



Our Impact

2019-2021



Living Options Devon
Impact Report



Message from the CEO and Chair of Trustees

We are proud to present our 2019-21 impact report.

The report provides an insight into our work and is our opportunity to let you know some of what we have achieved over the past two years to improve outcomes for people with disabilities and Deaf people.

We are very fortunate to have a committed and supportive group of trustees and a dedicated team of staff and volunteers. Together with our partners, funders and supporters, we have really made a difference.

This report covers the COVID19 pandemic period which proved extremely challenging for our trustees, staff, volunteers and beneficiaries alike. The pandemic further exposed existing inequalities in access to healthcare. The whole of Living Options Devon rose to the challenge of working closely as a team to work out how best to tackle the many additional challenges that were facing disabled and Deaf people across the county. This has resulted in some innovative partnership work to help address these issues. The excellent working relationships that have been forged have enabled us to reach more beneficiaries and will stand us in good stead for 2022 and beyond.

Andrew Barge, Chair of Trustees
Diana Crump, CEO

Our mission

Living Options Devon (LOD) seeks to ensure that people with disabilities and Deaf people have the opportunity to live the life they choose.

We are a user-led organisation

71% of our Trustees, 44% of staff and 92% of volunteers are disabled or Deaf meaning we have first-hand understanding of the issues facing disabled and Deaf people.



Key achievements 2019-2021



15777

We supported and engaged 15777 people with disabilities and Deaf people who use British Sign Language

We engaged and supported **15777** people with disabilities and Deaf people who use British Sign Language (BSL).

Just under **6000** disabled and Deaf people were provided with emotional and / or practical support to improve their wellbeing, particularly essential during the Covid pandemic. This was delivered through our telephone and webcam support service; our advocacy support; our hearing and sight service (formerly See Hear Centre); our victim support service and our counselling service.

We facilitated consultations/ engagement activities with over **1700** people, providing opportunities for disabled and Deaf people, and people with other protected characteristics, to give their feedback about issues affecting their lives. Using this feedback we have influenced policy and practice for the better - locally, regionally and nationally.

Alongside our partners on the Devon Advocacy Consortium, we provided independent, professional issue based advocacy to over **3000** people, in relation to issues concerning health and social care.

When Covid restrictions allowed, we provided safe enjoyable access to the **South West's most scenic locations** for anyone who has difficulty walking, through our off-road mobility scooter hire scheme – allowing people to spend time outdoors and experience the countryside independently; spending time with family and friends. We produced a podcast with the aim of engaging people with the outdoors and helping people to feel connected when movement was restricted during lockdowns. **5700** people benefitted from these opportunities.

We worked with **265** service providers / organisations to improve accessibility for disabled and Deaf people – through the provision of access audits or advice; delivering accessibility solutions; facilitating consultations; and working together to address access barriers.



Living Options Devon Vision

Over 1 in 5 people in the UK are disabled. That is over 14 million people. Disabled and Deaf people continue to experience inequalities in many areas of life, including education, work, standards of living, and access to services.

Disabled people are 3 times more likely than non-disabled people to often or always feel lonely, with wellbeing rates for disabled people consistently lower than for non-disabled people. ¹

¹ National Disability Strategy, 2021

Our Work

- Information, advice and supported signposting
- Emotional and practical support.
- Peer support
- Counselling and wellbeing services
- Advocacy
- Training
- Consultation and engagement
- Improving access

Our Outcomes

- Peoples wellbeing will improve.
- People will live more independent lives.
- People will feel more informed to make choices which meet their needs.
- People will have increased skills and confidence.
- Decisions which affect people will be made with them, not without them.
- Services and projects will be led and delivered by people with disabilities and Deaf people.
- People will feel part of a wider community, helping to reduce loneliness and isolation.
- People will feel valued.
- Accessible services will be provided for people.

Our Vision

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

The following pages tell you more about how we worked towards this vision in 2019-2021 and some of our achievements for each of the interim outcomes.

Our projects and services 2019-21

Devon Advocacy
Consortium

The Devon Advocacy Consortium (six charities including Living Options Devon) provides an independent, professional advocacy service for people over the age of 16 in Devon.



Countryside Mobility provides safe, enjoyable access to the South West's most scenic locations for anyone who has difficulty walking, through an off road mobility scooter hire scheme.



Heritage Ability works in partnership with heritage places across the South West to improve access for people with disabilities and Deaf BSL users.



Living Options Devon are working in partnership with Active Devon to deliver the **Deaf Get Active & Volunteer** project. We work with Deaf British Sign Language (BSL) users and sport / activity providers to create accessible sports / activity opportunities and to develop new volunteering opportunities to encourage Deaf people to become more active.



The **Sight and Hearing service** (formerly See Hear Centre) provides equipment, information and support services for people with sensory loss.



The Time to Talk project helps disabled people and Deaf people to feel less lonely and / or isolated by providing a peer support telephone / webcam support service and opportunities for volunteers to learn new skills, whilst supporting others in their local communities.



Living Options Devon are accredited to deliver **victim care services**. We are funded by the Office of the Police and Crime Commissioner to provide victim support services to disabled and Deaf communities across Devon.

Our projects and services 2019-21



Deaf Led Services offer a peer support and information service including a Job Club for Deaf people, helping Deaf BSL users prepare for and find employment.



Living Options Devon is the lead agency for the **Devon Engagement service** which provides a central point of contact for Devon County Council; NEW Devon Clinical Commissioning Group (CCG) and South Devon and Torbay CCG to engage Devon residents in the development of local health and social care services and to reach those affected by any proposed changes.



Training courses in Disability and Deaf Awareness, Autism Essentials, Best Practice Accessible Information, British Sign Language Level 1, Reasonable Adjustment in the Workplace, Accessible Formats.



Access Auditing Service - through delivering access audits we help organisations improve their accessibility including physical access, signage, websites and marketing materials.



Advice & Consultancy - Expert advice and support on all aspects of disability related issues, support and adjustment that can lead you to become an inclusive provider and Disability Confident employer.



We provide free **counselling** (in our accessible premises or online) to people with a disability and members of the Deaf community (British Sign Language Users).

Peoples wellbeing will improve

What we have achieved:

Examples from 2019-21

Over **5900** people with disabilities and Deaf people were provided with **emotional and/or practical support**, particularly essential during the Covid pandemic.

More than **5000** people were enabled to enjoy visits to countryside and / or heritage sites using our **all-terrain mobility scooters**.

In partnership with **Active Devon**, we worked with sports / activity providers to create **accessible sport and physical activity opportunities** for Deaf people.

Over **900** local Deaf people engaged with our project.

90% of LOD service users who responded to our surveys stated that their wellbeing improved as a result of LOD activities and services. (876 people)

- Throughout the Covid pandemic, we provided regular **wellbeing telephone or webcam calls** to people with a range of disabilities / long term health conditions including people who were shielding and people with mental ill health.
- We responded to an increasing need for **support for disabled and Deaf victims of crime**. Referrals doubled (**19** referrals in 2019 compared to **52** in 2020).
- The **Sight & Hearing Service** (formerly See Hear Centre) provided emotional and practical support to people to **help people cope with their sensory impairment**.
- During the pandemic we worked to address the impact of Covid 19 on people's health and wellbeing by **sharing information, advice and keep fit resources**. We produced our own online accessible fitness resources as well as providing **signposting to accessible fitness** - encouraging people to take part in physical activity safely in their homes. We provided **peer support sessions** and **one to one mentoring**.
- It became clear very quickly that there was a significant need for counselling as a result of Covid 19 and we were able to offer **specialist BSL counselling for Deaf people** as well as **counselling for disabled people**.

“It's been really good for my mental health. That's why I did it. To keep me going, to keep my mind active and keep me physically active.” (Deaf Get Active participant)

“I found using the mobility Tramper liberating and exhilarating, and it enabled me to access nature for the first time in years. I was really happy.” (Countryside Mobility)

“Counselling has helped with learning new things to improve my mental wellbeing and also having a Deaf counsellor, we have empathy and understand what is going on.” (BSL counselling)

“I look on life for the first time with happy thoughts positive thoughts not negative ones.” (Counselling for disabled people)

People will live more independent lives

What we have achieved: Examples from 2019-21:

Over **1600** people were provided with **information, advice, training or support** to help them remain or become more independent.

More than **5000** people were **enabled to visit countryside and heritage sites independently**.

85% of people who gave us their feedback stated that LOD services and projects had increased their independence. (4853 people)

- We provided one to one coaching and **support to Deaf people** to help them **prepare for and find employment**.
- We worked in partnership with local Heritage sites to introduce **accessibility solutions** such as BSL film clips and large print information, **enabling people to visit heritage places independently**.
- We provided **information and advice to people with hearing and sight loss** about assistive equipment and other support to help them maintain their independence.
- Our Time to Talk service focuses on helping service users **build on their strengths, through our guided conversations approach**. We help people focus on their key issues and work through addressing them in a planned, systematic way. We have coached people along their journey to having the confidence to get things sorted out for themselves. Our support and advice gives **people what they need to take the next step themselves** when they are confident to do so.

“

“The Tramper gave me a great sense of independence and made my visit so much more fun and accessible for me and my family.” (Countryside Mobility service user)

“

“It is good to have someone encouraging and helping me to do more things of my own accord so I’m less reliant.” (Time to Talk)

“

“It provides such an important resource for us. It is so good to be able to try equipment and your advice. The telephone you loaned us proved very successful.” (Sight & Hearing Service)

“

“Helped me to create a new CV and apply for jobs.” (Deaf Job Club)

“

“The equipment will help to keep me independent as I will be able to read letters etc. unaided.” (Sight & Hearing service)

People will be more informed to make choices which meet their needs

What we have achieved: Examples from 2019-21:

We provided over **5000** people with **information, support and advice**.

81%
of people who gave
their feedback stated
that **LOD services**
had helped them to
feel better informed.
(301 people)

66%
of people who gave
their feedback told
us the information
we gave them
helped them make
choices about the
support or services
they need.
(184 people)

- Our **Time to Talk** telephone / webcam support service provided people with **information and advice** on a range of issues including: managing chronic pain; covid vaccinations; finding accessible living accommodation; accessing treatment for health; Universal Credit/ PIP; managing debt; exercise and mindfulness; assistive equipment; accessing sign language courses; finding a PA who can use BSL; and voluntary opportunities.
- Our **chat and share peer support groups for Deaf people** were an **opportunity to share information on a wide range of issues** such as: the roadmap for coming out of lockdown; advocacy services; accessing PPE for people working in care settings; accessing audiology services; and Covid testing information.
- Our **Deaf Get Active** team provided **information and signposting** to accessible fitness sessions on our Social Media pages and YouTube channel, ensuring people had access to **resources to support their wellbeing**.



"With this information, I can now progress further with following my dream."
(Information and advice session, Time to Talk)



"The life coach was helpful in a wide range of areas: emotional and practical."
(Life coaching service, Time to Talk)



"Lots of information I didn't know that can help me a lot. Worth it." ('Chat and Share' peer support group)



"So helpful explaining things so clearly and now realise there is help out there for us whatever age." (Sight & Hearing service)

People will have increased skills and confidence

What we have achieved: Examples from 2019-21

We provided **training** to **125** disabled and Deaf people.

We provided **opportunities** for over **150** people to increase their skills and confidence, for example through **volunteering**, attending **peer support groups** or receiving **coaching and support**.

71% of respondents told us they have learned new skills. (92 people)

75% of respondents told us they feel more confident. (104 people)

- We helped people become more **confident** with using **IT and social media**, which became particularly valuable during the Covid pandemic. We provided instruction on video conferencing platforms so that online activities were more accessible. Building these skills enabled people to **be more connected with friends and family** particularly during lockdowns.
- Our engagement activities gave over **1000** hard to reach people **the opportunity to gain skills and build experience in speaking up** and sharing their views in a supported environment.
- We helped Deaf people improve their **job application/interview skills**.
- Our **volunteers** are provided with training and **opportunities to build skills, confidence and experience**. Many of our volunteers have moved on to employment, gone to college / university or set up their own businesses.
- We provided **training to people with hearing or sight loss to enhance independence** including lip reading training, computer, tablet, mobile phone training and 'Skills for Seeing' training.

“I hope that the service continues as it's helped me become more confident.”
(Time to Talk service user)

“From how I used to be...
I am now able to go somewhere completely new, speak to loads of people, exchanging info, getting contact details – it has done so much good for my confidence and it's been really rewarding.”
(DGAV volunteer)

“I found it easier to lip-read at the second session and I think I will be able to make more use of lip-reading in future.”
(Hearing & Sight service)

“Deaf Get Active has helped me build my confidence again and get back into being active.” (Deaf Get Active volunteer)

Decisions which affect people are made with them, not without them

What we have achieved

Alongside our partners on the Devon Advocacy Consortium, we provided over **3000** people with advocacy support, empowering them to say what they want; be involved with decisions affecting their lives; and secure their rights.

Over **1700** people took part in consultations about issues affecting the lives of people with disabilities and Deaf people.

90% of respondents told us they have “felt listened to” and better able to influence decisions affecting their lives. (100 people)

Examples from 2019-21

- We provided an **issue-based advocacy service** in relation to issues concerning health and social care. We ensured that the genuine views, wishes and concerns of our service users and cares are identified, voiced and heard; that people are empowered to speak up for themselves through the most appropriate medium (e.g. artwork, letter, video etc.); and that they had an improved understanding of, and **involvement in, decisions that are being made about their care, treatment or support.**
- Our **engagement** work enabled us to gather up to date information from disabled and Deaf people about the **emerging issues throughout the pandemic** and ensure their **voices were heard.**
- We supported people with disabilities and Deaf people to take part in **regular meetings for Health and Social Care agencies** such as the local Joint Engagement Board; Health & Wellbeing Board; Safeguarding Adults Partnerships Board and Commissioning Involvement Group.



“Being a community contributor as part of LOD disability awareness training makes me feel that the voices, experiences and perspectives of actual disabled people matter and are seen as essential... In short, “Nothing About Us Without Us”.
(LOD volunteer)



“It’s good to have people who highlight to us the particular needs of particular groups. To have people test things for us and give us feedback is great.”
(LOD partner)

People will feel part of a wider community; helping to reduce loneliness and isolation.

What we have achieved: Examples from 2019-21

We provided **support** to over **7000** people, with the aim of reducing loneliness and helping people feel connected to their communities.

The need to keep people supported and connected during Covid was essential. We adapted our services to ensure people received **continued support and engagement** despite lockdown restrictions.

79% of respondents told us that LOD services have enabled them to enjoy spending time with other people, increased or improved contact with others or they feel less lonely or isolated (4432 people).

- During Covid we increased the capacity of our Time to Talk team to respond to the increased need. Our team provided **regular ‘befriending’ telephone or webcam calls**. We have been a **regular point of contact** for those people who need to have someone to **feel they are not alone in the world**.
- During the Covid pandemic our **‘chat and share’ peer support groups** were run remotely. We ran a quiz every week which was extremely popular as well as a weekly coffee morning which was an opportunity for people to have a chat and experience some **social contact** which was particularly valuable during lockdowns.
- One of the key benefits of the Countryside Mobility Scheme identified by members has been that the all-terrain mobility scooters provide members with **the opportunity to spend time with friends and family whilst enjoying an outing together**. During Covid lockdowns, opportunities to use the Trampers were limited as many sites were closed, but we kept our **members connected** through our **podcast**.
- We provided people with hearing impairment advice about **equipment** which enables them to **keep in touch and communicate with others better** e.g. telephone amplifiers, hearing aid support, neck loops.

“I’m very lonely and it’s nice to have somebody to talk to.” (Time to Talk telephone support)

“To chat in BSL and feel more relaxed. Have a good laugh. Feeling that I have peer support.” (Time to Talk Deaf Chat and Share group)

“Definitely feeling more healthy & enjoy it being deaf-friendly. Nice sense of community & friendship in this group.” (Deaf Get Active participant)

“It has enabled me to spend more time with my wife and children outdoors, something I used to do a lot but cannot now. Can’t express how valuable this is to me now. I can now go with my husband, grandchildren and dog rather than sitting in the car pretending I’m OK.” (Countryside Mobility member)

Accessible services will be provided for people

What we have achieved: Examples from 2019-21

Through **providing consultation opportunities, training, access audits and partnership working** we strived to make services and places more accessible.

98% of Trampler users stated that hiring Trampers had improved access to heritage and countryside places to a great extent.
(418 people)

93% of respondents stated that Deaf Get Active is helping to make local sports / physical activities more accessible for Deaf people.
(31 people)

- We worked in partnership with **20** heritage sites, improving accessibility through the provision of large print guides; BSL video tours; easy read guides and visual stories for autistic people. We facilitated mystery visits at local heritage places, undertaken by people with disabilities and Deaf people to provide feedback and suggestions to improve accessibility.
- All terrain mobility scooters are available to hire at countryside and heritage partner locations across the South West, enabling access for people with limited mobility.
- **265** service providers consulted with our service users to inform the development of accessible services.
- We delivered Disability awareness and / or Deaf awareness training to **218** people from local organisations to help them make their services more accessible.
- We worked with **83** local sports providers to improve access to sports / physical activity for Deaf BSL users. During the pandemic, we worked in partnership with Park Yoga and provided BSL interpretation for live Park Yoga sessions.
- Our Disability Access champion supported **73** organisations to improve their access: delivering access audits or commenting on planning applications / highlighting access issues.
- As a result of our engagement work, BSL interpreters will now be attending local vaccination centres.

“

“I was so elated to be able to get up into the Malverns - I'd not been able to walk the distances we covered for many years.”

”

“I loved doing the Park Yoga with the BSL interpreter I liked the variety of classes which you wouldn't get just doing it live with the same instructor. I liked that there were many different instructors from around the country.”(Deaf service user accessing our BSL interpreted Park Yoga sessions.)

“

“Could not have enjoyed these beautiful gardens without the Trampler. Wonderful experience with my family.”

Accessible services will be provided for people

Partnership Working

At **Living Options Devon** we really **value the partnerships we have** with other organisations. We believe that **partnership working helps us to achieve our vision** that people with disabilities and Deaf people have the same life chances and opportunities to be active and equal members of society.

98% of our partners rated the partnership as excellent (92%) or good (16%).

99% of Disability or Deaf awareness training respondents reported the training would help them to feel more comfortable welcoming and assisting people with disabilities and Deaf people (to sports activities, heritage places etc.). (222 people)

Heritage Ability Partnership Case Study

Based in Exeter, the Royal Albert Memorial Museum have stepped up efforts to make exhibits and the overall welcome for visitors more inclusive in response to the partnership with Heritage Ability. The project was the catalyst for significant change and the starting point in a quest to continually improve services for all visitors.

Ruth Gidley, RAMM'S Community Engagement Officer explains:

"One of the biggest positives from being involved with Heritage Ability is the internal changes we have experienced within the museum. The training has been especially valuable. It's helped to create a cultural shift, so that accessibility is less of an afterthought, and more at the front of people's thinking, across teams. That includes designers, curatorial staff, audience development, visitor services, shop staff, café staff, marketing, engagement officers, volunteers, conservators – everyone!"



"A great project addressing the physical and social barriers to access. Great improvements have been made" (LOD partner, talking about working with us through the Heritage Ability project)



"The training we received helped us to realise existing limitations and how to overcome them but also gave staff the appropriate tools to improve access on an individual as well as organisational level." (Training attendee)



"Enhanced my awareness of the barriers within my service and how I can attempt to make it more accessible for Deaf people"



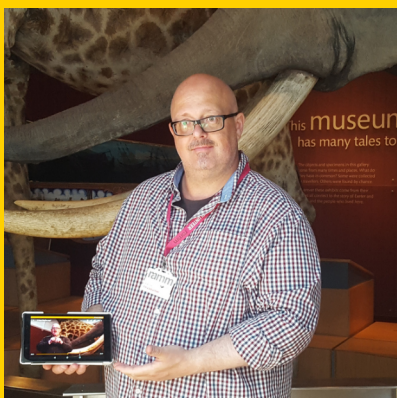
"It has helped to create a cultural shift, so that accessibility is less of an afterthought, and more at the front of people's thinking, across teams. ." (LOD partner, talking about working with us through the Heritage Ability project)

People will feel valued

What we have achieved:

We had **31** volunteers working across our projects, helping with project delivery, fundraising, or joining project steering groups.

Over **1781** people took part in consultations. People were provided with the opportunity to share their views and experiences.



73% of our volunteers told us they feel valued. (25 people)

73% of respondents told us they felt they were making a difference for people with disabilities and Deaf people, either through volunteering or attending consultations. (30 people)

We offered a variety of volunteering opportunities including:

- Carrying out mystery visits to local heritage sites to give their feedback on accessibility.
- Providing peer support over the telephone to other people with disabilities.
- Acting as 'buddies' for Deaf people encouraging them to be more active.
- Providing office support, gaining valuable experience and skills.
- Supporting the Sight & Hearing service team to provide information and advice to people with sensory impairments.
- Helping with fundraising activities.
- Supporting our advocacy work.
- Community Contributor for Deaf and disability awareness training.
- Devon Disability Network – taking part in regular engagement activities.

“

“It has given me the feeling that I am helping disabled people. I feel my feedback is useful.”

“

“I organised trips out for disabled people all of this gave me so much enjoyment of helping people and sharing my lived experience.”

“

“It helps me with my disabilities to be involved and give a voice or opinion, as most of my life I have struggled to be heard and it's amazing when I see that I have helped others, because people with disabilities matter and good information improves their lives.”

Services and projects will be delivered by people with disabilities and Deaf people

Living Options Devon ensures all our services are led by people with disabilities and Deaf people in the following ways:-

71% of our Board of Trustees are people with disabilities.

44% of our staff have disabilities or long term health conditions, or are Deaf BSL users - so people with lived experience are managing and delivering our projects.

92% of our volunteers have disabilities or are Deaf BSL users.

- We ensure our recruitment processes; our policies and practices for supporting staff; our working environment; and our staff development opportunities are fully inclusive for people with disabilities and Deaf people.
- We involve volunteers who have lived experience in our work. 92% of our volunteers have disabilities or are Deaf.
- We always consult our service users on the development of new services to ensure they are based on their priorities and needs.
- Many of our projects and services are led by steering groups which include people with lived experience.
- We ensure we have robust monitoring and evaluation frameworks in place so service users, commissioners and partners can provide feedback and this is used to help shape services.



Some examples of how we promote inclusivity and support staff wellbeing across all areas of our organisation



We actively attract and recruit disabled people for our job opportunities – some posts have requirement to have lived experience. We ensure our recruitment processes are accessible using alternative formats, communication support etc.

We discuss access needs with all new employees and ensure staff are offered reasonable adjustments when required. We employ a Disability Champion to offer advice and guidance to ensure employees have the support they need in place. **We regularly review people's needs** in review and appraisals. We adopt an open door policy – ensuring no-one needs to wait for support or feel they can't ask for more / different adjustments.

All staff are encouraged to discuss interests in being involved in new projects / changing their role to work in a different project / upgrade their position with their managers – **disability access needs are supported in any role** in the organisation and are never a barrier to promotion.

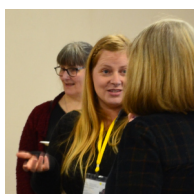
All employees undertake disability and Deaf awareness training.

We have developed a 'Keeping Well at Work' process to enable individuals and their managers to understand negative impacts on wellbeing in the workplace and how individuals would like those impacts to be managed to maintain good mental health.



Staff Wellbeing Survey

Living Options Devon works hard to ensure we do all we can to support the health and wellbeing of our staff and volunteers, enabling them to provide effective services for our beneficiaries.

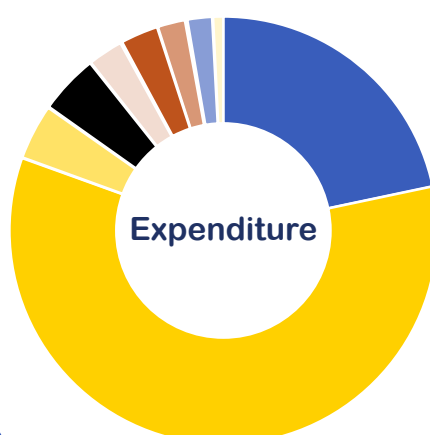
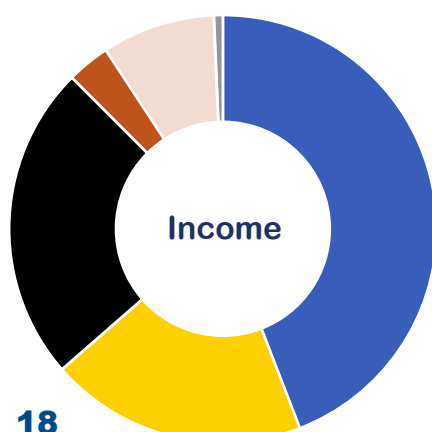


In a recent staff wellbeing survey:

- **97%** of our staff feel well supported.
- **93%** of our staff would recommend LOD as a great place to work.
- **97%** believe LOD is dedicated to diversity and inclusiveness.
- **94%** believe that LOD treats its staff and volunteers equally and fairly.
- **84%** reported that their work gives them a feeling of a job well done.
- **87%** reported that LOD have ensured they have all they need to work effectively from home.

- **76%** strongly agreed or agreed that their access needs have been met so they can work from home. For 12% this was not applicable.
- Staff were asked how happy they have felt at work in a given time period. On a scale of: 0 (not at all happy) to 10 (completely happy). **83%** scored 6 or above; **73%** scored 7 or above. The average answer was **7**. **62%** of staff reported that this was fairly typical of how they have felt working at Living Options Devon.

Financial Information 2019-21



- Staff & Volunteer Project Delivery Costs 59%
- Partner Project Delivery Costs 22%
- Premises (rent, service charges) 4%
- Access/Communication Support 4%
- Office Project Running Costs 3%
- Delivery Other Costs 3%
- Depreciation 2%
- External Professional Fees 2%
- Staff and Volunteer Training 1%

- Public Sector Funding Own Delivery 45%
- Public Sector Funding Subcontracted 19%
- Grants, Trusts & Foundations 24%
- Access To Work 3%
- Sustainable 9% (e.g. training and meeting room income)
- Individual Donations & Legacies <1%

What's next for 2021-2023



Waiting Well service – we are providing non medical support and advice to patients who are waiting for NHS treatments. The service aims to empower patients to make decisions about their ongoing care and condition; improving their experience while waiting for treatment by ensuring they are connected with local community assets and services (Funded by NHS).



Options for Living service. This service will focus on increasing vaccination uptake in 'harder to reach' communities and delivering a discharge to assess service to support people from those communities following discharge from hospital. (Funded by NHS Charities).



Counselling – we will continue to develop and expand our accessible counselling to disabled and Deaf BSL users.



Living Options Northern Devon – a wraparound service for disabled people in northern Devon to include our hearing and sight service offering information, advice and equipment demonstration to people with sight and hearing loss.



Alongside local partners we are delivering **Covid related community and peer support services** to people with protected characteristics living in Devon, aiming to promote independence and resilience through a range of services including counselling, peer support, telephone support and victim support. (Funded by the Covid Outbreak Management Fund).



Self-isolation support – awareness raising and support for people who are self-isolating (Funded by DCC).



Free training for Personal Assistants and Employers (Funded by Skills for Care).

Thank you

...To our volunteers 

- We have been overwhelmed by the support of our volunteers and continued commitment during the pandemic. Without you it would not be possible!



...To our partners 

Thank you to all our partners for your continued support.

- Active Devon
- Age UK Devon
- Devon Country Council
- Devon Voluntary Action
- Devon Mind
- Disability Rights UK
- DisAbility Cornwall
- Hikmat Devon CIC
- Intercom Trust
- NHS Devon Clinical Commissioning Group (CCG)
- Plymouth and Devon Racial Equality Council
- Petroc Centre
- Plymouth City Council
- PoPPS
- Sunrise Northern Devon
- Torbay Community Development Trust
- Torbay and South Devon NHS Foundation Trust
- Westbank Community Health and Care
- Young Devon
- Rethink Mental Illness
- Vocal Advocacy
- Wolseley Trust

...To our funders 

Including:

- Clothworkers
- Devon CCG
- Devon Community Foundation
- Devon County Council
- Livewell Foundation
- Masonic Foundation
- National Emergencies Trust
- National Lottery Community Fund
- NHS Charities
- Office of the Police and Crime Commissioner
- People's Postcode Lottery
- Screwfix Foundation
- Sport England
- The Claire Milne Trust
- Thomas Pocklington Trust
- Torbay and South Devon NHS Foundation Trust



We believe in a fully accessible society where all people can enjoy the freedom of choice and equality of opportunity. We operate a culture of open communication, empowerment and development, where individual differences and abilities are respected and people are encouraged to achieve their full potential.

Living Options Devon

Living Options Devon (LOD) is a charity and a company limited by guarantee founded over 25 years ago. Our vision is of fully informed, accessible and inclusive society in which every individual has the choice and opportunity to achieve their full potential and take part as an equal and valued citizen.

We exist to ensure people with physical and/or sensory disabilities and Deaf people with sign language can make an active and equal contribution in society.

Specifically we:

Encourage people to feel more informed, valued and confident to take part in society through relevant training and support;

Enable people to identify priorities and develop user-led services;

Engage people in effective communication with local/national service commissioners and providers; and

Empower people to raise awareness of what society needs to do to provide equality of opportunity both locally and nationally.



Get involved!

Volunteer

Join our team of volunteers working on our projects and supporting events.

Leave a Gift in Your Will

Help us support disabled and Deaf people now and in the future through leaving a gift in your will. Go to:

livingoptions.org/gift-your-will

Become a Corporate Supporter

Whether through donations or volunteering, your company's support will help to fulfil part of your CSR plan whilst making a real difference to local disabled people.

Fundraise for us

Taking on a new challenge or running an event? Consider raising money for Living Options and make a difference to local disabled and Deaf people.

Please contact us to find out more.

Living Options Devon
Registered Charity: 1102489

Call 01392 459222

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