

Disability Law Service Strategic Plan 2008 - 2011

Appendix iii

How Service Users Access

DLS' Service

Disability Law Service
39-45 Cavell Street
London E1 2BP

Tel: 020 7791 9821
Email: info@dls.org.uk
www.dls.org.uk

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How Service Users Access our Service

Description of how the charity provides it service to clients/groups.

DLS attempts to offer flexibility and diversity in its service delivery. The following are ways that users can access our services:

Advice

- By contacting our legal access service for diagnostic advice, information, referral to appropriate legal advice providers and to DLS legal team who provide nation-wide weekly sessions with timed appointments in each of our areas of specialist law. This service is available 5 days per week between 10 - 1 and 2 - 5 PM.
- By writing in to us detailing the problem.
- By email.
- By personal appointment if living in the Greater London Area.
- By Minicom and typetalk service for people with hearing impairments.
- By Language Line for people whose first language is not English.
- At legal surgeries at local community centres in London.
- Our advice line workers and volunteers will refer callers to other agencies who deal with areas of law we do not cover.

Casework

- Through contact through our Adviceline.
- Through referral from another organisation.
- Clients provided with this service access their caseworker by appointment or by telephone during office hours.
- Our caseworkers undertake all the work involved in preparing a case, negotiating settlements and representation at the highest level.
- Translators and sign language interpreters are engaged for those who need this assistance to access our service.

Information

- From a range of factsheets (available in large print, Braille, Electronic and audio tape formats). These are updated regularly and new ones written in response to frequently asked questions.

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- From our website.
- through entries in directories and websites, leaflet distribution to libraries, advice agencies and local government centres.

Training & information sharing

- Through the provision of specialist training, information dissemination and consultation.
- Through interviews and speaking at conferences and seminars.
- Through written articles and papers on relevant legal topics in journals and newsletters.

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