



A Guide to  
Equality and  
Diversity  
in the Third Sector

*olmec*

***Disability***



### *EQUALITY STRAND*

This chapter on disability has been updated and is taken from the publication by Olmec *A Guide to Equality and Diversity in the Third Sector (2008)*. The update has been commissioned by the National Equality Partnership. A full copy of the Guide can be downloaded from Olmec's website: <http://www.olmec-ec.org.uk/documents/website%5CPublications%2FGuide%20to%20Equality%20and%20Diversity%20in%20the%20Third%20Sector.pdf>

# Disability

Disability takes many forms and can include many different types of conditions or ways of being. It is defined in the Disability Discrimination Act as:

*a physical or mental impairment which has a substantial and long-term adverse effect on the person's ability to carry out normal day-to-day activities<sup>1</sup>.*

There are over 10 million disabled people in Britain, of this 6.8 million are of working age which accounts for 1 in 5 of the total working population. Only 50% of disabled people of working age are in employment compared to 81% of non-disabled people. One million of those unemployed want to get into work<sup>2</sup>.

Multiple discrimination is an issue in any of the equality strands, but this is even more so when it comes to certain types of disability. For example, a person from an ethnic minority is 44% more likely to be detained under the Mental Health Act.<sup>3</sup> As third sector organisations are increasingly being commissioned to provide services to disabled people on behalf of the Government it is important that organisations are aware of these forms of discrimination.

## The Social Model of Disability

### Introduction

Born in the early 1970's the disabled people's movement has slowly begun to have an impact on today's society and with it has come a new language and an increased understanding of the impact of disability. For many, the concept of the Social Model of Disability has led to a new understanding and has changed their lives.

Whilst many view the model as the need to replace steps for ramps and to increase the width of doorways, the model provides far more. For many people, the model provides a new and empowering way to live their lives, the opportunity to have real choice and control and to be involved in everyday society.

The social model of disability enables disabled people to look at themselves in a more positive way, which increases their self-esteem and independence.

This view runs contrary to the way in which many disabled people feel, especially if they have recently become disabled or have not had the opportunity to consider another alternative view. It is not uncommon for disabled people to feel a loss for all the things they would like to do, but cannot; a loss of goals and dreams that seem unobtainable. Many disabled people feel they are a burden on family and friends and a problem for doctors who cannot cure them. Unfortunately, it is not uncommon to hear people say that they would rather die than be disabled, but this view is usually based on prejudice and ignorance.

This traditional view of disability is known as the "Medical Model of Disability" or "Individual Model of Disability", because society views disabled people by their medical problems. It is critical to note this is not just a reflection of the medical world, but of how decisions are made within Social Care, Education,

1. Disability Discrimination Act 1995.
2. All statistics from the Disability Rights Commission website <http://83.137.212.42/sitearchive/DRC/index.html>
3. (MHAC Mental Health and Ethnicity Census 2005)

Employment and many other areas of our lives. Until recently, the only way to view disabled people was to see their medical condition as their problem, something they will have to make the best of and accept that there are many things they cannot do.

The Social Model of disability starts from a different perspective. It acknowledges that an individual has a medical condition (referred to as an impairment) for which medical intervention may at times be needed. However, the perspective moves on to recognise that every disabled person is a human being and as such is entitled to be treated equally. In doing this, the approach is to identify and to challenge those aspects of society that erect barriers preventing disabled people from participating and restricts their opportunities.

### Defining the barriers?

Heavy doors, steps and inaccessible public transport are just a few examples of the everyday examples that can impact on the lives of disabled people. Such barriers impact on others too. In order to achieve equality of access and involvement for all, an understanding of specific barriers has emerged. These barriers are broadly defined as Information, Environment, Organisational Structures and Attitude.

**The Information Barriers** – Commonly seen as the need to provide information in a format that meets the needs of the individual e.g. large print, plain English, sign language, pictorial information and other community languages. In reality, this barrier extends to the way that decisions are made and the reliability of the information used should reflect the needs of disabled people.

**The Environmental Barriers** - Not just removing steps and replacing them with ramps, but ensuring that the ramps are built appropriately and meet current and evolving guidelines. Ensuring that materials that are used in construction take account of sensory needs, with good use of colour contrasts and highlighting. The need to take advantage of new technology that increases overall access and awareness.

**The Organisational Structure Barriers** – Refers to the ways in which an organisation operates, how it sets out to meet the needs of disabled people by anticipating demand and training staff to meet the needs of its customer. An approach that sees disabled people as customers in their own right and reflects this in the way that services are provided. Positive structures ensure that disabled people have equal access to the process of decision making and the ability and opportunity to influence decisions.

**Attitudinal Barriers** – The way that an individual operates and how they allow their own prejudices or the prejudice of their organisations to impact negatively on the rights of disabled people. Changing this barrier can often require a cultural change within an organisation and needs not only to be led from the top, but to be reinforced throughout the organisation. Such change becomes more effective when the organisation sets out to employ disabled people at all levels within its organisation and ensures that the work they undertake is valued and appropriately supported. Attitudinal barriers can be related to institutional discrimination as the impact of attitudes dictates the structure of organisations, the design of environments and the process of using and creating information.

This approach has now been considered as applicable to all areas of equality.

## Social Model and Independent Living

In developing the Social Model of Disability, consideration was given to the hierarchy of needs that impacted on an individual. Initially these were described as the “Seven Needs” and were first developed by Derbyshire Coalition of Disabled People. The seven needs are defined below:

**Information:** Disabled people require information on what is available to assist with independent living.

**Peer Support:** Disabled People need the support of other disabled people to discuss and draw strength from shared experiences.

**Housing:** Disabled People need accessible housing. By this it is meant accommodation that meets access requirements and is close to family, friends and local facilities to enable independent living.

**Equipment:** Many disabled people need information and resources to obtain practical equipment to assist them in living independently.

**Personal Assistants:** This is the one to one support that some disabled people need to live in their own home and be part of the community.

**Transport:** This may mean improved public transport in terms of physical access, information about the routes, more assistance for passengers who are unsure about using public transport.

**Access:** The most obvious examples are about physical access such as dropped kerbs, tactile paving, provision of induction loops etc. However, access goes much further than this because there are barriers created by systems, practices and attitudes that prevent disabled people from participating.

More recently, a wider understanding of the impact of different issues has been developed and these are now seen as the need for:

- Full **Access** to our environment
- A fully accessible **Transport** system
- Technical Aids – **Equipment**
- Accessible/adapted **Housing**
- **Personal Assistance**
- Inclusive **Education** and **Training**
- An adequate **Income**
- Equal opportunities for **Employment**
- Appropriate and accessible **Information**

- **Advocacy** (towards self-advocacy)
- **Counselling**
- **Appropriate and Accessible Health Care Provision**

## Legislation

### The Disability Discrimination Acts 1995 and 2005

The Acts makes it unlawful to discriminate on the grounds of disability in employment, education, training, transport and in the provision of goods, facilities and services. Disability law is complex and covers every aspect of life. If in doubt, your organisation should always seek legal advice.

Disability can cover many conditions and ways of being. Someone is considered to be disabled where they have a mental or physical impairment;

- which has an adverse effect on their ability to carry out normal day-to-day activities;
- where the adverse effect is substantial; and
- where the adverse effect is long-term (meaning it lasted for 12 months, or is likely to last for more than 12 months or for the rest of the person's life).

There are some special provisions, and people may be considered to be disabled:

- if their impairment has substantially affected their ability to carry out normal day-to-day activities, but doesn't any more, it will still be counted as having that effect if it is likely to do so again;
- if they have a fluctuating impairment that lasts more than 12 months;
- if they have a progressive condition, and it will substantially affect their ability to carry out normal day-to-day activities in the future, they will be regarded as having an impairment which has a substantial adverse effect from the moment the condition has some effect on their ability to carry out normal day-to-day activities;
- if they have been diagnosed as having cancer, HIV infection or multiple sclerosis they will automatically be considered as 'disabled'; from the point of diagnosis
- if they are registered as blind or partially sighted or certified blind or partially sighted by a consultant ophthalmologist, they will automatically be considered as 'disabled'; and
- people who have had a disability in the past but are no longer disabled are covered by certain parts of the DDA.

For something to affect normal day-to-day activities then one of the following areas must be substantially affected:

- mobility;
- manual dexterity;
- physical co-ordination;
- continence;
- ability to lift, carry or move everyday objects;
- speech, hearing or eyesight;
- memory or ability to concentrate, learn or understand; or
- understanding the risk of physical danger.

The Acts require service providers, employers and educational establishments, no matter how big the organisation is, to make “reasonable adjustments” to meet the needs of disabled people. Reasonable adjustments generally cost less than £300 and many adjustments cost nothing. The Access to Work Scheme<sup>4</sup> is funded by the government to help employers meet the extra costs of employing disabled people. Reasonable adjustments in employment might include:

- changing the shift pattern, for instance a later start and finish for someone unable to travel in rush hour because of mental health difficulties or a physical impairment;
- time off for medical appointments;
- extra management support or feedback; and
- equipment, for instance information communication technology equipment to enable someone with a visual impairment to do the job.

A service provider is required to take reasonable steps to:

- change a practice, policy or procedure which makes it impossible or unreasonably difficult for disabled people to make use of its services; and
- provide an auxiliary aid or service if it would enable (or make it easier for) disabled people to make use of its services.

4. Please see <http://83.137.212.42/sitearchive/DRC/index.html> for more information.

In addition, where a physical feature makes it impossible or unreasonably difficult for disabled people to make use of services, a service provider has to take reasonable steps to:

- remove the feature; or
- alter it so that it no longer has that effect; or
- provide a reasonable means of avoiding it; or
- provide a reasonable alternative method of making the service available.<sup>5</sup>

## Resources

### Making Reasonable Adjustments (EHRC)

There is a small section on reasonable adjustments for service providers on EHRC's website

<http://www.equalityhumanrights.com/advice-and-guidance/information-for-employers/>

### Volunteers and the DDA

It is important to note that volunteers remain outside the scope of the Disability Discrimination Act and there is not always an obligation for the organisation to make reasonable adjustments if a volunteer is disabled. Inevitably this affects the third sector quite substantially. It would of course be best practice where possible for the organisation placing the volunteer to make reasonable adjustments where this is possible.

The law is blurred in this area and there are some circumstances where volunteers are considered to be employees or service users and therefore an organisation must make reasonable adjustments. It is worth getting legal advice on this if you have disabled volunteers.

### Work Placements

Employers have to make reasonable adjustments for disabled people that they have taken on for work placements.

5. <http://83.137.212.42/sitearchive/DRC/index.html>

## Resources

### **Disability, Health and Employment: A short guide for small and medium sized employers (Disability Rights Commission)**

The Disability Rights Commission (one of the EHRC's legacy commissions), produced a toolkit for small and medium sized companies to help them analyse whether they are aware of the requirements on them. The information in this booklet is relevant to all organisations as it gives information on what companies' obligations are under the law and what would be considered to be reasonable adjustment under the law.

[http://83.137.212.42/sitearchive/DRC/pdf/4008\\_472\\_emp4.pdf](http://83.137.212.42/sitearchive/DRC/pdf/4008_472_emp4.pdf)

## The Disability Equality Duty

The Disability Equality Duty came into effect in December 2006. As with the other equality duties, it only applies to public authorities and those third sector organisations that would be considered to be a public authority. The Disability Equality Duty provides that the public authority should have due regard to:

- promote equality of opportunity between disabled people and others;
- eliminate discrimination that is unlawful under the DDA;
- eliminate disability related harassment;
- encourage the participation of disabled people in public life;
- promote positive attitudes towards disabled people; AND
- take steps to take account of disabled persons' disabilities, even where that involves treating Disabled persons more favourably than other persons.

As with the other equalities duties, it is worth all third sector organisations looking into what the Duty entails as an organisation which excels in its disability practices is more likely to have contracts from public authorities awarded to it. Public authorities are obliged to take account of the Disability Equality Duty in their commissioning practices, including awarding contracts to third sector organisations to deliver services.

## Resources

### **Disability (EHRC)**

Equality and Human Rights Commission has a number of pages on employment and disability.

<http://www.equalityhumanrights.com/your-rights/>

### ***Louder than Words (RNID)***

RNID offers support in making services fully accessible to the deaf and hard of hearing through their charter mark for best practice. The *Louder than Words* charter mark is tailored to the goals of each organisation. Practices, policies and procedures are benchmarked and audited. Deaf and disability awareness training is also available.

[http://www.rnid.org.uk/howwehelp/our\\_services/employment\\_advice\\_deaf\\_awareness\\_training\\_courses/advice\\_for\\_employers/our\\_consultancy\\_service/louder\\_than\\_words/louder\\_than\\_words.htm](http://www.rnid.org.uk/howwehelp/our_services/employment_advice_deaf_awareness_training_courses/advice_for_employers/our_consultancy_service/louder_than_words/louder_than_words.htm)

### ***iDET - Interactive Disability Equality Training Toolkit (Scope)***

Interactive, modular format materials designed by Scope to enable private and statutory organisations to deliver training to staff. The pack includes a training DVD, CD-ROM of trainer presentation slides, learning assessment forms, certificates, worksheets, evaluation form, trainee learning handbook and a trainer's learning manual.

The pack costs £750 (excl VAT) and can be ordered at:

<http://www.scope.org.uk/work/det/idet/index.shtml>

### ***See it Right: Making information accessible for people with sight problems (RNIB)***

RNIB supports organisations to make information fully accessible to those with sight problems. The book and CD ROM pack contains detailed information on how to produce material in printed, audio, tactile, electronic formats, signage, and guidance on developing a policy for accessible information.

The pack can be purchased by charities for £22.50 at:

[http://www.rnib.org.uk/xpedio/groups/public/documents/PublicWebsite/public\\_seeitright.hcsp](http://www.rnib.org.uk/xpedio/groups/public/documents/PublicWebsite/public_seeitright.hcsp)

### ***Doing Work Differently (Radar)***

A booklet written by and for disabled people on 'what works' to keep your job or get a job.

<http://www.radar.org.uk/radarwebsite/tabid/158/default.aspx>

The booklet is available for bulk purchase, contact: [aidan.hargitt@radar.org.uk](mailto:aidan.hargitt@radar.org.uk)

### **Employing people with mental health problems - directory of specialist agencies and Realising people's potential (MIND)**

Two factsheets produced by Mind to help organisations employing people with mental health issues. They can be downloaded from Mind's website.

<http://www.mind.org.uk/Information/Factsheets/Employment+and+benefits/Employing+People+With+Mental+Health+Problems.htm>

<http://www.mind.org.uk/Information/Booklets/Other/Realising+peoples+potential.htm>

### **WorkRight for Employers (Mencap)**

WorkRight is a model of best practice for employers who wish to improve the diversity and productivity of their organisations by employing people with a learning disability. The Project gives employers all the hands-on support needed to recruit, retain and develop staff with a learning disability - carefully matched to their business needs.

<http://www.mencap.org.uk/workright>

### **Disability Issues (Trade Union Congress)**

The TUC has a number of publications on disability that can be accessed on their website

<http://www.tuc.org.uk/equality/index.cfm?mins=17&minors=17>

### **The Duty to Promote Disability Equality: Statutory Code of Practice (Disability Rights Commission - DRC)**

A code of practice on the Disability Equality Duty (DED) produced by the Disability Rights Commission that is not legally binding but can be referred to in court:

[http://www.dotheduty.org/files/Code\\_of\\_practice\\_england\\_and\\_wales.pdf](http://www.dotheduty.org/files/Code_of_practice_england_and_wales.pdf)

### **DED and the Social Housing Sector (DRC)**

The DRC also produced Codes of Practice on social housing. Codes of practice also exist for employment, housing, education (pre and post-16), transport, social care and goods and services<sup>6</sup>.

[http://83.137.212.42/sitearchive/DRC/employers\\_and\\_service\\_provider/disability\\_equality\\_duty.html](http://83.137.212.42/sitearchive/DRC/employers_and_service_provider/disability_equality_duty.html)

6. The Disability Rights Commission was replaced in October 2007 by the Equality and Human Rights Commission. Updates to Codes of Practice in the future will be found on the EHRC website: [www.equalityhumanrights.com](http://www.equalityhumanrights.com)

## Organisations

### The Equality and Human Rights Commission (EHRC)

The roles and responsibilities of the Disability Rights Commission (DRC) were taken on by the Equalities and Human Rights Commission in October 2007. You can still access documents from the DRC through the EHRC's website. The EHRC has a Disability Programme Director and a Disability Committee. The EHRC also holds a huge range of information on Disability, the rights of the disabled and information for service providers.

<http://www.equalityhumanrights.com/your-rights/equality-and-discrimination/disability/>

### The Royal National Institute for Deaf People.

This is the largest charity in the country dealing with Deaf and hard of hearing people. The website contains many useful pages on working with and providing services for Deaf and hard of hearing people. RNID also campaigns on behalf of them to improve access to services and facilities such as cinemas.

There is a section on working with Deaf or hard of hearing volunteers. This provides a lot of simple yet practical advice on what organisations can do to make it easier for Deaf or hard of hearing people to volunteer, including interviewing in rooms that are bright so that if a person lip reads they are able to see what the person is saying clearly.

RNID offers a training and consultancy service. The training consists of half or one day sessions on Deaf awareness or it offers bespoke training.

### The Royal National Institute for Deaf People

19-23 Featherstone Street

London EC1Y 8SL

Tel: 0808 808 0123 (freephone)

Textphone: 0808 808 9000 (freephone)

Fax: 020 7296 8199

SMS: 0780 000 0360

Email: [informationline@rnid.org.uk](mailto:informationline@rnid.org.uk)

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

Their services include information, Deaf awareness training and employment advice. They also offer consultancy service to organisations which are trying to adapt their premises so that they are Deaf-friendly.

## Disability Law Service (DLS)

DLS provides a more accessible service in areas of public and social welfare law, and hopes to demystify the legal system by giving concise legal advice and information. Their website contains plenty of information and factsheets about employment, rights, welfare benefits etc.

The Rights section of the DLS website shows how DLS, and others, work to secure equality of opportunity for disabled and Deaf people. It also has a useful links page.

[www.dls.org.uk/links/link.php](http://www.dls.org.uk/links/link.php)

### **Disability Law Service**

39-45 Cavell Street

London, E1 2BP

Tel: 0207 791 9800

Minicom: 0207 791 9801

Fax: 0207 791 9802

Email: [advine@dls.org.uk](mailto:advine@dls.org.uk)

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

## AbilityNet

AbilityNet is a national charity helping disabled adults and children use computers and the internet by adapting and adjusting their technology. It also assists organisations by adapting and adjusting their technology where they have a disabled member of staff. They also run courses to assist professionals who are working with disabled people such as courses aimed directly at people working in human resources.

Their website has a range of tools and links to assist accessibility to ICT. The website also has a unique section which features symbols and words maximising access to people with learning disabilities.

<http://www.abilitynet.org.uk/easy/>

### **AbilityNet Technical Centre**

Suite 1

Malvern Gate

Bromwich Road

Worcester, WR2 4BN

Tel: 0800 269 545 (if you call from home)

Tel: 01926 312847 (if you call from work, minicom accessible)

Fax: 01926 497 425

Courses: 01926 312 847

Email: [enquiries@abilitynet.org.uk](mailto:enquiries@abilitynet.org.uk)

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

## Scope

Scope is a charity which specialises in helping people with cerebral palsy. Their aim is to help people with disabilities achieve equality.

### **Scope**

6 Market Road  
London N7 9PW  
Tel: 020 7619 7100  
[www.scope.org.uk](http://www.scope.org.uk)

## Royal National Institute of Blind People (RNIB)

Royal National Institute of Blind People campaigns for and works with blind and partially sighted people. It has numerous publications on its website.

### **Royal National Institute of Blind People (RNIB)**

105 Judd Street  
London WC1H 9NE  
Tel: 020 7388 1266  
Fax: 020 7388 2034  
Helpline: 0845 766 9999  
Email: [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)  
[www.rnib.org.uk](http://www.rnib.org.uk)

## Action for Blind People

Action for Blind People is one of the largest charities in the UK providing free and confidential support for blind and partially sighted people in all aspects of their lives.

Action ensures that visually impaired people receive help with anything from finding a job, applying for benefits, housing issues, aids and adaptations, holiday breaks or information on local services. They can also offer advice to people who have a visually impaired friend or family member.

### **Action for Blind People**

14-16 Verney Road  
London  
SE16 3DZ  
National Freephone Helpline: 0800 915 4666 (Monday-Friday, 9am-5pm)  
Head Office: 020 7635 4800  
[www.actionforblindpeople.org.uk](http://www.actionforblindpeople.org.uk)

## Disability LIB Alliance

Disability LIB (Listen, Include and Build) is the first capacity building alliance led by disabled people and has been set up to tackle the crisis facing disabled people's organisations (DPOs).

Disability LIB aims to lift DPOs out of survival mode and enhance their effectiveness and influence in the future. It will help them tackle the barriers they face and access the support and services they need to function more effectively. It will also boost their performance by improving their management and organisational systems.

Disability LIB will help DPOs by providing information and advice, signposting, one-to-one support, coaching and training. It will focus on 200 DPOs but many more are expected to benefit from its support.

### Disability LIB

6 Market Road

London N7 9PW

Tel: 0844 800 4331

SMS/Text: 07967 185 752

Email: [contact@disabilitylib.org.uk](mailto:contact@disabilitylib.org.uk)

<http://www.disabilitylib.org.uk/>

## Sense

Sense works with deafblind people offering information and training.

### Sense

101 Pentonville Road

London N1 9LG

Tel: 0845 127 0060 / 020 7520 0999

Textphone: 0845 127 0062 / 020 7250 0959

Fax: 0845 127 0061 / 020 7520 0958

Email: [info@sense.org.uk](mailto:info@sense.org.uk)

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

## Deafblind UK

Deafblind UK is a national charity offering specialist services and human support to deafblind people and those who have progressive sight and hearing loss acquired throughout their lives.

### Deafblind UK

National Centre for Deafblindness

John and Lucille van Geest Place

Cygnets Road, Hampton

Peterborough PE7 8FD

Tel: 01733 358 100 (Voice/Text)  
Fax: 01733 358 356  
Helpline: 0800 132 320  
Email: [info@deafblind.org.uk](mailto:info@deafblind.org.uk)  
Email: [helpline@deafblind.org.uk](mailto:helpline@deafblind.org.uk)

## Mencap

Mencap is a learning disability charity that works with people with learning disabilities, their families and carers. They provide advice and support and undertake campaigning work. Their mission is to improve the lives and opportunities of people with learning disabilities. Mencap's Accessibility Service provides information and advice for organisations on making all information accessible to those with learning disabilities. This includes a document editing service, training and free guidelines.

### **Mencap**

123 Golden Lane  
London EC1Y 0RT  
Tel: 020 7454 0454  
Fax: 020 7608 3254  
Email: [information@mencap.org.uk](mailto:information@mencap.org.uk)  
[www.mencap.org.uk](http://www.mencap.org.uk)

## People First (self advocacy)

People First is a self advocacy organisation led by and for people who have learning difficulties. It promotes the social model of disability which advocates that it is society's attitude towards learning disabilities that should change. It provides support for self-advocacy and training to third sector organisations that work with people with learning difficulties and want to consult with them.

**People First** groups are locally owned and based. A range of links to their websites are available from: <http://www.peoplefirst.org.uk/pflinks.html>

## CHANGE

CHANGE is a leading national organisation led by Disabled People. They work for equal rights for all people with learning disabilities.

CHANGE employs people with learning disabilities as project workers. People with learning disabilities work alongside co-workers without learning disabilities as equal members of staff. They are paid the same wage and given the same level of responsibility.

CHANGE campaigns and delivers training around:

- Making services and information more accessible
- Parenting

- Employment
- Better access to health care
- Relationships and sexual health
- Empowerment of people with learning disabilities

## **CHANGE**

Unit 41  
Shine  
Harehills Road  
Leeds LS8 5HS  
Telephone: 0113 388 0011  
Fax: 0113 388 0012  
Email: [info@change-people.co.uk](mailto:info@change-people.co.uk)  
[www.changepeople.co.uk](http://www.changepeople.co.uk)

## **Disability Alliance UK**

The Disability Alliance has the principal aim of relieving poverty and improving the living standards of disabled people. The goal is to break the link between poverty and disability. They are a membership organisation and provide support and advice to disabled people, their carers and professionals delivering services to them.

They produce an annual **Disability Rights Handbook** and a range of other publications which gives information on entitlements for disabled people. These publications can be purchased from their website. There is also an extensive range of free information on benefits for disabled people on the website.

## **Disability Alliance UK**

Universal House  
88-94 Wentworth Street  
London E1 7SA  
Tel: (Voice and Minicom): 020 7247 8776  
Fax: 020 7247 8765  
Email: [office.da@dial.pipex.com](mailto:office.da@dial.pipex.com)  
[www.disabilityalliance.org](http://www.disabilityalliance.org)

## **The Disability Law Service**

The Disability Law Service's new programme of national development is a five-year project to improve the access to high-quality specialist legal advice for disabled people, their families and carers, across every region of England.

The Disability Law Service (DLS) has provided information and advice to disabled and Deaf people for over 30 years. DLS is run by and for disabled people as an independent, national registered charity.

DLS only provides advice and information in these six areas of law:

- Disability Discrimination
- Consumer
- Community Care
- Further and Higher Education
- Employment
- Welfare Benefits (Greater London Area)

For these areas of law DLS also provides a casework service and support at any level of the legal system. DLS operates a helpline service.

### **Disability Law Service**

39-45 Cavell Street  
London E1 2BP  
0207 791 9828  
Email: [national.development@dls.org.uk](mailto:national.development@dls.org.uk)  
[www.dls.org.uk](http://www.dls.org.uk)

### **MS Society**

A membership organisation offering support to people with multiple sclerosis providing information and support on the condition. There is a large range of free downloadable publications and factsheets which include a section on employment, benefits, finances and legal matters.

[http://www.mssociety.org.uk/support\\_and\\_services/free\\_publications/index.html](http://www.mssociety.org.uk/support_and_services/free_publications/index.html)

### **MS Society**

MS National Centre  
372 Edgware Road  
London NW2 6ND  
Tel: 020 8438 0700  
Fax: 020 8438 0701  
Email: [infoteam@mssociety.org.uk](mailto:infoteam@mssociety.org.uk)  
[www.mssociety.org.uk](http://www.mssociety.org.uk)

### **Deaf Aware**

Deaf Aware is a consultancy offering advice and support on accessibility and Deaf awareness training.

### **Deaf Aware**

Orchard Court

Boughton

Chester

Cheshire CH3 5EW

Tel: 0773 244 1383

Email: [deafaware@lycos.co.uk](mailto:deafaware@lycos.co.uk) or [contact@key2equality.co.uk](mailto:contact@key2equality.co.uk)

[www.deafaware.com](http://www.deafaware.com)

### **Direct Gov**

Has extensive practical information for disabled people on their rights and other issues.

[www.disability.gov.uk](http://www.disability.gov.uk)

### **RADAR**

The Royal Association for Disability and Rehabilitation is a network of disability organisations and disabled people. It campaigns for the rights of people with all types of disability and for a just and equal society whose strength is human difference. It runs leadership programmes and an employment initiative called Doing Work Differently. It also has a number of publications that can be obtained from the organisation directly.

### **RADAR**

12 City Forum

250 City Road

London EC1V 8AF

Tel: 020 7250 3222

Fax: 020 7250 0212

Minicom: 020 7250 4119

Email: [radar@radar.org.uk](mailto:radar@radar.org.uk)

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

### **The Shaw Trust**

The Shaw Trust assists organisations to recruit and retain disabled staff through its consultancy work which includes a mixture of training and advice including a short section outlining the Business Case for Diversity. It can also help with information and training for organisations that provide services to disabled people.

[http://www.shaw-trust.org.uk/business\\_case\\_for\\_diversity](http://www.shaw-trust.org.uk/business_case_for_diversity)

### **The Shaw Trust**

Fox Talbot House  
Greenways Business Park  
Bellinger Close  
Chippenham  
Wiltshire SN15 1BN  
Telephone: 01225 716300  
Minicom: 08457 697288  
Email: [employer-engagement@shaw-trust.org.uk](mailto:employer-engagement@shaw-trust.org.uk)  
[www.shaw-trust.org.uk](http://www.shaw-trust.org.uk)

### **Breakthrough UK**

Provides training advocacy for organisations working with disabled people to support them to be independent, to seek employment and to develop their careers. They also work with employers, providers and other agencies involved in the labour market to promote best practice in all aspects of recruitment, retention and progression.

### **Breakthrough UK**

B.E.V.C.  
Aked Close  
Ardwick  
Manchester M12 4AN  
Tel: 0161 273 5412  
Fax: 0161 274 4053  
Answerphone Minicom: 0161 273 5727  
Email: [admin@breakthrough-uk.co.uk](mailto:admin@breakthrough-uk.co.uk)  
[www.breakthrok.com](http://www.breakthrok.com)

### **Living Options Devon**

Living Options Devon is a user-led organisation which exists to ensure people with physical and/or sensory disabilities and Deaf people with sign language can make an active and equal contribution in society. It has a training consultancy division raising awareness through delivering access audits, Deaf awareness training, disability equality training, disability and diversity consultancy and specific high quality courses to a variety of voluntary, public and private organisations.

### **Living Options Devon**

Isca House  
Haven Road  
Exeter EX2 8DS  
Tel: 01392 459222  
Fax: 01392 423427  
SMS: 07958 517919  
Email: [info@livingoptions.org](mailto:info@livingoptions.org)  
[www.livingoptions.org](http://www.livingoptions.org)

## New Perspectives

New Perspectives is a training consultancy led by black and disabled people. It provides advice on how to implement legislation, manage diversity and implement best practice, conduct mapping, action research and training.

### **New Perspectives**

1 Portland Court  
Sheffield  
South Yorkshire, S6 3EW  
Tel: 0114 2 258 676  
[www.newperspectives.pwp.blueyonder.co.uk](http://www.newperspectives.pwp.blueyonder.co.uk)  
[www.disability-equality-training.com](http://www.disability-equality-training.com)

## The British Institute of Learning Disabilities (BILD)

The British Institute of Learning Disabilities (BILD) is a national charity committed to improving the quality of life for the 1.2 million people in the UK with a learning disability. They do this by influencing policy-makers and other decision-makers, encouraging good practice among practitioners and helping people with a learning disability take charge of their own lives and become part of an inclusive society.

They provide education and training for care staff and managers, professionals, family carers and people with a learning disability. Many of their resources and services are mapped to the Learning Disability Awards Framework (LDAF).

They encourage the development of advocacy for people with learning disabilities by supporting local advocacy groups and carrying out reviews and evaluations of advocacy provision. They publish books, training materials and journals to improve practice among professionals and also offer information and resources on all aspects of learning disability policy and practice.

### **British Institute of Learning Disabilities**

Campion House  
Green Street  
Kidderminster  
Worcestershire DY10 1JL  
Tel: 01562 723 010 / Fax: 01562 723 029  
Email: [enquiries@bild.org.uk](mailto:enquiries@bild.org.uk)  
<http://www.bild.org.uk>

## Equatability

Is an organisation which provides training on the Disability Discrimination Act and the Disability Equality Duty as well as other issues relating to disability. They can also arrange for bespoke courses for organisations to be delivered to organisations. Costs range from £30 an hour to £300 a day for courses. They have particularly worked with the third sector over the past few years where they have been doing marketing and equality training.

### **Equatability**

88 Byron Rd  
Wealdstone, Harrow  
Middlesex HA3 7SR  
Tel: 0208 861 0942  
Email: [enquiries@equatability.com](mailto:enquiries@equatability.com)  
[www.equatability.com](http://www.equatability.com)

### **Dyslexia Action**

Dyslexia Action is a national charity and the UK's leading provider of services and support for people with dyslexia and literacy difficulties. They are specialists in assessment and tuition for children and adults. They are the UK's largest supplier of teacher training courses to specialise in dyslexia. They also have a workplace consultation service to address the implications of dyslexia at work. Their services are available from 26 centres around the country.

### **Dyslexia Action**

Park House, Wick Road  
Egham  
Surrey TW20 0HH  
Tel: 01784 222300  
Fax: 01784 222333  
Email: [info@dyslexiaaction.org.uk](mailto:info@dyslexiaaction.org.uk)

### **Regard**

Is a member-led organisation that works for the rights of lesbian, gay, bisexual and trans disabled people. Their work includes campaigning to make 'the scene' more accessible to disabled LGBT people, including clubs and other venues. Anyone can become a full member as long as they are LGBT and self-define themselves as disabled. It has a range of low cost publications which can be ordered from its website.

<http://www.efd.org.uk/publications/order-publications>

### **Regard**

BM REGARD  
London, WC1N 3XX  
Fax: 08444 431277  
Email: [secretary@regard.org.uk](mailto:secretary@regard.org.uk)  
[www.regard.org.uk](http://www.regard.org.uk)

### **Employers' Forum on Disability**

This is an employers' forum which focuses on disability. It is made up of many public and private sector employers across the country and boasts that its members are the employers of 25% of the population.

It has its own disability standard which was created to establish a common understanding in the private and public sector of what constitutes best practice on disability and covers all parts of the work of the organisation including: employment; customer care; marketing communications and management training.

The organisation has recently conducted a benchmarking exercise. A document with the main findings of the exercise was created showing where public and private bodies were up to on implementing their work on disability.

### **Employers' Forum on Disability**

Nutmeg House  
60 Gainsford Street  
London, SE1 2NY  
Tel: 0207 403 3020  
Fax: 0207 403 0404  
Email: [website.enquiries@employers-forum.co.uk](mailto:website.enquiries@employers-forum.co.uk)  
[www.employers-forum.co.uk](http://www.employers-forum.co.uk)

### **Terrence Higgins Trust**

THT is a national charity that supports people with HIV and AIDS. It provides tailored support including counselling, information, advice and accessing health services. It campaigns on HIV related issues and its website has many publications. Its website also contains advice and information for employers.

<http://www.tht.org.uk/informationresources/professionals/employers/>

### **Terrence Higgins Trust**

314-320 Gray's Inn Road  
London WC1X 8DP  
Tel: 020 7812 1600  
Fax: 020 7812 1601  
Email: [info@tht.org.uk](mailto:info@tht.org.uk)  
[www.tht.org.uk](http://www.tht.org.uk)

### **Volunteering England (VE)**

VE works to support and increase the quality, quantity, impact and accessibility of volunteering throughout England. It has a wide range of resources to support the development of quality volunteering opportunities including a range of resources specifically to support the development and support of disabled and other diversity volunteering opportunities.

<http://www.volunteering.org.uk/Resources/>

## **Volunteering England**

Regents Wharf  
8 All Saints Street  
London  
N1 9RL  
Tel: 0845 305 6979  
Fax: 020 7520 8910  
Email: [volunteering@volunteeringengland.org](mailto:volunteering@volunteeringengland.org)  
[www.volunteering.org.uk](http://www.volunteering.org.uk)

## **DIAL UK**

DIAL is a national organisation for a network of approximately 120 local Disability Information and Advice Line services. These are run by and for disabled people. DIAL information and advice services are based throughout the UK and provide information and advice to disabled people and others on all aspects of living with a disability.

The DIAL website has a substantial links page with a wide range of support agencies listed. It also has a useful range of publications and factsheets which can be downloaded or ordered from their website.

[http://www.dialuk.info/info\\_service/index.asp](http://www.dialuk.info/info_service/index.asp)

## **DIAL UK**

St Catherine's  
Tickhill Road  
Doncaster  
South Yorkshire  
DN4 8QN  
Tel: **01302 310 123**  
Fax: **01302 310 404**  
Text Phone: **01302 310 123**  
Email: [informationenquiries@dialuk.org.uk](mailto:informationenquiries@dialuk.org.uk)  
[www.dialuk.info](http://www.dialuk.info)

## **Valuing People (Learning Disabilities)**

Valuing people is the government's initiative to improve the lives of people with learning disabilities, their families and carers. The Valuing People report was written in 2001 and it was the first White Paper for people with a learning disability for 30 years in England. It is based on people having: their rights as citizens; inclusion in local communities; choice in daily life and real chances to be independent.

It was written with help from people with a learning disability, family carers, and people who work in services or other organisations for people with a learning disability. The website has a range of downloadable resources available.

<http://valuingpeople.gov.uk/dynamic/valuingpeople4.jsp>

## Valuing People

Regional contact details <http://valuingpeople.gov.uk/dynamic/valuingpeople40.jsp>

Email: [valuing.people.info@dh.gsi.gov.uk](mailto:valuing.people.info@dh.gsi.gov.uk)

## Organisations that Focus on Mental Health

### Mind

Mind is one of the country's largest mental health charities. It aims to advance the views and ambitions of people with mental health problems by challenging discrimination, promoting inclusion and influencing policy.

Its website contains various factsheets that may be useful to organisations. These include: *Employing People with Mental Health Problems* and *Workplace Bullying*.

### Mind

Granta House  
15-19 Broadway  
London E15 5BQ  
Tel: 0208 519 2122  
Fax: 0208 522 1725  
Email: [info@mind.org.uk](mailto:info@mind.org.uk)  
[www.mind.org.uk](http://www.mind.org.uk)

**Diverse Minds** is part of Mind and campaigns for the needs of people with mental health issues in the BME community.

Tel. 020 8215 2220  
Fax: 020 8522 1725  
Email: [diverse minds@mind.org.uk](mailto:diverse minds@mind.org.uk)

### Rethink

Aims to make a practical and positive difference to people with mental health problems by providing hope and empowerment through effective services and information.

### Rethink

89 Albert Embankment  
London  
SE1 7TP  
Tel: 0845 456 0455  
Email: [info@rethink.org.uk](mailto:info@rethink.org.uk)  
[www.rethink.org](http://www.rethink.org)

### **Mental Health Foundation**

The Mental Health Foundation provides information, carries out research, campaigns and works to improve services for everyone affected by mental health problems. The Foundation has a number of publications, reports, briefings and information booklets that can be downloaded for free from its website.

#### **Mental Health Foundation**

9<sup>th</sup> Floor  
Sea Containers House  
20 Upper Ground  
London SE1 9QB  
Tel: 0207 803 1101  
Email: [mhf@mhf.org.uk](mailto:mhf@mhf.org.uk)  
[www.mhf.org.uk](http://www.mhf.org.uk)

### **Young Minds**

Young Minds is a national charity which is committed to improving the mental health of children and young people. It gives training for professionals who work with young people with mental health problems. It provides both specialist and bespoke training courses for professionals.

Young Minds also has a consultancy service which can be used to support practitioners to develop and plan effective services.

#### **Young Minds**

48-50 St John's Street  
London EC1M 4DG  
Tel: 0207 336 8445  
Fax: 0207 336 8446  
[www.youngminds.org.uk](http://www.youngminds.org.uk)

# A Guide to Equality and Diversity in the Third Sector



[www.improvingsupport.org.uk/equalityanddiversity](http://www.improvingsupport.org.uk/equalityanddiversity)

Your gateway to third sector support, information and resources.

