

Possability People

Impact Report 2024

Transforming lives Through inclusive support

1. Dedication

This impact report is dedicated to Sophie Reilly, our valued trustee, colleague, and friend, who sadly passed away this year.

Her passion, commitment, and belief in our work helped shape the organisation we are today. We are grateful for everything she gave to us, and her legacy lives on in the work we continue to do.

2. A message from our CEO

This year's report is a testament to the strength and resilience of our community. Behind every number is a story of someone striving to live with dignity, independence, and choice, and we are proud to have walked alongside them.

From co-producing better mental health services to providing trusted advice, enabling safe hospital discharges, and supporting independent living through our At Home service, our work changes lives. We've helped people manage their care with supported bank accounts and payroll, stay connected through community engagement, and stay mobile with our Shopmobility service. Across all our

services, we show that practical support, delivered with empathy and respect, makes a lasting difference.

Disabled people are at the heart of everything we do. We are guided by the social model of disability and take an intersectional approach to inclusion. This enables us to see people as individuals, understand the barriers they face, and support them to overcome those challenges across every service we deliver.

We've faced real challenges with rising demand, tightening budgets, and increasing complexity, and services like Shopmobility and our Advice Centre have felt this pressure acutely. Yet through it all, our team has responded with creativity, compassion, and an unshakable commitment to getting it right for the people we serve.

We've also had some important moments to celebrate, being chosen as a Santa Bus charity by Brighton and Hove buses was a joyful highlight, and we were proud to begin supporting small charities with their payroll in 2024- helping others to thrive. But the year also brought sadness, with the loss of our friend and colleague Sophie. Her warmth, humour, and dedication to our work will never be forgotten.

Thank you to our staff, volunteers, trustees, funders, partners, and above all, our clients. It's your voices, your trust, and your stories that shape what we do and why we do it. To our volunteers and trustees in particular, thank you for your time, care, and steady guidance. Your behind-the-scenes support helps keep our mission strong and our services running, even in the toughest times.

Lucy Vallis

Chief executive officer

3. About Possability People

Possability People is a Brighton-based charity that has been supporting disabled people and those living with long-term health conditions - including mental health conditions - for over 40 years. Working across Brighton & Hove and East Sussex, we help people of all ages and backgrounds to live the life they choose.

Many of our staff have a lived experience of disability or long-term health conditions, which plays a vital role in building trust. It allows for more open and honest conversations about the often-hidden barriers people encounter and creates a stronger connection between staff and service users.

People who use our services often tell us that being treated as a whole person not just a diagnosis or a problem to be solved, is what makes our support empowering. A special thank you goes to our incredible personal assistants, whose dedication and compassion make independent living a reality for so many.

Holistic, person-centered practice underpins everything we do. And when we can't help directly, we make meaningful connections to other services and community organisation's, ensuring that people have the tools, support, and confidence to move forward in ways that work for them.

4. Our purpose

We work to promote the social inclusion of disabled people across Sussex by ensuring they have voice, choice, and control over their lives. This means supporting people to be meaningfully involved in the planning and decision-making that shapes their communities. Through accessible advice, guidance, and peer-led services, we help people take control of issues that matter most, from health and housing to employment and welfare rights.

Our vision

A society where anything is possible, no matter your ability.

Our mission

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

5. Our impact in 2024

In one of our most challenging years to date, we continued to deliver vital, high-quality support to disabled people and those with long-term health conditions across Brighton & Hove and East Sussex. Despite funding cuts, staffing reductions, and growing demand, we remained a trusted source of help, advice, and empowerment, proving that even in uncertainty, we can create meaningful change.

27,766 hours of care delivered

Through our At Home service, supporting an average of 43 clients across the year.

5,859 total contacts into our Advice Centre with 39 referrals daily.

4,751 people engaged through our community work this year. Including 789 new voices, 79 groups, and 20,800 more reached online.

1,151 clients supported through payroll and bank account services, processing 11,362 payments.

543 mobility hires through Shopmobility, increasing independence and access across the city.

268 hospital discharge referrals supported with 140 delays prevented and 83 re-admissions avoided.

6. Key achievements in 2024

Improved mental health inpatient services

Through patient-led co-production and system redesign, we helped shape more dignified, responsive care, amplifying lived experience and driving real culture change in local NHS services.

Re-invigorated the Gig Community Group

We reinvigorated the welcoming, in-person space for disabled people to connect, influence local priorities, and bring their lived experience into the heart of service and policy conversations.

Delivered professional, trusted advice

Despite a 36% reduction in funding, we protected core delivery through smart adaptation, digital flexibility, and the incredible support of our volunteer team.

Supported over 1,000 Personal Assistants

We ensured accurate, timely payroll and pay uplifts in line with national living wage increases and council-approved budget rates, easing pressure for those managing direct payments.

From hospital bed to safe home

We provided targeted grants to help people leave hospital safely when their living environment was unsuitable. Funding covered essential costs such as deep cleaning, de-cluttering, minor repairs, and furniture. These small but vital interventions helped reduce the risk of readmission and ensured people could return with dignity, stability, and support.

Freedom to move, power to choose

Our Shopmobility service continues to make Brighton & Hove more accessible for disabled residents, visitors, and tourists alike. Despite funding challenges, we supported hundreds of hires, helping people reconnect with their communities, enjoy the city, and maintain independence - one journey at a time.

Delivered 27,000+ hours of care

Our At Home service supported clients to live safely and independently, delivering personalised care that promotes dignity, trust, and continuity, all within the comfort of their own homes.

Championed suicide prevention

In partnership with grassroots suicide prevention, we co-produced a Sussex-wide suicide prevention conference and mentored staff to set up and run the Lived Experience Advisory Group (LEAG), embedding lived experience in suicide prevention strategy.

Conducted accessibility audits

We worked with local partners to tackle transport, cost-of-living, and city infrastructure issues, ensuring disabled voices shaped accessibility improvements where it matters most.

Enabled safe hospital discharge

We delivered exceptional NHS-funded support for people over 55 leaving hospital, providing personalised, wraparound care during a vulnerable time of transition. This service supported around 350 clients with intensive hospital discharge assistance and delivered nearly 1,000 wellbeing contacts, offering tailored advice, guidance, and onward referrals.

Embedded lived experience across systems

Supported lived experience involvement in NHS working groups, commissioning processes, and community consultations—ensuring disabled and marginalised voices are not only heard but drive change.

7. Looking ahead

We are actively pursuing sustainable funding, digital innovation, and deeper community partnerships to grow our reach and resilience. Our work continues to be shaped by the people we support ensuring their voice, choice, and control are at the centre of everything we do.

Looking forward, we're committed to strengthening collaboration with other organisations who share our values, so we can deliver more joined-up, inclusive support across Sussex and beyond. We want to be a catalyst for change, not only in the services we deliver, but in how organisations work together to challenge inequality.

We also recognise our responsibility to work in ways that are environmentally sustainable. As we modernise and expand, we'll be exploring how we reduce our carbon footprint, make better use of digital tools, and embed sustainability into the heart of our operations.

Above all, we remain committed to equity, dignity, and inclusion, building a future where disabled people can thrive, not just survive.

8. Our work in action

Everything we do is designed to make life fairer, easier, and more connected for disabled people and those with long-term health conditions.

Our work begins by listening - to people's experiences, needs, and aspirations. Through strong community connections and co-produced system change, we address both individual challenges and the wider inequalities that make life harder. Whether we're helping someone navigate the benefits system, supporting a safe hospital discharge, or ensuring patient voices shape NHS policy, our work is guided by those it impacts.

We believe real change happens when people have voice, choice, and control, and when they help design the solutions that affect their lives. Our approach is holistic, person-led, and grounded in the belief that everyone should be supported to live the life they choose.

8.1 Community engagement & co-production

Powered by lived experience

Our community engagement team are extremely busy at the forefront of system change. They play a vital role in connecting people with lived experience to the heart of service design and improvement.

Firmly rooted in local communities, they champion the voices of people who are too often excluded and whose experiences are shaped by intersecting identities such as race, gender, poverty, and trauma.

By building trust, creating inclusive spaces, and supporting people to speak up with confidence, the team turns insight into action. Their work goes beyond listening. It's about shifting power, embedding co-production, and making sure those most affected by services are the ones shaping them.

Reach and relationships

4,751 total people engaged

789 new people engaged

79 groups engaged

20,800 people engaged through social media

Who we engaged & why it matters

Our engagement is rooted in inclusion, with a focus on amplifying the voices of those most often left out of decision-making. We work across diverse communities to make sure lived experience drives real change.

Disability inclusion - 100% disabled people engaged:

Cultural diversity - 5% BAME communities engaged:

LGBTQ+ participation 10% LGBTQ+ communities engaged

How we made a difference

Challenged inequality - exposed structural gaps in safety, dignity, and discharge for the most marginalised.

Promoted accountability - called for consistent standards, transparent feedback loops, and carer involvement.

Informed real-world change - turned raw experiences into practical, actionable service improvements.

Centered neurodiverse needs - highlighted sensory, communication and accessibility gaps and offered clear solutions.

Restored trust - created a space where people felt heard, respected, and more confident engaging with services.

"The group felt like a safe space where I could be honest about my feelings and share experiences. Over time members began to feel like a group of friends."

- ask the experts participant

Embedding co-production

Connecting communities and driving change

This year, we've made a conscious effort to connect with disabled people in a wider range of community spaces, particularly with those who might not usually engage directly with us. We've spent time with grassroots groups across Brighton & Hove, taking the opportunity to share our work, listen carefully, and ensure the voices of people less often heard are better reflected in what we do.

In collaboration with changing futures Sussex (who support people with multiple and compound needs), we co-designed our third co-production conference for 2025, and continued to co-facilitate online co-production forums.

"I heard a lot of great work and challenging situations. A place to share. Nice to be among like-minded people. Great energy to overcome difficult times."

-conference participant

Lived Experience Advisory Groups

Shaping mental health services through lived experience

Possability People facilitate two regional Lived Experience Advisory Groups (LEAGS) – one in East Sussex and one in Brighton & Hove. These groups bring together people with direct experience of using mental health services, or caring for someone who does, to influence the design and delivery of support across the region.

The LEAGs ensure that lived experience is not just heard but embedded into planning, commissioning, and transformation work. Members attend strategic meetings, co-produce service changes, and challenge assumptions in ways that lead to more inclusive and effective systems.

Our LEAG members reflect a diverse mix of lived experience spanning ages 30–60+, with carers, neurodivergent people, and individuals from a range of ethnic backgrounds, genders and sexual orientations.

Change the language guide

The LEAGS contributed to the '**Change The Language**' guide. This guide helps shift attitudes, challenge stigma, and promote more respectful, inclusive communication. Over **190 people** attended the launch webinar, and we are now working to ensure the guide is available in accessible formats and embedded into staff induction and training programmes across the system.

Brighton and Hove group

"The positive thing is that everyone I have met so far is deeply committed to making an improvement in the future of mental health services in east/west Sussex, including Brighton & Hove."

- LEAG member

Over the past year, the Brighton & Hove LEAG has made a powerful impact with **10 active members** representing diverse experiences and backgrounds, including carers and neurodivergent voices; **18 meetings** were held with over **20 guest speakers** and system leaders; and **178 external engagements** influencing commissioning, service design, and transformation programmes.

Key achievements

This year, the Brighton & Hove LEAG has influenced strategy, built new partnerships, and driven co-production across the mental health system.

Shaping services

LEAG members influenced key decisions, including the MHSS tender, and now sit on strategic groups like the operational delivery group.

Stronger together

Built partnerships with other LEAGs across Sussex, co-hosted forums, and contributed to a shared co-production resource hub.

Driving co-production

Co-designed and delivered member training, led the Sussex co-production conference, and launched the 'change the language' guide.

Growing voice & impact

Engaged new communities, created a presenter pack, and supported members into further expert by experience roles and paid work.

"The LEAG are willing to discuss the best and the worst of services and are unafraid to be open, unflinchingly candid, and honest."

-LEAG member

East Sussex group

In 2024, **17 members** were invited, with **14 actively engaged**, contributing time, insight, and energy to shaping services.

The East Sussex LEAG, led by ricky perrin, brought together people with lived experience of mental health services to influence local planning, policy, and delivery.

Beyond meetings, members took part in **178 external engagements**—from service development workshops to strategic planning forums—ensuring the voices of people with lived experience were heard at every level.

“a brilliant experience. It was really welcoming and provided me with a good opportunity and a useful, thoughtful discussion.”

- LEAG member

Key achievements

Wellbeing centre redesign workshops collaboratively shaped ideas for a more inclusive and accessible wellbeing space.

Presenter’s guide creation developed a consistent, user-friendly guide to support delivery across teams.

LEAG induction pack produced a tailored pack to help new members understand roles, values, and processes.

LEAG/scale training co-delivery co-created and co-delivered impactful training based on lived experience and shared learning.

NMHT managers event Possability People co-planned and presented at the NMHT managers day in Lewes, with LEAG members sharing lived experience insights through a set of critical questions displayed around the room. The event strengthened links with all five NMHTs and showcased co-production in action.

The wider impact of the LEAG

Stronger voices at the table- members now sit on strategic groups and tender panels

Greater confidence among members, leading to further expert by experience roles and paid work

Deeper collaboration across Sussex, with shared resources and co-hosted forums

Challenging the system to be more inclusive, responsive, and grounded in lived experience

Feedback

Empowering individuals and challenging stigma

Members report **increased confidence, personal growth**, and a renewed sense of purpose.

Partners described LEAG sessions as **challenging, inclusive, and impactful**, with feedback directly leading to service changes.

In-person events were praised for their welcoming atmosphere and honest discussion **100% of attendees** said they wanted future involvement.

LEAG members report increased confidence through their involvement, which has opened doors to new opportunities, including further expert by experience roles and, in some cases, paid employment. Many also gain informal peer support from within the group. By sharing their lived experience, members actively challenge stigma and outdated assumptions about people who use services and their carers, creating a ripple effect that encourages professionals to reflect and adapt their approaches.

*"We at **Care For The Carers Mental Health Project** are always amazed at the incredible and vital work completed by ricky and the team at possibility people. Such important and varied work and they are really some of the most important players in championing the needs, rights, and voices of the people they support so well. I always look forward to anything they are running and value all the collaborative work we do with them"*

James Baker - Lead for Mental Health - Care For The Carers.

Patients leading the change

Like the pride flag, a symbol of solidarity, visibility, and collective strength, this work showed how real change happens when people come together. Possability People was commissioned by NHS Sussex integrated care board to lead a year-long co-production process, gathering insight from **63 former patients** and carers to help transform inpatient mental health services. Lived experience didn't just inform the process - it led it. Real reform happens when those who've walked the path help to shape the way forward.

Basic standards failing - widespread failures in food, hygiene and safety

Lack of influence - patients had few opportunities to drive improvements

Vulnerable groups neglected - women, transgender and neurodivergent needs overlooked

Culture shift required - moving from "doing to" towards "doing with" patients

"Sometimes the named nurse did not speak to me all day"

- group participant

Patient-led recommendations

"The group also identified "quick wins" like fidget toys on arrival and proper cleaning between patient stays."

Improve food quality and choice - meeting diverse needs through better provision

Increase qualified staffing - to enable activities and outdoor time

Create sensory-friendly spaces - with quiet rooms for neurodivergent patients

Implement mandatory training - on communication, dignity and trauma-informed care

Consistency - designing consistent and person-led discharge planning processes.

Ask the Experts

Amplifying patient voices

Our NHS-funded project brought together **38 people** with diverse lived experiences. Participants included those with sensory impairments, long-term conditions, and neurodivergent individuals across Sussex.

Through accessible online meetings, we explored key healthcare themes. We gathered personal feedback and created a supportive community.

"I wasn't there at the start, but things about being really welcoming, being able to attend whilst in bed, being welcomed to speak even if you're not great that day and what comes out is confusing etc."

- Ask The Experts participant

Key achievements & challenges

Challenges identified

Poor GP accessibility and in-person care

Inaccessible digital systems

Persistent stigma from healthcare professional

Overwhelming self-management expectations

Project recommendations

"it's good to voice our experiences — but will anything change as a result? Keep on pushing for action."

— project participant

Patient passports - personalised communication tools for better care

Chronic care coordinators - dedicated support for complex health needs

Digital access flexibility - multiple pathways to healthcare service

What we achieved

Produced clear recommendations for service improvements

Through co-produced workshops and site visits, LEAG members identified practical changes to improve local mental health hubs, wellbeing centres, and end-of-life care settings.

Shared findings at multiple healthcare forums

Members presented insights and feedback at strategy groups, transformation away-days, and system meetings ensuring lived experience shaped key decisions across Sussex.

Built strong community among participants

A shared commitment to change helped build a supportive peer network within the LEAG, offering informal support and solidarity between members.

Increased confidence and connection

LEAG involvement boosted members' confidence, often leading to further opportunities, including paid work, public speaking, and ongoing advisory roles.

Get Involved Community Group (GIG)

In 2024, we re-invigorated our gig community group creating a regular, in-person space for disabled people to come together, connect, and raise issues that matter most to them. This co-produced group has been a powerful driver of influence, drawing in a wide range of disabled people, including those with sensory impairments, mental health conditions, learning disabilities, and neurodivergence. Many of whom had not previously engaged with Possability People.

GIG priorities

The group hosted sessions shaped by participants' priorities, including:

Community safety

Fuel poverty and cost of living

Accessibility and city connectivity

Bus travel & pedestrian access

Mental health and disability

“it's been brilliant to have our voices heard and taken seriously for once.”

– GIG attendee.

Suicide prevention

Putting lived experience at the centre

We're proud to be a key partner in the **suicide prevention Lived Experience Advisory Group (LEAG)**, working with grassroots suicide prevention to ensure the voices of people with lived experience shape real change.

As part of this collaboration, we:

Created space through mentorship

We mentored and provided ongoing support to a member of the grassroots team, helping them to confidently establish, coordinate, and lead the suicide prevention Lived Experience Advisory Group. This included guidance on facilitation, group dynamics, and ensuring that the group remained a safe, inclusive space for honest and impactful conversations.

Turned experience into action

Co-produced a Sussex-wide suicide prevention conference in October 2024, attended by over 100 people from across the region. The event helped to spark important conversations, share insights, and drive forward more inclusive and effective approaches to suicide prevention.

"This work is already making a difference, and its impact continues to grow. We're proud to be part of it."

Tasha Barefield - Engagement and Co-Production Lead

8.2 hospital discharge grants

Transforming lives, One home at a time

Our hospital discharge grants service plays a critical role in helping vulnerable patients return home safely, with dignity and confidence. Working in partnership with NHS services and hospital discharge teams, we provide rapid-response support to ensure that the home environment is safe, accessible, and suitable for recovery.

In 2024, we supported 268 referrals, helping individuals transition from hospital to home. Our intervention prevented 140 delayed discharges, freeing up much-needed hospital beds, and avoided 83 hospital admissions by putting essential support in place just in time.

Our grants funded everything from deep cleans and decluttering to essential repairs, furniture, and heating, ensuring patients weren't returning to unsafe or unsuitable conditions. These are often the unseen details that make a massive difference, preventing re-admissions, supporting recovery, and promoting independence.

This service continues to grow year on year, with referrals increasing by 5.5% as demand rises and cases become more complex. Professionals from across the health and care system regularly tell us that without our intervention, many discharges would simply not be possible.

The hospital discharge grants service doesn't just deliver practical solutions, it restores dignity, reduces pressure on the NHS, and gives people the foundation they need to recover At Home, on their terms.

Our impact in numbers

268 total referrals - patients supported by our service

140 delays avoided - patients discharged without unnecessary delays

83 admissions prevented - patients able to remain safely At Home

£94.7k total grants - investment in home safety and adaptations

"Our service continues to grow, with referrals increasing by 5.5% since last year. We provide critical support when it matters most."

Ian Robinson - project coordinator

5 key achievements

1. Safe hospital discharge

Facilitating timely, safe hospital discharge for often frail elderly and/or disabled patients

2. Preventing readmissions

Ensuring that readmissions are prevented through appropriate home support

3. Promoting independence

Assisting vulnerable people to feel safe and independent in their own homes

4. Seamless NHS integration

Working seamlessly with the NHS to make the care pathway smooth

5. Cost effectiveness

Saving the NHS money through preventing avoidable hospital stays

"it's hard to put into words how valuable your service has been to my patients."

- Senior nurse, urgent community response team

Key challenges

Over the past year, our work supporting safe and timely discharge from hospital has faced increasing pressures. Delays in setting up care packages have continued to affect how quickly patients can return home, impacting both individuals and the broader system.

Care package delays

Ongoing delays in arranging care have meant that patients often wait longer than necessary to be discharged from hospital.

Rising case complexity

We've seen a sharp rise in more complex cases, requiring significantly

More time to coordinate support and ensure care is delivered safely and within budget.

Service de-commissioning

The closure of the post discharge support service, previously delivered by our colleagues at Possability People, has removed a vital layer of support for patients transitioning from hospital to home.

Tony's story

Tony, 67, was a palliative care patient diagnosed with throat cancer when referred to our service by an occupational therapist at Royal Sussex County Hospital. He had been struggling severely at home, with his living conditions deteriorating to dangerous levels. His property required urgent trauma deep cleaning, as multiple surfaces and items were contaminated with blood. His hospital discharge was entirely dependent on our intervention, as his home was deemed uninhabitable in its current state.

Provided comprehensive trauma deep cleaning and decluttering services.

Supplied a new bed and arranged essential roof repairs.

Total intervention cost: £2,064.80

"I am so very grateful for the support that I have received. All wonderful."

- patient

Everyone deserves a safe home

We support people to return home from hospital safely by transforming their living spaces, anything from deep cleaning, urgent repairs to essential equipment. By creating safe, accessible environments, we help prevent re-admissions and enable dignity, independence, and recovery.

"Thank you so much. We are delighted this has happened so quickly and will make such a difference"

-patient

The value of our service

The service is amazingly helpful and for sure makes a difference in assisting us to plan discharges when facing complex cases."

– Ana Brisbar Occupational Therapist, Adult Social Care

Making a difference

This work would not have been possible without the support of Brighton & Hove city council, whose funding for hospital discharge grants has been vital. Their commitment has enabled us to remove key barriers at the point of discharge, helping people return home safely, with dignity and the practical support they need.

Safe patient discharge

Essential contributor to getting patients safely discharged back to their homes in suitable living conditions

Easing NHS pressures

Providing value for money while reducing strain on NHS services by enabling timely discharges

Positive feedback

Extremely positive responses from both NHS colleagues and patients despite increasing and more complex referrals

Ongoing partnership

Looking forward to continuing our work with commissioners to provide this unique and effective service

8.3 Hospital Discharge Service

Coordinated care that puts people first

From 2015 to 2024, Possability People delivered exceptional NHS-funded services for over-55s leaving hospital. Our support provided vital practical and emotional help during vulnerable transitions, reducing readmissions and helping people regain independence.

From hospital to home

Supporting recovery, independence, and wellbeing

Each year, we provided vital support to hundreds of people as they transition from hospital back to their homes. Our services wrap around the individual, offering intensive discharge assistance, wellbeing guidance, and social prescribing that addresses the root causes of poor health, such as isolation or housing concerns. Through nearly 1,000 wellbeing contacts annually and ongoing follow-up care, we help people feel safe, supported, and more in control during a vulnerable time in their lives.

Hospital discharge support

Intensive assistance for approximately **350 clients yearly** following hospital stays.

Wellbeing service

Nearly **1,000 annual contacts** providing advice, information and guidance.

Social prescribing

Community-based support addressing social factors affecting health.

Follow-up care

Continued support for patients facing new challenges At Home.

Intervention types

Befriending services - connecting clients with companions to reduce isolation and loneliness.

Nutrition advice - providing guidance on healthy eating and meal preparation.

Community referrals - linking clients with appropriate local support services.

Home safety - ensuring living environments were secure and accessible.

Annual impact

Behind every number is a person navigating life after a hospital stay. Our wellbeing service offers tailored advice, information, and guidance to help people feel supported, informed, and more in control.

Annual impact

Behind every number is a person navigating life after a hospital stay. Our wellbeing service offers tailored advice, information, and guidance to help people feel supported, informed, and more in control.

982 wellbeing contacts providing advice, information and guidance

350 clients supported receiving intensive intervention

100's lives improved through our dedicated service

Through this dedicated service, we improved the lives of hundreds of individuals and helped build a more connected, compassionate pathway from hospital to home.

8.4 Shopmobility Brighton & Hove

Freedom to move, confidence to explore

Possability People's Shopmobility service makes a vital difference to lives across Brighton & Hove. We provide affordable mobility equipment hire to empower people with mobility needs.

Powered by a small but mighty team of volunteers, they deliver dedicated, person-centred support, offering time, compassion, and continuity to those who rely on our services.

Our service helps people live with greater dignity, independence, and choice. Whether it's returning to valued routines, accessing the community, or managing care with confidence, we enable everyday moments that make a big difference. Each experience shared reflects the personal impact behind the practical support we provided to their community.

"After my surgery, Shopmobility helped me maintain my routine. Their support preserved my dignity when I felt most vulnerable."

- susan, 59, hove resident

Service growth & reach

543 total hires

6% increase from previous year

391 deliveries & collections

Nearly half to hotels and guest houses

3 service locations - Plus delivery/collection options

Customer demographics

Brighton & Hove residents

One-third of our service users

- Regular local shoppers
- Attending community events

Nearby towns

One-third from surrounding areas

- Day visitors
- Shopping trips

Tourists

One-third holiday visitors

- Hotel deliveries
- Beach and attraction visits

"The scooter delivery service to our hotel was brilliant. I could enjoy the seafront with my family instead of watching from a distance."

- Martha, 72, tourist from Leeds

Community impact

Improved wellbeing

Our services contributed to better physical and mental health by supporting independence, mobility, and access to essential services.

Social connection

We helped reduce isolation and loneliness by enabling people to get out, meet others, and feel part of their community again.

Tourism enhancement

We made Brighton more inclusive and welcoming for all, helping ensure that disabled visitors can enjoy the city with confidence and ease.

By improving accessibility, we supported local businesses, encouraging spending and engagement from disabled residents and visitors.

8.5 Payroll and Supported Bank Account (SBA)

Empowering independence through financial management support

Our payroll and supported bank account (sba) service continues to be a vital support mechanism for disabled people and their families who employ personal assistants or use direct payments.

In a demanding funding and administrative environment, we deliver peace of mind, accuracy, and person-centered support, at scale and under pressure.

"Our service prioritises responsible stewardship of public funds whilst maximising care impact. Each pound returned represents extended support for vulnerable community members, amplifying our service's true value."

- Dana Poiana, SBA Service Manager

Service impact & achievements

11,362 payments processed

To PAs, agencies, and third parties

1,151 clients supported

Across Brighton & Hove and East Sussex

1,000+ personal assistants uplifted

We ensured that over 1,000 pas received timely pay uplifts in line with national living wage increases and worked closely with the council's direct payments team to reflect updated budgeted rates.

"The service you provide really is excellent and I would struggle massively without you!"

Madeline

Service highlights

Client advocacy

Provided stability and expert guidance for vulnerable clients facing delays or confusion from external agencies.

Multi-funder compliance

Navigated complex systems with varying rules across multiple funding bodies whilst maintaining exemplary service standards.

100% regulatory compliance

Maintained perfect adherence to HMRC, the pensions regulator, ICO, FCA, DWP and other statutory requirements.

Overcoming challenges

External service delays

Supported confused clients whilst maintaining clear boundaries.

Late submissions

Maintained 100% deadline compliance despite last-minute timesheets.

Growing caseloads

Adapted to increasing complexity with no compromise on quality.

Looking ahead - evolving with purpose

People first, always

Our work will always be shaped by the needs, insights, and experiences of the people we support.

Excellence in compliance

We will continue to meet and exceed regulatory standards, ensuring trust, transparency, and accountability.

Better connected systems

We're pushing for smarter integration between services and funders, reducing duplication and improving outcomes.

Accessible by design

We'll expand self-service tools and digital access options without losing the human touch for those who want more choice in how they engage with us.

8.6 At Home

Transforming lives through care

Our At Home service delivers high-quality, personalised care that supports people to live independently, safely, and with dignity in their own homes.

Designed around the needs and preferences of each individual, the service provides more than just practical help, it offers consistency, trust, and a sense of control over daily life.

In 2024, we delivered an impressive 27,766.5 hours of care to an average of 43 clients each month. This support ranges from assistance with daily living tasks to more complex, long-term care needs. For many clients, it's the difference between staying in their own home or facing hospital admission or residential care. What makes At Home unique is its people-first approach. Our team builds meaningful relationships with clients; many of whom have complex needs or have experienced fragmented care in the past. They tell us that being supported by people who truly listen and understand makes all the difference.

"At Home is more than a service, it's a commitment to independent living, personalised care, and community-based support that helps people live the life they choose."

- Faburama Ceesay, Registered Manager

Service impact

27,766 care hours Total hours delivered

1 hour + quality time Minimum visit duration

43 clients Average monthly support

100% client satisfaction From our client satisfaction survey

These figures highlight the reach and impact of our At Home service, delivering consistent, person-centred care throughout 2024.

"It has helped me go out safely and happily."

-At Home client

What professionals say about us

"Possability People provide an excellent service to my clients, many of whom have complex and varied needs. I'm always impressed by how well the pas and office staff know the individuals they support, which helps build trust and makes a real difference—especially for those who are hard to engage.

They regularly go the extra mile with tasks that help people stay independent for longer. Their communication is excellent—both responsive and proactive in flagging and resolving issues—and they've been valuable contributors in multi-professional meetings I've led."

— Social Worker at Specialist Older Adults Mental Health Service (West)

Client success stories

Social engagement

Client A enrolled in a drama games course. This marks their first-ever social activity participation.

Daily living skills

Client B now uses local laundrette with PA support. Their hygiene and confidence have improved significantly.

Healthcare navigation

Client C attended pre-op appointments with assistance. Their anxiety has decreased substantially.

Community access

Client D now uses public transport with their child. Their independence has grown tremendously.

The challenges

Recruitment challenges

National shortage of carers affects staffing consistency.

Complex needs

Increasing mental health complexity requires specialised support.

Sector pay rates

Low compensation despite demanding skilled work.

"Every time I see her, I know I have managed to do a little bit through the very huge mountain of jobs which I struggle to do myself. Which is very annoying and exhausting. She is an absolute life-saver and that is no exaggeration. I am so relieved that social services allowed me to have some more help because I was despairing."

- At Home client

Our commitment

The At Home service continues to make a powerful difference to the lives of the people we support. Whether it's helping someone attend a drama class for the first time, feel confident using public transport, or manage everyday tasks that once felt overwhelming, our support goes far beyond basic care.

Feedback from clients, families, and professionals consistently highlights the compassion, consistency, and quality of our approach. We don't accept 15-minute visits because we believe dignity, conversation, and trust take time.

This commitment, combined with skilled staff and close collaboration with other services, means people feel safe, listened to, and able to live more independently.

Support that makes all the difference

"thanks to Possability People, I went from living in constant crisis to becoming more stable, resilient, and eventually independent enough to no longer need support."

Aja listened to what I needed and offered consistent, compassionate care every week. She helped with everything I needed as a younger person with care needs—and treated me like a human being, not just a client."

I'm so grateful for their role in my recovery."

At Home client

8.7 Advice Centre

Adapting and delivering in challenging times

Despite a challenging year marked by significant funding cuts and a reduced workforce, our Advice Centre has continued to provide vital, high-quality support to people across Brighton & Hove and East Sussex. Thanks to the dedication of our team and volunteers, we've adapted our service model, protected core delivery, and remained a trusted source of help for people in crisis and transition.

"Our commitment to serving the community has never wavered, even when we had to make difficult adjustments to our operations. This report highlights our journey through change, our achievements, and our vision for the future."

- Sharon Rose - Advice Centre manager

Service and capacity

- **5859** total contacts
- **2135** total referrals
- **39** daily referrals

Impact of funding changes

May 2024

Staff reduced from 6 (2.8 full time equivalent) to 4 (1.8 full time equivalent) due to Brighton and Hove City Council funding loss and East Sussex County Council funding reduction.

Opening times reduced to 3 days per week (from 4)

December 2024 - March 2025

Staffing temporarily increased to 2 full time equivalent due to additional East Sussex County Council household support fund.

Throughout the period

Increased volunteer capacity with 9 active volunteers to help meet demand

Despite significant reductions in core funding, we've worked diligently to maintain service levels through increased volunteer engagement and securing alternative funding streams. The temporary staffing increase demonstrates our agility in responding to additional resources when available.

"Helpful and compassionate advisors and everyone has been lovely & welcoming, I've been very grateful for the support"

-Advice Centre client

Funding achievements and partnerships

Our proactive approach to funding diversification has helped mitigate the impact of core funding reductions. By strengthening existing partnerships and developing new relationships, we've created a more resilient financial foundation for future service delivery.

Extended and continued funding

Henry smith extended funding to May 2026; partnership with Brighton & Hove advice partnership continuation funding 2025-2029; multiple sclerosis society partnership and Blatchington Court Trust partnership continued throughout 2023/24.

New funding secured

Household support fund from East Sussex County Council for preventative advice support; household support fund from Brighton & Hove city council for advice sessions and supermarket vouchers; and the Sussex community fund.

Community engagement

Participated in and raised funds through legal walk 2024; delivered talks at carers centre and multiple sclerosis society centre; attended tribunal users group meetings and partnerships in East Sussex and Brighton & Hove.

"I feel more hopeful now and I think they really helped with that so I wanted to pass on, how appreciated their compassion was."

Advice Centre client

Future challenges and opportunities

Looking ahead, we face both challenges and opportunities. Welfare benefit changes will increase demand for our services, requiring continued innovation in service delivery. Our proven ability to secure diverse funding and develop effective partnerships positions us well to navigate these challenges while maintaining high-quality, client-centred support.

Policy changes

Managed migration of universal credit continues to affect our beneficiaries, with migration of ESA claimants extending beyond December 2025

Increasing demand

Service demand continues to rise despite reduced capacity, now matching previous levels when we had more staff and opening hours

Volunteer development

Continued training and support for our 9 volunteers is crucial to service sustainability

Strategic partnerships

Strengthening existing partnerships and developing new collaborations to enhance service reach and funding resilience

I am really happy and extremely pleased with my outcome, but I would still need help in the future with my form and come to you for advice and support."

Advice Centre client

8.8 Personal Assistant Noticeboard

Connecting direct employers with personal assistants

The Personal Assistant (PA) Noticeboard is an innovative online platform designed to connect individuals with health or social care needs (direct employers) with personal assistants seeking employment. Developed in 2011 with input from disabled service users, this service empowers employers with choice and control in their care arrangements while creating employment opportunities for PAs. With successful implementations in Brighton, East Sussex, and four other local authorities in England, the PA Noticeboard continues to serve as a vital resource for the community.

The PA Noticeboard has been successfully licensed to four local authorities in England, generating income for the charity while expanding its impact. This sustainable model not only benefits disabled individuals by providing them with quality care options but also stimulates local employment through the PA market. The platform's ongoing refinement based on user feedback ensures it continues to meet the evolving needs of both employers and personal assistants.

How the PA Noticeboard works

For direct employers

Employers can browse PA profiles filtered by geographic area or specific skills. Each profile includes detailed information about the PA's experience, skills, and personal interests. Employers can post customised job advertisements outlining their specific needs and what they can offer. This self-directed approach ensures employers maintain control over who provides their care.

106 advertisements were placed on the Brighton board between April 2023 to March 2024

462 applications were received in total demonstrating the platform's effectiveness and popularity.

For Personal Assistants

Pas can create detailed profiles showcasing their skills, experience, and personal interests. This allows them to highlight their unique qualifications and find employment opportunities that match their expertise and preferences. PAs can browse and apply to job postings that align with their capabilities and availability.

All profiles and advertisements are moderated before publication to maintain quality and appropriateness. While the service doesn't vet applicants, it does provide employers with guidance on conducting appropriate checks, obtaining references, and establishing proper employment contracts.

8.9 Our volunteers

Ordinary people, extraordinary impact

Volunteering at Possability People offers more than just experience, it's a pathway to opportunity

Our volunteers gain hands-on experience across different areas of our organisation, supported by tailored mentoring, development training, and flexible roles designed to build skills and confidence.

Many go on to become paid employees, which reflects both the strength of their contributions and our belief in the power of lived experience. For those who have faced barriers to employment due to disability or long-term health conditions, volunteering with us can be a vital first step into inclusive, meaningful work.

By investing in our volunteers, we're not only strengthening our own team, we're also playing our part in tackling employment inequality and promoting workplace inclusion.

To our amazing volunteers - thank you!

Your time, energy, and compassion are at the heart of everything we do. Whether you've offered a listening ear, supported someone through a difficult moment, helped behind the scenes, or simply shown up week after week, your contribution has made a real and lasting difference.

In a year where demand for our services continued to rise, your support helped us keep going. You've strengthened our capacity, lifted our spirits, and reminded us what community really means.

We are so grateful for everything you do. Possability People simply wouldn't be the same without you.

9. Where our funding comes from

Total income in the year was £1,515,000

In 2024, our total income was £1.51 million. The majority (73.5%) came from trading and other earned income, such as our At Home service. Statutory funding accounted for 22.1%, through valued partnerships with local authorities and the NHS. Grants from foundations contributed 3.7%, with a small proportion coming from joint partnership work. While donations made up a modest share, we are deeply grateful to everyone who supported us in this way.

This funding mix highlights our strength in delivering services that people want and need, while also underlining the importance of building a broader and more sustainable funding base for the future.

Total expenditure in the year was £1,519,000

In 2024, our total expenditure was £1.52 million. The largest share—£1.13 million—was spent on project and service delivery, including our project and service staff salaries, reflecting our commitment to frontline impact. We invested £381,575 in essential administration and infrastructure to ensure the smooth and compliant running of the organisation. A further £10,173 was allocated to other project and service-related costs. This breakdown demonstrates our focus on delivering high-quality services while maintaining responsible stewardship of our resources.

10. Thank you to our funders and supporters

We are incredibly grateful to everyone who has supported us over the past year, whether by funding our work, partnering with us, volunteering time, or simply cheering us on. Your generosity has made it possible for us to continue delivering vital services across Brighton & Hove and East Sussex.

Because of your support, we've helped more disabled people live independently, feel connected, and have their voices heard in the decisions that affect them. From practical care to strategic system change, every success this year has been made possible by the people who believe in what we do. Thank you for standing with us.

Public sector partners

Brighton & Hove City Council

East Sussex County Council

NHS Sussex ICB

All have provided essential funding that forms the backbone of our services.

Community organisations

Ms Society

Money-Works Partnership

Healthwatch

TDC

Grassroots

Brighton And Hove Buses

All have partnered with us to extend our reach and impact.

Charitable foundations

The Henry Smith Foundation

Garfield Weston

Sussex Community Foundation

Morrisons Foundation

All have generously supported us.

Individual supporters

Every donation, however large or small, has helped people return home safely from hospital, get crisis advice, have their voice heard, access mobility equipment, and receive dignified care and support

11. Contact us & support our work

Call our helpline (open 9am to 5pm weekdays) 01273 89 40 40

hello@possabilitypeople.org.uk

If you are deaf or hard of hearing, text us on **07718 42 42 14**

We provide free, independent information and support to everyone including disabled people, their carers, families and friends.

Support our mission

Your donation helps disabled people live independently and with dignity.

- Online: donate possabilitypeople.org.uk/donate
- Bank transfer: account name: **Possability People**, sort code **40-52-40**, account **00015760**
- Become a corporate partner - please contact please contact our chief officer, Lucy Vallis by email lucy@possabilitypeople.org.uk
- Sponsor us - please contact please contact our chief officer, Lucy Vallis by email lucy@possabilitypeople.org.uk
- Fundraise in your community - [sign up](#)
- Legacy giving: [remember us in your will](#)

Other ways to help

Support doesn't always mean financial contributions.

- [volunteer](#) your time and skills
- Donate mobility equipment - contact Emily emily@possabilitypeople.org.uk
- Become a trustee - [download our recruitment pack](#)

Get in touch

We're here to help disabled people across Brighton & Hove and East Sussex.

- Phone: 01273 894050
- Email: hello@possabilitypeople.org.uk
- Website: [Possability People](#)
- Social media: [Possability People | Brighton and Hove | Facebook](#)

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