



Our Impact 2021/2022

Over 10,500 people supported by us this year

Foreword by Maddy Hamp, Chair of Trustees



This time last year, I described how proud I was to be involved with an organisation which dealt courageously and creatively with the impact of the pandemic.

As the pandemic surged, so did my admiration for our staff and volunteers.

Disabled people, myself included, continue to be affected by COVID-19 threefold: not only is there a greater chance the disease will affect us more adversely than non disabled people, our routine health care services have become far more difficult to access as well.

Furthermore, the restrictions placed on us to try and halt the spread of the pandemic have left many without the vital social support and interaction necessary for mental, emotional and physical wellbeing.

Our staff have gone over and above the call of duty to cover absences and gaps in provisioning once again.

Our virtual services have enabled us to keep working with people and, in some cases, even allowed us to reach more people than before. The reality of a second year of pandemic is an increase in disabled people who need our support.

Our Advice Centre has had a record number of enquiries, even before the cost of living crisis. Our Hospital Discharge team's work meant people could come out of hospital more quickly, freeing up the extra beds so desperately needed during the crisis.

Our achievements are only possible because of the support of our funders and donors. Our larger funders have understood our need to pivot quickly, while our friends and supporters have continued to raise awareness of our work through sponsored events, or by sharing our Just Giving campaigns.

All of them are part of last year's tapestry and all of them are thanked enormously.

Maddy.

Our Mission

Ensuring disabled people can live independently, with dignity and without prejudice.

Our Vision

A society where anything is possible regardless of ability.

Our aims and objectives

Aim	Outcome	Objective
To improve accessible services.	Access People can access life, society and the personalised services they need.	<ul style="list-style-type: none"> To co-design services To make use of digital technology To make our services available in other locations and across communities To provide quality training and consultancy for other providers to improve their offer to disabled people To give strength to the voice of our beneficiaries in their communities.
To ensure people have good quality accessible information.	Information People have the information they need to make decisions and plan their lives.	<ul style="list-style-type: none"> To communicate and offer realistic options To produce user friendly material To provide innovative platforms to share the information disabled people need To give people expert advice to solve the problems they face.
To enable people to live more independently.	Support People are enjoying improved health & well-being, able to move forward in their lives.	<ul style="list-style-type: none"> To help join up services across all sectors To help and encourage people to take part in community life and work To offer and champion a range of accessible volunteering opportunities To provide modern, bespoke care and support to disabled people To give people the tools and support to tackle injustice and discrimination.
To increase the range of options people have.	Choices People have access to a wide range of options to meet their needs.	<ul style="list-style-type: none"> To expand and develop services To raise awareness of what's out there To facilitate partnership working To identify gaps in the market and bring the right people together to fill them.
To have well trained knowledgeable staff and volunteer teams.	Ability People are supported by a passionate and committed staff & volunteer team.	<ul style="list-style-type: none"> To work to Possability People's vision and mission To listen and respond to the voice of our beneficiaries and their experiences in all we do To commit to learning and developing in their own work To be self-aware and regularly reflect on own work To achieve and maintain appropriate quality marks for our work.

The Advice Centre

Our Advice Centre offers a wide range of support and advice to disabled people, their families, friends, and carers. The team are experts, and most of them have a lived experience of being disabled or living with a long term health condition. We support people who live in Brighton, Hove and East Sussex.

Many of our calls are about benefits and allowances and all the associated paperwork and appointments that might follow. But we also provide information and advice on a range of other things, such as equipment or assistive technology, through to money, or how to deal with debt, holidays, or other local groups and services in the community.

This year the MoneyWorks Partnership and MS Society projects continued, and new funding for East Sussex benefits advice was secured. Ernest Kleinwort Trust provided funding for core advice services including HomeMove applications and housing enquiries, Blue Badge or concessionary Bus Pass applications alongside core services such as welfare benefits support.

In East Sussex, just under 200 people were supported with form filling, preparing for medical assessments, lodging Mandatory Reconsiderations and lodging appeals; a total of 82 appointments were provided.

We led a coordinated response to the Sussex & Kent Tribunal Users Group, providing expert insight into the issues beneficiaries face when attending tribunals either by phone or video link.

Peer supporters focussed on supporting people to prepare for medical assessment. We have also provided expert support in preparing to attend welfare benefits tribunals.

In the cases we know about, for people who had used our core advice service, 90 clients had an increase in income, a total of £413,253.00 per year. This money is vital to enable them to counteract the increased costs of living as a disabled person, and to fund any care or support they may want.

75 clients completed a survey at the end of their support. 99% of these clients were more confident about dealing with their benefits situation and were happy that the Advice Centre understood and supported them.

The Advice Centre dealt with 7,218 enquiries, about 5,000 by phone:

200 clients were supported in East Sussex, including 82 who we supported with form filling.

We have an 89% success rate for form filling and appeals.

In Brighton, 491 appointments were provided for a broad range of issues.

99% of 75 clients surveyed were more confident about dealing with their benefits situation.

Jack's story

Jack lives with chronic fatigue syndrome.

He was homeless after being made redundant several years ago and was staying with a friend when he contacted us after a spell of sofa surfing. He could only stay with this friend for a short time because of the risk to their tenancy, while the recent death of a close friend meant his options for moving on were very limited.

He asked us for support with an online housing application. His health condition, especially with the flare up he was experiencing, meant focusing on long forms was very difficult, and coupled with limited IT skills, he needed support.

Jack gave us permission to contact Brighton and Hove City Council (BHCC). We were advised that because he was temporarily staying with a friend, he was no longer considered homeless, but adequately housed.

We discussed this with Jack the next time we met him and submitted his application for him. We advised him to get written confirmation from his friend why he could only stay temporarily, and we added it to his application, together with additional medical evidence we helped Jack to get.

Brighton and Hove City Council offered Jack supported, sheltered housing in the first instance. But he now felt empowered and independent enough to decline this offer in preference for a one bedroomed property in a sheltered accommodation block.

Jack called to thank our advisor for their support. He "absolutely loved" his new home and was going to be moving in soon.

We provided additional support to Jack to help with moving costs through a discretionary housing payment.

Jack now describes his life as settled and enjoyable, where he can tend to his plants and finally be able to relax.



We supported 16 clients with the pre-tribunal process and 9 with advice and preparation for medical assessments.

Of the 90 cases we know the outcome of, there were 41 successful applications, 27 successful appeals and eight successful tribunals. Only 13 were unsuccessful. We can only report on beneficiaries who have provided us with data.

The Community Employment Service

Our Community Employment Service provides long-term, personalised support to enable participants to move towards employment. It ran several projects this year: Get Set Opening Doors in Brighton until January 2021 and Get Set Opening Doors in Eastbourne from January 2021 until March 2022. Get Set Get Connected ran in Bexhill, Hastings and Eastbourne from April 2021 to March 2022.

Our Get Set projects are recognised as exemplars of best practice. They offer a blend of 1:1 support, stabilising existing or emerging crisis, peer support and facilitated group sessions. We support people every step of the way with confidence building, increasing self-esteem and resilience, overcoming negative thinking, action planning and goal setting, digital skills, employability skills and tools to manage the impact of their health both in work and in their lives in general.

Beneficiaries create Wellness Action Plans, which help them identify how to manage their health at work and understand how to update these should their health or other circumstances change. We don't just focus on getting someone into work, but supporting people in all aspects of their lives to ensure work will be sustainable and rewarding in the long term.

Get Set Get Connected is for disabled young people (18-24). It creates opportunities for reconnection to communities to overcome social isolation. Any sense of youth disconnect is also diminished as the participants design and complete a community project of their choosing.

As a result of the pandemic, we have seen people with far more complex needs. Participants now work with us for up to two months on a one to one basis before engaging in group work, whereas before it tended to be two weeks. The complex levels of need have been exacerbated by a lack of access to medical, mental health and community-based services. Coupled with complications due to debt, housing and additional issues which many people are now facing, the impact of these external pressures has been significant.

Finding work has been more challenging than ever for our beneficiaries. COVID-19 has also had a detrimental effect on the labour market resulting in fierce competition for every job vacancy, and without the right tools and support, disabled people often feel they are at the back of the queue.

That said, we have made a great difference to our participants, many of whom are now thriving in education, volunteering or paid work.

This year, The Community Employment Service supported 372 people:

190 people supported through Get Set Opening Doors.

82 people supported through Get Set Get Connected.

15 people moved into further education.

22 people began volunteering.

78 people moved into sustainable paid employment.

Aamaal's story

Aamaal, a survivor of domestic abuse, was referred to us by Brighton Women's Centre. She has a long-term mental health impairment.

During our first phone call, we learned that Aamaal is a qualified architect who had worked in several high profile roles in Pakistan.

She was married - an arranged marriage - and moved to London when her husband got a job there. It was then that physical and emotional abuse began.

Aamaal didn't know where to turn or what to do. The abuse continued for three years, until she could go to a doctor's appointment alone to talk about what was happening to her. She was supported to move a refuge in Brighton.

When we first met with Aamaal, we referred her to mental health support and therapies. She came to our group sessions, and in our one to one meetings, we worked on self-confidence and self-esteem which had become very low, affecting her ability to manage her mental health.

As Aamaal's self-esteem grew and therapy gave her tools to manage her mental health, we focused on her CV and career goals. She was worried that her qualifications and experience would not transfer from Pakistan to this country.

We talked about the roles Aamaal had had before including both architecture and interior design on expensive and exclusive buildings.

Our volunteers researched companies that fitted her work experience. A speculative cover letter was sent to all of them, explaining the experience and skills Aamaal had to offer, and asking them to contact us if they would be interested in discussing this further. Several companies came back to us wanting more details and to meet with Aamaal.

During this time, we worked on a Wellness Action Plan for Aamaal, which gave a clear understanding for her and any potential employer of what reasonable adjustments may be required. On Aamaal's request, we also accompanied her to meetings to support her with the disclosure of her health impairment.

Aamaal was offered the perfect role at her first interview. She accepted. She has now been in this job for 12 months and was promoted after three.

We have kept in touch with Aamaal to ensure the reasonable adjustments were working for her and that work was sustainable. It is, and she is focused on a career path and looking forward to living her new life.



The Get Involved Group

The Get Involved Group (GIG) provides opportunities for disabled people to join strategic conversations about services they access. It ensures their voice is heard when changes to services are planned.

The Disabled Car User's Forum, facilitated in partnership with Brighton & Hove City Council (BHCC), has been a core GIG activity this year. It ensures Blue Badge holders and other disabled car users in the city have a direct link to parking services and other council teams. As well as providing space to discuss current issues, members can contribute to the design, implementation and decisions about cars and parking at an early stage.

We partnered with Disabled Motoring UK to work on an pilot designing and developing Blue Badge bays with electric vehicle charging facilities, including a live demonstrator bay. This is the first of its kind in the country.

We provided access audits throughout the year, ensuring the lived experience of disabled people using spaces and buildings was heard and considered. Following an audit of Valley Gardens (a local regeneration project), a proposal for a new accessible toilet and twice the number of Blue Badge accessible parking bays in the area has been made. This will significantly improve access for disabled people and tourists using this key attraction in the city.

We have worked with BHCC to ensure communications for public consultations are as accessible as possible, resulting in more disabled people participating in public consultation activities.

Throughout the year, engagement activities, including access audits and focus groups, have had a wide-ranging impact and reach. Notably, the King Alfred Centre, Old Shoreham Road and Western Road have been explored and examined through the lens of accessibility. Our work with the King Alfred Leisure Centre means that for the first time in over 40 years, a disabled access route to the car park and leisure centre is now in development. We have also been involved in ensuring the accessibility of the plans for low traffic neighbourhood developments in Hanover.

We have been commissioned by Brighton & Hove Clinical Commissioning Group (CCG) to begin a Mental Health Lived Experience Advisory Group (LEAG) to support the Community Transformation Delivery Project. The group meets monthly and comprises a variety of people who have accessed different mental health services in Brighton and Hove. There are many opportunities for people to feed their views into discussions even if they do not want to join a regular meeting.

There are 30 people/representatives on the Disabled Car User Forum.

"It enables a more proactive and effective delivery of the city's transport policy and Blue Badge parking scheme, which needs to ensure it holds the lived experience of disabled car users at the forefront". Pippa Hodge, BADGE co-founder.

An Expert By Experience: in their own words

"I am an Expert By Experience in the Mental Health Lived Experience Advisory Group. Over the last several months we have made recommendations to Brighton & Hove's Mental Health Transformation Plan and worked with CCG partners to give them a real understanding of what living with a mental health condition or diagnosis is like. Through the power of co-production we play a vital part in creating, developing and delivering change within our mental health services".

Right Track/MSK

Our Right Track/MSK (musculoskeletal) service provides a social prescribing service to support clinicians at Sussex MSK Partnership. It gives people time and space to talk about what matters to them and identify changes they want to make in their lives to help manage their condition. We support people by referring or signposting them to community services.

We attend physio and multi-disciplinary team meetings to promote the service and work with clinicians to improve referral pathways. We have been involved in a 4:1 supervision model and the Clinical Validation Project (Waiting Well Programme – a pilot with the potential for national roll out).

We supported people with issues which affect their health and wellbeing including: mental health; housing; domestic violence; financial difficulties; employment difficulties; social isolation; weight management; substance misuse; pain management.

This year we produced digital leaflets and information with prompts for clinicians which help determine who is best suited for a referral. We have provided clinicians with appropriate services to direct people to if or when they are in crisis.

Clinician feedback

"A great conversation about how to better present patient treatment options so that the patient has a better opportunity to understand them."

Mel's story

Mel has Ehlers-Danlos Syndrome, chronic pain and osteopenia, and was referred to us to explore ways to become more active. Local yoga and Pilates classes were too expensive, and other classes were beyond her fitness level and ability.

Mel used to be very active, going to the gym and various classes but as her condition progressed, she was unable to continue. Mel used to enjoy swimming but no longer had anyone to go with and didn't enjoy going alone.

We supported Mel to identify what mattered most to her: a form of exercise she could stick to, with support to do it in a managed way to avoid crashing. She didn't have the confidence to go to a keep fit class in the local park, so we agreed she would observe a class to see it in action, noting the exercises and the environment. This would help to reduce anxiety around going the first time.

Mel agreed to get the contact details for the instructor and talk to them about her concerns and anxieties to reassure her the instructor would be welcoming. Mel also agreed to talk to her partner about the support she wanted, such as using prompts to check on her energy levels, or to work out the most important thing to do that day.

We met Mel three weeks after she had observed a class and met the instructor, who was kind and friendly. She will soon attend half the class. She felt good, with more confidence to exercise and effectively manage her health.

393 people were seen by the service this year.

Hospital Discharge Support (formerly Link Back and Early Response)

Hospital Discharge Support provides a unique model of patient support with access to funding so people can leave hospital safely. This year the service was renamed and restructured to make it easier for people to understand what we do.

We work with University Hospital (UHS) colleagues, community responsive services, community health teams and the community and voluntary sector to ensure vulnerable patients get the support they need to go home quickly and safely to optimise their recovery and reduce avoidable readmissions to hospital. This eases pressure on already stretched hospital and intermediate care services, under even more pressure because of the pandemic.

We co-ordinate Hospital Discharge Grants and Handy Person's Grants (part of Brighton & Hove City Council's Disabled Facilities Grants) to provide patients with financial assistance for urgent repairs, adaptations, equipment, property deep cleans and so on, so they can be discharged from hospital.

This year, we carried out more home visits (in line with COVID-19 guidelines) with contractors so our Hospital Discharge Grant Coordinator could identify and assess essential works and associated risks to enable people to quickly return home to a suitable environment. Patients can also access ongoing post-discharge support from our team of link workers.

Hospital Discharge Funding is available to any patient over 65, or any age if they are disabled. We also support younger people, who have a broader range of acute mental and physical health concerns; this work is often labour-intensive but has positive outcomes.

We have offered a diverse range of support this year, including: Hospital Discharge Funding; deep cleans; emergency food parcels; kitchen appliances; electrical items; plumbers; gas engineers; electrician; building repairs/adaptations; locksmith; furniture; bedding; pest control; removals; transport; laundry services; storage; incontinence aids; utility meter key top-ups; mobility technical equipment; emergency shopping; housing; medical, GP and pharmacy; Access Point/Adult Social Care; IT and digital support; statutory mental health services; community and voluntary sector health and wellbeing services; reablement support; home help or PA support; carers; befriending and 1:1 support; advocacy; finance management; disability, money and benefits advice; pet support services; mobility aids, scooters etc; meal deliveries; social activities and engagement.

"Without Possability People, our clients would struggle to acquire the necessary resources to have at least essential life items to continue living at home. It goes without saying that Possability People provide much more than essential life items... they provide us, social workers, with a vital service that allows us to continue to bring a sense of normality into people's lives - lives that are already in crisis".

463 people were referred to the service following a hospital admission.

187 people were supported to access hospital Discharge Funding.

300 people supported to access community based services to support recovery.

71 urgent interventions made to optimise patient recovery.

205 signposting information and support packages provided.

Milly's story

92 year old Milly was referred to us by a physiotherapist at Royal Sussex County Hospital after falling and fracturing her foot. The fracture meant she couldn't put weight on it and needed practical support with things like taking the rubbish out, emptying a commode, shopping and going to hospital and GP appointments.



Her family live abroad and while she occasionally asked her neighbours for help with the rubbish, she felt uncomfortable asking them to do more.

We discussed transport options for her and linked her up with Bluebird Hospital Transport so a volunteer driver could attend hospital appointments with her.

We discovered Milly was finding it hard to get in and out of the bath, so we looked at potential grant funding for a walk in shower. A referral to the Occupational Therapist supported an application.

We told Milly about the local Easy Link shopping bus, which helped her shop independently. And as she wasn't confident walking with just a stick, we discussed different options with her and Milly used a local mobility shop to buy a walker.

The neighbours continued to provide ad-hoc support and as a member of the University of the Third Age, Milly felt she had all the social interaction she needed.

We supported Milly to apply for a Disabled Facilities Grant and supported her at each stage, meaning the Occupational Therapist didn't have to input very much. Arranging support in advance for a hospital appointment in Lewes reduced Milly's anxiety, knowing she would get there safely and on time.

The information on local services was the icing on the cake, with Milly able to get out and about safely with the new walker and access the Easy Link bus. This made her mobile and feel more independent. Milly says, "thank you for all your help. I'm not sure how I would have managed with my family in France and my neighbours leading busy lives. It's good to know there's someone I can call".

Photo: sasirin pamai/Shutterstock. Posed by model

Cost saving

Based on a conservative estimate of 2 hospital bed days saved per beneficiary, 256 bed days were saved over the year, an NHS cost saving of £102,400*.

**based on the £400 per day rate our hospital colleagues have provided for reference*

At Home

At Home is our own, independent care agency which provides a fresh approach to home care. We are Care Quality Commission Registered with a 'good' rating. It is a social enterprise, so any surplus income can be reinvested for the benefit of disabled people.

We started At Home because lots of disabled people told us they wanted the independence and flexibility that having PA support could provide without the responsibility of being an employer, which is often the case when people choose to have a personal budget or direct payment.

We are proud that we never offer short shifts; we go to our clients where and when they need us and we will never rush.

Our PA team are skilled, well trained and have development opportunities. And they care about what they do.

This year, the business has continued a slow but steady growth and we have achieved the highest number of billable hours and income generated to date. Overnight care packages have been taken on, and over the past year, around 20,000 hours of care were provided.

As the pandemic guidelines changed throughout the year, the team implemented effective systems to provide and monitor COVID-19 testing, PPE delivery and distribution and, more recently, vaccinations. This required extensive administration and tracking. Staff took lateral flow tests every day.

With the introduction of overnight care packages, changes to the on-call rota have been necessary to ensure a safe and effective service to our beneficiaries. This now means a 24-7 on-call cover rota is shared between office staff across the week. The main reason for clients leaving the service continues to be an increase in their care needs, to the point of requiring live-in, residential or hospital care.

Recruitment of staff has been challenging for the Possability People, as well as the national care industry, so this year, we started production of a recruitment film and campaign.

When asked what difference their care makes to their lives, comments include "I am active and go out more", "I wouldn't manage without it", "independence", and "I like having company".

Our PA Survey said

Job satisfaction: 91% positive.

Current workload: 100% positive.

Job security: 91% positive.

Team inclusivity: 91% positive.

Support from the office: 91% positive.

Involvement in decisions that impact you: 91% positive.

Jason and Bartholomew's story

As a strategy we have focused on enabling Bartholomew achieve his goals as opposed to simply sitting with him or cleaning. Although if he is having a "bad" day there can be an element of that.

Bartholomew's condition is highly unpredictable. As a team we divided the days into Green/Amber/Red. Green days are when he is full of energy/determination and will want to take on the world. Amber days are when he wants to engage and can achieve small tasks, normally in the house. Red days are when, because of seizures or stroke exhaustion he is unable to complete any task and will often be asleep. Days can move from green to red quickly.

"Possibility People have been nothing but supportive. We have had excellent carers in here everyday Mon to Fri. Not only do they provide a break for me and some certainty that I can be out of the house, they have supported Bartholomew in his rehab".

Jason and Bartholomew, for example, have attended joint meetings with the Speech and Language therapist about how to support Bartholomew's language recovery.

"Bartholomew is able to plan independent activities of his choice which may include a simple coffee, a short trip to see the bluebells (our first date), or shopping in Sainsburys. Jason and Bartholomew took time to plan a birthday celebration for me, something of which Bartholomew was incredibly proud.

Chris is the newest carer. Having a male carer allows Bartholomew to go swimming. The council pay for a warm swimming pool and Bartholomew is able to relax his muscles. Chris has also bought a new interest into the house. His passion for snooker has been transferred to Bartholomew. Snooker is a non-verbal game with many disabled one-handed players; there is a one-handed snooker league. Chris brings a different energy to the house and Bartholomew enjoys his company.

"In many ways the carers have given him his life and choices back again".



20,000 hours of care were provided last year and 100% of beneficiaries confirmed:

Service is flexible enough to meet needs.

Beneficiaries are dealt with in a courteous and professional manner.

Support staff take care of the personal property they encounter.

The team listen and take notice of what I say.

Payroll and Supported Bank Accounts

Payroll and Supported Bank Account services remain vital to disabled people who manage their own care and support. They alleviate the administrative burden of running a payroll service for PAs, generating payslips and reporting to HMRC.

The service can also provide a secure, separate bank account for its clients so that care and support payments can be easily managed.

Over the last year, many of the team's volunteers could not provide support remotely, so the staff have picked up this additional work. As restrictions eased, the team adopted a hybrid model of working, allowing its previous volunteers, as well as many new ones, to come back to the office.

As well as providing the payroll service, the team continued to be a trusted source of information and advice about the changing COVID-19 requirements and regulations. Direct payment users were not specified in public information guidelines on care homes or domiciliary care, so the team researched and shared up to date, appropriate information in an accessible way.

The service supported 785 people throughout the year.

Possability Place

Our accessible venue was available for hire for support groups of up to 15 people throughout the pandemic in line with government guidance. Once these restrictions were lifted, we worked within the guidance to open to community groups and charities in the local area.

Hirers steadily increased from September onwards. We've seen the return of our previous regular hirers, but also attracted new ones. This is often because other venues were not confident enough to open during lockdowns, so new groups tried us and decided to stay.

We are pleased to be able to support fellow charities by providing a welcoming and COVID-19 secure venue for them to provide their own services. Activities range from support groups, social clubs, training, meetings, art therapy, parenting groups and dance workshops for those with visual impairments.

We operated as an accessible polling station in May.

6 regular bookers used the venue for 2.5 days plus 2 evenings per week. We also have a range of people booking the space for one-off events or short bursts, such as a 6-week course.

Our revenue from these bookings has increased 12.5 times that of the previous year.

Shopmobility

Shopmobility is our low mobility scooter and wheelchair hire service. Its opening hours were governed by national COVID-19 restrictions, and it gradually re-opened in line with them. A contactless service initially started in mid April for two days per week (alongside non-essential retail) and only for pre-booked hires.

From the beginning of June, we offered a five day a week service again, still contactless and for pre-booked hires only. It wasn't until the 19 July that we could provide a drop-in service.

We made sure disabled people who needed equipment could borrow it from us when the Shopmobility office was closed.

Robust cleaning and contactless procedures were put in place to protect visitors, staff and volunteers. This also helped our customers, many of whom have health conditions that made them more vulnerable to COVID-19, to feel confident in using the service.

Our bookings this year were lower than pre-pandemic figures, but a significant improvement on the previous year.

There were a total of 360 hires, and an increase in the length of the average hire, with people tending to visit hotels for extended periods.

An unusual peak in demand happened between September and January 2022, possibly because more people wanted to travel within the UK rather than go abroad.





The Queen's Award for Voluntary Service

The MBE for volunteer groups



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