



# inspire

community trust



enabling



empowering



enhancing

...the lives of people with disabilities



# inspire

community trust

A user led charitable organisation enabling, empowering and enhancing the lives of people with disabilities

Established 2004

Registered Office:  
20 Whitehall Lane  
Slade Green  
Erith  
Kent  
DA8 2DH

A Company Limited by  
Guarantee Registration  
No. 5296168.

A Registered Charity  
Charity No. 1107820

Telephone: 01322 341638  
Fax: 01322 345416  
Minicom: 01322 334716  
Email:  
info@inspirecommunitytrust.org

Website:  
www.inspirecommunitytrust.org

Working in partnership with:



## **An independent charitable trust**

providing innovative high quality services for people with disabilities.

**Our Mission** is to work in partnership with communities to enable, empower and enhance the lives of people with disabilities.

## **We aim to:**

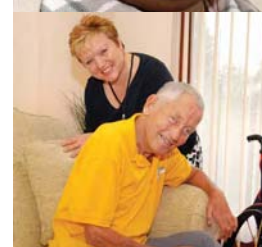
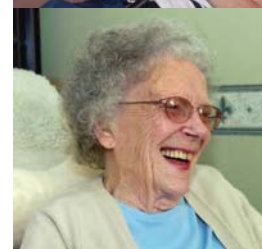
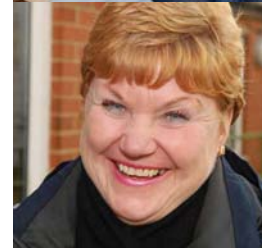
- Promote independence for people with disabilities;
- Encourage them to take control of their lives; and
- Support them, when required, to meet their individual needs.

## **We achieve our aims by:**

- Providing a wide range of services of the highest standard by working in partnership with people who have disabilities, local communities and organisations;
- Being flexible and providing choices;
- Recognising the importance of cultural diversity;
- Raising awareness and promoting social inclusion; and
- Investing in staff to develop their skills and potential.

# Contents

Introduction	3
Our Achievements	5
Our Services	6
Information and Advice	8
Advocacy and Support with Communication	8
Equipment Demonstration, "Try & Buy" – Living Solutions	8
Assessment of Daily Living Skills, Training, Rehabilitation	9
Sensory Support for People with Hearing and Sight Difficulties	10
Housing Occupational Therapy	11
Day Support	12
'Have a Go' Breaks and Accommodation	13
Individual Budget and Direct Payment Support Service - Brokerage for Care	14
Physical Disability Registration	15
Transport Advice and Information (Blue Badge, Freedom Pass, Taxi Card, Capital Call)	15-17
Support with Access to Mainstream Services	18
Support with Employment and Training	18
Younger People, Disabled Parents and Carers	18
Raising Awareness and Changing Attitudes – Disability Training	18
Governance	19
Board Members	20
Our Partners	21
Contact Phone Numbers	21





# Introduction

Inspire Community Trust (Inspire) was formed following a Best Value Review of the London Borough of Bexley's own service for people with physical and sensory impairments, carried out between April 2002 and July 2003.

Afterwards, the Council tendered to transfer services to an independent, not-for-profit, user-led organisation with an Independent Living Centre (ILC) model. A project group was formed with representatives from the London Borough of Bexley, voluntary organisations (with an interest in disability issues) and people with disabilities who used local services. Following this, a new independent organisation was created to provide services for people with disabilities.

The detailed work was undertaken by a multi-agency project team, which involved various partners and service users. As a result, Inspire was formed in November 2004. Contract negotiation took place between the period from November 2004 and February 2005 in order to transfer 35 staff to Inspire, together with the Council's physical & sensory impairment services and Direct Payment Support Services for all service user groups, by 1 March, 2005.

Although the main purpose of the Best Value Review was to look at existing physical and sensory impairment services, Inspire emerged as an organisation that also took a lead in developing and providing direct payment support services to all user groups. These included parents and carers of children and adolescents with disabilities, and people with learning disabilities and mental health issues.

This brochure will give you a brief idea of the work carried out by Inspire and we hope you find it helpful, but please contact us if you would like further information.



Mark Lloyd  
Co-Chair



Ranjit Bhamra  
Co-Chair  
(service user)



Vinod Kumar  
Khanna  
Chief Executive



## Our Achievements

Inspire is a not-for-profit, charitable social enterprise and has gained a reputation for being a “user-led” organisation. This is because service users, voluntary sector representatives and members of the local Council have membership on the Board and Advisory Group, which enables them to influence how our services are run and developed.

Inspire has continued to provide services for the London Borough of Bexley since March 2005 and also won a contract in December 2007 to provide Direct Payment Support Services for the London Borough of Bromley.

In addition, Inspire has become involved in services commissioned by Bexley Care Trust like the multi-agency pilot project “Best at Home”. The project’s main aim is to prevent hospital admissions, facilitate hospital discharges and provide support services in the community. Inspire has also won a contract in partnership with MIND Bexley and BCRES (Bexley Council for Racial Equality) to develop a project in the borough providing health trainers on behalf of Bexley Care Trust.

## Our Services

We provide innovative high quality services and support for people with disabilities from **all** age groups; they include:

- Advocacy and Support with Communication
- Assessment of Daily Living Skills, Training, Rehabilitation
- Day Support
- Direct Payments Support (please see the note below)
- Employment & Training Support
- Equipment Demonstration, "Try & Buy" – Living Solutions
- Housing Occupational Therapy
- Information and Advice
- Physical Disability Registration
- Raising Awareness and Changing Attitudes - Disability Training
- Sensory Support for People with Hearing and Sight Difficulties
- Short Breaks and "Have a Go" Accommodation
- Support for Young People, Disabled Parents and Carers
- Support with Access to Mainstream Services such as Leisure, Sport, Education etc.
- Transport Advice and Information (Blue Badge, Freedom Pass, Taxicard and Capital Call)

Direct Payments support is also provided to:

- Older people
- Parents of children with disabilities
- People with hearing and sight difficulties
- People with learning disabilities
- People with mental health problems



## Information and Advice

Inspire provides impartial, independent advice and information for people with disabilities, their family or friends, professionals and organisations.

Our aim is to ensure that all information and advice is confidential and provided in a clear and appropriate language and format.

## Advocacy and Support with Communication

Inspire provides an advocacy, counselling and brokerage service for people with disabilities. We also provide support with communication for British Sign Language users.

Inspire assists in developing a range of self-help groups and contacts to support people with disabilities.

## Equipment Demonstration, "Try & Buy" – Living Solutions

Inspire has equipment demonstration facilities where people can try out specialist items and adaptations to meet their individual needs. If required, professional advice and support is available from Occupational Therapy staff

They have the opportunity to:

- Access brochures and information to enable them to live independently
- View websites specialising in specific pieces of equipment
- Try out popular equipment and buy suitable equipment at competitive prices
- Find out more about other providers of equipment such as Thrive who give advice to gardeners about specific pieces of adapted equipment they can buy.

“

***all information and advice is confidential and in a clear language and format***

”



We are continuously exploring ways of developing this service further to enable us to widen the range of equipment for older people who have difficulty with daily living tasks and people with disabilities. This also includes equipment available for children and parents with disabilities (particularly for use with babies). We work closely with organisations such as REMAP, who adapt or create one-off items of equipment that cannot be provided for individuals in the commercial market.

### **Assessment of Daily Living Skills, Training, Rehabilitation**

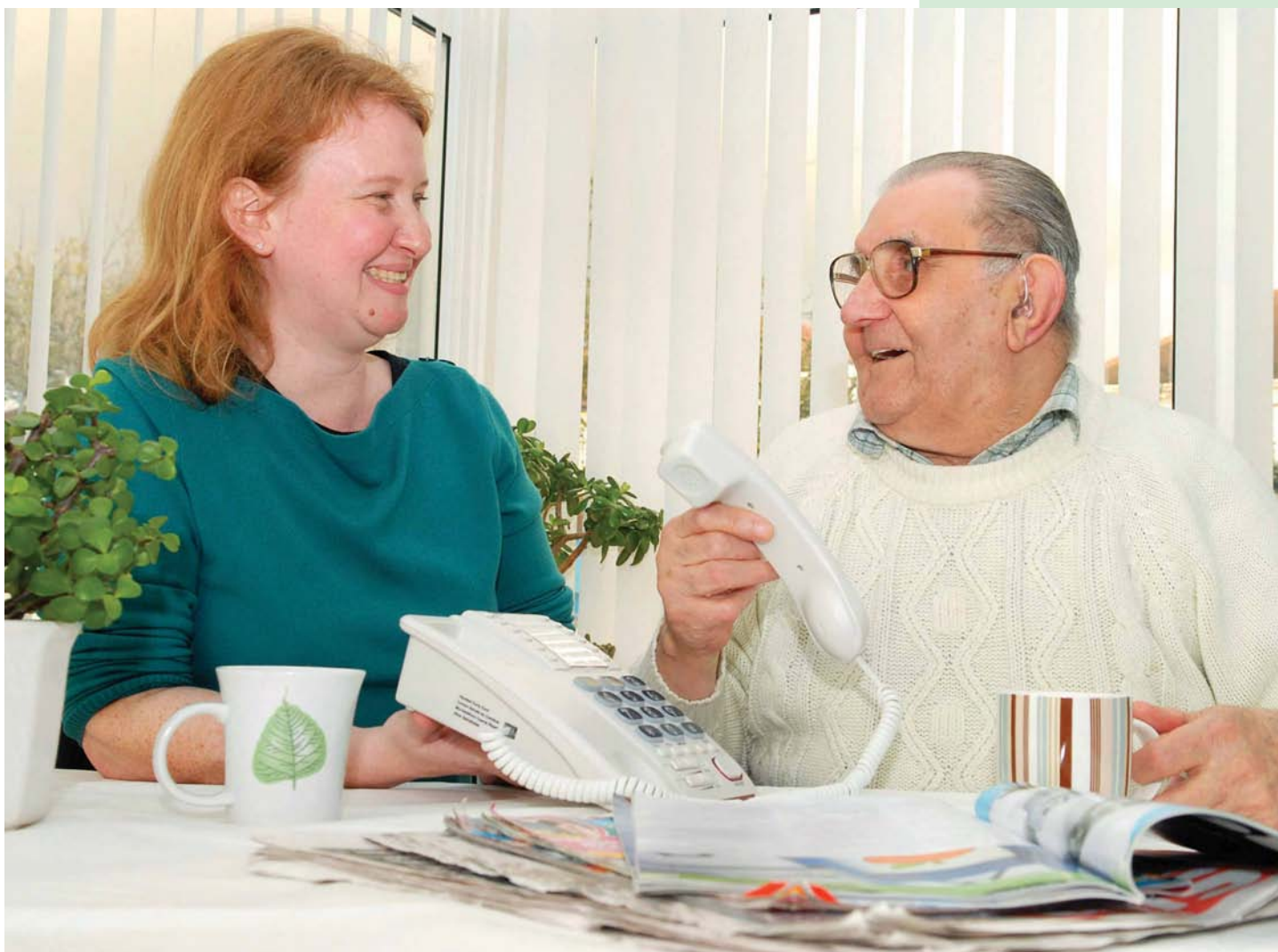
Inspire provides specialist assessments for group and individual training and rehabilitation programmes, including mobility training for people with physical disabilities and sight difficulties. The service also includes assessing for housing needs and advising the housing department about suitability of properties for people with disabilities.

## **Sensory Support for People with Hearing and Sight Difficulties**

People who are deaf or hard of hearing or who have visual impairment can access services from Inspire. The sensory support service has experienced and qualified staff that can provide a wide range of advice and support. Most of our work takes place in people's homes, but we also have drop-in sessions at Inspire and in other parts of the borough. (Please phone the Sensory Support Service telephone number for details).

When you have an assessment, someone from the team will meet you to talk about your needs and advise you about equipment and other services. We can give training in mobility, re-training, debt and benefit advice, communication support, volunteer support, deafblind services, and specialist services for people with a learning disability plus general advocacy and support.

“  
**Someone from the team will meet you to talk about your needs and advise you about equipment and services**  
”





### **Housing Occupational Therapy Service**

Provides assessment and advice for people with disabilities applying for housing to the London Borough of Bexley or local housing associations. The service can help you obtain appropriate equipment and adaptations to enable you remain in your present home, or to help you retain your independence whilst waiting to move.

This service can help you gain medical priority within the banding system at the London Borough of Bexley and can provide a detailed report to their Allocations Department. Referrals for this report must come directly from the Allocations Team after completion of a housing application.

When a property is offered, a visit can be made to give advice on potential adaptations i.e. advice regarding grants, housing benefit and appropriate level of support in obtaining them.

The Occupational Therapists works closely with new build developments within social housing to ensure that correct standards for accessible housing are achieved.

## Day Support

Individual support plans are set up in agreement with each person using this service and the aim is to enable people to reach the highest level of independence. This is achieved by means of rehabilitation programmes to help people maintain and enhance mobility and wellbeing. Many people attend the centre to give their carers a break whilst also making use of the facilities.

People attend as part of a support package funded by the Local Authorities Social Services Department. As a result, close contacts exist between Inspire and Local Authorities' staff.

Inspire staff have an important role in enabling disabled people to access facilities at our Independent Living Centre and provide personal care support if necessary.

Attendance can range from one to four days a week and transport may be arranged for people who cannot travel alone.

Those attending are assisted to pursue any hobbies and interests they may have, for example:

- Active and table games
- Cooking and nutrition
- Gardening
- Information Technology (IT)
- Maintaining and improving mobility
- Personal fitness, gym activities
- Relaxation techniques
- For those who are unable to participate opportunities are provided to enhance mental stimulation and social interaction.

### **'Have a Go' and 'Breaks' Accommodation**

We have two 'respite and re-habilitation' properties which can be available to people who need accessible housing for a short time. The properties are used for respite, for example, when a carer takes a holiday or for rehabilitation to relearn daily living skills or when a person leaves hospital requiring adapted accommodation.

These properties are also used by people who want to try independent living, before seeking housing or when adaptations or alterations are being done to their home.



## Individual Budget and Direct Payment Support Service - Brokerage for Care

Inspire provides support to service users with individual budgets and to those who choose to receive direct payments instead of social care services organised by Local Authorities.

This enables and empowers them to have a greater control in the way they receive support.

Our service includes:

- Advice about how to access the scheme
- The nature, roles and responsibilities of the scheme
- Financial management and budgeting skills
- The legal responsibilities of being an employer
- Opening bank accounts and keeping records
- Recruitment, advertisements, job descriptions, person specifications and work contracts
- Interviewing potential staff
- Criminal Records Bureau checks (CRB)
- Health and Safety issues
- Staff management and assertiveness skills
- Information about tax and national insurance
- Facilitation of documents for the payroll company.

This support service is available for

- Older people
- People with physical disabilities
- People with sensory impairments – (who are deaf, hard of hearing, partially sighted, blind or deaf-blind)
- People with learning disabilities
- People with mental health problems
- Parents of children with disabilities.



## Physical Disability Registration

This team provides advice, information and guidance about services. Applicants receive a full assessment for registration eligibility. On behalf of the London Borough of Bexley, Inspire keeps a confidential register of people with disabilities living in the borough. Registration is voluntary and people do not have to be registered to receive Inspire's services. However, there may be advantages to being registered:

- Eligibility for the Disabled Persons Railcard for national use
- VAT exemption for disability equipment in accordance with the regulations
- Concessions on planning applications
- Discounts may be available for libraries, theatres, training and further education.

## Transport Advice and Information (Blue Badge, Freedom Pass, Taxicard and Capital Call)

### Disabled Parking (Blue Badge):

This helps people to park close to their destination, either as a passenger or driver. However, the badge is only valid for on-street parking and does not automatically apply to other car parks (such as those belonging to the Local Authority, supermarkets, etc) or on privately owned roads, at airports for instance.

Issuing of the badge is governed by legislation and people have to meet the criteria. The scheme applies to people with a disability that affects their walking significantly.

Inspire has the responsibility for issuing Blue Badges to people of all ages with disabilities on behalf of the London Borough of Bexley.

We also provide detailed assessment reports to the London Borough of Bexley for people applying for a disabled parking bay.





### Freedom Pass:

This provides free travel in London on most forms of public transport for older people over the age of 60 and people with disabilities. However, all pass holders are restricted to travelling after 9.30am on main line trains.

Since 1 April 2008, all Freedom Passes can be used on local bus services anywhere in England in accordance with statutory regulations.

Outside London, pass holders can travel free between 9.30am and 11pm Monday to Friday and all day at weekends and public holidays. Travellers need to show their Pass and Photocard when boarding.

Please note the pass is not valid on trams, light railways, The Metro or train services outside London.

In the London Borough of Bexley, Inspire has the responsibility for issuing Freedom Passes to people with disabilities, whereas older people can get a pass at the post office.

### Taxicard:

This scheme allows Londoners who have restricted mobility (which prevents them using buses or trains) to travel in licensed radio taxis and black cabs at reduced rates.

To qualify, you must be virtually unable to use buses or trains because of blindness or any permanent or long-term disability or injury, which seriously impairs your ability to walk. To join the scheme, you must:

- be able to use ordinary black taxis
- have access to a telephone (for booking)
- be a resident in a participating London borough.

The scheme normally works by the user contacting the taxi company (but a taxi may be hailed at a taxi rank). At the end of the journey, the person pays the fare determined by the particular borough.

This service is co-ordinated by London Councils on behalf of London boroughs and Inspire can help you sign up for this. For more details, visit [www.taxicard.co.uk](http://www.taxicard.co.uk)

### Capital Call:

This compliments the Taxicard service and provides subsidised door-to-door transport for people with mobility problems, using mini-cabs.

Membership is available to registered Taxicard users, but you cannot generally remain in your wheelchair whilst travelling, unlike the black cabs and taxis.

This service is funded and co-ordinated by Transport for London (TfL), and Inspire can provide details about the scheme and help you access it.

### **Support with Access to Mainstream Services**

Inspire helps community-based support groups and promotes opportunities to enable people with disabilities to meet in their own locality. Inspire works with people to enable them to be part of their community and to use education and leisure facilities.

We aim to establish befriending and home-based support services for people who are socially isolated.

### **Support with Employment and Training**

Inspire provides specialist support to enable individuals to access and maintain employment and training opportunities. We work with employment and training providers to increase opportunities for people with disabilities. We enable access to mentoring and support schemes to help people who are undertaking employment and training. A regular job club is held at Inspire.

### **Support to Younger People, Parents and Carers**

Inspire works with other organisations to ensure the needs of young people with disabilities are met in new and existing services. We work towards the principle of integration but where necessary we will aim to provide specialist support services for young people.

We work in partnership to ensure the needs of disabled parents are met within new and existing services and will help specialist support groups, such as Parents Power, whose office is based at Inspire.

### **Raising Awareness and Changing Attitudes – Disability Training**

Inspire works to raise awareness about disability and Direct Payments. We are committed to promoting social inclusion and positive images of people with disabilities by providing Disability Awareness training for service providers and businesses.



## Governance

Inspire Community Trust's Board of Trustees includes membership from:

- Local voluntary organisations supporting people with disabilities
- People with disabilities, reflecting the needs and issues affecting them
- Independent people from local communities and organisations
- Nominated Councillors or Members from the relevant funding organisations.

The Board currently has two Co-Chairs and an Honorary Treasurer. Individuals in these positions have an interest in, or experience of managing social care services or voluntary sector organisations.

## Board members

Inspire is managed by a Board of Trustees, which is accountable to the Charity Commission. Other groups and individuals contribute to the governance of Inspire.



Mark Lloyd  
Co-Chair



Ranjit Bhamra  
Co-Chair  
(service user)



Hugh Miller  
Honorary  
Treasurer



Vinod Kumar  
Khanna  
Chief Executive



Cathy Pitcher  
Special interest –  
Human Resources



Anne Bramley  
Service user

## Co-opted

Cllr Ron French

Cllr Bill McEwen (service user)

Barry Hartwell, Bexley Deaf Group (service user)

Les Ellis - Special interest – Visual Impairment

## Our Partners:

We work in partnership with the following organisations:

- Bexley Association of Disabled People (BADP)
- Bexley Access Group (BAG)
- Bexley Care Trust
- Bexley Council for Racial Equality (BCRE)
- London Borough of Bexley
- London Borough of Bromley
- Bexley Deaf Centre
- Bexley SNAP (supporting parents with disabled children)
- Bexley Voluntary Service Council (BVSC)
- In Touch (Hyde Housing)
- Kent Association for the Blind (KAB)
- Kent Community Housing Trust (KCHT)
- MIND in Bexley
- Parents Power
- Queen Mary's Hospital Sidcup NHS Trust
- Friends Supporting Inspire Community Trust

We are members of:  
Assist UK and DIAL UK

## List of Inspire Services Contacts

### Disability Information

01322 341 638

### Day Support

01322 344 816

### Direct Payments

Bexley 01322 344 807

Bromley 01322 344 824

### Disability Registration

01322 344 803

01322 344 821

### Equipment – Living Solutions

01322 341 638

### Housing Occupational Therapy

01322 344 801

### Transport (Blue Badges and Freedom Pass)

01322 344 823

01322 344 822

### Sensory Support

#### (Sight and Hearing Impairment)

01322 344 811

01322 344 827

Minicom 01322 334 716

Fax 01322 345 416



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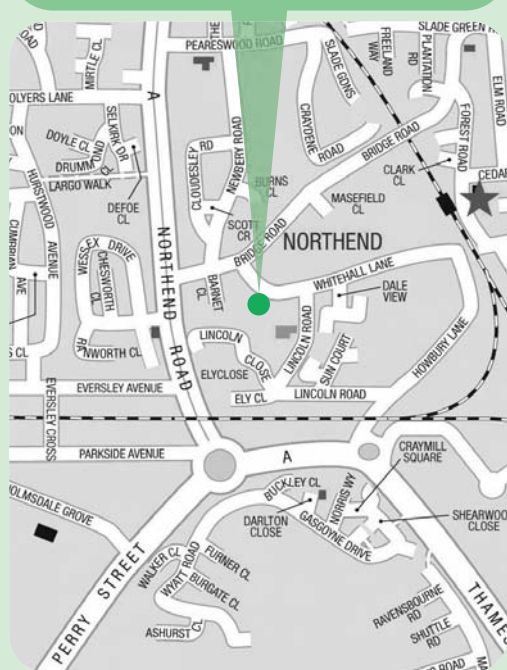
community trust

20 Whitehall Lane, Slade Green,  
Erith, Kent DA8 2DH



The Inspire Centre is a fully accessible building with on site level parking.  
Please note the speed restriction of 5 miles per hour – be careful of pedestrians.

## inspire community trust



### Bus Routes:

- 89 – from Lewisham via Bexleyheath
  - 99 – Bexleyheath
  - 428 – from Dartford and Erith
- Dropped kerbs on both paths

### Train:

Ramped exit to Whitehall Lane from Slade Green Station – 800 yards (731m) to the Centre with dropped kerbs on both paths

### Dial a Ride – 0845 9991999

A trip can be booked to Inspire providing you are not a regular user of the Centre on that day.

Opening Times: 9am – 5pm Weekdays

Telephone: 01322 341638

\*Minicom: 01322 334716

Fax: 01322 345416

Email: [info@inspirecommunitytrust.org](mailto:info@inspirecommunitytrust.org)

Website: [www.inspirecommunitytrust.org](http://www.inspirecommunitytrust.org)

If you would like to know more about Inspire Community Trust Services, or would like either a translation of this document or the information in a different format, please contact us using the details above.

\*Please note that an interpreter including a BSL (British Sign Language) interpreter can be booked in advance to make sure you do not have to make another journey.