



sense

# Transforming Sense, together

Our 3-year plan 2026 to 2029





# Welcome



Sense is a charity who supports **disabled people with complex needs** from after they are born and throughout their life.



**Disabled people with complex needs** are people who face multiple barriers to living the life they choose.



They may need support to do the things they want to do and communicate.



This booklet is about Sense's plan for the future.



We are happy and excited to share this plan with you.



We are Alison Jameson and Rebecca Hodgson.



We are co-chairs of the **Sense user reference group.**



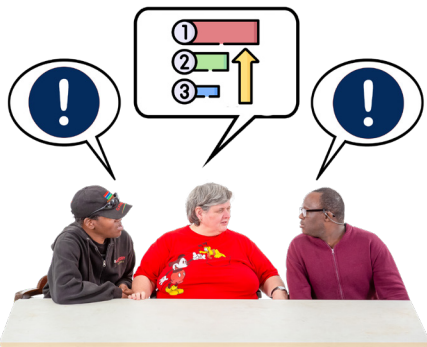
**Co-chairs** are people in charge of a meeting or group.



The **Sense user reference group** is a group of people who are supported by Sense.



We helped write this plan with other people in the Sense user reference group.



We talked about what matters most...



Great support workers.



More people who can communicate with us.



Healthcare that works for everyone.



Affordable and accessible technology.



Safe homes where we have real choice.



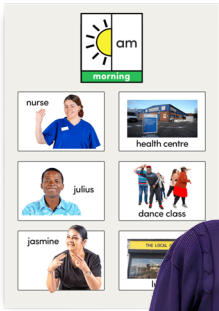
We said, we wanted to choose:



- Where we live.



- Who we spend time with.



- How we spend our day.



We said, we wanted to be seen as important and be treated well.



We said, we wanted the same chances as everyone else.



We are proud our ideas are in this plan and want to carry on being listened to.



## Our plan to change Sense



**1.6 million**

There are **1.6 million** disabled people with complex needs across the UK who Sense is here for.



Many have a difficult time doing things they want to because:



- Their support might not be good enough.



- Other things in the world are getting in the way.



Sense was started over 70 years ago by two mothers, who wanted a better life for their children, who were deafblind.



Sense has been providing brilliant support services for over 70 years.



We will now be doing more to campaign for change.

This means to make things better by speaking up and taking action.



We spoke to **3,000 people** who know Sense to help write our future.



We want to say thank you to everyone who got involved.



# The work we're going to do



We have 4 important ways we're going to change Sense:



## Lead with lived experience



We want to be better at listening to disabled people with complex needs and finding out what they want and need.



We want disabled people to be more involved and have a bigger say in what Sense does.



We want more disabled people to work at Sense.



## 2 Strengthen our services



We want to make sure our services work well for all the people we support and that they work for the future too.



We want to support more disabled people with complex needs of different ages.



We will be moving all our services onto **digital systems** to improve the way we work.

**Digital systems** are computers and online tools that help us do our work.



We want to work together with other people to make this happen.



## Push for social change



We want to work with disabled people with complex needs and their families to make **politicians** listen to what they need.



**Politicians** are people who help make laws, run public services, and represent the views of the people who vote for them.



We want the government to make changes that help make a fairer society.



We want to challenge harmful attitudes that affect many disabled people with complex needs.



**We will support our employees to learn and grow.**



There are lots of people who work at Sense:

- 3,000 employees
- 2,000 volunteers.



We want to make sure Sense is a brilliant, inclusive and accessible place to work.



We will be making sure we use all the money we have in the best way possible.



We will look at good information before we choose what to do.



And use technology more to help people we support and help Sense work better.



## We're just getting started



This plan is about making real change with disabled people with complex needs and their families.



In 3 years we want Sense to be louder, stronger and working better together.



We want the world to be fairer and for disabled people with complex needs to be leading in everything we do.



We want to work with you to make this happen.



You can find out more at:

[www.sense.org.uk/plan](http://www.sense.org.uk/plan)

# We're Sense

We're here to break down barriers alongside disabled people with complex needs. We use our knowledge and expertise to deliver personalised, creative and flexible support at every stage of life, no matter how many barriers someone might face.

[sense.org.uk](https://sense.org.uk)

## Sense

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@sensecharity

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