



Information for people with disabilities visiting the Rolls Building, Business and Property Courts

At HM Courts & Tribunals Service (HMCTS) we want to provide:

- an experience that works for everyone
- services that people with disabilities can use independently where possible
- services that can be used in a fair way

We know that people with disabilities sometimes need our help and support to use our services. This can mean that we need to provide something different so you can access and use our services in the same way as a person without a disability. We often call this a reasonable adjustment.

What reasonable adjustments can we provide?

We're able to do lots of things that mean that people with disabilities can use our services independently wherever possible and in a way that is fair, for example:

- providing our forms in large print
- providing our guidance in audio or easy read
- making sure hearing enhancement systems are available
- providing a separate waiting area
- making sure ramps and lifts are available.

This list doesn't include everything we can do to help, and we'll always talk to you first about what you need.

If you need help or support in the court room, we will also discuss this with the judge hearing your case. Judges are committed to making sure everyone can give their best evidence and everyone has a fair hearing.

How to arrange a reasonable adjustment?

Disabilities affect people differently so we won't always know what will help. If you have a disability that means you can't access our information and services, please get in touch with us. You can request help and support as a reasonable adjustment by phone, in person or in writing by:

- emailing tony.onegi@justice.gov.uk
- phoning Tony Onegi **0207 947 7000**.

To help us provide the best help and support, you should try to explain how your disability affects you and give as much information as you can. This will help our staff or the judge to consider what you'll need to do during your case and any help we can provide. Our staff will always talk with you and agree any reasonable adjustments you need.

Getting around our building and support before the hearing.

- If you need a **parking space** (blue badge holders only) please contact the Rolls Security Team by e-mail or phone at least 24 hours before you're hearing.
- email: rollsbuildingsecurity@justice.gov.uk
- tel: **0207 947 7000**

Please include:

- your case number
 - car registration, make, model and colour
 - your Blue Badge number and issuing authority.
- **Wheelchair access** into the Rolls Building is via the main entrance (9.00am - 4.30pm). This entrance has an **intercom** linked to Rolls Security.
 - **Step-free access** is available throughout the building.
 - **Accessible toilets** are located throughout the building. Maps are available: please let us know if you would like more details in advance.
 - If you have **limited mobility**, we have a limited number of manual wheelchairs available for use. You may bring a carer or helper to support you using the wheelchair.
 - **Support Through Court** are a charity supporting people who face court alone so that they can represent themselves to the best of their abilities. You can find out more information on www.supportthroughcourt.org or phoning 020 7947 7701.
 - **Assistance dogs** are welcome in all HMCTS buildings.

The hearing.

For the hearing itself, we can provide:

- breaks in court proceedings. We will ask the judge to consider your request before your hearing begins
- help with reading and writing court forms. Some court documents can be provided in large print or braille <https://www.gov.uk/government/collections/court-and-tribunal-forms>
- hearing enhancement systems in some of our courts (and available at reception and at our public counters). We also have portable hearing loops available on request – please notify us to discuss how we can best help you.