

Heritage Ability Mystery Visitor About the role

Heritage Ability is a Heritage Lottery Funded project which aims to help at least 20 heritage places across the South West become more accessible to disabled people and Deaf people who use British Sign Language (BSL). The project will help the places deliver visual stories, easy read, interpretation, large print formats and BSL videos. Many of the sites will also benefit from an all-terrain mobility scooter, known as a Trampler.

As a result of Heritage Ability, disabled and Deaf people with their families and friends will have meaningful, inspiring and life-enriching engagements with the South West's rich and varied heritage.

We aim to recruit mystery visitors across the region and local to each site to help us achieve this vision.

What does it mean to be a Heritage Ability Mystery Visitor?

As a disabled or Deaf mystery visitor, you'll be helping us make sure that the changes we make over the next three years at these heritage places are the right ones. Enjoying a day out, you'll visit one or more of the sites and fill in a post-visit questionnaire to let us know about your experience.

The role is quite flexible and you may only do a mystery visit to one or more sites once, but it would be great if you could visit the same sites over the three years and try the changes that we put in place.





That sounds great – do I need any scary qualifications?

Not at all, but having lived experience of a disability or being a member of the Deaf community is a must. You will also need to have a passion for accessibility and interest in heritage and / or tourism. The ability to travel to the site independently or with support is also essential.

Will I be supported in the role?

Of course – the team will be on hand to answer questions you may have. We'll pay your travel expenses to and from the site, any car parking charges, entry charges or costs for activities at the site. Food and drink will not be covered by expenses.

Keen to get involved or talk it through with the team?

Email: heritageability@livingoptions.org

Post: Living Options Devon, Units 3-4 Cranmere Court, Lustleigh Close,
Matford Business Park, Exeter EX2 8PW

Phone Jess on 01392 459 222

Text: 07958 517 919