



SightSupport
Hull & East Yorkshire



Sight Support Hull and East Yorkshire

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

**Annual Report
2019-2020**

Who We Are

OFFICIALS

TRUSTEES

Chairman Debbie Rosenberg

Enid Adams

Stephen Alltoft (Resigned 26/11/19)

Hollie Haeney

Eric Harrod

James Houston

David Longman

Ann Massam

Michael O'Grady

Malcolm Revell

Robin Russell

Carol Winter

CHIEF EXECUTIVE

Sandra Ackroyd

PRESIDENT

Mr James Dick O.B.E.

VICE PRESIDENT

Valerie Wood

SOLICITORS

Gosschalks

AUDITORS

Garton Graham & Co. Hull

INVESTMENT ADVISORS

Investec Wealth & Investment Ltd

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.



Registered with
**FUNDRAISING
REGULATOR**



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.

This Annual Report provides a welcome opportunity to reflect on the charity's achievements over the last year and the difference our work is making to the lives of local people with sight loss and our ambitions to increase the number of people we support in the future.

As you will read in this review, as well as continuing to deliver our many and varied existing services, this year we were fortunate to receive more than £92,000 from the National Lottery Community Fund to offer fitness sessions for visually impaired people in partnership with Fitmums and Friends which began in July 2019.

We also recognise that whilst many of our service users are over the age of 65, we need to consider younger visually impaired people and so we undertook a pilot project to assess the needs of local children with sight loss.

Throughout the year, we have been fortunate to benefit from the support of our incredible volunteers in the delivery of our services and raising awareness and funds for the charity. We are very much indebted to them and we are delighted to have recruited more than 20 new volunteers to our team.

At our AGM in September our President, The Hon. Dame Susan Cunliffe-Lister, DCVO, HM Lord-Lieutenant of the East Riding of Yorkshire, resigned from her role. We appreciate all her support and kindness to Sight Support over the years.

We thank the newly appointed HM Lord-Lieutenant of the East Riding of Yorkshire, Mr James Dick OBE, for agreeing to become our new President, and look forward to working with him in the future.

The Chair of the Board of Trustees, Ms Hollie Haeney, also stepped down at the AGM in September 2019 and again thanks were expressed for her dedicated service. Hollie Haeney will continue as a Trustee of the Charity. Mrs Deborah Rosenberg was appointed as Chairman of the Board of Trustees.

In early March 2020, when the Covid19 pandemic began, the challenge for Sight Support HEY was to find new and effective ways of supporting our service users. All of the team of staff and volunteers, ably led by Chief Executive Sandra Ackroyd, have worked tirelessly in difficult circumstances to achieve this and I extend my thanks to them all.

The Trustees are committed to ensure continued support for our service users during this ongoing crisis, and in the future.

Debbie Rosenberg
**CHAIRMAN
OF THE BOARD OF TRUSTEES**



Retiring Chair of Trustees Hollie Haeney (pictured centre) receives flowers from our Chief Executive Sandra Ackroyd (pictured left) alongside our new Chairman of Trustees Debbie Rosenberg (pictured right).

Chief Executive's Welcome

Welcome to our annual review of 2019/2020 which I hope you find an interesting and informative read. It has been a good year for Sight Support HEY with many highlights which you will see throughout this review.

Our various SocialEYES groups have gone from strength to strength following the recruitment of Roy Turnham who joined the organisation in July 2019. Roy is a Paralympian who has been visually impaired since birth and brings lots of lived experience to the role as well as being passionate about developing a range of activities for visually impaired people to enjoy all the same opportunities that sighted people do.

The funding from the National Lottery Community Fund which we secured early in the year, gave us the opportunity to develop a wonderful partnership with FitMums & Friends and we couldn't be happier to be working with this enthusiastic, friendly and supportive group of people to deliver guided fitness walks and runs for visually impaired people who want to improve their health and fitness levels.

Our weekly Day Groups continue to be well attended and enjoyed both at our centre in Hull and also out in the community in various locations around the East Riding offering valuable social and friendship building opportunities to many otherwise isolated people with sight loss.

Our Community Advice Officers continue to do a great job providing both practical and emotional support for visually impaired people in the community. They are able to offer important information and advice on specialist equipment, benefits and other support services as well as assisting many service users to access these additional forms of support.

In addition, our Training Officer has been busy supporting many people to use a variety of technology devices and specialist equipment and software to help them to access many online services and keep in touch with their

At a Glance

2,320 people with sight loss supported

159 additional people with sight loss receiving support

62 volunteers

26 members of staff

23 tenants

family and friends.

We continue to receive some wonderful feedback from some of our service users and their families as you will see from some of the quotes mentioned throughout this report and I continue to be extremely thankful to our wonderful team of dedicated staff and volunteers who work together in a friendly and supportive way for the benefit of our service users.

Of course, none of this would be possible without the support and donations we receive and in particular gifts in wills which allow us to plan our continued service provision in the future. We remain, as always, extremely grateful for such wonderful support.



Sandra Ackroyd
CHIEF EXECUTIVE



“Sight Support have brought me back to life and persuading me to attend the Day Groups was the best thing that ever happened to me. I have never looked back since.”



Advice and Support

Resource Centre

Our Resource Centre provides information, advice and demonstrations of a wide range of equipment such as daily living aids which customers can try before they buy. We are then able to assist them to order items. Our staff are on hand to offer advice and guidance on which equipment might best suit each individual's needs, as well as to signpost people to other services which may be of assistance.

At a Glance

342 visitors given help and advice

226 pieces of equipment ordered on behalf of service users

"Thank you. I am ever so grateful for the time you've given me today. The keyboard and talking scales are fantastic. I don't know what I'd do without them."



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) visit people in the comfort of their own homes to 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.

At a Glance

3,783 people visited in their own homes to offer support and advice from our Community Advice Officers.

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

103 - the oldest service user visited by our Community Advice Officers.

"Without you, I wouldn't have managed"

"I am so grateful. The follow up advice and support I've received has been wonderful."

Advice and Support

Information Days

Our Information sessions are specifically aimed at people who have been newly diagnosed, or newly registered by their Eye Consultant or Ophthalmologist as being Sight Impaired or Severely Sight Impaired.

The sessions explain the process of registration and is aimed at helping people to cope with the trauma of being diagnosed with sight loss. The session also offers a relaxing and informal opportunity to meet others who are in a similar position and friends or family members are also welcome to attend.

At a Glance

52 attendees offered information and advice at.....

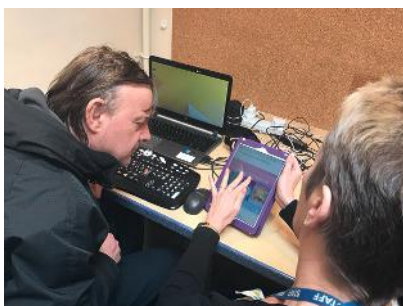
6 information sessions

At a Glance

140 hours of technology training delivered to.....

99 blind and partially sighted people

***“Thank you for your advice and support
My new phone is a lifeline and I’d
recommend it to other blind people as its
so easy to use.”***



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.

We offer teaching to suit each individual and learning is at each individual's own pace. Our Training Officer can offer a full assessment to see what product will suit your needs. Tuition is offered both in the Assistive Technology Suite at our centre in Hull, as well as at home for people unable to attend our centre.

Supported Housing

Sight Support HEY manages Beech Holme Court; a supported housing complex of 23 homes primarily for active, visually impaired people of all ages who are independent and care for themselves. Regular social activities are organised for tenants including coffee afternoons, quiz nights and outings.

At a Glance

23 flats

12 Social events and outings

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

102 items transcribed into.....

37,400 words in large print, audio or Braille format

At a Glance

222 people receiving Visual Impairment Awareness Training

Visual Impairment Awareness Training

We all encounter people living with sight loss, even if we are not always aware of it.

Sight Support offers Visual Impairment Awareness Training to help local businesses and organisations deliver the best possible service to their visually impaired customers and clients.

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 get people out and about, making new friends and new memories. Transport is provided door to door on our minibuses and a lunch is available at a nominal cost. Refreshments are also available during the afternoon. Activities at the day groups are varied and chosen by our service users and include quizzes, bingo, musical entertainers and much more.

"I came for the first time yesterday. I must tell you I really enjoyed myself, all my fears were quashed as it was only three months since losing my sight. I can't tell you how much it meant to me."

At a Glance

4,598 visits to.....

7 weekly Day Groups

13,794 the number of tea bags consumed in a year!



Leisure and Social Opportunities

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.

Whilst we would love to be able to visit all our members regularly, the level of demand on our Community Advice Officers makes this impossible, so our Telephone Befriending service allows trained volunteers to make regular calls to people, who may find it difficult to visit our centre or attend our day groups. If anyone requires further support, we can arrange for a visit from one of our Community Advice Officers.

At a Glance

12 volunteers, calling.....

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

790 hours of talk time!

"My calls are great, I suffer with depression and my Befriender is always upbeat and cheers me up no end, I have no family and love hearing about his family, his dog and what he's been up to. He's such a nice man to talk to and I always look forward to his call."

At a Glance

36 members active on a weekly basis

8 regular leisure and activity groups

11 outings



"As my eyes have been getting worse, I've been looking for more things to keep me active. Walking with the group gives me the confidence to walk and talk with friends whilst Victor, my guide dog, is able to run freely with the other guide dogs. I wouldn't have the confidence to do this on my own"

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.

Regular activities include singing, walking, arts and crafts, acoustic shooting and tenpin bowling. In addition our monthly outings to local attractions offer the opportunity to try out specialist activities e.g. archery, pottery making. We also link up with a number of local venues, who offer special facilities such as audio described performances in theatres and museums which add to the enjoyment of the event.

Leisure and Social Opportunities

Annual Events

Sight Support HEY hosts a number of annual events including a holiday week in Scarborough, a children's pantomime outing and an equipment and services exhibition day.



At a Glance

108 people visiting our Low Vision Exhibition

67 children enjoying an outing to the Christmas Pantomime

24 guests on our Scarborough Holiday

We could not continue to offer such opportunities without the ongoing support of many local companies for which we are extremely grateful.

Clubs and Groups

In addition to its own services, Sight Support HEY supports a number of clubs and groups for local people with sight loss.

The Beech Holme Tandem Club goes from strength to strength enabling visually impaired riders to enjoy the pleasures of cycling through the countryside with sighted front riders. The weekly rides and weekends away not only offer a safe opportunity for exercise in the outdoors, but friendship links which are so important for both mental and physical health.

Sight Support HEY's centre in Hull also continues to host regular meetings of the Macular Society (Hull) and a local Glaucoma Support Group both of which offer fellowship, information and support for people with these specific eye conditions.

Communications

At a Glance

7,500 copies of Insight magazine provided free of charge

8,057 people visiting our website

3,665 E-newsletters sent out

2,541 Twitter followers

416 Facebook followers

Insight Magazine

Insight is our news magazine which is offered free of charge to all service users and supporters and is published three times a year. It aims to keep people informed of the development of our services and activities as well as reporting on medical developments and invitations to join focus groups or participate in research or surveys. Insight also includes details and diary dates for upcoming events.

Our Impact

Sight Support HEY exists to make a difference to the lives of local people with sight loss and therefore it is important to measure the impact of our work for a number of reasons.

- By understanding what's going well, and what's not, we can continually review and improve our services where necessary.
- By assessing our work we can show supporters, funders and beneficiaries what we are achieving and how their donations and support is making a difference.
- By measuring our impact we can help our staff and trustees focus on results and work to achieve our vision.

Another important aspect of this process is providing feedback to the individuals concerned. It can be very empowering for them to realise how far they have come in a relatively short period of time.

As well as measuring attendances and service user numbers, we also endeavour to measure soft outcomes in four key areas; confidence, emotional wellbeing, social isolation and support networks.

We do this by assessing a selection of new service users using a series of questions/statements.

We then repeat these assessments after a person has engaged with our services for approximately six months in order to demonstrate whether there has been an improvement in a person's general mental wellbeing.

During 2019/2020 of participants who joined our new Fitness Walks and completed a follow up impact assessment:

- 32% said that their overall health and wellbeing had improved.
- 16% said they felt their fitness levels had improved



**Health &
Wellbeing**

32%



Fitness levels

16%



The Difference Your Support Makes



Barbara was visited by one of our Community Advice Officers in early September following a call to us asking for help.

Barbara lives alone and was quite isolated. Her family visit when they can but they don't live nearby.

We were able to refer her to the Sensory Team to receive a liquid level indicator and a talking watch and to the Low Vision Clinic at Hull Eye Hospital to acquire a magnifier and some TV glasses for her.

Barbara used to be able to go out in her mobility scooter but due to her deteriorating sight, she rarely went out on her own.

We were also able to encourage Barbara to give our Day Group a try and she now attends each week on a Wednesday.

After her first week at the Day Group, she left a message on our answerphone to say how much she'd enjoyed it.

"I can't tell you how much it meant to me, I've been telling my friends and I spoke to my family last night who live away; they said to me that my voice had changed and said 'Mam we've got you back', that was nice to hear".



"Chris has always loved racket sports and used to play badminton at his village club, but stopped after they wouldn't let him join in with the adult group because of his sight. Its fantastic watching him play, having a laugh with other adults and being treated just like anyone else in the group."



"Its really helped me with my mental health. Its taken me out of myself. When I'm alone and a bit under the weather I can go into a bit of a downward spiral. Just coming on the walk and talking with so many friendly people, it lifts me every time."

Highlights of 2019/20

Formed in 1864 Sight Support HEY is proud of its long history of supporting local people with visual impairments and of its high standing reputation within the local community. We are determined to continue working to improve the lives of people with sight loss and ensure they can access support when and where they need it to live their lives to the full.

Sight loss often leads to isolation, depression, loneliness and financial insecurity. Most people who lose their sight also lose confidence that prevents them from participating in everyday activities, and 70% of those of working age are unemployed.

We want to create a world where sight loss is not a barrier in life and help to shape a society that is inclusive. We have spent the last year working hard to improve our services to meet the many different needs our service users face.

Reflections on our work in 2019/20

2019/20 has been a year to build on some of the significant changes made in the previous year not least of all our major rebrand (formerly HERIB) to ensure that we can engage with even more local people with visual impairments and increase our impact through delivering high quality, support services.



We are particularly proud of our new partnership with local charity Fitmums and friends which has enabled us to expand our SocialEYES leisure and activity programme

thanks to funding from the National Lottery Community Fund.

The project enables blind and partially sighted people to access new fitness walking and running clubs as well as join a choir. The grant also allows the charity to purchase a new minibus, which will be used to help service users to take part in additional leisure activities.



The launch of the partnership, coincided with the appointment of Paralympian Roy Turnham as our new SocialEYES Coordinator. The charity is grateful for the ongoing support of the Anna Maria Charitable Trust (CAF) which is administered by Two Ridings Community Foundation for the funding of this vital position at the charity.

Children and Families

Throughout 2019/20 a member of our Community Advice Officer team was assigned to work with existing children and families, alongside her other work.

During the year 22 visits were made to 13 families to offer advice and support with an additional 11 children and their families now receiving support from the charity.

"I don't know what we would have done without your support, we had no one else to turn to. The support you have given has really made a difference. Thank you also for inviting him to the pantomime. Spending time with other children with sight loss has really helped him to come out of his shell".

Volunteers

Our volunteers lie at the heart of our service delivery and fundraising efforts. It is their dedication which enables us to reach out to 2,300 blind and visually impaired people throughout Hull and East Yorkshire.

We are delighted that so many people choose to volunteer for us and we're extremely proud of what our volunteers have helped us to achieve in the last year. From raising funds and awareness, helping deliver our services from Day Groups to our leisure and activity programme, helping with administrative work, and much more.

We're grateful for the huge variety of skills, experience and talents each of our volunteers brings to Sight Support HEY, including those who themselves have a visual impairment.

Volunteer Awards

In the Autumn, two of our volunteers were shortlisted for prestigious regional awards in recognition of their longstanding support of local people with sight loss.

Angie Casey was nominated in the Community Volunteer Award category and Carol Winter in the Trustee Award category of the regional Proud to BEE a Volunteer Awards organised by the HEY SMILE Foundation and partners; Nisa Local's charity Making a Difference Locally and East Riding of Yorkshire Council.

We remain incredibly proud of their amazing achievement and of the work of all our volunteers.



At a Glance

4,477 hours of work contributed by our volunteers, worth

£34,561 equivalent to

2.2 full time members of staff

21 new volunteers recruited

Volunteer Coordinator

February 2020 saw the appointment of a new Volunteer Coordinator following the departure of the predecessor in late 2019.

The role is seen as core to our strategic plan to expand our services to support more visually impaired people and volunteering will continue to be crucial to achieving this aim.

The role has enabled us to extend our support, training and communications with our volunteers and take a more proactive approach to attracting new volunteers to support our work. It has also allowed us to develop closer working relationships with local organisations and businesses including East Riding Voluntary Action Services, Hull CVS, JELF Insurance and Smith and Nephew to name a few.

Volunteer Opportunities

We continually review volunteering opportunities at Sight Support HEY as our services expand and adapt to the ever changing needs of people with sight loss.

If you would like to discuss ways in which you can get involved with us, please call us on 01482 342297 or email volunteering@sightsupport.org. We'd love to hear from you.

Fundraising

86p in every pound we raise goes directly to help blind or partially sighted people in Hull and East Yorkshire

It's been another enjoyable and exciting year of fundraising. Generating income for the charity is always a challenge but seeing first hand, the positive impact our work has on visually impaired adults and children offers a great sense of satisfaction and inspires us to keep going and to achieve even more.

As we receive no government funding and rely on donations and gifts in wills to continue our work. We are therefore very grateful to all our supporters who helped us to raise vital funds in 2019/20. 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.

As always there are many different ways in which we've raised funds over the last year.

Community fundraising has included crucial local flag days and store collections aided by our dedicated volunteers. Raffles, auctions, music nights, abseils, quiz nights and luncheons are just some of the ways the public have supported our fundraising.

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



At a Glance

43 events, challenges and collections held

£30,316 vital funds raised



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
Hull Aid in Sickness Trust
Joseph and Annie Cattle Trust
National Lottery Community Fund
The Joseph Rank Trust
The Rank Foundation
The Sir James Reckitt Charity
Hull City Council
SMILE Foundation



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.

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.

In 2019/20 we were fortunate to benefit from ten such gifts totalling £143,383.

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.



Finances

Financial Review

Total income for the year has increased by 17% to £608,673 including £143,383 of legacies received.

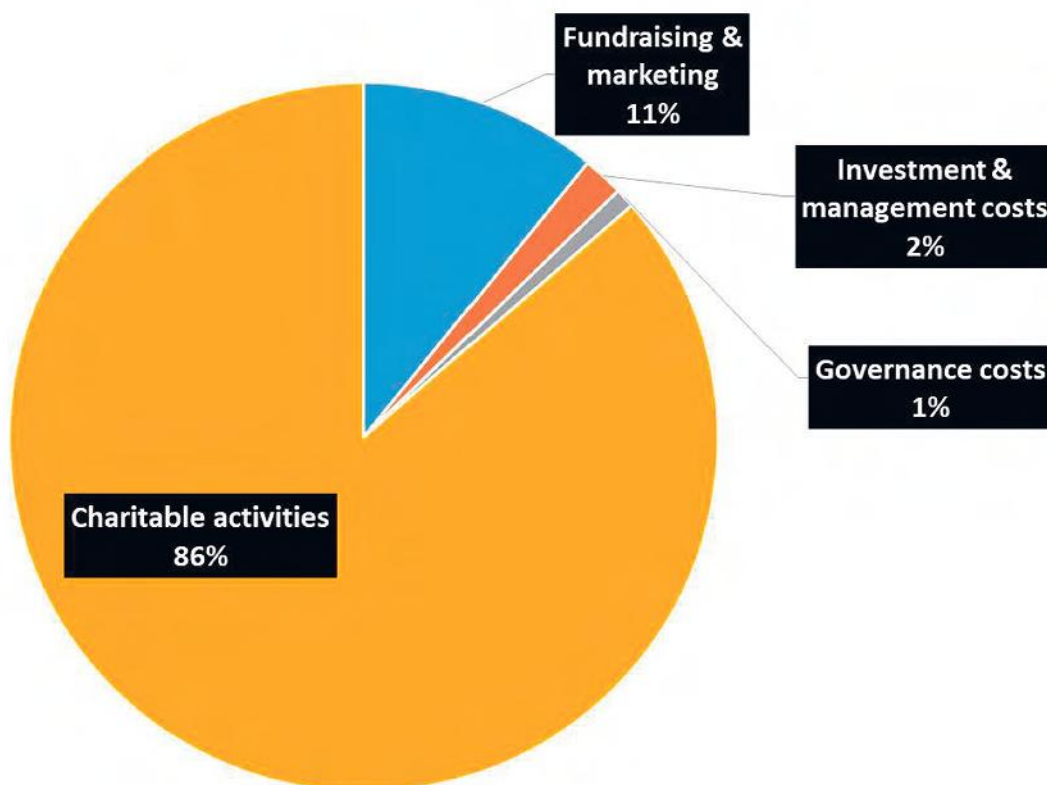
Income from day centre attendance decreased slightly to £23,283 as a consequence of lower attendee numbers. Our day group attendance charge was maintained at £5 to ensure that access to day groups continues to be affordable for our members, and this fee compares very favourably to similar services offered by other organisations.

Investment income decreased during the year by £15,488, and together with a loss on revaluation of investments of £88,669 as a result of Covid-19, there is an overall deficit for the year of £237,398.

The Coronavirus Pandemic and subsequent lockdown in March 2020 saw a fall in the investment portfolio value of 35% in March 2020, and It is anticipated that dividend income will fall significantly during 2020 / 21.

Fundraising income will also be significantly reduced during 2020/21 due to the restrictions of lockdown. However, the Charity remains financially sustainable due to good financial management and sufficient reserves which will be used as necessary during the pandemic to cater for the projected income loss during this period as well as maintaining services.

Where you donation goes

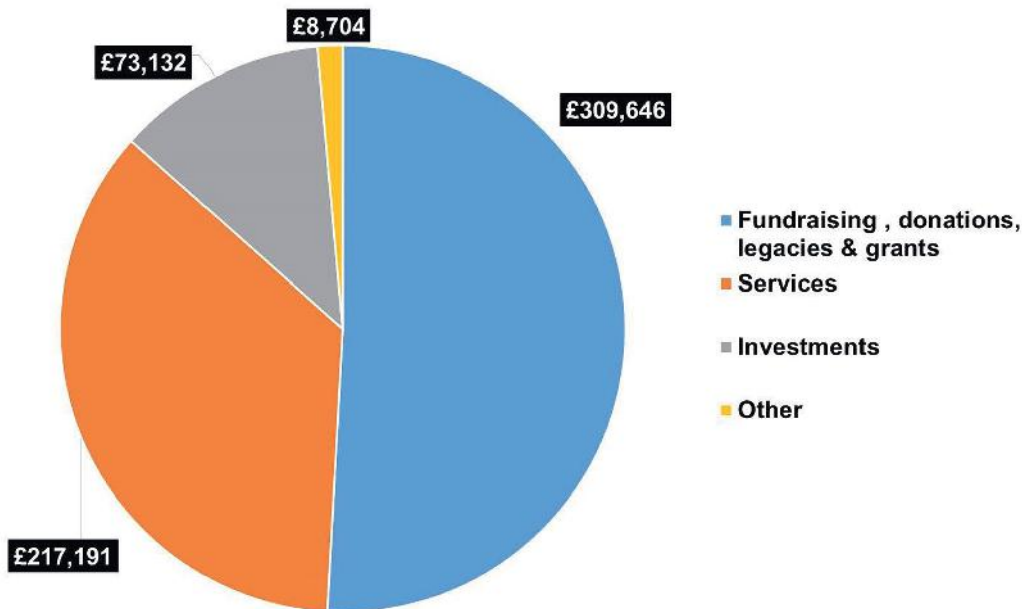


86p from every £1 donation we receive is spent on providing support services to local people with sight loss.

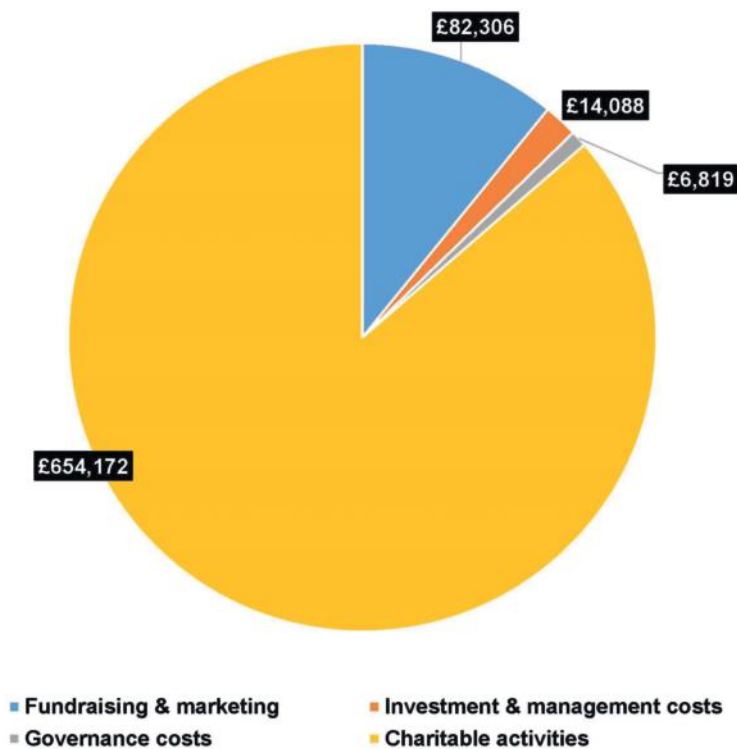
Our Finances at a Glance

During 2019/20 we received £608,673 in total income and spent £757,385

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 2020. For a copy of the trustees’ report and full accounts please contact us at info@sightsupport.org or 01482 342297.

Our Future

At the end of this financial year, as Covid-19 takes hold, we face a unique and challenging situation as well as an uncertain future.

In response to the pandemic, and like many other charities, we have been forced to review and revise all aspects of our working procedures and service provision in line with the government's guidelines in relation to social distancing.

This is especially important as the majority of our service users fall into high risk category groups in relation to the potential effects of the Coronavirus; over 70 years of age and/or underlying health conditions.

Our Day Groups and all leisure and social activities have had to be suspended and instead we are making regular welfare calls to group members.

Our Community Advice Officers are now working from home and offering advice via the telephone rather than in person.



Our main offices and Resource Centre have had to close however we are still accepting telephone calls from anyone needing help or advice.

Our priority is the ongoing support for visually impaired people throughout this pandemic, especially those who are shielding and have additional vulnerabilities. We have responded quickly to the pandemic and have started to offer a home delivery service for essential shopping and medication and anyone with sight loss who does not have other support available.

Lockdown and strict social distancing restrictions mean that little or no public fundraising activity or events can take place for the foreseeable future and in addition, the charity's investments have fallen substantially.

With income collapsing almost overnight, we have taken the difficult decision to furlough those staff who cannot be fully effective in their roles to reduce running costs to a minimum.

The charity is currently financially stable, however we will continue to closely monitor our financial situation over the coming weeks and months and make any necessary adjustments to ensure the future sustainability of the charity so that we can continue to provide the crucial support to visually impaired people as we have done since our formation in 1864.

We certainly hope that the Coronavirus pandemic is defeated as soon as possible and will of course keep monitoring the latest guidelines, but as we are aware that we are likely to be in this situation for the longer term rather than shorter term.

It is therefore impossible to say how long these new measures will be in place and, whether we may need to restrict our operations further, however we remain, as always, fully committed to supporting all visually impaired people in the best and safest way possible during the unprecedented and challenging times ahead.

We very much look forward to a time when things will return to some kind of normality.



SightSupport
Hull & East Yorkshire

Sight Support Hull and East Yorkshire

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Registered Charity No. 223668

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