



Living Options
DEVON

Accessibility Matters

Strategic Overview 2021 - 2026



...is a well-respected, disabled peoples' user-led organisation (DPULO). Working for over 30 years, our mission is to ensure that people with disabilities and Deaf people can live the life they choose.

Our Vision:

People with disabilities and Deaf people have the same life chances and opportunities to be active and equal members of society.

Our Values have not changed since 1990, and underpin all that we do.

We model within our organisation the changes we wish to effect in wider society:

Accessible:

We believe in a fully accessible society

Equal:

Equality of opportunity and freedom of choice

User-led:

Enabling people with disabilities and Deaf people to influence and manage our work

Quality:

We aim to deliver the highest standards of service to all the people with whom we work.

Respect:

We operate a culture of open communication, empowerment and development, where individual abilities are respected

Achievement:

People are encouraged to achieve their full potential



Our areas of expertise and lived experience



Your Deaf community

Our Deaf Led team understands the importance of Deaf culture and know from personal experience the issues faced by Deaf people and how to overcome these.



Your hidden disability

We understand that not all disabilities can be seen, we offer free advice and support to help people with the significant impact of their hidden disability on day to day life.



Your mobility

We provide information and advice to help make daily tasks easier, and give people access to services that put the enjoyment into living.



Your sight and hearing

Our sight and hearing team offer free support, impartial advice and equipment information on living with hearing loss, sight loss and tinnitus.



Your wellbeing

Our friendly team help people work through difficult emotions, feelings and worries, they share simple techniques to improve and maintain your wellbeing.



Our work in action

Living Options works with around eight thousand (8,000) beneficiaries each year through a range of services that respond to their changing needs. Over 80% of people we work with say our services increase their independence and improve their wellbeing.

"Definitely feeling more fit and healthy and enjoy it being Deaf-friendly. Nice sense of community & friendship in this group." - **Deaf Get Active**

"I felt listened to and understood... The support has boosted my confidence in myself and my plans for the future." - **Time to Talk**

"Grateful for the help applying for a job" - **Deaf Led Services**



"The monthly meetings really help me. As I live alone and don't have visitors it enables me to spend time with people and have a chat" - **See Hear Centre**

"It has enabled me to spend more time with my wife and children outdoors, something I used to do a lot, but cannot now. I can't express how valuable this is to me now. I'm 50 and can now go with my husband, grandchildren and dog rather than sitting in the car pretending I'm OK" - **Countryside Mobility**

"We would also like to thank you for keeping us alert to the client's wishes and feelings and for being such a strong advocate for him throughout." - **Solicitor using Devon Advocacy Service**

"Living Options gave me my life back." - **Victim Support Service**



Partnerships, training, and corporate services

Living Options champions collaboration through partnerships across the private, public and voluntary sectors, both locally and nationally. These important commitments help ensure that people with disabilities and Deaf people are widely served, understood, and represented.

Want to work alongside us? Get in touch!

How Living Options can help your organisation

- Strategic consultation on accessibility issues
- Disability and Deaf awareness training
- Access auditing and product development
- Tourism and leisure industry services (mystery shoppers, product development)
- Room hire – fully accessible meeting and consultation suite
- Joint campaigning and service development with allied organisations
- Engagement and consultation through vast and varied networks of lived experience, especially vulnerable and hard-to-reach voices

“Confidence of staff and partner organisations delivering activity has increased. This is a direct result of the training and development opportunities on offer.” **Active Devon**

“The feedback from visitors, both locals and holidaymakers, has been probably the most rewarding of the scheme from my point of view.” **CMSW partner site**

“I am amazed, I thought I was very disability aware... The training gave staff appropriate tools to improve access.” – **Museum staff member**





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