



SightSupport
Hull & East Yorkshire



Sight Support Hull and East Yorkshire

**Helping blind and partially sighted people of all ages
to enjoy active and fulfilled lives**

Annual Report 2020-2021

About Us

Who We Are

We are a UK registered charity with more than 150 years experience of providing support for people with sight loss in Hull and the East Riding.

OUR VISION

We believe no one in Hull and East Yorkshire should have to face sight loss alone and every visually impaired person can enjoy the same opportunities and quality of life as those who are fully sighted.

OUR MISSION

Our mission is to improve and enrich the quality of life for local people at any stage of sight loss, through the provision of a wide range of support services, enabling them to reach their full potential and lead independent lives.

OFFICIALS

TRUSTEES

Chairman Debbie Rosenberg

Enid Adams

Ann Gray

Hollie Haeney

Eric Harrod

James Houston

David Longman

Ann Massam

Michael O'Grady

Malcolm Revell

Robin Russell

Carol Winter

CHIEF EXECUTIVE

Sandra Ackroyd

PRESIDENT

HM Lord-Lieutenant of the
East Riding of Yorkshire
Mr James Dick OBE

VICE PRESIDENT

Valerie Wood

SOLICITORS

Gosschalks

AUDITORS

Streets Chartered Accountants

INVESTMENT ADVISORS

Investec Wealth & Investment Ltd



Chairman's Introduction

The mission of Sight Support Hull and East Yorkshire (HEY) is to improve and enrich the quality of life for local people at all stages of sight loss, through the provision of a wide range of support services, enabling them to reach their full potential and lead independent lives.

The period that this annual review covers, April 2020 to March 2021, has been one of the most difficult in the 157 year history of the Charity due to the coronavirus pandemic.

The pandemic hit us hard and turned life upside down for all of us, however I think the work the Charity has done during this time has been more needed than ever. Those who were previously isolated, became more isolated; those who were already vulnerable became more vulnerable to the risk of the virus. The Charity and our dedicated staff team worked diligently throughout the pandemic to ensure that blind and partially sighted people were supported throughout these challenging times.

How we supported people had to change due to national lockdowns and the need to close our premises in line with government guidelines and facilitate our staff to work from home.

Our first thought was to support our service users in the best way possible. To do this we made thousands of welfare calls to people who were advised to 'shield' to protect themselves from the risk of the virus.

Essential shopping and trips for medication were undertaken by our staff team for our visually impaired service users who were shielding.

We also recruited additional volunteer telephone befrienders during this time to help maintain social contact and bring some good cheer to those who had to stay at home without seeing family and friends.

Our staff team were proactive in seeking emergency funding to help support our service users and we were very grateful to receive a £67,000 grant from emergency government funding to maintain essential staffing provision to provide the help needed throughout these difficult times.

New and adapted services were developed during this period, which you will read about throughout this annual report, all with the aim of encouraging our service users to remain positive and engaged in activities during the pandemic.

Not all our services could be adapted and regrettably some staff had to be 'furloughed' for periods of the pandemic, utilising the governments job retention scheme.

Sadly, all our usual ways of fundraising, including collections, challenges and events, had to be cancelled throughout this time which had a significant impact on our income generation.

Thankfully, the effective financial management by our Charity Trustees over the years means that we continue to be financially stable for the future and remain committed to ensure continued support for our service users during this ongoing crisis, and in the future.

I extend sincere thanks on behalf of all Trustees to all our volunteers and staff team, ably led by Chief Executive Sandra Ackroyd who have continued to work tirelessly in difficult circumstances. The pandemic hasn't yet gone away but life is slowly starting to return to 'a new normal' and we are delighted to see many of our service users back in our building re-engaging with our face to face services.

Debbie Rosenberg
CHAIRMAN OF BOARD OF TRUSTEES

Chief Executive's Welcome

Welcome to our annual review of 2020/2021; this is our opportunity to reflect on our successes and challenges over the last twelve months and what a year it has been !!

The COVID-19 pandemic brought challenges for all of us, none more so than those with additional vulnerabilities who had to shield for many months on the recommendation of the government including many of our visually impaired service users. Sadly, our face to face services had to stop whilst we all abided by government guidelines to 'stay at home and save lives' but that doesn't mean we didn't carry on supporting people.

From an organisational point of view some of our staff had to be furloughed and we have made use of the government job retention scheme to ensure we can return to normal as soon as it is safe to do so.

During the pandemic we adapted services to include essential tasks such as shopping and medication deliveries as well as introducing a number of new 'virtual services' included an audio book club, regular virtual quizzes and a speakers corner with guest speakers to keep people entertained. In addition we introduced a new monthly newsletter to keep in more regular contact with service users.

Some of these new services were made possible thanks to COVID emergency funding from the government as part of our new Connect & Care project and enabled us to purchase licences for video and audio conferencing and also purchase some tablets with WiFi included, to allow service users to keep in touch with their friends and family online with help from our staff.

Telephone welfare calls made by our staff in addition to regular befriending calls made by our extended team of wonderful volunteers also ensured our service users felt supported and 'connected' during these very challenging times.

At a Glance

2,114 people with sight loss supported

202 new people with sight loss referred to us for support

69 volunteers

24 members of staff

23 tenants supported

Our building was made COVID secure by introducing a one way system, installing screens around and between certain desk areas, providing hand sanitiser and also fogging our vehicles between uses.

It's been an exceptional year in many ways and I remain very proud and grateful for the work all our dedicated staff team and volunteers have done over the last year to ensure that visually impaired people were supported as much as possible through these difficult times. We have received many messages of thanks and appreciation from our service users and we know the services we have offered have been invaluable for many.

We now look forward to returning to a more 'normal' way of working in the coming months, whilst maintaining all safety measure to ensure our staff, service users and volunteers remain safe and secure.



Sandra Ackroyd
CHIEF EXECUTIVE

The Impact of Covid-19

2020 - 2021 is a year none of us will ever forget. For many in the visually impaired community, Covid-19 brought fear, anxiety and isolation. Many elderly people with sight loss were particularly badly affected as they needed to shield for long periods of time due to additional medical conditions placing them at high risk.

In the early days of the pandemic many of our usual face-to-face support services ceased overnight in response to government social distancing guidelines. At this time our key aim was to provide compassion and reassurance, and help people with basic needs such as

As time went on, we reorganised and innovated, developing new ways of doing things to continue to support as many people as possible by making greater use of digital technology.

We also had to make some difficult decisions in the light of a significant, overnight fall in income. Sadly this meant losing some staff however throughout these trying times, everyone at the charity showed enormous dedication and professionalism to ensure local people with sight loss remained the key focus of our every decision.



Impact of Covid on Mental Health and Wellbeing



**Health &
Wellbeing**

35% ↓

As well as measuring attendances and service user numbers, we also endeavour to evaluate the impact of our services in terms of soft outcomes in four key areas; confidence, emotional wellbeing, social isolation and support networks.

We do this by assessing randomly selected service users using a series of questions/statements. We then repeat these assessments after a person has engaged with our services for between 3 - 6 months in order to demonstrate whether there has been an improvement in a person's general mental wellbeing.

Unfortunately, with Covid closing down many of our usual support services, 66% of people surveyed during July 2020 showed an average 35% decline in their overall wellbeing.

Given this worrying data, the Charity sought additional funding and set up additional services to enhance our support in these areas in a variety of ways. We also considered these additional support needs when developing new services as restrictions gradually lifted .

Advice and Support

Home Visiting

We know that without support sight loss can have a devastating impact on individuals and their loved ones.

Our Community Advice Officers (CAO's) offer individualised support and advice, whether the individual is newly diagnosed or an existing service user who requires assistance.

They can provide emotional and practical support to help people to live a more independent lifestyle including: assistance and advice on welfare and disability benefit applications, information and advice on low vision equipment and magnification assessments to identify the best lighting and tools for the home environment. There is no charge for this service.

With all Home Visiting ceasing overnight in March 2020, our Community Advice Officer team immediately began contacting everyone on our database with the aim of identifying those who needed help the most in order to put alternative support in place, either by referring into local Covid community hubs and/or other organisations, or by offering practical support ourselves.

For those most vulnerable, either because they had no one else to support them, or due to heightened feelings of loneliness and anxiety, the team made regular weekly telephone calls, collected shopping and medications and sourced key aids and equipment e.g. magnifiers, talking book machines and radios.

For the whole year our CAO's continued to work from home, doing as much as they could over the telephone with physical home visits (often taking place outside in gardens) only taking place when absolutely necessary and following rigorous risk assessments and safety procedures.

It is hoped that the CAO's can return to more regular home visits once again when lockdown begins to ease in April 2021.

“Jan is genuinely the only person who has contacted us to offer help and I feel that I now have got someone out there to support me and Michael in our hour of need.”

Jean W

At a Glance

6794 proactive telephone welfare calls made offering support and advice from our Community Advice Officers

559 people visited in their own homes to receive advice and support

325 referrals to other organisations for additional support

205 trips to collect shopping and medication

64 the number of benefit applications submitted by service user with assistance from our team



Advice and Support

Resource Centre

Our Resource Centre offers information, advice and demonstrations of a wide range of equipment such as daily living aids which customers can try before they buy.

Due to Covid-19 restrictions, the centre was only able to open for a short period during the easing of lockdown over the summer of 2020. Visitors were required to book appointments and adhere to Covid safety regulations regarding sanitisation, social distancing and the wearing of face coverings.



At a Glance

23 visitors given help and advice

70 pieces of equipment ordered on behalf of service users

"You were very helpful and without you, I wouldn't have been able to get my Blindshell Phone up and running."
Pat S

Supported Housing

Sight Support HEY manages Beech Holme Court; a housing complex of 23 homes primarily for active, visually impaired people of all ages who are independent and care for themselves.

With many tenants shielding due to other health conditions and restricted to their flats for long periods of time, it was important that regular contact was kept to offer both practical and emotional support.

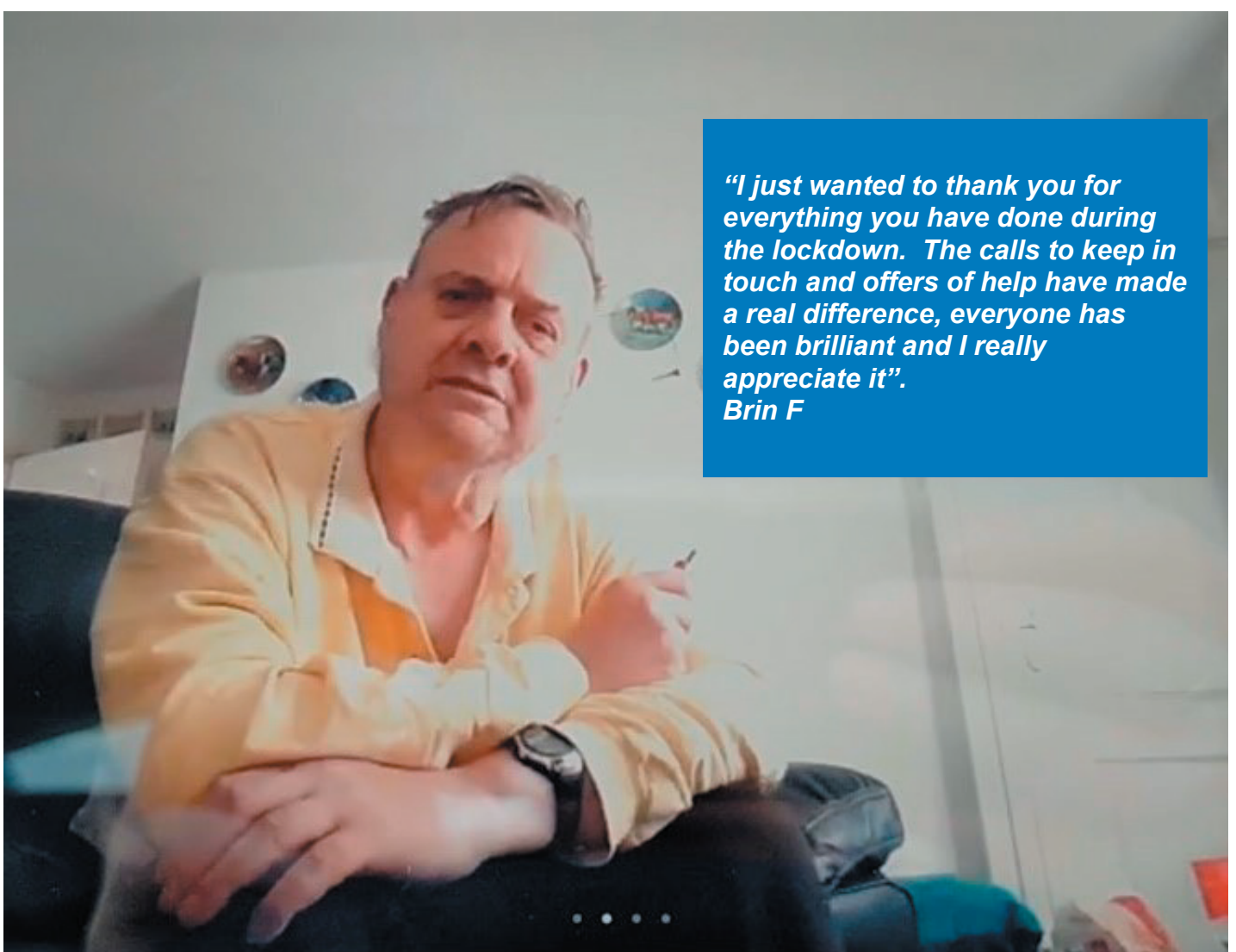
Proactive weekly telephone calls were made to all tenants during the Covid lockdowns to check on their welfare and assistance provide and when required e.g. food shopping or collections of prescriptions.

At a Glance

23 flats

23 tenants living independently with support





"I just wanted to thank you for everything you have done during the lockdown. The calls to keep in touch and offers of help have made a real difference, everyone has been brilliant and I really appreciate it".
Brin F



"You're the best team ever, every single one of you is so kind, caring and helpful. No matter what I need you are there to offer support. You're angels".
Elsie S

Advice and Support

Technology and Computers

Significant recent advances in technology have created many new opportunities for people to overcome everyday problems and challenges associated with sight loss. From using a smart phone to a tablet, magnification software to screen readers, we can demonstrate how these can be of benefit to someone.

If you're blind using technology to stay connected to society, to shop and keep in touch with friends and family, is more difficult. Many visually impaired people, particularly the elderly, need significant advice, training and support to use appropriate technology given the additional challenge of their sight loss.

At a Glance

- 149** telephone calls offering IT support blind and partially sighted people
- 19** Talking Tech sessions held online with
- 222** total attendees
- 23** one-on-one technology tuition sessions

"It's helping tremendously. I'm now even doing posters for the church and taking on more responsibility there."

Paula P

Although Covid restricted our ability to deliver one-to-one technology tuition, thanks to funding from the UK government's emergency Covid Fund, the Schroder Charity Trust and the SMILE Foundation, Sight Support HEY was able to invest in new technology and software to enable us to still deliver a range of technology support services including:

- One-to-one technical support both face-to-face and using remote access software via telephone to help with technology queries including ways to use smart phones and tablets.
- Talking Tech; a series of informal group online sessions offering news and updates about latest apps and technology.
- Providing access to equipment and software to help visually impaired people keep in touch with family and friends.
- The coordination of regular audio conference group chats.
- Training of staff/volunteers in use of technology to deliver other support services.

At a time when staying connected had never mattered more, empowering people with sight loss to use technology enabled us to continue to support as many service users as possible and create an online community to help visually impaired people feel connected and part of wider society.

"It's excellent learning and talking with others, I really enjoy it."

Diane C



Advice and Support

Transcriptions

We offer a transcription service which can convert all types of print information into accessible formats including audio format, modified large print and Braille.

With more than two million people in the UK living with significant sight loss, there is an increasing need for businesses and organisations to provide accessible materials to meet the requirements of the 2010 Equality Act.

At a Glance

96 items transcribed into.....

35,904 words in large print, audio or Braille format

Counselling Service

In normal circumstances, sight loss can result in a loss of confidence and a person can gradually become more isolated and lonely. Almost half of blind and partially sighted people feel 'moderately' or 'completely' cut off from people and things around them which can have detrimental effects on mental and physical health and wellbeing.

With visually impaired people facing the additional challenges of lock down during the pandemic, Sight Support was concerned that some visually impaired people may require more professional support with regards to their mental health. Thanks to funding from the Frances and Cyril Bibby Trust, we have been able to offer a short term counselling service for service users in the Hull area in partnership with a qualified counsellor who has previous experience of working with people with sight loss.

Vaxi-Taxi Service

Transport is often a major problem for many visually impaired people who may find it difficult to use public transport, rely on lifts from family and friends or have to pay for expensive taxis.

To overcome these issues Sight Support HEY proactively offered support to access COVID-19 vaccination appointments by offering transport to service users who had no other way of getting there.



“I would like to thank Sight Support for what would have been a gruesome trek for me. The assistance given taking me to my vaccine appointment was very much appreciated. Thank you to all the staff for your continued support in these very challenging times”.

Roy B

Leisure and Social Opportunities

Day Groups

Sight loss can often mean isolation and spending long hours alone at home, but it doesn't have to. Our Day Groups can usually get people out and about, making new friends and new memories.

Sadly the Covid pandemic meant we were unable to offer any Day Group sessions for the entire year. Instead our part furloughed Driver/Activity Coordinator team undertook regular telephone calls to Day Group members and made "doorstep visits" to others to continue engagement with these service users.

A new monthly newsletter called In Touch was launched thanks to funding from the Government's Emergency Covid Fund. As well as the latest news and updates about our services and Covid, In Touch also included a series of word puzzles and brain teasers to provide some additional fun.

This funding also enabled the charity to purchase a number of tablets, WiFi and software licenses. Staff received training on new audio and virtual conferencing software in order to set up quiz, games and conversation sessions for up to six Day Group members at a time.

At a Glance

2,240 copies of In Touch distributed

130 doorstep visits

48 group video sessions held via Zoom

150 Christmas lunches hand delivered



Christmas Cheer

Thanks to a generous donation from the Joseph Rank Benevolent Fund we were able to deliver a sack full of Christmas cheer in December with approx.150 hot, Christmas meals delivered to Day Group and Social Eyes members as well as to the tenants of Beech Holme Court.

"I thoroughly enjoyed my Christmas Dinner and was thrilled with the thought and effort from all of you. Thank you so much for your kindness."
Edith W

Any return to Day Groups is likely to be measured with smaller groups initially, before gradually increasing numbers as lockdown lifts. We also envisage service users may require additional support to increase their confidence/mobility as feedback has shown us that many of them have lower levels of confidence and poorer mobility than before lockdown.

Advice and Support

Telephone Befriending

Not having someone to talk to regularly can be lonely and isolating, particularly if you're used to sharing your home and time with others and having a visual impairment makes this even more so. A friendly chat on the phone can make all the difference.

Our Telephone Befriending service allows trained volunteers to make regular calls to people. Although the service was already established, it was needed more than ever during the Covid pandemic due to the sudden and absolute isolation many service users experienced.

Our existing volunteers adapted quickly to working from home and, in order to respond to the increase in demand for this service, we recruited and trained additional volunteers expanding our befriending team by 50%.

As befriending services became increasingly important during the pandemic, our Telephone Befriending Coordinator hosted several online training sessions to help advise other sight loss charities on setting up similar support services across the country.

At a Glance

22 volunteers, calling.....

121 people regularly offering an understanding chat totalling.....

1,322 hours of talk time!

"Right from the start we couldn't stop talking to each other, we have so many things in common and share many interests. I am so grateful to be matched with Carol who has time to talk to me. The befriending service is such a wonderful thing."

Molly M



Esme's Friends

Visual hallucinations, sometimes known as Charles Bonnet Syndrome (CBS) can be quite distressing and may be linked to sight loss.

Esme's Friends is a monthly virtual Charles Bonnet Syndrome (CBS) Support Group which was launched to provide advice and support during the social distancing restrictions of the pandemic.

At a Glance

8 audio conference group meetings

184 engagements offering advice and support

Carole's Story

Carole is diabetic and also has Cataracts. Before the lock-down began she was due to have a cataract operation but it had to be cancelled due to swelling in her eye. It left her struggling to cope each day. In addition, she suffered several bleeds in her eye but didn't contact the eye hospital as she knew there was nothing that could be done until bleeding stops and she was too frightened to go during the Covid-19 pandemic.



When Sight Support HEY's Community Advice Officer, Vicky contacted Carole as part of her proactive welfare calls, she heard about the bleeds and was worried. She advised Carole to call the hospital straight away to let them know about the problems and offered her an alternative number to call. As a result Carole was able to book a telephone appointment with a consultants and was told she has dry eye.

"I couldn't see the board in the test," said Carole. "I felt really confused and scared. I knew my sight loss was to do with my diabetes and that my cataracts can't be operated on at the moment but I have no idea what to expect in the future."

"I felt scared to go to sleep in case I woke up totally blind and I was worried about the possibility of not being able to work after lock down. You need to be able to see to be a cleaner."

Even scarier was the fact that Carole kept seeing strange people in her room and bugs on the ceiling which would then disappear.

Luckily Vicky was able to tell Carole about a condition called Charles Bonnet Syndrome which is a term used to describe the situation when people with sight problems start to see things, which they know aren't real. Sometimes called 'visual hallucinations', the things people see can take all kinds of forms from simple patterns of straight lines to detailed pictures of people or buildings. Although more common in older people, Charles Bonnet syndrome can affect people of any age, usually appearing after a period of worsening sight.

"I thought I was going mad. I didn't dare say anything even to my family or friends," said Carole. "So I was very relieved when Vicky explained about Charles Bonnet Syndrome. It doesn't stop the hallucinations which are still scary but at least I now know what it is and that it's related to my sight problems."

Vicky continues to call Carole regularly and ensure she receives information to help her with her sight loss.

"Your calls have really helped," said Carole. "I can't wait until we can actually meet in person. What Sight Support HEY does for people like me is fantastic."

More information about Charles Bonnet Syndrome is available from Esme's Umbrella - a charity which supports people with Charles Bonnet Syndrome.

www.charlesbonnetsyndrome.uk

Leisure and Social Opportunities

At a Glance

- 39** members active on a weekly basis
- 96** arts and crafts boxes delivered
- 24** tennis sessions organised
- 24** outdoor exercise sessions organised

SocialEYES

Here at Sight Support we firmly believe that sight loss should be no barrier to enjoying the same social and leisure opportunities as sighted people. Our SocialEYES leisure and activity programme aims to bring people with visual impairments together and provide opportunities for social interaction and the chance to organise and participate in a wide range of leisure activities and outings.

Unfortunately, most of our regular SocialEYES activities stopped overnight due to Covid and it was only in the Summer of 2020 when lockdown eased slightly that two new outdoor activities (tennis and outdoor exercise) began thanks to funding from Sport England's Tackling Inequalities Fund. Attendance at both these sessions was initially capped due to government Covid guidelines which prevented attendance numbers from growing, however as lockdown lifts these sessions are attracting more and more people.

In partnership with local charity Artlink and funding from the National Lottery Community Fund, a new home based art group was set up. Members received monthly boxes of arts and crafts materials including instructions to try out different techniques and a range of creative projects. In addition, members received regular telephone calls from an artist-facilitator to aid their learning and skills.

Two additional virtual activities were also launched in the Autumn of 2020 - an audio book club and a quiz group which members can access through the Powwow audio conference calling system.

Visionary National Award

Our ability to engage and connect people through SocialEYES was further acknowledged in this year's Visionary conference. Visionary is a national umbrella organisation for all local sight support charities in the UK.

We were delighted to receive the national "Connect" award, in honour of our fantastic partnership with Fitmums and Friends. As a result we were approached by BBC's Look North, who ran a feature on the partnership over the Christmas break. During the feature, members and staff spoke passionately about the wonderful impact that the exercise sessions continue to have on their physical and mental health.



Volunteers

We rely on our dedicated volunteers to provide support in all aspects of our work. We would simply not be able to deliver the range of services for local visually impaired people that we do, or raise the vital funds we need, without them.

2020/21 proved a challenging year for our volunteers with many having to patiently sit it out as services and fundraising activities were restricted in response to the pandemic. The exceptions being volunteers who assisted with the collection of shopping and medications and the incredible support offered by our Telephone Befriending volunteers who stepped up to the challenge of working from home and continued to provide vital support to some of the most isolated, vulnerable people within our local communities at a time when such support has never mattered more. (See page 12 for more details of their amazing work.)

Fundraising

Generating income for the charity is always a challenge but never more so than over the last year. Most fundraising activities ceased overnight in March 2020. Lockdown and strict social distancing restrictions during the pandemic have meant little or no public fundraising activity, face-to-face markets being shut down and the cancellation of charity events.

As we receive no ongoing government funding, we rely on donations and gifts in wills to continue our work. We are therefore incredibly grateful to all our supporters who helped us in 2020/21.

We are also very proud that every penny donated remains in Hull and East Yorkshire to improve the lives of local people who are blind or partially sighted.

Sadly, with no public fundraising likely to take place for the foreseeable future, the decision was made to make the role of the Assistant Community Fundraiser redundant in the Autumn of 2020.

88p in every pound we raise goes directly to help blind or partially sighted people in Hull and East Yorkshire

Our fundraising focus turned to digital fundraising and applications to funders and foundations to offset the lack of community fundraising opportunities.

A new Text Giving service was introduced and “virtual bucket collections” replaced our usual store and street collections.

Sight Support HEY took part in its first ever Giving Tuesday Day in December 2020. A campaign aimed at raising funds to cover the costs of our telephone lines raised £ 2,221 funding them until mid August 2021.

A new weekly Lottery was launched in partnership with Sterling Lotteries and we invested in contactless donation equipment however, with additional lock downs put in place, public collections are still currently on hold and unlikely to resume until the Summer. We continue to regularly monitor government Covid-19 advice to ensure any future return to public fundraising is safe.



Sight Support HEY is registered with the Fundraising Regulator to demonstrate our commitment to legal, open, honest, and respectful fundraising.

Fundraising

Trusts and Charitable Foundations

We would like to acknowledge the invaluable support we have received from the following Charitable Trusts and Foundations over the past financial year:

Anna Maria Charitable Trust
ASDA Foundation Christmas Giving
David Hudson Trust
Hull Aid in Sickness Trust
Joseph and Annie Cattle Trust
Joseph Rank Benevolent Fund
Frances and Cyril Bibby Trust
National Lottery Community Fund
Reckitt Benckiser
Sport England
The Joseph Rank Trust
The Rank Foundation
The Schroder Charity Trust
The Sir James Reckitt Charity
Hull City Council

Gifts in Wills

Leaving a Gift in your Will to Sight Support HEY enables us to continue our activities and helps us to develop new ones. Every penny donated will remain in Hull and East Yorkshire and will go towards ensuring a brighter future for blind and partially sighted adults and children.

Gifts in Wills don't need to be worth millions. Every penny has the power to make a huge difference to someone's life and by naming Sight Support HEY in your Will, you could be helping a lot of people and possibly even someone you know.



Gifts in Kind

Whether it's soft toys and unwanted gifts for tombolas, prizes for raffles or free storage space for our equipment such as the space provided by Armadillo Storage, Hull (pictured above) your donations of goods can be just as important as cash. Such gifts not only help us to raise money, but to save money too. To find out how you, or your company, can support us through Gifts in Kind, please contact us on 01482 342297 or email fundraising@sightsupport.org.



Thank you

We'd like to thank every one of our supporters. You make the difference in the lives of thousands of people with sight loss.

With your continued support we'd like to achieve even more in the future. Please contact us to get involved or **text SSHEY to 70085 to donate £5.**

For the price of a cup of coffee and a piece of cake, you can make a real difference in the life of a local child or adult with sight loss.

Thank you.

The Difference Your Support Makes

"Thank you for all your support and contact. The phone calls have been great and also the monthly magazines."

Edith S

I just wanted to thank you for your help and support. I feel more positive after attending the tennis at YPI today. I would just like to say that the tennis has given me such a boost, it's difficult to explain but just feel that I thought I had very little future until I had contact from Vicky and then a very pleasing call from yourself. I have a future and that's down to Vicky and yourself Roy. I can't wait for next Monday."

Nick B



"On behalf of all at the Withernsea group, Dot and I would like to thank you for the lovely Christmas meal. Thank you for all that you do for us all year round".

Dot K and Ron G

"I tried the quiz just to see what it was like. I didn't really know anyone, but I was made to feel really welcome. I'm going to sign up for the book club as well".

Christine T



"I really enjoy the art. I do it every day. My kitchen table is now my studio. This month I've learned about cubism. My daughter is always telling me off for how messy the kitchen table is. I just tell her, "quiet! There's an artist at work".

Doris W

"Without you I wouldn't have managed."

John P



Finances

Financial Review

Total income for the year has fallen by 21% to £479,957 (2020 - £608,673).

Our income has been significantly impacted by the Coronavirus Pandemic. The cancellation of Day Centres and more importantly, the cancellation of all face to face fundraising activities during the year, including all street and store collections and events, has resulted in a substantial fall in income. This, together with a fall in legacies of £135,611, has resulted in a reduction in income of £215,470. However, the Charity has received support from the Government which has helped significantly and furlough grants of £86,754 received in the year; reduced the fall in income to £128,716.

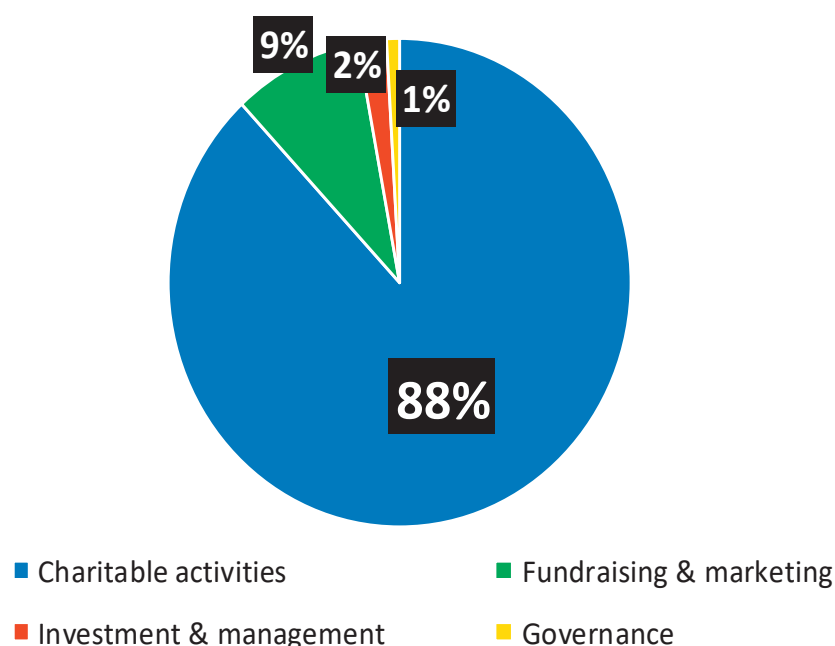
The outbreak of the Coronavirus Pandemic and subsequent lockdown in March 2020 saw a fall in value of the investment portfolio at 31 March 2020. During this year the markets have recovered and the portfolio has increased in value by £271,044, however, the investment income decreased in the year by £16,429, from £73,132 to £56,703.

The increase in the portfolio value of £271,044, takes the deficit for the year of £191,431 (2020 - £148,729) to an overall surplus of £79,613 (2020 - £237,398 deficit).

Although this has been a very difficult year, the Charity remains financially sustainable due to good financial management and sufficient reserves.

Income generated by services and fundraising is expected to continue to be negatively impacted by the effects of the Coronavirus during the early part of 2021/22 while the restrictions continue. As restrictions ease, the Charity will re-establish the regular services and income from these sources will recommence during the next financial year.

Where your donation goes

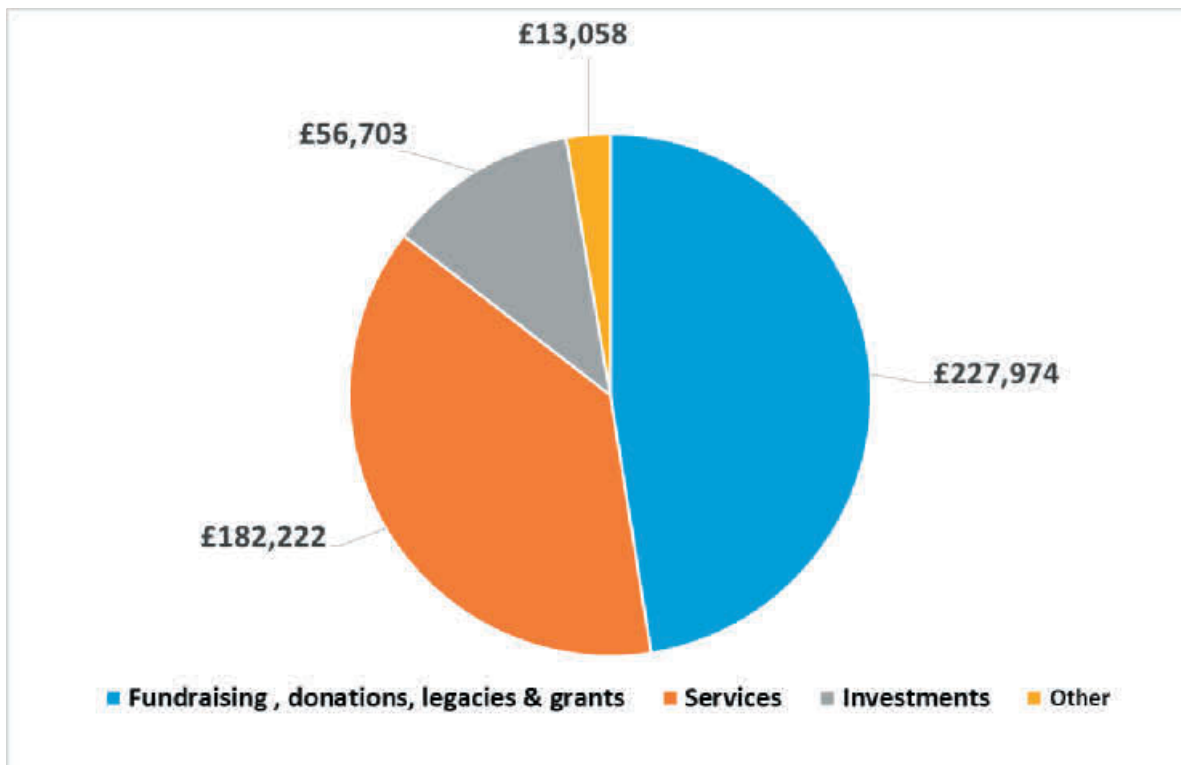


88p from every £1 donation we receive is spent on providing support services to local people with sight loss.

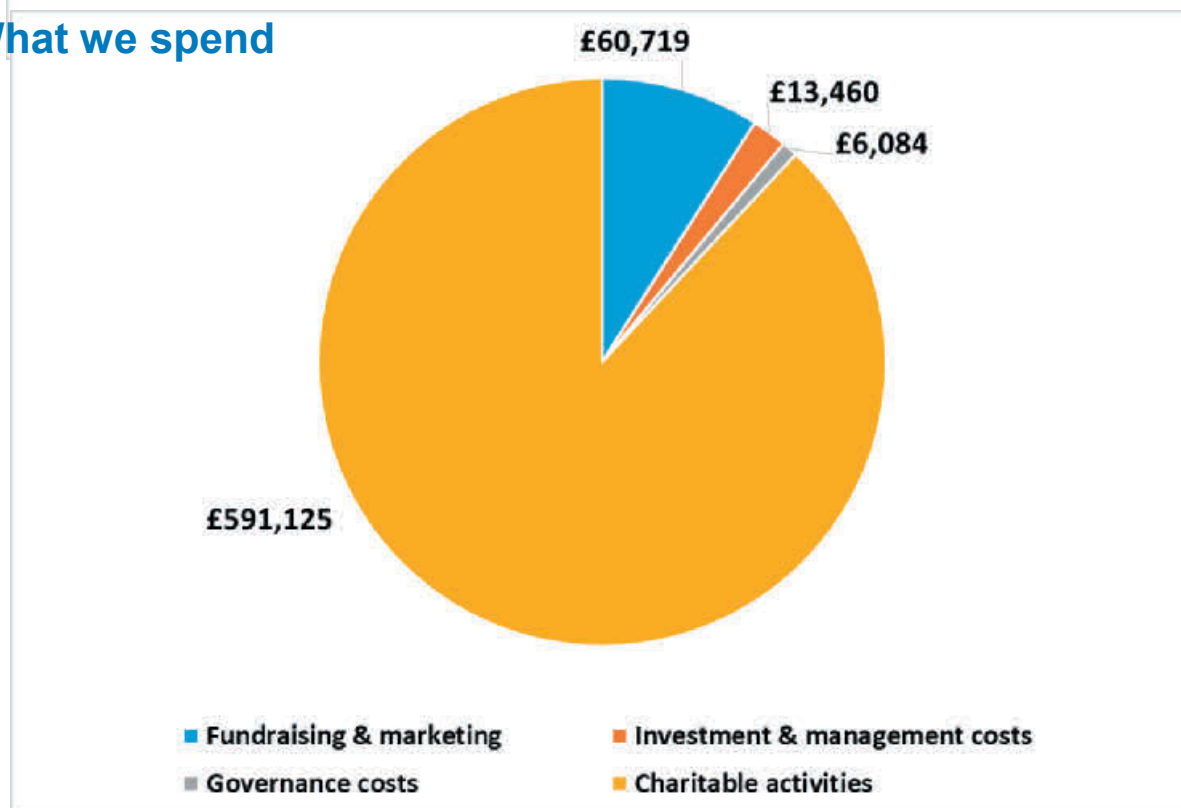
Our Finances at a Glance

During 2020/21 we received £479,957 in total income and spent £671,388.

Where our funding comes from



What we spend



Every penny raised or donated is spent in Hull and East Yorkshire.

This financial summary was taken from audited accounts for the year ending 31st March 2021. For a copy of the trustees' report and full accounts please contact us at info@sightsupport.org or 01482 342297.



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Registered Charity No. 223668

This report is also available in CD, large print and Braille.