

Support for disabled people - a guide for constituents

December 2024



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Welsh Parliament
Tŷ Hywel
Cardiff Bay
CF99 1SN

X: [@SeneddResearch](https://twitter.com/SeneddResearch)
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Support for disabled people - a guide for constituents

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Author:

Claire Thomas

This constituency guide signposts to sources of support for disabled people. It also includes information on employment, financial and wider sources of advice and support.



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1. Organisations offering support to disabled people

Organisations

There are a number of organisations which offer support for disabled people. These can include Disabled People's Organisations, or DPOs, which are organisations that are led and controlled by disabled individuals. DPOs play a role in advocating for the rights and needs of the disabled community, and some also provide support, advice and services to disabled people. There are also many local and national organisations which seek to provide research, campaign on behalf of disabled people or provide direct support. Details of organisations are set out below.

This is not an exhaustive list. Constituents can search for local and national organisation services via the [Dewis Cymru website](#).

All Wales People First

[All Wales People First](#) is an organisation for, and led by men and women with a learning disability. It is unique in Wales in that it is the only national member-led organisation that represents the voice of men and women with a learning disability.

Email: admin@allwalespeople1st.co.uk

Autistica

[Autistica](#) is an autism research and campaigning charity. The charity provides funding for research, contributes to new therapies and campaigns for better services and shaping national policy. If you are looking for support or information about local services, you can use the [National Autistic Society's Service Directory](#).

Contact page: <https://www.autistica.org.uk/about-us/contact-us>

British Dyslexia Association

The British Dyslexia Association (BDA) is the voice of dyslexic people. It aims to promote a dyslexia friendly society that enables dyslexic people of all ages to reach their full potential. It provides information and advice for children and adults, educators and employers.

If you are looking for support or information on Local Dyslexia Associations (LDAs)

you can search by postcode or county here [**Local Dyslexia Associations**](#)

Telephone: 0333 405 4555

Contact page: [**https://www.bdadyslexia.org.uk/contact**](https://www.bdadyslexia.org.uk/contact)

Cerebral Palsy Cymru

[**Cerebral Palsy Cymru**](#) is national centre for families in Wales with children who have cerebral palsy. It provides a family support service and have a specialist team of physiotherapists, occupational therapists and speech and language therapists work together to offer transdisciplinary skills, so each child, benefits from their combined expertise.

Contact page: [**https://www.cerebralpalsycymru.org/get-support**](https://www.cerebralpalsycymru.org/get-support)

Conwy Connect for Learning Disabilities

[**Conwy Connect**](#) for Learning Disabilities helps to promote the rights of people with a learning disability living in North Wales. Its aims include ensuring people have equality of choice and opportunity in the community they live in.

Telephone: 01492 536 486

Contact: [**https://www.cc4ld.org.uk/contact-us**](https://www.cc4ld.org.uk/contact-us)

Disability Rights UK

[**Disability Rights UK**](#) is the UK's Disabled People's Organisation (DPO) led by, run by, and working for Disabled people.

The organisation works with other DPOs, public bodies, businesses and Government across the UK to influence regional and national change for better rights, accessibility, benefits, quality of life and economic opportunities for disabled people. The organisation doesn't provide direct support to disabled people, however it does offer [**written information, guidance and resources**](#).

Telephone: 0330 995 0400

Email: [**enquiries@disabilityrightsuk.org**](mailto:enquiries@disabilityrightsuk.org)

Disability Wales

Disability Wales is the national association of disabled peoples organisations in Wales. Disability Wales engages members in campaigns, consultations, research and policy development in order to influence the development of government policy and practice in respect of disabled people. The organisation has published **advice and toolkits** across several different areas (including on: housing, benefits and financial support). Disability Wales cannot provide individual support or casework, but would be able to signpost you to a more appropriate organisation.

Telephone: 029 20887325

Contact page: <https://www.disabilitywales.org/contact/>

Down's Syndrome Association

The **Down's Syndrome Association** are the lead charity working across Wales supporting individuals who have Down's syndrome, their families and the professionals who support them. The organisation offers a helpline which is staffed by a team of specialist advisers, who can offer advice about any aspect of living with Down's syndrome including prenatal support, benefits, education, service provision, rights, health, speech, language and communication, complex and adult needs.

Helpline: 033 31212300 (10am-4pm)

Email: wales@downs-syndrome.org.uk

Fair Treatment for the Women of Wales

Fair Treatment for the Women of Wales (FTWW) aims to support, inform, educate, and empower girls, women and those assigned female at birth (AFAB) in Wales who are suffering a range of health conditions and who are not receiving adequate (or fair) treatment. As 'experts by experience', its team of volunteers, advocate for women's healthcare needs locally, nationally, and at a UK-level. Its engagement activities include:

- An online support group for those based in/receiving healthcare in Wales.
- Email assistance.
- Online and in-person support group meetings and events.

Email: info@ftww.org.uk

Guide Dogs Cymru

Guide Dogs Cymru provides support for people with sight loss and their families and carers. It provides information on a range of issues including dog care, independent living and education.

Helpline: 0800 781 1444

Contact page: <https://www.guidedogs.org.uk/getting-support/information-and-advice/>

Headway

Headway provides support for those people with brain injury.

Telephone: 0808 800 2244

You can find your local group here: <https://www.headway.org.uk/supporting-you/in-your-area/groups-and-branches/wales/>

Leonard Cheshire

Leonard Cheshire provides support for individuals to live, learn and work as independently as they choose, whatever their ability. Led by people with experience of disability, it provides support to access care and employment.

Contact page: <https://www.leonardcheshire.org/about-us/contact-us>

Learning Disability Wales

Learning Disability Wales is a national charity representing the learning disability sector in Wales. It works with people with a learning disability and their families, Welsh government, local authorities, disabled people's organisations and the voluntary sector to "create a better Wales for all people with a learning disability".

Telephone: 029 2068 1160

Email: enquiries@ldw.org.uk

ME Association

The ME Association is a campaigning organisation, seeking to influence the development of health, social care and education policy in Wales in the interests of all people with ME and their carers.

Telephone: 01970 636515

Email: helpline@wames.org.uk

Mencap

Mencap Cymru provides support people with a learning disability, their families and their carers. The organisation delivers a number of projects and services across Wales, which support people with a learning disability to have their say and to live more independently. It also provides advice and support through the Wales Learning Disability helpline.

Telephone: 0808 8000 300

Contact form: <https://wales.mencap.org.uk/wales-learning-disability-helpline>

National Autistic Society

The National Autistic Society Cymru works with autistic people across Wales. It provides a wide range of quality, personalised support services for people on the autism spectrum and their families.

Contact page: <https://www.autism.org.uk/contact-us>

Parkinson's UK Cymru

Parkinson's UK Cymru provides information and support for those with Parkinson's and their families. Their specialist adviser team can provide information about any aspect of living with Parkinson's. This includes advice and support on accessing health services or benefits.

Contact page: <https://www.parkinsons.org.uk/information-and-support/support-you>

RNIB Cymru

RNIB Cymru provides a wide range of services and support to blind and partially sighted people across Wales, as well as campaigning for service improvements and to prevent avoidable sight loss. Services include:

- Rights, Advice and Information
- Employment service
- Children and Family Services Team
- Cardiff Transcription Centre
- Visibly Better accreditation scheme
- Transitions from education to employment
- Clubs and social groups

Telephone: 029 2082 8500

Email: cymru@rnib.org.uk

RNID Cymru

RNID Cymru provides information and support for anyone who is deaf, has hearing loss or tinnitus. It provides support and advice on:

- Hearing loss
- Getting hearing aids
- Getting the most out of your hearing aids
- Benefits
- Employment
- Tinnitus

Contact page: <https://rnid.org.uk/about-us/contact-rnid/>

Sense Cymru

Sense Cymru supports people with complex disabilities across Wales. There are two Sense hubs in Wales: **Sense hub Denbigh** and **Sense hub Caerphilly**.

Contact page: <https://www.sense.org.uk/information-and-advice/>

2. Employment

Employment support

There are a number of organisations in Wales which provide employment support and advice for disabled people.

Working Wales

Working Wales offers free and impartial careers advice and guidance if you are aged 16 or above. It provides support including accessing training, upskilling, funding, and help with CV writing and interview techniques. Working Wales is funded by the Welsh Government and delivered by Careers Wales. It also provides information about the **support available for disabled people**.

You can access support face-to-face at a Careers Wales centre or outreach venues, over the phone or digitally.

Helpline: 0800 028 4844

Contact page: <https://workingwales.gov.wales/contact-us#webchat>

Agoriad Cyf (north Wales)

Agoriad Cyf supports disabled people to find training and provide courses for development and education and a better understanding of the employers' workplace. It also offers specialist recruitment services for businesses throughout north Wales.

Telephone: 01248 361 392

Email: info@agoriad.org.uk

ELITE Supported Employment (south, mid and west Wales)

ELITE Supported Employment helps empower people with impairments by providing vocational opportunities, training and employment through to independence. Elite run projects and deliver supported employment services across Wales.

Telephone: 01443 226664

Contact page: information@elitesea.co.uk

The National Diversity Employment and Advisory Service

The National Diversity Employment and Advisory Service provides employment support for disabled people and works with employers. The organisation offers free advice to disabled people and aims to:

- Provide equity of opportunity to disabled candidates, and
- Open up new talent pools to its clients.

Telephone: 07415 607295 / 01873 598672

Email: info@NDEAS.co.uk

Work Fit (Downs Syndrome Association)

WorkFit is a programme designed to improve access to mainstream employment and other meaningful activities for people with Down's syndrome. The scheme matches jobseekers who have Down's syndrome with employers who have jobs to offer. A dedicated WorkFit Officer supports jobseekers and employers at all stages of the process. WorkFit engage with employers and matches them to the hopes and ambitions of jobseekers, supporting them to be more independent, learn new skills, meet new people, earn money and increase their self-esteem. Support at work is ongoing and all support, resources and training are free of charge.

Telephone: 0333 1212 300

Email: dsworkfit@downs-syndrome.org.uk

Job Sense

JobSense is an employment service, which supports people in West Wales and the Valleys over the age of 25 who are Deaf, have hearing loss and/or sight loss, to gain qualifications, experience and move closer to finding work.

Applications for JobSense are handled by **ELITE Supported Employment**.

Telephone: 01443 226664

Contact page: information@elitesea.co.uk

Support to Work (Scope)

Support to work is a free 12 week online and telephone support programme for disabled people who are looking for paid work in England and Wales.

This service starts by speaking to a specialist employment advisor, by phone or online. They will listen to any challenges or barriers you have experienced and will give specific advice for your situation. They can provide support with many aspects of looking for paid work, including;

- developing confidence and job skills like time management;
- how and where to look for jobs;
- identifying your strengths and transferable skills;
- reviewing your CV to meet your employment goals; and
- mock interviews.

Telephone: 0300 222 5742

Email: supporttowork@scope.org.uk

UK Government assistance

The UK Government offers support to disabled people into employment through a number of schemes which are set out below. For more information about the schemes and how to access local support, you can find their details using the local office search.

Contact: <https://www.gov.uk/contact-jobcentre-plus>

Access to Work

Access to Work can offer you financial and practical support to help you get or stay in work. The support will be based on your needs, for example a grant to help you get to and from work and support with managing your health at work.

Through Access to Work you can also apply to get money for communication support at a job interview.

Information about Access to Work: <https://www.gov.uk/access-to-work>

The Work and Health Programme

The Work and Health Programme provides disabled people with personal support to: identify your employment needs; match your skills to work that's available; put you in touch with employers; find long-term employment; get training to help you find work; and, manage health problems to reduce their impact on work.

Information about the Work and Health Programme: <https://www.gov.uk/work-health-programme>

Welsh Government assistance

The Welsh Government offers support to disabled people through a number of employment schemes. This list is not exhaustive and you can seek advice through **Working Wales**.

Telephone: 0800 028 044

Contact page: <https://workingwales.gov.wales/contact-us>

Jobs Growth Wales+

Jobs Growth Wales+ is a training and development programme for 16-19 year olds that gives you the skills, qualifications and experience you need to get a job or further training.

Telephone: 0800 028 044

Contact page: <https://workingwales.gov.wales/contact-us>

Redundancy Action Scheme (ReAct+)

The ReAct+ programme is funded by the Welsh Government. The programme helps people who have been affected by redundancy in the last 6 months and is disabled to get back into work. Employers using the programme receive £4,000 paid in four instalments over 12 months to help cover the qualifying person's wages.

Website: <https://businesswales.gov.wales/skillsgateway/recruitment-support/react>

UnLtd

UnLtd finds, funds and supports social entrepreneurs. New ventures may be eligible for awards of up to £8,000. Social ventures looking to grow may be able to apply for up to £18,000. Grant winners will also have access to the advice, guidance and expertise needed to build on the foundations of the social venture. At least 50% of awards go to support social entrepreneurs who are disabled and/or from Black, Asian or minority ethnic backgrounds.

Telephone: 0207 566 1100

Email: awardapplications@unltd.org.uk

Apprenticeships

Apprenticeships combine practical training in a job with study. As an apprentice you can gain work experience, learn new skills and gain a nationally recognised qualification while earning a wage. The Welsh Government has produced **guidance on apprenticeships for disabled people** and you can contact an advisor for further advice and support.

Telephone: 0800 028 044

Contact page: <https://workingwales.gov.wales/contact-us>

Employment rights

The Equality Act 2010 means it is against the law to discriminate against disabled people when in work, including in their terms and conditions, benefits, opportunities for promotion, and termination of employment.

Citizen's Advice

Citizen's Advice **can provide advice on discrimination relating** to work. You can contact Adviceline on 0800 702 2020 or access textphone and find your local Citizen's Advice **on its website**

Telephone: 0800 702 2020 (Advicelink)

Contact page: <https://www.citizensadvice.org.uk/wales/about-us/contact-us/>

Trade Union

If you are a member of a union, it is worth contacting them to find out if it has additional support for disabled members. For example, Unison has a disabled members group which fights discrimination and campaigns for improved workplace accessibility.

Information about joining a Trade Union: <https://www.gov.uk/join-trade-union>

3. Other sources of information and support

- **Carers Trust Wales** – is part of Carers Trust, a national charity committed to improving support and services for unpaid carers. **Website:** <https://carers.org/around-the-uk-our-work-in-wales/our-work-in-wales>
- **Carers Wales** – provides information, advice and support and also campaigns to make life better for carers. **Website:** <https://www.carersuk.org/wales/>
- **Citizens Advice** - provides free, confidential and independent advice on a range of issues. **Website:** <https://www.citizensadvice.org.uk/policy/wales/>. **Advice line:** 0800 702 2020.
- **Disability Justice Project** - publishes guides and resources which help disabled people to understand and exercise their rights. **Website:** <https://www.disabilityjustice.org.uk/>
- **Disability Rights Project Wales** provides independent specialist advice and can provide help with the following: completing forms; assessing entitlement to services and benefits; attending and building the evidence to support appeals; helping build the evidence and signposting to support agencies. **Website:** <https://www.dapwales.org.uk/>. **Adviceline:** 01633 485 865
- **Equality Advisory Support Service (EASS)** - if you've experienced discrimination under the Equality Act 2010, you can get help from the EASS helpline. **Website:** <https://www.equalityadvisoryservice.com/app/home>. **Advice line:** 0808 800 0082