



MPs' Guide on Disability





Our vision: a just and equal society whose strength is human difference.

Our mission: to enable individuals, networks and policy makers to do things differently.

What we do: RADAR represents people living with ill health, injury and disability in Britain.

www.radar.org.uk

RADAR provides the secretariat to the All Party Parliamentary Disability Group. The Group meets monthly when Parliament is sitting.

For briefing requirements or further information, contact Marije Davidson on 07880 921 743 or marije.davidson@radar.org.uk.

www.radar.org.uk



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HSBC is delighted to sponsor this Guide on Disability for MPs. Diversity is central to our brand. We believe the world is a rich and diverse place full of interesting cultures and people, who should be treated with respect and from whom there is a great deal to learn. We value the contribution of our disabled employees and disabled customers and highly recommend this guide to you.

We are the world's local bank.

www.hsbc.com

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❖❖❖ Foreword

Foreword from Maria Miller MP, Minister for Disabled People

I am extremely pleased to introduce RADAR's MP's Guide on Disability.

There are over 10 million disabled people in the UK, more than one in six of the population, which means that each and every one of us represents disabled constituents. This publication is an invaluable resource to help us better represent disabled people. The involvement of disabled people at all levels of decision making is essential if we are to effectively tackle discrimination, enable disabled people to live independent lives, and achieve equality for disabled people.

I hope you will take the time to read this guide, and I hope you will find it useful and practical advice on how to support and involve disabled people in your communities.



Maria Miller

Foreword from Baroness Campbell of Surbiton, Chair of the All Party Parliamentary Group on Disability

As Chair of the All Party Parliamentary Group on Disability I am honoured to work with Parliamentarians of any political persuasion, to ensure that disability remains high on the national agenda. There has never been a more important time to work with disabled people. Most legislation and policy affects disabled people directly, and getting it right for them usually means you'll get it right for everybody. Disabled people are severely under-represented in politics, however MPs can fill that gap by giving them a voice. 'Nothing about us without us', is Disabled People's campaign slogan: the APPDG ensures this happens in Parliament. I welcome this Guide as an invaluable contribution to support MPs to reach out to their disabled constituents.



Baroness Campbell

→ Introduction



This is a practical guide intended to empower MPs to represent their disabled constituents fully. For the purposes of disability discrimination law a disabled person is someone with an impairment, which has a substantial and long-term adverse effect on their ability to carry out day-to-day activities. This includes many people living with illness, injury or long-term health conditions who may not think of themselves as 'disabled'. There are more than 10 million people in the UK today who meet this definition – and this figure is expected to rise as the life-span of people increases.

MPs may or may not have broad experience of working with, or for, disabled people. This publication is an introduction and reference resource for every MP. It outlines good practice in access, language and behaviour and summarises the main provisions of disability discrimination legislation and how they affect MPs.

It is rooted in the 'social model' of disability: people are disabled by discriminatory attitudes and social or environmental barriers, which can be changed. Removing those barriers will free disabled people to contribute as full and equal citizens and help tackle wider social problems from child poverty to crime.

The Disability Discrimination Act 1995 ('the DDA') provides legal protection for disabled people against discrimination. The Equality Act 2010 (once commenced) will harmonise existing discrimination law. Both Acts cover education, employment, access to goods and services provided to the public, housing and transport. The Acts also place a duty on the public sector to actively promote disability equality. This has begun to generate real improvements in the way Government departments and other public bodies involve disabled people in driving forward disability equality. By ratifying the UN Convention on the Rights of People with Disabilities (CRPD) the UK Government has acknowledged its obligations to respect, protect and promote the human rights of disabled people, and to take action to make these rights a reality.

This guide will reinforce RADAR's key role in brokering dialogue between MPs, businesses and disabled people through its MP Dialogue Scheme. Direct face-to-face contact is vital in ensuring that disabled people's voices and experiences shape political debate and generate real change. This is integral to RADAR's mission to empower elected representatives, service providers and policy makers to do policy differently.

❖ Access

Meetings, events and surgeries

MPs will want to ensure that their constituents and the public can participate fully in any meetings they arrange. You should observe the following about venues. They should:

- ❖ be easy to get to by all forms of transport and have good disabled parking and drop-off facilities.
- ❖ be physically accessible with fully accessible toilets and have rooms large enough to accommodate people using wheelchairs.
- ❖ have an entry system which is operated by an intercom or an alternative system which indicates that help is coming. There should also be a procedure under which staff answer the call in person, or have an alternative to a buzzer to ensure that deaf and hard of hearing people are not excluded.
- ❖ have good and consistent levels of light and a means of controlling the level of natural light to minimise glare.
- ❖ be clearly signposted.
- ❖ be free from or have minimal background noise. In addition, an induction loop, infrared system or sound enhancer should be available.





Information and Communication

You should:

- Include a standard question in all correspondence, whether on paper or in an electronic format, asking if people have any 'particular requirements' to enable them to participate fully.
- Choose a clear typeface for all correspondence and publications. The RNIB recommends a sans serif font and 14pt type.
- Ask individuals if they require a larger print size and what font they prefer, or if they would like a different format such as audiotape, Braille, disk or Easy Read. You should aim to respond in the preferred format in the same turnaround time as standard text correspondence.
- Provide a sign language interpreter at all public events and also at individual meetings if a constituent needs one. Other language interpreters should be provided as required.
- When speaking, do so at a normal pace. Don't exaggerate lip patterns or shout, and avoid covering your mouth.
- Offer different ways for disabled people to contact you. Some people may prefer using the telephone, whilst others may prefer email, etc.
- Finally, give good notice of your surgeries and public events and advertise their accessibility.

Communication aids

There are a number of communication aids and services available, such as textphones and Text Relay, which are helpful in communication with deaf and hard of hearing people and people with speech impairments. Contact the Royal National Institute for Deaf People (RNID):

Telephone: 0808 808 0123

Textphone: 0808 808 9000

Email: informationline@rnid.org.uk

Web: www.rnid.org.uk

Text Relay – delivered through the BT TextDirect system – connects people who cannot speak or hear on the phone with other people using a telephone, by providing a text-to-voice and voice-to-text relay service. For more information go to **www.textrelay.org.uk**

The Royal National Institute of Blind People (RNIB) can advise on making information accessible to blind and partially sighted people.

Call the RNIB helpline on:

0845 766 9999 / 020 7388 2525 or email helpline@rnib.org.uk

People First can advise on making information accessible to people with learning difficulties and provides an 'Easy Read' service. Contact them by telephone on 020 7820 6655 or email them at **general@peoplefirstltd.com**



Meeting disabled constituents



The most important point is to conduct meetings with disabled people as you would with anyone else:

- Avoid making assumptions about an individual's ability and remember that not all disabilities are visible. Disabled people may also have a range of impairments which affects their requirements, for example a deafblind person has different access issues from a blind or a deaf person. It's best to ask a disabled person how they prefer to communicate or if they need help.
- Don't assume that a disabled constituent is only interested in disability issues.
- Limit questions about a constituent's disability to what is relevant to the context of the conversation or communication.
- A third person, such as a personal assistant, will sometimes communicate a disabled person's point of view. However, your focus should always be on your constituent.
- Always ask disabled constituents where they would prefer to sit. Some blind people may want to choose where to sit according to the light source; some deaf and hard of hearing people may need to see your face clearly.
- Some disabled people have an assistance or guide dog. These dogs usually assist blind or deaf people or wheelchair users, and sometimes people with mental health issues. They are working dogs, not pets – treat the dog accordingly.

Meeting people who are deaf or hard of hearing

General tips

- ❖ Find a suitable place to talk, with good lighting, away from noise and distractions.
- ❖ Even if someone is wearing a hearing aid, it doesn't mean that they can hear you. Ask if they need to lipread you.
- ❖ Make sure you have the listener's attention before you start speaking.
- ❖ Don't shout! This will be really uncomfortable for hearing aid users.

British Sign Language (BSL) is the first or preferred language of many profoundly deaf people in the UK. BSL was recognised as an official British language by the UK government in 2003. English is often the second or third language and for many deaf sign language users it is a difficult language to read and write. That is why you should consider using interpreting or translation services.

When meeting with deaf Sign Language users:

- ❖ Remember to speak to the person you are meeting rather than to the interpreter. Depending on the length of the meeting, it may be necessary to have more than one interpreter.
- ❖ If necessary, attract the person's attention with a light touch on their shoulder or a wave of your hand.



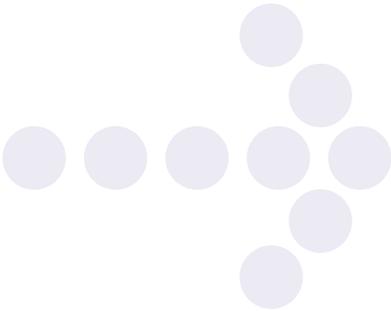


Lip-reading

Many deaf people lip-read. However not everyone who is deaf can lip-read; it is best to ask the person when you first meet. If they do lip-read, remember that it requires intense concentration and is very tiring. You can help by speaking clearly at your normal pace.

Here are a few other suggestions:

- ❖ Look directly at the person and pronounce your words slowly and clearly. Do not exaggerate your lip patterns or shout.
- ❖ Use facial expressions, gestures and body movements to emphasise and clarify your spoken words (only three out of ten words are immediately visible on the lips).
- ❖ Face the light and keep hands, cigarettes and food away from your face while speaking.



Meeting wheelchair users or people using walking aids

When talking for more than a few moments to someone in a wheelchair, try to put yourself at their level to avoid either of you developing a stiff neck. The simplest way might be to pull up a chair.

Some extra points to bear in mind are:

- ❖ Offer help with heavy doors and ensure a chair is available if required.
- ❖ Do not lean on a person's wheelchair. The chair is part of the body space of the person using it.





Meeting blind or partially sighted people

First identify yourself clearly and introduce other people. Try to indicate where people are placed in the room.

The following points are useful:

- ❖ If you think your constituent may need help on unfamiliar ground, say, “Can I offer you an arm?”. This will enable you to guide the person, rather than propel or lead them.
- ❖ If offering a handshake say something like: “Shall we shake hands?” When the offer of a seat has been accepted, place the person’s hand on the back or arm of the chair.
- ❖ If talking in a group, remember to say the name of the person to whom you are speaking.
- ❖ Remember that a guide dog is a working dog, not a pet, and treat it accordingly.
- ❖ Remember not to leave someone talking to an empty space. Tell them when you wish to end a conversation and move away.



Meeting people with speech impairments

- ❖ Be sure to maintain eye contact during conversation.
- ❖ Be encouraging and patient, but not patronising. Do not correct or speak for the person. Resist the temptation to interrupt and finish their sentences.
- ❖ Where possible, ask questions that require short answers, or a nod or shake of the head.
- ❖ Do not pretend that you have understood if you have not. Repeat what you do understand and the person's reactions will guide you.

Meeting people with learning disabilities

- ❖ Keep communication simple and avoid jargon. Always be prepared to explain more than once – do not give up if you are not understood the first time.
- ❖ People may appreciate the opportunity to have a friend, advocate, supporter or carer with them.
- ❖ If necessary, write your message down and suggest the person takes time to think about it and come back to you.



Meeting people who may have mental health problems

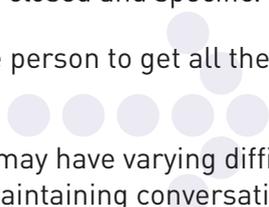
Having a mental health problem is not the same as having a learning disability. One in four of us at some time in our lives will experience a mental health problem and most of us will make a full recovery. Do not assume that someone who uses mental health services lacks the capacity to make decisions on what is best for them. The major barriers that people with mental health problems face are attitudinal rather than physical.

- When making an appointment, establish where the person would feel most comfortable to meet.
- People may appreciate the opportunity to have a friend, advocate, supporter or carer with them.
- Give the person plenty of time if there are decisions to be made.
- Be patient and non-judgmental.
- Provide clear and timely information to ensure that people arrive at meetings as unstressed as possible.

Meeting People who have an Autistic Spectrum Disorder (ASD)

ASD is the name for a range of conditions which affect the way a person sees the world, processes information and interacts with other people. A person with ASD may be very sensitive to light, sound, heat, touch or smell which can also impact on their behaviour.

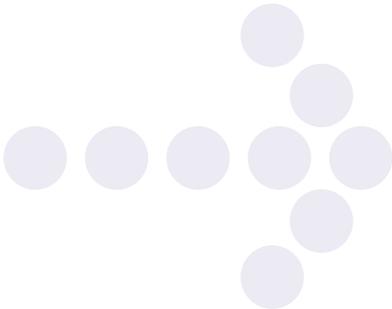
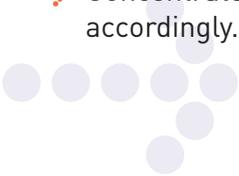
- ❖ Be aware that the person may have varying difficulties in understanding verbal and non-verbal communication such as body language, facial expression and idiomatic language. They may take your words literally and their eye contact and body language may be different.
- ❖ When you ask questions try to avoid open, hypothetical or abstract questions. Keep questions closed and specific.
- ❖ Be prepared to prompt the person to get all the information you need.
- ❖ Be aware that the person may have varying difficulties in building social relationships and maintaining conversations on general topics that may not be of particular interest to them.





Meeting people with a facial disfigurement

- Think positively about disfigurement – don't let negative assumptions get in the way.
- Display a warm manner.
- Make eye contact in the ordinary way – don't stare.
- Concentrate on what the person is saying and respond accordingly.



❖ Common courtesies

- ❖ When offering assistance to a disabled person, wait until your offer is accepted before you help. It is a mistake to assume you know the best way of helping – it is much better to ask the person to tell you what they need.
- ❖ Treat adults like adults. For example, call a person by their first name only when extending that familiarity to others present. Avoid language and gestures more suitable for children.
- ❖ Make appropriate physical contact with disabled people only as you would with anyone else.
- ❖ Talk directly to disabled people rather than through a second party such as a friend or a carer. Relax and make eye contact.
- ❖ Some disabled people may have painful joints, so try to avoid being over zealous when shaking hands.
- ❖ Do not make assumptions about the existence or absence of disabilities. Some people may have hidden disabilities such as sickle cell anaemia, diabetes, dyslexia or mental health challenges.



Language



Meeting people with a facial disfigurement

It is useful to gain a general understanding of words and phrases that may inadvertently give offence to your disabled constituents. There are no hard and fast rules. MPs should try to keep in touch with disabled constituents and respect their preferences, which may change over time.

Here are some general principles:

- The word 'disabled' should not be used as a collective noun ('the disabled') as it implies a homogeneous group separate from the rest of society. We are all individuals: 'the disabled' do not constitute a group apart; use instead 'disabled people'.
- Medical 'labels' are undesirable and often misleading, as no two people are alike. These labels say little about people as individuals and tend to reinforce stereotypes of disabled people as 'patients', powerless and dependent on the medical profession. Similarly, the word 'invalid' should be avoided because it equates disability with illness and can be construed as 'not valid'.
- It is dehumanising to refer to a person in terms of a condition. Do not talk about 'a spastic' or 'an epileptic'. It is better to say, 'he/she has cerebral palsy' or refer to 'a person who has epilepsy'.
- Avoid any words or phrases that invite pity or reinforce impressions of frailty or dependence – such as 'victim of', 'crippled by' or 'suffering from'. For example, it is better to describe someone as a 'wheelchair user' or 'a person who uses a wheelchair' than to say they are 'wheelchair bound' or 'confined to a wheelchair'. Similarly, you should describe someone as 'a deaf person' or 'a deaf sign language user' rather than 'deaf and dumb'.

- ❖ Many disabled people find the word 'handicapped' offensive, as they believe it carries connotations of 'cap in hand'. Referring to a 'person with a disability' or 'disabled person' avoids offence.
- ❖ Many people dislike the phrase 'mental handicap' which is both stigmatising and imprecise. People with learning disabilities are voicing their preference through the growing self-advocacy movement, and they prefer to be described as 'people with learning disabilities', or 'people with learning difficulties'.
- ❖ Do not be embarrassed about using common expressions such as 'see you later' or 'I'll be running along' which may relate to a person's impairment.



→ Disability discrimination legislation



In summary, the DDA and the Equality Act 2010 (when it replaces the DDA) give rights to disabled people. In the legislation, the term 'disability' covers both physical and mental impairments that have a substantial and long-term adverse effect on the person's ability to carry out normal day-to-day activities. Long-term means the effect has lasted or is expected to last for at least 12 months. People with a past disability are also covered.

Except for spectacles and contact lenses to correct eyesight, medical or other treatment which alleviates or removes the effect of the impairment, is disregarded when assessing whether the impairment has such an effect.

Progressive conditions, which have a slight effect on day-to-day activities but are expected to become substantial, are covered, as are conditions that have a substantial effect for short periods but are likely to recur. People with HIV, MS and cancer are covered as soon as they have the condition. Severe disfigurement (if it is long-term) is also classed as a disability.

Statutory guidance on the definition of disability exists¹.

Under the Equality Act, disabled people have rights against discrimination and harassment. In certain circumstances non-disabled people have protection because of their association with a disabled person e.g. if they have to care for a disabled child. Disabled people may also be able to challenge 'combined discrimination', for example if they have been discriminated against as disabled women.

1. http://www.equalityhumanrights.com/uploaded_files/guidance_on_matters_to_be_taken_into_account_in_determining_questions_relating_to_the_definition_of_disability.pdf

Who is affected by the legislation?

Employers: Employers must not discriminate against disabled people. They also have a duty to make reasonable adjustments for disabled people in all areas of employment and occupation.

Service providers: A service provider must think about the needs of disabled people in advance (i.e. anticipate them) and make reasonable adjustments to make its services accessible.

Transport Providers: These must ensure that any new train, bus or coach they use complies with accessibility regulations. As providers of transport services, they must also take reasonable steps to provide access to the associated infrastructure such as stations and airports. Disabled people have similar rights of access to transport services as they have to other services like shops and banks.

Landlords or others who are responsible for letting or selling property have to ensure that they do not discriminate against disabled people and must make reasonable adjustments for people who use their services. Those responsible for letting property have to make reasonable adjustments to the letting process, but only when requested by the disabled person. This does not include physical alterations to the property itself. Under the Equality Act 2010, there will be additional duties on those responsible for the common parts of let residential premises to make reasonable alterations to the common parts but the disabled person can be required to pay for the work and any costs.

Trade organisations and qualifications bodies must not discriminate against a disabled person in relation to membership or professional or trade qualifications. General qualifications bodies, awarding qualifications such as GCSEs, must also not discriminate.

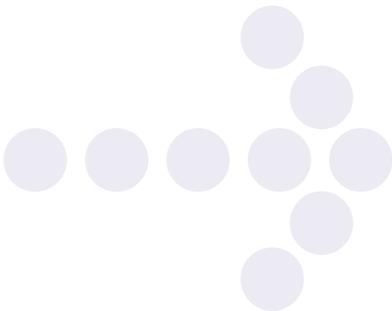




Education Providers: Further and Higher Education institutions, schools and local authorities must not discriminate against disabled students. This affects all education and training provided by these bodies, admissions to courses, exclusions, and the provision of other 'student services', e.g. catering. They also need to make reasonable adjustments for disabled students and prospective students.

Private clubs with at least 25 members cannot discriminate against disabled members or guests and must make reasonable adjustments. Political parties may sometimes be providing a service to the public (e.g. information on websites) but in relation to access for their members, the private clubs provisions will apply.

Disabled councillors are protected against discrimination (and harassment) in relation to their official duties. Councils also have a duty to make reasonable adjustments for disabled councillors. The law does not apply to political appointments, local authority cabinet posts or committees.



How disability discrimination law affects MPs

When dealing with their constituents, MPs are likely to be service providers under the legislation and are covered by the provisions relating to services – whether paid for or for free.

Discrimination by providers of goods, services or facilities to the public: It is against the law to discriminate against a disabled person. Discrimination or harassment can arise through:

- ❖ refusing to serve them. For example, it would be illegal to refuse to provide a service to a constituent with a learning disability because they need extra time and attention.
- ❖ providing a worse standard or manner of service. For example, having a meeting with a wheelchair user in a public area where there is no privacy because the private areas where other constituents are seen, are inaccessible.
- ❖ providing a service to a disabled person on worse terms.

Under the Equality Act 2010, some forms of discrimination cannot be justified whilst others can but only in limited circumstances.

Under the DDA, service providers must make reasonable adjustments to enable disabled people to use their services. This may relate to the way in which the services are provided, the physical environment in which the services are provided or the provision of extra assistance.



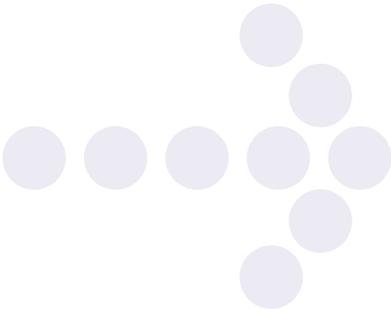


There is a similar duty under the Equality Act 2010, although differently expressed. It's particularly important to do what is reasonable to provide information in an accessible format.

Examples of measures that you should consider include:

- ❖ changing a no-animals policy to allow assistance dogs on the premises.
- ❖ installing ramps or widening doorways or seeing the person in an alternative venue).
- ❖ an induction loop for people who use hearing aids).

The most important adjustment, however, is to attitude. It is good practice to train anyone who deals with customers (effectively your constituents) in equality legislation and the need to make reasonable adjustments to help disabled people use their services.



Duty to promote equality for disabled people: the Disability Equality Duty

Since December 2006 there has been a positive duty on all public authorities to pay 'due regard to the need to' promote equality for disabled people in every area of their work. The Equality Act will replace this with a 'public sector equality duty'. The Equality Duty says that Government departments, local authorities and other public bodies must have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation,
- advance equality of opportunity,
- foster good relations

Importantly, the Equality Duty requires public authorities to take steps to take account of disabled persons' disabilities, even where that involves treating disabled people more favourably than other people.

Assessing the impact of policies and activities (including budgets) against the requirements of the duty is vital.

Specific duties provide tools for public authorities to meet their General Duty, in a way that is transparent and enables disabled people to hold them to account. If a public body fails to comply with its general or specific duties it could face enforcement action by the Equality and Human Rights Commission. A public body's failure to comply with the general duty can also be challenged in the High Court by judicial review proceedings (which can be brought by anyone with an interest in the matter).

Certain Secretaries of State have a duty to report on progress on disability equality across their policy area every 3 years. The first reports appeared in December 2008.

The Equality Duty has the potential to be a very powerful piece of legislation for disabled people.

→ Useful contacts



For further information and advice about equality legislation contact:

Equality and Human Rights Commission Helpline

Freepost RRL- GHUX-CTR, Arndale House, Arndale Centre, Manchester, M4 3AQ.

Telephone: 08456 046 610

Textphone: 08456 046 620

Fax: 08456 046 630

Email: englandhelpline@equalityhumanrights.com

8am–6pm, Monday to Friday

Where disabled constituents can go for help

You may find it necessary to refer your disabled constituents to organisations that can help them enforce their rights. In addition to the Equality and Human Rights Commission Helpline there are a number of other organisations which can help, including national and local disability organisations. Other organisations that can provide information and advice include the following:

ACAS (Advisory, Conciliation and Arbitration Service)

Helpline: 08457 47 47 47

Textphone: 08456 06 16 00

Web: www.acas.org.uk

ACAS provides free information and advice on a wide range of employment and industrial relations matters in England, Wales and Scotland. Staff on the information line are not legally qualified and cannot give legal opinion on the merits of particular cases.

Citizens Advice

Telephone: 020 7833 2181 (no advice is available on this line, but they will be able to give you details of your local Citizens Advice Bureau which can give you advice), www.adviceguide.org.uk

Helps people resolve their legal, money and other problems by providing free, independent and confidential legal advice, and can help you find a solicitor.

Scottish Citizens Advice Bureau Service

The Scottish CAB Service helps you find your local CAB.
<http://www.cas.org.uk/>

Community Legal Service

Helpline: 0845 345 4 345
Web: www.clsdirect.org.uk

CLS has an online directory providing details of solicitors, advice agencies and information providers across England and Wales, and a helpline giving free initial legal help and advice on some issues.

Scottish Legal Aid Board

Web: www.slab.org.uk

The Scottish Legal Aid Board is responsible for managing legal aid in Scotland. Their website has information about getting legal help.

Disability Law Service

Telephone: 020 7791 9800
Textphone: 020 7791 9801
Fax: 020 7791 9802





Monday – Friday, 10am-1pm and 2pm-5pm

Email: advice@dls.org.uk

Web: www.dls.org.uk

The Disability Law Service provides free legal advice to disabled people and representation where appropriate.

Law Centres Federation (in England and Wales)

Telephone: 020 7387 8570

Email: info@lawcentres.org.uk

Web: www.lawcentres.org.uk

Law Centres provide a free and independent professional legal service to people who live or work in their catchment areas. They can offer advice in areas of social and community law. The Federation does not itself provide legal advice, but can provide details of your nearest law centre.

Scottish Association of Law Centres

<http://www.scotlawcentres.blogspot.com/>

The Scottish Association of Law Centres represents law centres throughout Scotland. They do not provide individual advice, but they can tell you where to find your nearest Law Centre.

Public Law Project

Web: www.publiclawproject.org.uk

Public Law Project is a voluntary group that helps disadvantaged groups take legal action against public authorities if they have infringed people's human rights. Their website has several leaflets. The Public Law Project does not accept enquiries from the general public but it can take referrals from another lawyer or adviser.

Financial Ombudsman Bureau

Telephone: 0845 080 1800 or 020 7964 0500

Web: www.financial-ombudsman.org.uk

Covers complaints about most financial products and services provided in (or from) the United Kingdom – from insurance and pension plans to bank accounts and investments.

JobcentrePlus

Web: www.jobcentreplus.gov.uk

Contact JobcentrePlus for help and advice on finding a job or making a benefit claim.

RADAR

12 City Forum, 250 City Road, London EC1V 8AF

Telephone: 020 7250 3222

Textphone: 020 7250 4119

Fax: 020 7250 0212

Email: radar@radar.org.uk

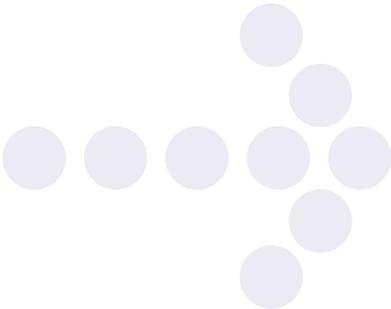
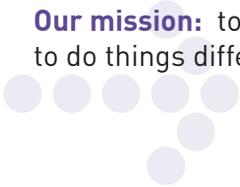
Web: www.radar.org.uk

RADAR publishes a range of self-help books and guides. 'If only I'd known that a year ago: A guide for newly disabled people, their families and friends' provides an introduction to relevant services, rights and facilities. The 'Doing Life Differently' series written by and for disabled people includes guides to managing your money and getting and keeping a job while managing an impairment.



Our vision: a just and equal society whose strength is human difference.

Our mission: to enable individuals, networks and policy makers to do things differently.





RADAR

the disability network

12 City Forum
250 City Road
London EC1V 8AF

Telephone: 020 7566 0116

Textphone: 020 7250 4119

Fax: 0870 141 0337

Email: Marije.Davidson@radar.org.uk

Web: www.radar.org.uk



RADAR would like to thank HSBC.

HSBC 
The world's local bank

 employers'
forum on
disability