

Inspire Community Engagement Framework



Being part of the community is important to Inspire and the people we support. This Community Engagement Framework sets out our ambitions and commitments on how we can make a positive contribution to the community around us.

For Inspire, Community Engagement means two things:

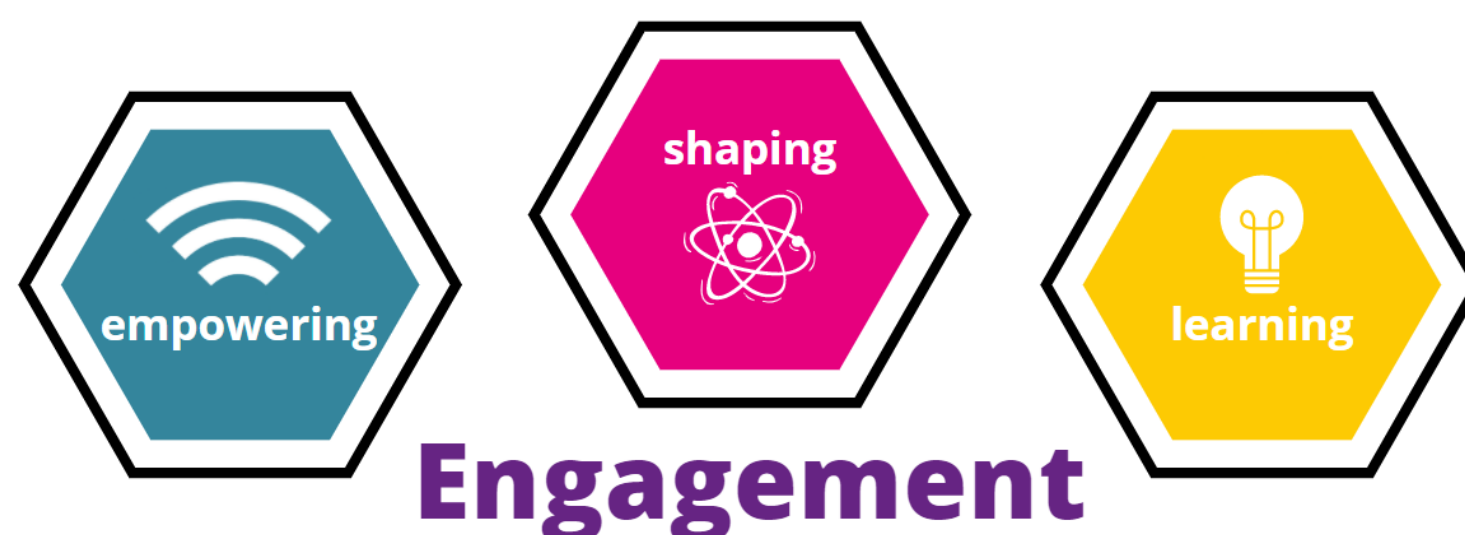
Firstly, we have our **internal community** of the people who use our services, their families and carers, our staff, our volunteers and the stakeholders who commission and support our services.

Secondly, we have the **external community**, the community around us to which we all belong. We want to ensure the people who use our services are active and full members of their community, and as an organisation we play a positive role in a society that promotes wellbeing for all.

The Community Engagement Framework sets out how we engage with both our **internal and external communities**, and is driven by our values:

- **Inclusive:** we put the people who use our services first.
- **Kind:** we care about each other.
- **Passionate:** we believe in what we do.
- **Honest:** we act with integrity.
- **Determined:** we find a way.
- **Innovative:** we nurture new ideas.

The Community Engagement Framework is based on the principles of:



Internal Engagement

Empowering our community through service user engagement

- We will enshrine supportive and reciprocal service user engagement across Inspire.
- We will involve those who use our services in shaping our organisation.
- We will empower the people who use our services to engage in a meaningful and impactful way.

Strengthening our community through Family and carer engagement

- We will build awareness and drive engagement with families and carers.
- We will establish links with carer support groups to improve the reach and input of carers.
- We will ensure carers are involved in shaping Inspire services.

Shaping society through Civic engagement

- We will ensure the people who use our services are empowered through awareness of their roles, rights and responsibilities in civic society.
- We will reduce stigma through our involvement and engagement in the wider community.

Living our values through our spending power and resource management

- We will maximise social and environmental impact of our spending power.
- We will work towards reducing our carbon footprint.
- We will live our values through how we treat our people.

Changing society through Campaigning

- We will campaign to break down societal barriers, raising awareness of relevant issues and giving voice to lived experience.
- We will collaborate with communities, enabling people and organisations to engage through co-production, knowledge sharing and amplification.
- We will educate the public in the areas of mental health, learning disability, addiction and autism.

Informing society through Research

- We will build an evidence base to help shape and inform services, policy and public attitudes.
- We will conduct, participate in and coordinate research.
- We will develop ways to interact with society by sharing learning through public relations, staging community events and conducting digital engagement.

Influencing decision making through Public Affairs

- We will establish Inspire as a thought leader in the areas of mental health, learning disability, autism and addiction.
- We will engage with and influence decision makers, in order to secure better policies and outcomes for those using our services.
- We will create better-informed leaders through engagement and education.
- We will create engaging content and marketing collateral to amplify our messages across digital and traditional platforms.

Responding to Need through Innovation

- We will explore opportunities for diversification of service groups, products/ services and clients.
- We will identify and secure funding for innovations and developments.
- We will co-ordinate a future search process and create structures and processes to promote the culture of innovation throughout Inspire.

External Engagement

Involving people through Volunteering

- We will inspire people to volunteer with us, creating meaningful and rewarding opportunities that empower them to make a difference.
- We will create a culture that engages, encourages and supports volunteer involvement across the organisation.
- We will cultivate an environment that demonstrates how much we are invested in our volunteers by providing a high-quality volunteering experience.

Mobilising Supporters through Fundraising

- We will connect with schemes and services to create community connections.
- We will engage local communities with fundraising opportunities linking with local services and local fundraising events.
- We will expand our corporate fundraising/volunteering opportunities.

In 2015, world leaders agreed to 17 global goals (officially known as the [Sustainable Development Goals](#)). The aim of these goals is to create a better world by 2030. All kinds of organisations can contribute in achieving these goals. Inspire's community engagement framework helps us play our part by contributing to 7 of these global goals:

