

# Advice



**Royal Association  
for Deaf people**

## Removing barriers to information by providing accessible, trusted guidance to help deaf individuals navigate challenges and take control of their futures.

At RAD, we provide tailored support to ensure deaf people have access to the information they need to make informed decisions about their lives. Our advice service is built on trust, accessibility and empowerment, ensuring no one is left without a voice or the assistance they need.

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Before I knew about RAD, I felt lost. Now that I have local provision and support in BSL, I feel more confident with life as I am now fully involved which never happened before. I feel relieved as I know RAD is always there for me if I need support.

**Advice client**

## How can the Advice services help me?

Do you find it difficult to access or fully understand information on key issues that affect your life?

RAD's Advice service ensures that deaf individuals have access to clear, concise and relevant information. We aim to remove barriers to understanding, guiding you through challenges with tailored support to meet your individual needs.

All our advice workers are either deaf themselves or fluent in British Sign Language (BSL). We provide advice in BSL or other preferred visual communication such as Sign Supported English (SSE), or Deafblind manual/hands on.

Our qualified advisors deliver advice both face-to-face and remotely, supporting with:

- Benefits / Immigration / Debt
- Discrimination challenges
- Disputes and mediation
- Employment support
- Health and care access
- Housing; homelessness prevention
- Energy advice
- HMRC – tax support
- Letter translation

**For BSL**





## What we can help with

RAD can help with:

- Supporting you to apply for Personal Independence Payment (PIP) or Disability Living Allowance (DLA).
- Assisting with eviction notices or negotiating with landlords to prevent homelessness.
- Advising on how to set up a payment plan for council tax arrears or unpaid utility bills.
- Explaining how to appeal a benefits decision, such as Universal Credit or Employment and Support Allowance (ESA).
- Helping you register with a GP and access sign language interpreters for medical appointments.
- Supporting you to sign up to the Priority Services Register (PSR) with your energy company.

## How we can help

RAD can help with:

- Translating a letter from HMRC about self-assessment penalties into British Sign Language (BSL) and explaining the next steps.
- Helping you fill out a PIP or DLA application form, ensuring all necessary evidence is included.
- Negotiating with your landlord to set up a manageable repayment plan for overdue rent.
- Explaining the steps to challenge a benefits decision, including how to request a mandatory reconsideration.
- Helping you book and prepare for a medical appointment, ensuring you have access to an interpreter.
- Providing practical advice on setting up a debt management plan with a local authority or credit agency.
- Guiding you through the steps to apply for energy grants to reduce high utility bills.



## How it works



If you need Advice support, you need to complete a referral form on our website.



One of our team will contact you within five working days to understand your situation and provide tailored assistance.



Together, we'll work towards resolving the issue and ensuring you feel empowered to move forward.

**To find out more about RAD's Advice services, please contact us via a referral form on our website:**



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