

# Information book for prisoners with a disability

National Offender Management Service and Prison Reform Trust February 2017

## **This book tells you about:**

- **your rights**
- **asking for help**

## **You can get copies of this book**

- **In the library**
- **From wing officers**
- **From the equality or diversity team**
- **From the Prison Reform Trust**

This book is on these websites:

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

[www.prisonreformtrust.org](http://www.prisonreformtrust.org).



### **Asking for help**

This book has information for prisoners who have a disability. If you have any questions you should ask a member of staff for help.

Page 14 tells you who you can ask for help.

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# Disability



## What is a disability?

There are different sorts of disability. You can't always see if someone has a disability. These are some examples of a disability:

- a long term illness like asthma and epilepsy
- Diabetes
- Arthritis
- Cancer.
- HIV/AIDs
- a learning disability
- autism
- a mental health problem that has been going on for a long time, like depression.



A disability can be problems with::

- seeing
- hearing
- speaking
- walking or getting around





If you have a disability prison staff may be able to help.  
Prison staff will ask you if you have a disability. You do not have to say you have a disability if you don't want to.

You can ask to see someone from the diversity team who can help you. There is information about this on page 14



You can find more information in **Prison Service Instruction (PSI) 32/2011 Ensuring Equality.**



## The Equality Act

There is a law called the Equality Act 2010.

This law says that people with disabilities should be treated fairly.

Prisoners with a disability should be helped to do the same things as other prisoners, like work and going to the gym.

The law says that someone has a disability if they have an impairment which makes it hard to do everyday things and that this has been happening for a long time.





A long time means over 12 months. This means that if you broke your leg and needed a wheelchair for a few months you would not have a disability. But the prison should still help you to be involved in prison life.

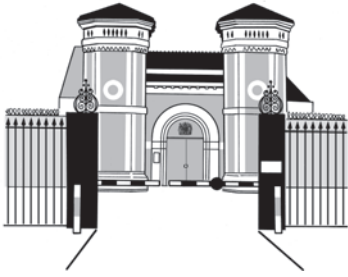
Disabilities can be things like:

- difficulties with walking
- difficulties with handling things like door handles and knives and forks
- difficulties with carrying heavy things.
- difficulties understanding or making other people understand what you are trying to say.



The Equality Act says that these things are not disabilities

- addiction to alcohol or drugs
- hay fever
- tendencies to set fires, steal or hurt people
- tattoos and piercing.



## Life in prison

### Arriving in prison

When you go to prison you will be taken to reception.



You will see a doctor or a nurse. They will ask you questions about your health. You can tell them about any disabilities you have. This is a good time to tell them any worries you have about being in prison.

A prison officer will search you. You can ask to see medical staff if you have a difficulty that means it is difficult for you to have a full body search.



You can tell staff from the diversity team about your disability. There is more information about the diversity team on page 14.

You might have to wait for them to come and see you.

The more you tell staff about your disability, the more they will be able to help you.



If you find it hard to read or understand what prison staff are saying you can ask for someone to explain things to you.



You should be given information about the prison. This is called an **induction pack**. The induction pack has information about the prison and about prison rules. It is important that you understand the prison rules.

If you find it hard to read or to understand the induction pack you can ask a member of staff for help.



There might be a CD or tape of the induction pack that you can listen to. The information pack should be available in Easy Read.

## Where you will live in prison

You may have to share a cell with someone. Prison staff will try to find the best person for you to share with. If you have any problems with the person you are sharing a cell with, you should tell a prison officer.



You should tell staff if you have any health problems or disabilities that make it difficult for you to share a cell.

If you don't smoke, you will not be asked to share with someone who does smoke.





You should tell staff if you have difficulties going up or coming down stairs, getting into a bunk bed, showering or using the toilet.

You should not stay in the hospital wing unless you need medical care. The prison should make 'reasonable adjustments' so that you can live in normal accommodation. If this is not possible in your current prison, you may be transferred.



If the prison cannot find you a suitable prison to move to, they should contact the deputy director of custody (DDC) They will help to find a prison that you can move to.

You can ask the OCA unit (the department in the prison that will organise transfers) to contact the DDC for you if you are having difficulty getting a transfer.



A transfer must not be delayed or prevented because of your disability.

If you move to another prison you should tell the staff at your new prison about your disability.

You can find more information in Prison Service Instruction (PSI) 32/2011, Ensuring Equality. You can find this in the library or contact Prison Reform Trust and ask for a copy.



If you still have trouble moving to a suitable prison, you can ask an outside organisation like Prison Reform Trust or your solicitor or the Independent Monitoring Board (IMB) for help.

## Daily Life



Many people need help to do things. You can tell prison staff if you need help to



- Tell the time

- Read

- Write



- Fill in forms

- Clean clothes

- Make telephone calls



- Understand information

- Remember information

- Remember when to take medication



Prison staff may help you or they may find a prisoner to help you. Page 18 gives you more information.

## Food

If you need to eat special food because of your health, you should ask to talk to healthcare staff.



The prison will make you special food if healthcare say that you need it.

The prison gives everybody a choice of food. You will be asked to fill in a form to say what you want to eat.



The menu might have pictures on it so that you know what food to choose. If you have problems filling out the form for your food, ask an officer on the wing for help.

## Keeping in touch with family and friends



### Visits

Your friends and family should be able to visit you in prison.

You might have to fill in a form called a visiting order.

If you don't fill in this form you might not get any visits.



You can ask prison staff or another prisoner for help.

There is more information about this in the Prisoner Information Book. You can find this in the library or contact the Prison Reform Trust.

If your visitors have disabilities that make visiting difficult, they should tell the prison before they visit. Examples of difficulties might be not being able to hear in a noisy room or having to wait a long time.



If any children visiting you have disabilities you can ask if there are activities or support for them.

The prison might have a visitors' centre that can help your family with information and support.

## Letters and phone calls



If you have difficulty writing letters the prison should provide you with another way of keeping in touch with your family and friends.

The prison should find someone who can help read and write your letters for you. This could be an officer on the wing or another prisoner.



Some telephones can be changed so that people who find it hard to hear can use them. Ask your prison if you need this sort of help.

## Who can help?

It is important to ask someone if you have any questions or if you don't understand



### **Diversity officers (sometimes called equality officers or disability liaison officers)**

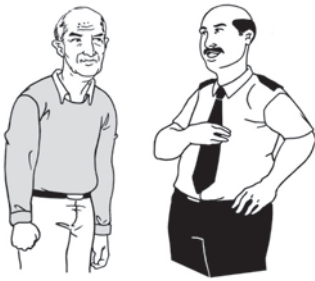
Prisons have a diversity or equality team. Staff in these teams have different titles. They can be called diversity officers or equality officers or disability liaison officers. In this booklet we will call them diversity officers.

Diversity officers support people with disabilities. They should be able to give you information and advice.



The diversity officers can:

- talk to prisoners with a disability to find out more about what help they need
- make a record of the help you need



- give information and advice to prisoners and staff
- talk to the governors and managers about what help you need
- organise activities for people with a disability
- make sure that people with a disability can take part in prison activities
- organise meetings to talk with prisoners about life in the prison
- find organisations from outside of the prison that can help prisoners with a disability.



You can ask to meet a diversity officer. You might have to fill in a form to do this. You can ask for help to fill in the form.



The diversity officer will ask you questions about your disability. What you say to the diversity officer will be kept private. They might fill in a disability questionnaire with you.

The diversity officer might need to talk to healthcare staff and wing officers about your disability to make sure you get the help you need.

If you are worried about other prisoners or staff knowing about your disability you should tell the diversity officer. Information about your disability should be kept private, except when it is important to share to keep you or others safe.





## Chaplains

Chaplains can help you with your religion. They will be from different faiths, like being Christian or Muslim.

You can talk to them about your feelings even if you are not religious. A chaplain is a good person to talk to if you are worried about something.



## The Samaritans

Samaritans are people you can talk to on the telephone if you are feeling upset or worried. The telephone number is **08457 90 90 90**. It is free to call this number. You will need to put in your pin number first. You might need to ask for help to do this.



## Personal officers

Some prisons have personal officers. This is a prison officer who takes time to help you and see how you are getting on.

If the prison does not have personal officers, wing officers should be able to help you.



## Offender supervisor and offender manager

The offender supervisor will make reports on how you are getting on and work with you on your sentence plan.

The offender manager is someone from the probation service. They will help you complete the goals on your sentence plan.



You might have an offender manager. This person is sometimes called a Probation Officer. They will supervise you when you leave prison and help you complete the goals on your sentence plan. They might work for the National Probation Service or a Community Rehabilitation Company.



## **Psychologists**

Psychologists might see you to make an assessment of you. They also help to run offending behaviour courses.

If you have problems with learning, understanding information or speaking they may be able to help you.

## **Education**

There is an education department in every prison. Someone from the education department will talk to you about what you can do in education.

If you need help with reading and writing you should say so.



Before you start learning you should have an interview to see what support you need with things like reading and writing.

## Library



Every prison has a library. The library should have books and information in large print, easy-read and in audio.

The person in charge is called a librarian. This person can help you find information and books. If you need information or books that are not in the library you can ask the librarian to order it for you.

## Independent Monitoring board (IMB)



IMB members are people who check that prisoners are treated fairly. They act independently from the prison or from the governor. They are volunteers from the local area.

You can ask to speak to them if you have a problem about something in the prison. You might have to fill in a form to see someone from the IMB. You can ask a wing officer for a form.

## Help from prisoners

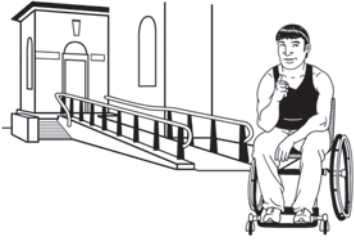
Other prisoners can also help you



### Listeners or 'Buddies'

If you feel upset or worried, you can speak to a listener or buddy. These are other prisoners that are specially trained to help you. They sometimes wear special T-shirts. They are trained to keep what you say private.





## Equality, diversity or disability orderlies

Some prisons have prisoners who can help other prisoners with disabilities. They might help you to get the services they need.

They might help organise meetings or with talking to prison staff. Sometimes they wear a special T- shirt or a red band. You can ask prison staff who these prisoners are and how to contact them.



## Peer support/carers

Some prisons have prisoners who can help you with day-to-day living. Ask prison staff or a member of the diversity team to find out what help you can get from other prisoners in your prison

There is more information about this in **Prison Service Instruction PSI 17/2015 Prisoners assisting other prisoners**. You can find this in the library or contact Prison Reform Trust and ask for a copy.

## Reading mentors

Some prisons have prisoners who can help you with reading.



## Help outside prison



There are people outside the prison who can help you.

### Solicitors

You might be able to get a solicitor to help you. You can ask your solicitor questions about the law.

You can speak to a solicitor if you have asked for the help you need in prison but this had not happened. If you want to find out if you need a solicitor, you can talk to the Prison Reform Trust.



### Social services

People sometimes need extra support and this might come from social services.

This might be help with daily living, such as help using the shower or getting dressed.

The prison staff can contact the local social services team for you.

There is more information on page 30.



### Other organisations

There are lots of organisations outside prison that can help you. Some of these are listed at the end of the book on page 42.



## Education, work and training

Prisons should make sure that prisoners can go to education and that learning and understanding needs are met.

If you have difficulty reading or writing you can ask to go to education. The education department can do an assessment to see what support you need.



Prisons should make sure that prisoners with disabilities can go to work. This might mean that changes have to be made for you in the workshops.

You may have a health and safety assessment before you start work



Prisoners with disabilities should be able to use the sports facilities and go to the gym. Most prisons have special gym sessions for older people or people with mental health needs. The gym staff can give you advice on how to stay healthy.



## Association

Association means time out of your cell. You can talk to other prisoners, use the phone and have a shower.



## Time outside

You are allowed 30 minutes outside every day. This might not happen if the weather is bad or there is a problem in the prison.



## Library

Every prison has a library. The library should have books and information in large print, easy-read and in audio

Everybody should be able to go the library once a week. If the library is hard for you to get to the prison will arrange for books and information to be brought to you on your wing.

## Canteen



The canteen is the word used for the prison shop. You will be able to buy things from the shop. There is a form to fill in to say what you want to buy. You can ask prison staff help you fill in the form

If there are special things that you need because of your health or disabilities you should ask the canteen to buy them. You will need to put in an application form for this. You can ask for help to do this.

## Getting around



If you need a wheelchair or walking stick, talk to your wing officers and ask them to refer you to social services.

If you need help getting around the prison, the prison should help you. They might make changes to the prison, such as hand rails or ramps. They might have other prisoners who are trained to help you get around.



If you need help with using the shower, the toilet or dressing, speak to healthcare or the diversity officers.

## Help with reading, writing and filling in forms

There are a lot of forms to fill in when you are in prison. For example forms may be used to get visits, choose meals or see a doctor.



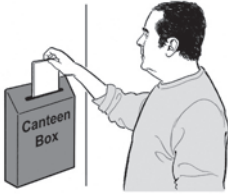
Sometimes these forms are called apps or application forms. Application forms can be used to ask for something or to see someone, such as healthcare or resettlement staff.

There may be another prisoner who can help. Sometimes prisoners will be trained to do this.



Your prison staff, education staff or the chaplain might help you. You should ask if you need help. Some forms are very important.

## Making a request or complaint about something in prison



If you need to ask for something or are unhappy with how you are being treated in prison, you can make a request or complaint. Every prison has a request and complaint system. You should be told about this during induction.

If you want to make a request or a complaint you can speak to prison staff.



There are forms on the wing to make a request or a complaint. If you have difficulty reading or writing on forms, you can ask prison staff for help.

If you want to ask about something that is serious or personal, you can use 'confidential access'. This means that what you say is kept private. You will need to say on the form why your complaint should be confidential.



If you want to complain that you are being treated differently because of your disability there is a special form for this. It is called a Discrimination Incident Report form. You can speak to prison staff to get this form.

If you are not happy with the response to a complaint you can appeal. You should be given information about how to do this and the appeal form when you get the response.



You must appeal within a week of getting the response. You should say why you are not happy with it. Your appeal should go to a manager.

You can find more information in Prison Service Instruction (PSI) 02/2012 Prisoner Complaints.

## Prisons and Probation Ombudsman



If you don't think the prison has dealt with your complaint or request properly, you can write to the Prisons and Probation Ombudsman. You must do this within three months of getting a reply from the prison.

The Prisons and Probation Ombudsman does not work for the prison. Their job is to look at complaints from prisoners about prison life.

You can write to the Ombudsman at:

Prisons and Probation Ombudsman

PPO  
PO Box 70769  
London  
SE1P 4XY

You can phone them **020 7633 4100** or lo-call **0845 010 7938**

There is a leaflet you can look at about the Ombudsman and how to complain. It is in the library.

They cannot look into your complaint unless you have asked the prison to look into it first.



## Care and Support



### Healthcare

All prisons have a healthcare team. There may also be a hospital in your prison.

You should get the same healthcare as people outside prison.

You should be able to get lots of information about healthcare in prison.

You may need to fill in a form to see a doctor or nurse.

Tell the prison staff on reception or healthcare staff if you are taking any medicine.

A doctor in the prison will say what medicine you need. You may be allowed to keep medicine that the prison doctor says you need in your cell. Prison staff will decide if you can do this.



### Medicine

You cannot keep medicine you bring with you when you first arrive in prison.

Tell the staff on reception or a member of the health care team if you are taking any medicine

If there are delays in getting your medication, or you are unhappy with your treatment you can make a complaint. There is information on how to do this on page...





## Seeing the optician or dentist



Tell prison staff if you need to see a dentist or an optician

Any treatment you have will be free unless it is not for medical reasons

You will be able to get free glasses if you need them. Some people can get free contact lenses but you will need to ask the optician.



## Your mental health needs

Many people in prison have mental health needs. If you have a serious long term mental health illness, you may be considered to have a disability.

There are people that can help you.

Tell healthcare staff if:

You are thinking about hurting yourself

You had a psychiatrist or community psychiatric nurse, or spent time in hospital because of mental illness

You were taking medication in the community for your mental health

You feel worried or upset

You feel low or depressed

You feel anxious or frightened

You have difficulty sleeping or feel very tired





You think people are talking about you

You are hearing voices inside your head

You feel very angry

You feel confused or forgetful

You keep thinking the same thoughts over and over.



### **Getting specialist support**

If your health problem cannot be dealt with by healthcare staff at the prison:

a specialist healthcare person may come to the prison to see you

Or

You may be moved to another prison to get the healthcare you need.

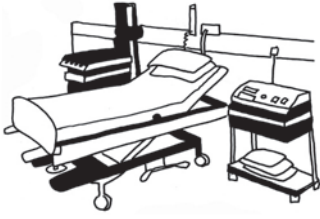
Or

You may be taken to a hospital outside the prison. If this happens, the prison will still be in charge of you.



The prison will make a decision about whether you need to be handcuffed on the way to the hospital and while you are in hospital.

If it is difficult for you to be handcuffed because of your health or your disability you should tell the prison. You should also tell the doctor at the hospital.



If the doctor needs to examine you in private and the prison has said you need to be handcuffed, they should use an escort chain.

Restraints will not be used on you if you are tetraplegic, paraplegic, giving birth or a category D prisoner.

## Complaints about healthcare



If you have a complaint about healthcare you should speak to healthcare staff at your prison.

If nothing changes you can write to your healthcare provider to tell them about your complaint.

You can get their contact details from prison staff, the prison library, by phoning NHS Direct on **0845 4647** or from the Prison Reform Trust.



If you are not happy with the reply from the healthcare provider you can make a complaint to NHS England.

If your complaint is about hospital treatment, you can complain to the chief executive of the hospital.

You might be able to get help with your healthcare complaint from:

- Your local Healthwatch
- An independent advocacy service
- Prison Reform Trust
- Your solicitor

## The Care Act

Some people with disabilities might need help extra help



The Care Act says that the local council where you are in prison must assess you if you might have social care needs.

You can find more information in **Prison Service Instruction (PSI) 15/2015 Adult Social Care**.

If you think you have social care needs you can ask for an assessment.



The local council will think about if you have social care needs which they should help with. The council will talk to you, prison staff and sometimes healthcare staff.

They will ask about your daily life and ask what you find difficult.

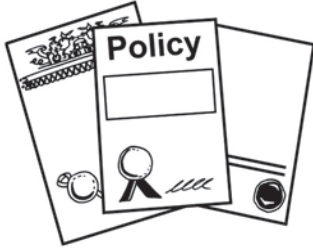
They will decide whether they can give you care and support. This might be help with daily living, such as help using the shower or getting dressed.



If you have difficulty understanding information, you should ask for an advocate.

This is someone who can support you and help you to understand information. They can help you to tell the council what you think. This service is free.

The council might agree a care and support plan with you. This will say what help you need and who will give you this.



The council might:

- Give you information and advice
- Find someone to help you with daily care
- Help you stay well

If you have savings outside prison you may have to pay for some or all of your care costs.

You will not have to use prison earnings to pay for care.

If you move to another prison:



- The council should tell the council in the new area about your needs
- The new council will look at the support you need
- Your care and support should carry on

If you have trouble contacting your council, or have any questions, you can ask prison staff or speak to the Prison Reform Trust.

RECOOP and the Prison Service have written some factsheets on the Care Act. You can ask for them in your library.

### **Making a complaint about social services**



If you are not happy with the council's decision or about the support you get, you can make a complaint.

You can get a copy of the complaint leaflet from prison staff. You can also ask the Prison Reform Trust

If you can't find it, ask a prison officer or contact the Prison Reform Trust. The details are on page ....

If you are not happy with the council's response you can complain to the Local Government Ombudsman.



Their address is:

The Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

Their phone number is:

**0300 061 0614**

## Safeguarding

Everyone in prison has the right to feel safe

The law says that people who have support needs must be kept safe. This is called 'safeguarding'. You can find more information in Prison Service Instruction (PSI) 16/2015 Adult Safeguarding in Prison.



Prison officers and people working in the prison should try to keep you safe from abuse and neglect.

Abuse might be something that hurts you or someone making you do something you do not want to.



Neglect is when you do not get the care you need to stay safe and healthy.

Violence and bullying are things like people hitting you, saying nasty things to you, or saying they are going to hurt you.





If this is happening to you or someone you know, you should tell prison staff

They will treat your complaint seriously and confidentially

You can talk to:

- Speak to the safer custody team
- Tell a prison officer
- Fill in a complaint form
- Talk to someone from outside the prison

You can also fill in a prison complaint form

## Your sentence



If you have a sentence of one year or more than one year you will have a sentence plan.

A sentence plan says what you must do to help you stop offending.

It is important that you know what your sentence plan says.

If you need help understanding your sentence plan, ask your personal officer or your offender manager.

The prison might ask you to do courses to help you change your behaviour.

If you have difficulties doing any course because of a disability you should tell your offender manager.



Prisons have to make sure that people with disabilities who are serving long sentences can do the things in their sentence plan.

The staff might have to make changes to help you to do the things in your sentence plan. If you are unable to do the things in your sentence plan, you can ask a solicitor or the Prison Reform Trust to help you.

## Adjudications

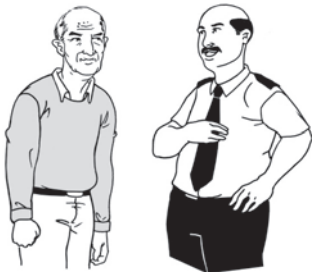
There are rules in every prison. If you break prison rules you might have an 'adjudication'.



An adjudication is a special meeting where you and the prison staff talk about what you all think has happened.

If the governor decides that you have broken the rules, you might be given a punishment.

If you broke a rule because you didn't know what the rules are or you didn't understand the rules, you should say this during the hearing.



Prison governors must make sure that prisoners understand the adjudication process. Some prisoners need help to understand the adjudication process. If you don't understand what is happening you should tell prison staff.

Prison staff should help you to understand.  
Help might include:



- information in easy-read
- prison staff or another prisoner explaining what is happening to you
- someone with you during the hearing.





You may be able to ask a solicitor or someone called a McKenzie friend. A McKenzie friend is someone who attends the hearing to advise and support. They could be a member of the public or another prisoner.

There is more information about this in the **Prisoners' Information Book**. You can find this in the library. You can also find more information in Prison Service Instruction (PSI) 47/2011 Prisoner discipline procedures.

### **Incentives and Earned Privileges (IEPs)**

These are extra things you can get or do if you keep to the rules.



The extra things you can get or do are different in every prison. If you do not understand how IEPs work ask a member of staff to explain this to you.

If you need something that would help you because of your disability, you might be allowed to get family or friends to send it in.

You can ask the governor for special permission to do this. There is more information in **Prison Service Instruction 30/2013, Incentives and Earned Privileges**.

### **Leaving prison**

Prisons should help you plan for when you leave prison. This is called resettlement. Prisons might have a resettlement unit or resettlement staff.

If you are in a resettlement prison, staff from the local Community Rehabilitation Company should be able to help you. You can ask to see them. You might have to fill in an application form to do this.



## On licence



When you leave prison you might be on licence. Your licence will say where you should live and what you should do.

You will have to see your offender manager. They will check that you are doing what it says on your licence. There is more information about offender managers on page 16.

You can ask for an easy read copy of your licence.

If you don't understand what it says on your licence or you find it hard to remember you should tell your offender manager.

It is important that you do the things on your licence as if you don't you could go back to prison.

Your offender manager might be able to help you if you need support in the community.



## Claiming benefits

You can apply for benefits through Jobcentre Plus. Ask the resettlement unit to put you in contact with the Jobcentre Plus team before you leave prison.

If you are not able to work because of illness or a disability you should get a letter or report from the healthcare centre in the prison.

## Finding accommodation

You will need somewhere to live when you leave prison. If you don't know where you will live you can ask resettlement staff for help.

Some prisons have housing advice services. You can call Nacro on 020 7840 1212 or Shelter on 0808 800 4444 if you have problems finding housing.





## Help with resettlement

If you are having difficulty making plans for your release, you can get help from an outside organisation like Nacro or a specialist disability organisation, see page

## Registering with a GP

Prison healthcare can help you find a doctor before you leave prison. If you want them to help you, you should ask to see the doctor or nurse before you leave prison.



They should make sure that you know who your doctor is in the community and that you know how to register.

If you have learning disabilities the health care team should write to your GP to tell them about this and the support you need.

## Social Services

If you have a disability or need support you might be able to get help from social services when you return to live in the community.

If you have social care needs in prison the local council should have assessed you. There is more information about this on page 30.

It is important that the social services where you are going to live know about you before you leave prison. The local council where you are in prison should tell the council in the area you will be living about your needs.





This means they will look at what help you will need when you live in the community.

If you did not get help social services when you were in prison, you can still ask for help when you leave prison.

Social services will only assess someone if someone asks for this.

The request for an assessment can come from:

- you
- your friends/family
- health care staff
- social services who work in your prison
- your prison (usually the resettlement team)
- another organisation.



If you have any learning disabilities, mental health needs or physical health needs you might be able to get extra help.

The law says that social services should assess people if they are asked to and provide support if they need it. The assessment will see what help you need and if social services can provide this.

If you are having difficulties contacting social services you should speak to prison staff, the Prison Reform Trust, Citizens Advice Bureau or a solicitor.

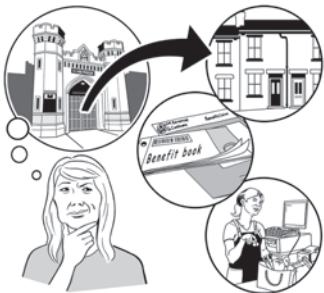
## Help after prison



There may be organisations where you are going to live when you leave prison that can help you. Ask prison staff or the resettlement team in the prison if they can find details for you.

You can call Nacro on 020 7840 1212 or the Prison Reform Trust on 0808 802 0060 to find out about other organisations that can support you. There is a list of organisations on page 40 of this book

## Finding work, education and training on release



You can get help finding work, education or training from the education department and the resettlement team at your prison.

You can put in an application form to ask to speak to them. Ask prison staff on your wing to help with this if you have difficulty filling in forms.

## Prison Reform Trust's Advice and Information Service

We can give you information on:

- Prison rules
- Life in prison
- Your rights
- Prison conditions
- How to get help in prison

We can send you an information sheet, a booklet or a Prison Service Instruction (PSI).

If you are having problems, we might be able to tell you what you can do. Or, we might tell you about another organisation that can help you.

### How to contact us

You can telephone us. Our freephone information line is **0808 802 0060**

This number is for **prisoners** only. This number is **free** and you do not need to put it on your pin.

This number is open:

Monday 3.30 - 5.30pm  
Tuesday 3.30 - 5.30pm  
Thursday 3.30 - 5.30pm

The line can be busy so if you don't get through, please try again.

You can write to us at:

Prison Reform Trust  
FREEPOST ND 6125  
London  
EC1B 1PN

You do not need to use a stamp.

## Helpful organisations

### **Action for M.E** Advice)

0845 122 8648 (Welfare Advice and Support

42 Temple Street  
Keynsham  
Bristol  
BS31 1EH

Tel: 0117 927 9551 (Mon to Fri 9am to 5pm)  
[www.actionforme.org.uk](http://www.actionforme.org.uk)  
[admin@actionforme.org.uk](mailto:admin@actionforme.org.uk)

Information and support for people affected by M.E (chronic fatigue syndrome).

### **AgeUK**

Advice Line: 0800 169 6565

Tavis House  
1-6 Tavistock Square  
London  
WC1H 9NA

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

Support for people in later life. AgeUK offer advice and information on anything from healthcare to housing

### **Alzheimer's Society**

Helpline: 0300 222 11 22

Devon House  
58 St Katharine's Way  
London  
E1W 1LB

Tel: 020 7423 3500  
[www.alzheimers.org.uk](http://www.alzheimers.org.uk)  
[enquiries@alzheimers.org.uk](mailto:enquiries@alzheimers.org.uk)

Alzheimer's' Society works to improve the quality of life of people affected by dementia. They provide a helpline service for information, advice and support on dementia.

## **Arthritis Care**

Helpline: 0808 800 4050

Floor 4  
Linen Court  
10 East Road  
London  
N1 6AD

Tel: 020 7380 6500  
[www.arthritiscare.org.uk](http://www.arthritiscare.org.uk)  
[Info@arthritiscare.org.uk](mailto:Info@arthritiscare.org.uk)

Arthritis Care support people with arthritis.

## **Shine** (replacing ASBAH)

42 Park Road  
Peterborough  
PE1 2UQ

Tel: 01733 555988  
[www.shinecharity.org.uk](http://www.shinecharity.org.uk)

Shine provide a wide range of services and support for people living with spina bifida and hydrocephalus.

## **The British Dyslexia Association**

Helpline: 0333 405 4567

Unit 8 Bracknell Beeches  
Old Bracknell Lane  
Bracknell  
RG12 7BW

Tel: 0333 405 4555  
[www.bdadyslexia.org.uk](http://www.bdadyslexia.org.uk)  
Helpline (for dyslexia related enquiries only): [helpline@bdadyslexia.org.uk](mailto:helpline@bdadyslexia.org.uk)  
Admin and customer services: [admin@bdadyslexia.org.uk](mailto:admin@bdadyslexia.org.uk)

Free helpline service that provides information and advice on dyslexia



## **Diabetes UK**

Careline: 0345 123 2399

Macleod House,  
10 Parkway  
London  
NW1 7AA

[www.diabetes.org.uk](http://www.diabetes.org.uk)  
[careline@diabetes.org.uk](mailto:careline@diabetes.org.uk)  
[info@diabetes.org.uk](mailto:info@diabetes.org.uk)

Diabetes UK provides advice and information and support to help people with diabetes.

## **Disability Law Service**

The Foundry  
17 Oval Way  
London  
SE11 5RR

Tel: 020 7791 9800  
[www.dls.org.uk](http://www.dls.org.uk)  
Email for Multiple Sclerosis advice: [msadvice@dls.org.uk](mailto:msadvice@dls.org.uk)  
Email: [advice@dls.org.uk](mailto:advice@dls.org.uk)

The Disability Law Service is an organisation that provides advice to people with disabilities, their families/ carers and free daily telephone advice sessions.

## **Disability Living Foundation**

Helpline: 0300 999 0004

Ground Floor  
Landmark House  
Hammersmith Bridge Road  
London  
W6 9EJ

Tel: 020 7289 6111  
[www.dlf.org.uk](http://www.dlf.org.uk)  
Email: [helpline@dlf.org.uk](mailto:helpline@dlf.org.uk)  
General email: [info@dlf.org.uk](mailto:info@dlf.org.uk)

The Disability Living Foundation is a national charity providing impartial advice, information and training on independent living.

## **Epilepsy Action**

Helpline: 0808 800 5050

New Anstey House  
Gate Way Drive  
Yeadon  
Leeds  
LS19 7XY

Tel: 0113 210 8800  
[www.epilepsy.org.uk](http://www.epilepsy.org.uk)  
Email: [helpline@epilepsy.org.uk](mailto:helpline@epilepsy.org.uk)

Epilepsy Action is an organisation which helps to improve the lives of everyone affected by the condition and provides advice and information about epilepsy.

## **Equality Advisory Support Service**

Helpline: 0808 800 0082

(replacing the EHRC Helpline)  
FREEPOST Equality Advisory Support Service  
FPN4431  
[www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)

EASS provides information, advice and support on discrimination and human rights to people in England, Scotland and Wales,

## **The Howard League for Penal Reform**

Helpline: 0808 801 0308

1 Ardleigh Road  
London  
N1 4HS

Tel: 0207 249 7373  
<http://www.howardleague.org>  
Email: [info@howardleague.org](mailto:info@howardleague.org)

The Howard League's helpline provides free, confidential legal advice for young people in the criminal justice system.

## **Headway**

Helpline: 0808 800 2244

Bradbury House  
190 Bagnall Road  
Old Basford  
Nottingham  
Nottinghamshire  
NG6 8SF

Tel: 0115 924 0800  
[www.headway.org.uk](http://www.headway.org.uk)  
Email: [enquiries@headway.org.uk](mailto:enquiries@headway.org.uk)

Headway promotes understanding of all aspects of brain injury and provides information, support and services to survivors, their families and carers.

## **Law Centres Network** (replacing Law Centres Federation)

64 Great Eastern Street  
London  
EC2A 3QR

Tel: 020 7749 9120  
[www.lawcentres.org.uk](http://www.lawcentres.org.uk)

LCN is unable to give advice, but they can help you find a local Law Centre that can.

## **Livability**

50 Scrutton Street  
London  
EC2A 4XQ

General enquiries: 020 7452 2000  
Service enquiries: 020 7452 2087  
[www.livability.org.uk](http://www.livability.org.uk)  
Email: [info@livability.org.uk](mailto:info@livability.org.uk)

Livability run a wide range of services people with disabilities helping them to develop an independent life.

## **The Limbless Association**

Helpline: 0800 644 0185

Unit 16  
Waterhouse Business Centre  
2 Cromar Way  
Chelmsford  
Essex  
CM1 2QE

Tel: 01245 216670, 01245 216671 or 01245 216672

Limb Loss Legal Panel: 0800 644 0186

[www.limbless-association.org](http://www.limbless-association.org)

Email: [enquiries@limbless-association.org](mailto:enquiries@limbless-association.org)

Free service providing information and support to individuals with limb loss.

## **Mencap**

Helpline: 0808 808 1111

123 Golden Lane  
London  
EC1Y 0RT

Tel: 020 7454 0454

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

Email: [help@mencap.org.uk](mailto:help@mencap.org.uk)

Mencap works with people that have a learning disability to change laws. They have a range of services to assist people that have a learning disability.

## **Mind**

15-19 Broadway  
Stratford  
London  
E15 4BQ

Tel: 020 8519 2122

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

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

Mind provides advice and support to people experiencing a mental health problem.

## **Mind Infoline**

Mental Health Helpline: 0300 123 3393

PO Box 277  
Manchester  
M60 3XN

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

Mind's information team provides information on a range of topics including types of mental health problems, where to get help and medication.

## **Mind LAS**

Legal Advice Line: 0300 466 6463

PO Box 277  
Manchester  
M60 3XN

Email: [legal@mind.org.uk](mailto:legal@mind.org.uk)

Mind's legal advice service provides legal information and general advice on mental health law, mental capacity, community care, human rights and discrimination.

## **MS Society**

Helpline: 0808 800 8000

MS National Centre (MSNC)  
372 Edgware Road  
London  
NW2 6ND

Tel: 020 8438 0700

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

Email: [infoteam@mssociety.org.uk](mailto:infoteam@mssociety.org.uk)

Helpline email: [helpline@mssociety.org.uk](mailto:helpline@mssociety.org.uk)

Provides information and support to anyone suffering from Multiple Sclerosis as well as families, carers and professionals.

## **NACRO**

Resettlement Advice Service  
Park Place  
10-12 Lawn Lane  
London  
SW8 1UD

Tel: 020 7840 1212  
[www.nacro.org.uk](http://www.nacro.org.uk)  
Email: [helpline@nacro.org.uk](mailto:helpline@nacro.org.uk)

Nacro can give advice and support about leaving prison.

**Asthma UK** (replacing National Asthma Campaign)      Helpline: 0800 121 62 44

18 Mansell Street  
London  
E1 8AA  
[www.asthma.org.uk](http://www.asthma.org.uk)

Asthma UK supports and gives expert advice to people about asthma.

## **The Prisoners' Advice Service**

PO Box 46199  
London  
EC1M 4XA

Tel 1: 0845 430 8923  
Tel 2: 020 7253 3323  
<http://www.prisonersadvice.org.uk>  
Email: [advice@prisonersadvice.org.uk](mailto:advice@prisonersadvice.org.uk)

PAS provides legal advice and information to prisoners in England and Wales regarding their rights and conditions in prison.

## **The National Autistic Society**

Helpline: 0808 800 4104

393 City Road  
London  
EC1V 1NG

Tel: 0 20 7833 2299  
<http://www.autism.org.uk>  
Email: [nas@nas.org.uk](mailto:nas@nas.org.uk)

The National Autistic Society provides support, information and services for people with autism and their families.

## **Rica** (replacing Ricability)

G03 The Wenlock  
50-52 Wharf Road  
London  
N1 7EU

Tel: 020 7427 2460  
[www.rica.org.uk](http://www.rica.org.uk)  
Email: [mail@rica.org.uk](mailto:mail@rica.org.uk)

Rica works with older people and people with disabilities.

## **Royal National Association of the Blind (RNIB)** Helpline: 0303 123 9999

RNIB Headquarters  
105 Judd Street  
London  
WC1H 9NE  
[www.rnib.org.uk](http://www.rnib.org.uk)  
Email: [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)

RNIB raises awareness of sight problems and how to prevent sight loss. Their helpline provides support and advice.

## **Action on Hearing Loss (RNID)**

Helpline: 0808 808 0123

19-23 Featherstone Street  
London  
EC1Y 8SL

[www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)  
Email: [informationline@hearingloss.org.uk](mailto:informationline@hearingloss.org.uk)

RNID provide information, support and a day-to-day care for people who are deaf and have additional needs.

## **Scope**

Helpline: 0808 800 33 33

6 Market Road  
London  
N7 9PW

Tel: 020 7619 7100.  
[response@scope.org.uk](mailto:response@scope.org.uk)

Scope offer free, impartial and expert information, advice and support to people with disabilities and their families.

## **Sickle Cell Society**

54 Station Road,  
London  
NW10 4UA

Tel: 020 8961 7795  
[www.sicklecellsociety.org](http://www.sicklecellsociety.org)  
Email: [info@sicklecellsociety.org](mailto:info@sicklecellsociety.org)

The Sickle Cell Society provides care and support to all those affected by Sickle Cell.



## **Spinal Injuries Association**

Helpline: 0800 980 0501

SIA House  
2 Trueman Place  
Oldbrook  
Milton Keynes  
MK6 2HH

Tel: 0845 678 6633  
[www.spinal.co.uk](http://www.spinal.co.uk)  
Email: [adviceline@spinal.co.uk](mailto:adviceline@spinal.co.uk)

SIA provides advice, information and support to spinal cord injured people and their families and friends.

## **Stroke Information Service**

Helpline: 0303 3033 100

Stroke Association  
Life After Stroke Centre  
Church Lane  
Bromsgrove  
Worcestershire  
B61 8RA.

Stroke Information Service is for anyone who has been affected by stroke – stroke survivors, family or friend, work colleagues. They can also give advice on how to prevent a stroke.

## **Terrence Higgins Trust**

Adviceline: 0808 802 1221

314-320 Gray's Inn Road  
London  
WC1X 8DP

Tel: 020 7812 1600  
[www.tht.org.uk](http://www.tht.org.uk)  
Email: [info@tht.org.uk](mailto:info@tht.org.uk)

Terrence Higgins Trust's advice line gives support, advice and information regarding sexual health or concerns about living with HIV.





PRISON  
**REFORM**  
TRUST

Prison Reform Trust, 15 Northburgh Street, London EC1V 0JR

Tel: 020 7251 5070 Fax: 020 7251 5076

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

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