



Living 4 Moments - creating inclusive environments

Rachel Barber, Founder of Living 4 Moments, has a clear mission is to empower people and organisations to remove barriers, create inclusive environments, and make informed, compassionate decisions that support everyone to thrive. Drawing on extensive research, lived experience of severe/profound hearing loss and 20+ years in inclusion, care, and accessibility, Living 4 Moments offer bespoke training, consultancy, and coaching around inclusive business practices.

They offer Inclusion Audits for organisations and teams start who want to improve access and inclusion but aren't sure where to begin. This supportive approach to helps to identify:

- where barriers exist (for staff and/or customers)
- what's already working well
- practical, achievable next steps tailored to your setting

Inclusion Workshops support organisations to deepen their inclusion practice and build confidence amongst their staff through sharing proven inclusive practices, explore the law in plain English, and make it relevant and meaningful to the roles people actually do. Participants leave with practical tools, new perspectives, and a renewed commitment to inclusion. In March 2025, Living 4 Moments hosted well attended workshops in North Yorkshire to educate organisations on the benefits of inclusive business practices.

This approach helps organisations see their environment and their responsibilities through a more inclusive lens. By focusing on lived experience, real world examples, and practical action, teams have been supported teams to shift their mindset, not just their policies.

Participants leave with a fresh perspective that enables them to be more inclusive of staff, leading to improved recruitment and retention especially among disabled professionals and underrepresented groups. There has also been a direct impact on customer experience: when organisations respond more openly to access needs and suggestions, they build stronger, more loyal relationships with their community.

Living 4 Moments have worked with universities, councils, hospices and community groups to begin embedding system change approach to inclusion in workplaces and service providers. A key lesson learned is that we're stronger when we learn from each other's experiences and expertise. Inclusion doesn't rest on one person's shoulders. It thrives when it's shared, discussed, and co-created. There's no need to reinvent the wheel and Living 4 Moments actively encourage collaboration between departments, organisations, and communities so that good ideas are amplified, not isolated. Together, decision making is faster and more effective.

Rachel shared one of the first challenges she often faces is assumption. Some people initially doubt her ability to facilitate training because of her hearing loss. But once they join a session, they quickly see her skills as an active listener. Precisely because of this lived experience, Rachel has developed strong communication skills and group facilitation techniques that not only overcome barriers but actually model inclusive practice in the session.

Rachel's expertise comes from a deep professional journey, and where appropriate, she weaves in personal stories to bring the learning to life. This helps make even the driest topics like legislation feel more human, relatable, and relevant. By challenging assumptions simply by showing up and doing the work, Rachel helps others feel more confident in doing the same.

By supporting organisations to take practical steps toward more inclusive workplaces, Rachel's goal is to build lasting partnerships that make inclusion part of everyday practice.

"Rachel helped us see things we'd never thought about without making us feel judged. It gave us confidence to move forward with real changes."

"Rachel brings the legislation alive with her expertise and stories. This training changed how I think."

[Find out more about Rachel and Living 4 Moments](#)