



Lisieux Trust
Supporting Disabled People in the Community

Disability Information & Resource Centre

Aims and Objectives

“To ensure that disabled people and their carers and families have full access to information, advice and support concerning benefits, education, housing, social services, leisure, independent living and safety etc, via a shop based information centre”

1. To provide an accessible information and support service to Disabled people residing in Birmingham.
2. To provide information and support through different formats i.e. face to face contact, telephone, minicom, e-mail, website, post, fax, videophone and information forums.
3. To provide training on Disability Discrimination Act, Deaf Awareness Training and Disability Awareness Training.
4. To encourage disabled people to use our accessible Internet café facility.
5. To encourage disabled people to become volunteers within the service, providing them with appropriate training, resources and support.
6. To provide an informal social meeting place.
7. We will maintain an approach of informing various agencies regarding the lack of access faced by disabled people and promote the empowerment of disabled individuals through supporting their direct contact, with agencies or conducting appropriate liaison on their behalf.
8. To support and address the needs of carers and families of people with disabilities.

Lisieux Trust

Supporting Disabled People in the Community

Disability Information & Resource Centre

Standards:

1. We will respond to all telephone and email enquiries within two days (working days).
2. We will respond to all letters within five days (working days).
3. We will ensure that our service is available in different formats according to individual requirements.
4. We will constantly monitor the service to ensure that standards are maintained.
5. We will ensure that information is accessible by all Disabled people and Carers regardless of disability, age, sexuality and cultural and ethnic minority background.
6. We will ensure that all our information is up to date wherever possible.
7. We will endeavour that Disabled people and Carers are aware of our service and are able to access it.