

# Contacting the Disability Law Service

Fighting injustice for disabled people

People affected by MS who live in England and Wales can call, write, email or submit an enquiry via the DLS website to the MS Legal Officer.

Should you wish to receive legal advice over the telephone, the MS Legal Officer runs telephone advice sessions Monday to Friday 9.30am-5.30pm. If you would like to make an appointment please contact DLS on the details below.

## Disability Law Service

The Foundry, 17 Oval Way, London SE11 5RR  
Tel: 0207 791 9800 (option 1)

As the service can get very busy, you may need to leave a message and wait for a reply.

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

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



### MS Society

MS National Centre  
372 Edgware Road  
London NW2 6ND  
020 8438 0700

### MS Society Cymru

Baltic House  
Mount Stuart Square  
Cardiff CF10 5FH  
020 8438 0700

### MS Society Northern Ireland

The Resource Centre  
34 Annadale Avenue  
Belfast BT7 3JJ  
02890 802 802

### MS Society Scotland

National Office  
Ratho Park  
88 Glasgow Road  
Ratho Station  
Newbridge EH28 8PP  
0131 335 4050

 /MSSociety

 @mssocietyuk

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

### MS Helpline

0808 800 8000

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

Multiple Sclerosis Society.  
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# MS Society and Disability Law Service

Fighting injustice  
for disabled people

Disability Law Service (DLS)  
provides **free, confidential**  
**legal advice** for people with MS

People with MS can face a number of legal problems. The MS Society therefore funds the MS Legal Officer at the Disability Law Service (DLS) in order to provide free legal advice to people with MS living in England and Wales.

The MS Legal Officer can advise on the following areas of law:



Employment



Disability  
Discrimination



Goods and Services



Community Care



Welfare Benefits

In certain circumstances DLS may be able to take on an individual's case and provide representation.

## Examples of previous cases: Names have been changed to protect identities.

### Disability Discrimination

#### Ellen

Ellen was unable to access her local convenience shop following a recent refurbishment. DLS wrote to their head office about this and the door entrance was altered to enable Ellen's scooter to enter the shop.



### Community Care

#### Kevin

Kevin was receiving care 4 times a day from his social services department. His MS deteriorated to the extent that he required assistance with feeding and night time support. DLS acted on Kevin's behalf and secured an increased care package and night time support to better manage his complex needs.

### Welfare Benefits

#### Sofia

Sofia previously received Disability Living Allowance (DLA) and had a mobility car which she used to get to work. After a reassessment for Personal Independence Payment (PIP) she was only awarded the standard rate for mobility. DLS provided Sofia with advice on preparing for her appeal. Sofia subsequently won her appeal and was able to keep her mobility car.



### Employment

#### Simon

Simon's employers recently moved to a smaller office. Simon was told he could not have a parking space outside the new office as there were limited spaces. With the help of DLS, Simon submitted a grievance to his employer and he was able to secure a parking space as a reasonable adjustment under the Equality Act 2010.