vacancies
- What support is available in the workplace
- Details of helpful websites, publications and organisations

There are stories written by disabled apprentices about their own experiences and the challenges they have faced. As well as taking advantage of the support on offer, the apprentices talk about the importance of their own creativity, perseverance and motivation.

[Into Apprenticeships](http://www.disabilityrightsuk.org) is available from www.disabilityrightsuk.org

Support our work by giving a regular monthly amount

We receive no Government funding. Help us build a fighting fund to underpin our core work supporting disadvantaged disabled people. Monthly direct debits, whatever the amount, are the single most helpful and efficient way you can support the work of our charity.

- **£3** a month can provide a disabled person with life-changing advice and guidance
- **£10** a month will fund updating a DR UK factsheet to help thousands of disabled people get the support they need
- **£20** a month can fund our policy team to influence the protection or extension of a key right in the daily lives of millions

Please sign up to give a regular monthly amount [here](http://www.disabilityrightsuk.org)



Training

Benefit Essentials with Disability Rights UK and CPAG May, July and October 2023

Our benefits training courses are ideal for advice workers, support workers, advocates, volunteer advisers and anyone else supporting clients with welfare benefits issues.

Each course is run on Zoom in two parts over consecutive mornings. They are practical and interactive, delivered through a combination of trainer presentation, exercises, case studies and group discussion.

Benefit Essentials: 2 x half-day sessions

Introductory level: Ideal for professionals working in advice or advocacy, who need to know more about the benefits system.

Part 1: 10.00am-1.00pm

Part 2: 10.00am-1.00pm

The course covers:

- The structure of the benefits system and the difference between contributory, non-contributory and means-tested benefits
- Who is eligible to claim each of the benefits
- Disability benefits for disabled people and those with health conditions that affect their everyday lives
- Getting work-related benefits for people who are unable to work due to a health condition or disability
- The impact of claiming or being migrated onto Universal Credit for people already in receipt of certain benefits
- The best way to ensure people are claiming everything they're entitled to

Through our partnership with CPAG, all courses include access to a host of other fantastic benefits, including:

- A free 1-month trial of AskCPAG with regularly updated online books, time-saving tools and templates, and the latest articles to keep your advice current and accurate
- 10% discount on [Disability Rights Handbook](#) (print and online)
- Access to a range of advice services, such as CPAG's advice line, Upper Tribunal assistance project, Judicial Review project and CPAG's unique service for advisers supporting people on Universal Credit in Greater London.

DR UK [organisational members](#) get 10% off the course price, as well as continuing telephone and email support through our own expert level [welfare benefits advice line](#) – a vital point of reference to help you to deal with complex cases and stay on top of the nuances of any new legislation as it is introduced.

Click [here](#) to read more about our benefits training or book a course



This course is delivered in partnership with CPAG.

To participate, you will need a Wi-Fi connection and a suitable device to access the internet.

Cost: £138

10% discount for DR UK organisational members

To find out more about our training and consultancy click [here](#).

2023 Course dates

- Tuesday 2 and Wednesday 3 May
- Thursday 13 and Friday 14 July
- Monday 9 and Tuesday 10 October

[Book Now](#)



Disability Confidence Training for Managers

Taking a positive approach to diversity and inclusion is good for business. Common benefits include increased productivity, innovation, wellbeing and organisational reputation.

This course covers disability equality, your obligations as an employer and what this means in terms of managing and recruiting disabled staff. You will become more confident about identifying the needs of, interacting with and supporting disabled employees. The course is delivered in a jargon-free and open environment, is interactive, and involves discussion, group work, case studies and personal reflection.

"There is no one else quite like Disability Rights UK out there providing this sort of business solution from a position close to the disability landscape. Their understanding of disability employment and service provision issues is very good."

Parliamentary and Health Service Ombudsman

In house course: Delivered on Zoom or Teams. Ideal for around 10-12 delegates. Our standard training course can be adapted to meet your specific needs.

For more information, email tonystevens@disabilityrightsuk.org



Bespoke solutions from the experts

Does your organisation have specific needs in relation to disability equality?

As well as providing a variety of training courses on disability confidence and welfare benefits, we can help you meet your objectives with a bespoke programme.

We can provide innovative solutions and guidance to your organisation on all elements of disability equality and best practice, tailored to your needs and objectives.

For more information or to book an initial conversation, email training@disabilityrightsuk.org



Your Guide to the Care Act

What you need to know about social care in England

The Care Act became law in 2014. It puts together all the previous pieces of law about social care as well as setting out some new duties and rights.

About the Guide

This guide is for disabled people and people with long-term health conditions who have support needs. It concentrates on those parts of the legislation that are most relevant to people of working age.

The guide includes:

- General principles that should apply to social care
- Who can get social care support from their local authority?
- What should happen when you have an assessment
- How to plan meeting your care needs
- Personal budgets and direct payments
- How much you might have to pay
- What to do if you move to another area
- A glossary of social care terms and links to further information

Free to download
Printed copies £5

Download a PDF [here](#). Printed copies are available from our [online shop](#)

Would you like priority access to over 9000 accessible toilets?



THE NATIONAL KEY SCHEME (NKS)

If you have a health condition or disability, finding an accessible toilet that's clean, tidy and available to use can be a challenge. And they're often kept locked.

Under Radar's NKS scheme, special locks are installed on public disabled toilet doors to give disabled people priority access. Local authorities have adopted the scheme and 'Radar toilets' can now be found in shopping centres, pubs, stores, bus and train stations, and other locations nationwide.

Opening doors to independent living

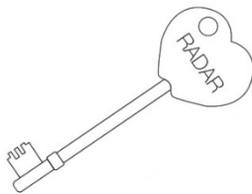
We sell Radar keys to people who need to use accessible toilet facilities due to their disability or health condition. The key gives you independent access to locked public toilets around the country. The provider of the toilet has a key – but with your own key there's no need to wait for a member of staff to unlock the door. You're in control.

Genuine Radar NKS keys

- One size fits all, blue steel key
- Ergonomically designed for grip and leverage
- Reliable keys you can trust with confidence
- Individually tested and guaranteed by our master locksmith

Order your key from our online shop.

It's VAT-free if you meet HMRC's conditions.

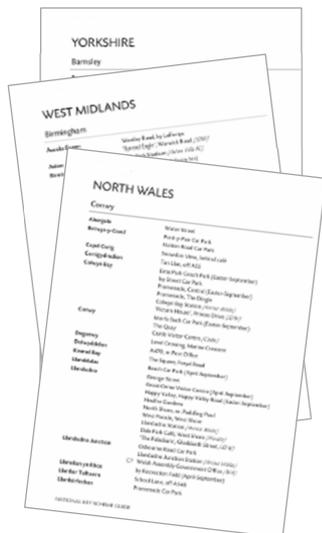


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Includes delivery to anywhere in Europe

Don't risk a cheap copy!
Radar locks have tight tolerances which need accurate keys

RADAR NKS REGIONAL LISTINGS

We keep a directory of the location, address and opening times of Radar toilets around the UK. When you order your key from us, we can send you a list of NKS toilets in your area. We just ask for a donation of £3.50 to cover the print cost.



Regions available:

- Greater London
- South East England
- Southern England
- West Country
- Devon and Cornwall
- Eastern England
- East Midlands
- West Midlands
- North West England
- Yorkshire
- Isle of Man
- North East England
- South East Scotland
- South West Scotland
- East Scotland
- Highlands and Islands
- North Wales
- Mid and West Wales
- South Wales
- Northern Ireland
- Channel Islands

Last full data update 2013

[Order your key](#) and regional listings of toilets from our online shop.

With your own Radar key you can unlock most disabled toilets around the UK

Contact Disability Rights UK (DR UK)

DISABILITY RIGHTS UK

[Plexal](#), Here East, 14 East Bay Lane,
Queen Elizabeth Olympic Park, Stratford,
London E20 3BS

HOW TO FIND US

[Our location](#) on a map. Free shuttle buses run from Stratford train and bus stations from 7am to 10.30pm. There are two pickup points:

- Bus stop F outside Stratford International
- Bus stop X opposite Stratford City bus station

ENQUIRIES

General enquiries

Office number: 0330 995 0400
Open Monday to Friday
9am-12.30pm and 1.30-4.00pm
Please note this line is not an advice line.
Email: enquiries@disabilityrightsuk.org

Membership enquiries

Phone: 0330 995 0411
Email: members@disabilityrightsuk.org

Sales enquiries

Phone: 0203 687 0790

Media enquiries (for journalists only)

Phone: 0203 687 0782

Website enquiries

Email: webmaster@disabilityrightsuk.org

HELPLINES FOR INDIVIDUALS

Equality Advisory & Support Service (EASS)

Phone: 0808 800 0082
Textphone: 0808 800 0084
Open Monday-Friday 9am-7pm
Saturday 10am-2pm
(closed Sundays and Bank Holidays)
There is a webcam portal for BSL users via the Royal Association for Deaf people.
Website: www.equalityadvisoryservice.com

Disabled Students Helpline

Phone: 0330 995 0414
Open Tuesday and Thursday 11am-1pm
Email: students@disabilityrightsuk.org

Personal Budgets Advice Service

Phone: 0330 995 0404
Open: Tuesday and Thursday 9.30am-1.30pm
Email: personalbudgets@disabilityrightsuk.org

HELPLINE FOR ADVISERS

Member Organisations

Welfare Rights Advice Service

Phone: 0203 687 0779
Open: Tuesday and Thursday
10.30am-12.30pm
Email: ken.butler@disabilityrightsuk.org

FOR MORE INFORMATION VISIT

www.disabilityrightsuk.org/contact-us

