

Annual Report 2018/2019



Registered with
**FUNDRAISING
REGULATOR**



WHO WE ARE

OFFICIALS

TRUSTEES

Chair: Hollie Haeney

Enid Adams
Stephen Alltoft
Eric Harrod
James Houston
David Longman
Ann Massam
Michael O'Grady
Debbie Rosenberg
Robin Russell
Carol Winter

CHIEF EXECUTIVE

Sandra Ackroyd

PRESIDENT

The Hon. Mrs Susan Cunliffe-Lister

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 and 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.



CHIEF EXECUTIVE'S WELCOME

Welcome to our annual review of 2018/2019 which I hope you find an interesting and informative read.

It has been a good year for Sight Support with many highlights although also a challenging one in many ways. We have unfortunately experienced some staffing challenges at times with unexpected higher than average sickness absence amongst some staff. We also sadly faced the sudden and unexpected passing of our much loved colleague Andy Brown, our SocialEYES Coordinator, in early 2019. Andy was instrumental in the success of the ever expanding programme of SocialEYES activities and will be sadly missed by service users and staff alike.

The charity worked hard to support staff and service users on an emotional level following this sad event and on a practical level aimed to maintain as many SocialEYES activities as possible during this time until a new SocialEYES Co-ordinator was appointed later in the year. We also recruited a number of casual drivers to help ease some of these staffing challenges.



May 2018 saw us launch our new brand and become Sight Support Hull & East Yorkshire. This was done after much thought and consultation and the charity feels that this is a more positive and current name and brand to take our services forward for the future.

Sight Support were successful in our bid for Round 1 of Social Prescribing funding available from Hull Clinical Commissioning Group (CCG) in May 2018 which now funds 50% of the cost of our Community Advice Officer visits in the Hull area to support people with visual impairments in their own homes.

Significant investment has been made within the structure of the building in the form of a much needed refurbishment of our toilet facilities.

We continue to receive some wonderful feedback from some of our service users and their families about the services we provide and about our dedicated and caring team of staff and volunteers – lookout for some of those quotes throughout this annual review.

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



WHAT WE DO

Since our formation in 1864 we have been providing support to people with sight loss in Hull and East Yorkshire. At present we support some 2,251 people to live independently in their own homes.

The rising elderly population along with local authority funding shortages and its impact on social care, places even greater pressure on us to bridge the gaps in service provision so we have spent the last year working hard to ensure our services meet the differing needs of our service users.

This annual report highlights some of our amazing work and the difference it makes to people's lives.



We would like to say a big thank you to all the staff at Sight Support for your care and support to us over the years. You all do a truly great job.

Mr & Mrs JC

OUR SERVICES

Resource Centre

Our centre in Hull provides information, advice and demonstrations of a wide range of equipment such as daily living aids which we are then able to assist customers to order. 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.

In 2018/19 we assisted 337 customers who visited our Resource Centre and ordered 228 items on their behalf.



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.

Each visit costs on average £30 and in 2018/19 we made 1,883 such visits.

WHAT WE DO

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.



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 themselves and include quizzes, bingo, musical entertainers and much more.

In 2018/19 4,596 visits were made to our Day Groups.

“My father started attending the Bridlington Group on Friday, and he asked me to say how much he is enjoying going every week and how helpful all the staff are that are involved with the running of the group, many thanks again.”

RM



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.

WHAT WE DO

SocialEYES (Cont'd)

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.

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.

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.

Information Days

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

WHAT WE DO

Visual Impairment Awareness Training

We all encounter people living with sight loss, even if we are not always aware of it. Sight Support has more than 150 years of expertise in supporting people of all ages who are blind or partially sighted, which means we have the specialist knowledge to offer Visual Impairment Awareness Training to help local businesses and organisations deliver the best possible service to their visually impaired customers and clients.

“A fantastic presentation, great practicals, very informative and very helpful.”

In 2018/19 we delivered Visual Impairment/Eye Health training to 255 people.



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. 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.

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. If you would like to receive future magazines, please call us on 01482 342297 or email info@sightsupport.org.

In 2018/19 we distributed 7,300 free copies of Insight magazine.

ACHIEVEMENTS IN 2018/19

The last year can only be described as one of significant change for the charity.

In recent years it had become evident when talking to visually impaired people that our name was old fashioned and not appropriate as many do not see themselves as being blind as they have varying levels of sight loss. In addition, the anachronism “HERIB” meant nothing to anyone who did not know the charity, so after more than 150 years and following extensive research, in May 2018 we changed our name from HERIB (Hull and East Riding Institute for the Blind) to Sight Support Hull and East Yorkshire- a much more self explanatory name.



Along with the new name, the rebranding of all our marketing materials including our website was aimed at engaging more people in our services, whatever their degree of visual impairment.

The charity was concerned that it should not lose the link to its long and proud history and therefore, we chose to keep a predominantly blue logo with the addition of a second lighter colour to offer a more modern look along with an extended, “bright” colour palette of green, pink and yellow which is used in our marketing materials.

Most importantly, we believe that the investment on our new name and image will enable us to engage with more local people with visual impairments and to stand out from the crowd and attract the funding which will safeguard our services for future generations.

“I really like the new, really modern looking brand. Looks fantastic - a much better representation of the variety of services the charity offers.”

AC



The Autumn of 2018 saw the charity celebrating picking up a national award at the Visionary annual conference. Visionary is a national infrastructure organisation for all local sight support charities in the UK. The conference offers local societies the chance to share information and knowledge, network and make new contacts as well as listen to key note speakers from within the sight loss field.

Sight Support HEY picked up the “Collaboration” award in recognition of the charity’s work on the ‘A Sight to Behold’ project which formed part of the 2017 City of Culture celebrations. The project, funded by the National Lottery through the Creative Communities programme, involved a partnership of organisations,

ACHIEVEMENTS IN 2018/19

communities, groups and visually impaired individuals from across a variety of sight support charities in Yorkshire and Lincolnshire, who worked together to develop the multi-sensory sculpture that is now on display in the Hull Eye Hospital, for the thousands of visitors who pass through the hospital doors each week.

The charity also undertook work to ensure it was compliant with the new General Data Protection Regulations (GDPR) which came into force on 25th May 2018. The new laws require greater transparency around storing, accessing and using personal data. This work included reviewing office usage and working procedures as well as specific staff and volunteer training.

Other major changes at the charity were of a more physical nature and involved the refurbishment of the toilet facilities at its centre. After some forty years of use, the existing facilities were becoming rather shabby and unreliable with regular repairs required. With the charity busier than ever, the growing numbers of service users and visitors was putting an ever increasing strain on these facilities and a decision was taken to invest some recent legacy income into a comprehensive refurbishment of these areas. Additional funds were raised via a special appeal with help from the SMILE Foundation and Armitage Shanks to develop fresh, modern and more accessible new facilities.



Sadly, as well as the highlights, we have also faced some challenges in the last twelve months, not least of all the sudden and unexpected passing of our colleague Andy Brown in early 2019.

In his role as SocialEYES Coordinator he was responsible for the development and running of our leisure and activity programme which not only offered leisure activities and experiences for people with visual impairments, but lead to the development of support networks and friendships, the impact of which spread way beyond the activities themselves.

The charity had to work hard to overcome the impact on service provision at a time when we also faced a number of other staffing challenges, due to departures and long term sickness. Every effort was made to minimise the impact on service users however priority was given to new referrals and inevitably some activities e.g. golfing, had to be temporarily suspended. Plans are now in place to recruit a new SocialEYES Coordinator in Spring 2019; with a view to beginning employment in the early Summer.

As the year drew to a close, new appointments were made including a new Services Team Leader, Volunteer Coordinator, Community Advice Officers and additional Casual and part time Drivers taking staffing levels back to normal. As well as relieving the pressure on existing staff who had taken on additional work, our new colleagues have brought new skills, expertise and enthusiasm to their work.

2018 / 2019 IN NUMBERS



2,251
people supported

337
new people
referred
to our services



4,596 visits to our Day Groups



1,656
telephone
befriending
calls made



1,883
Home Visits
made



7,300
free newsletters
distributed



3,600
Volunteer hours
donated



10,788
visits to our website

255

people received Visual Impairment/Eye Health
training



WHO DO WE HELP



CASE STUDY - Claire

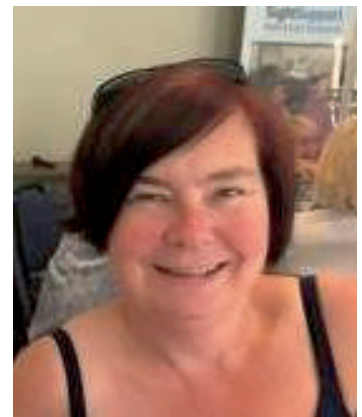
"There is such a big list of help from Sight Support. It has been a lifeline for me and the opportunities have been incredible. If I hadn't come along, I would be missing out on the fantastic, fun activities that we all get involved in. Anything from going to a SocialEYES walk or going on a trip and also getting training. I have recently taken part in technology training. I was struggling to use computers and to be able to progress in employment and education, something that is really important to me, it is vital that I am able to use them."

"My favourite activity at the moment is the walking group. We meet people, get outside and then go for a meal afterwards and just have a nice time with nice people."

"I would like to tell anyone around my age group to come and get involved. Sight Support will give you choices and support you in the way you want to be supported. No one will judge you or patronise you, everything is person centred and you'll be treated as the individual you are."

CASE STUDY - Donna

Donna has both Diabetic Retinopathy and Diabetic Myopathy and is registered as Severely Sight Impaired (SSI). Donna first noticed a deterioration in her vision twelve years ago then her sight deteriorated very quickly and within a year she was registered as blind. Donna's sight loss caused her to lose her job due to ill health and she was told she would never work again. She says that losing her job made her feel that she wasn't good for anything anymore and that it was an awful time.



Donna was contacted by one of our Community Advice Officers about coming along to our Ladies Circle. She initially felt apprehensive but, with some gentle persuasion, Donna enjoyed the group and was told about the SocialEYES group by other members. She attended her first SocialEYES meeting at the end of May 2018 and hasn't looked back since.

Engaging with Sight Support has had a massive impact on Donna's life. From always being at home, Donna is now always out doing something. Donna's Dad said he used to worry about her but now he doesn't. Donna feels supported and knows that if she needs anything, there is always someone to ask for help. She is now much more confident to go out and do things.

"Never in a million years would I have done so much as I have done in the past year if I hadn't been contacted by Sight Support. This led to me engaging with the SocialEYES group and meeting so many new friends. Sight Support HEY knew what I needed and kept encouraging me to join in, they were instrumental in me moving into Beech Holme Court flats and continuing to live independently. I will always be grateful to everyone at Sight Support – my life has changed so much, I'm not the same person anymore".

OUR IMPACT

Like most, if not all charities, Sight Support HEY exists to make a difference 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 2018/19 of participants who completed a follow up impact assessment:

- 63% said that their overall health and wellbeing had improved.
- 66% said they felt their confidence and independence had improved.




Confidence

66% 



Health & Wellbeing

63% 

CASE STUDY - MB

MB was referred to us for a home visit by a concerned relative. He has glaucoma and a left retinal detachment and was previously supported by his wife. Having lost his wife two years ago, MB was still struggling emotionally and was very lonely. On the suggestion of our Community Advice Officer, MB joined one of our Day Groups where he is now a regular attendee.

"I like the quizzes and games we play at the day group, it keeps my mind active. I get to talk to many more people now and don't feel as isolated as I did before; I always look forward to my Tuesdays!"

OUR VOLUNTEERS

Without the phenomenal support given by our volunteers, we simply could not help the thousands of people that we do each year. We are grateful for the variety of skills and knowledge that each of our volunteers brings to Sight Support HEY.

In 2018/19 we recruited **12** new volunteers and in total our volunteers donated **3,603** hours of their time; the equivalent of **2** full time staff.

If we were to pay the minimum wage for this contribution the cost would be **£26,622**.

We continually review our volunteer recruitment process to ensure it is both applicant friendly and yet allows us to assess someone's suitability to volunteer; we verify that each volunteer has the relevant criminal disclosure checks in place and to ensure all our volunteers undergo appropriate training for their specific role.

We have many volunteering opportunities, from assisting in our Day Groups to gardening, administration to helping at fundraising events such as collections, music nights, crafts fairs ... the possibilities are endless.

We are always looking to recruit new volunteers. 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 would love to hear from you!



CASE STUDY - Pam

Pam (pictured above) joined our telephone befriending team three years ago. She offers a friendly listening ear to many isolated visually impaired people who welcome her regular calls and the chance to chat. Such is her commitment that she initially travelled from Hornsea to Hull via a four hour round trip bus journey to make her calls before eventually becoming our first home based telephone befriender.

It's not unusual to receive lovely comments about Pam's support such as:

"I sit by the phone every Thursday morning waiting for Pam to call and always look forward to our conversations."

"I like my call from Pam as I feel I can really open up and talk. Pam has done so much for me".

Pam however remains modest about her volunteering saying "I feel so privileged to do my job because I speak to some lovely, charming people."



FUNDRAISING

Income from fundraising is very important to us, 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 2018/19. 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.

Sight Support HEY is registered with the Fundraising Regulator to demonstrate our commitment to legal, open, honest, and respectful fundraising. We are very aware of some of the bad press, which has surrounded fundraising in recent years and are proud to say that we continue to comply with all legislative and regulatory requirements and never put pressure on anyone to give us money.



The appointment of a new Community Fundraiser to oversee community fundraising in the Spring of 2018 has developed crucial income from local flag days and street collections conducted by a small but dedicated group of volunteers, as well as helping to provide support to organisations and individuals wishing to raise funds in aid of the charity. We are grateful that many local shops, companies, organisations and individuals give generously to support our work. Each and every donation, large or small, helps us to continue to provide high quality and much needed support services.

Our supporters literally do go that extra mile to raise funds taking on a range of challenges from blind driving, running and even dunking themselves in a pool of water in a simulated helicopter crash as well as organising events such as music evenings and raffles.

Many individuals, schools and organisations also responded to an appeal for donations of soft toys for our regular tombolas which raised thousands of pounds during the year.



FUNDRAISING

Other highlights of the fundraising year included a raffle to win a unique one-off hat designed by Kevin O'Dowd at B-Rude and signed by Boy George and his band, following their concert in Hull which raised in excess of £800.

Staying on a musical theme, Quiet Riot Arts released a music CD featuring local bands as well as organising several music gigs to raise funds for the charity.



Sight Support HEY was chosen as Charity of the Year by two local Sainsbury stores; Jameson Street, Hull and Cottingham who in addition to fundraising, also donated goods for events. We also continued to receive the support of the staff and visitors at the Hull Eye Hospital through a series of raffles and book sales coordinated by Tina Whitely; a nurse at the Eye Hospital, which raised another £1,300 this year.



We also organised a variety of our own events throughout the year to raise both funds and awareness. From lunches to craft fayres, casino nights to concerts and much more. We are grateful to everyone who supported these events and our volunteers who helped to make them such a success.

In 2018/19 these events raised £26,900.

Sight Support HEY was fortunate to receive the support of a number of charitable trusts and foundations in 2018/19 totalling £43,274 including the Anna Maria Charitable Trust, Hull Aid in Sickness Trust, Hornsea Lions, Hull Clinical Commissioning Group, the Inman Charity, the Joseph and Annie Cattle Trust, the Mollie Croysdale Charitable Trust, the Sir James Reckitt Charity and the Two Ridings Community Foundation.

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 our area and will go towards ensuring a brighter future for blind and partially sighted people.

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 2018/19 we were fortunate to benefit from twelve such gifts totalling £100,434.



HOW YOU CAN HELP



Fundraising

There are so many ways you can **fundraise for us** from cake sales to shopping online, recycling to running or hosting your own event or taking on your own challenge.



Volunteering

Volunteers are involved in every aspect of our service delivery and fundraising. We simply could not manage without them. **Could you be a volunteer?**



Corporate Support

We love working with local businesses and engaging their staff and customers through fundraising challenges or volunteer support. **Is your company up for a challenge?**



Legacies

By leaving a gift in your will to Sight Support HEY, you will help ensure our valuable work continues for many more years to come. **Please remember us in your will.**



Charitable Trusts and Foundations

Donations from charitable trusts are hugely important to us. Funds can be allocated to **specific programmes of interest** e.g. telephone befriending or to our work in general.



Gifts in Kind

Soft toys for our tombolas, unwanted gifts for tombola prizes or a free storage area for our equipment such as that supplied by Armadillo Storage, Hull. **Donations of goods can be just as important as cash.**

Together we can make a real difference

If you would like to get involved with Sight Support HEY either as a supporter or volunteer and help us improve the lives of even more local people with sight loss, please get in touch.

Telephone: 01482 342297

Email: info@sightsupport.org

We would love to hear from you. Thank you.

OUR FINANCES

Total income for the year has decreased by 48% to £521,359 (2018: £1,090,172), including £100,434 of legacies received. Legacy income is highly unpredictable and last year's figure of £658,337 included a substantial individual bequest.

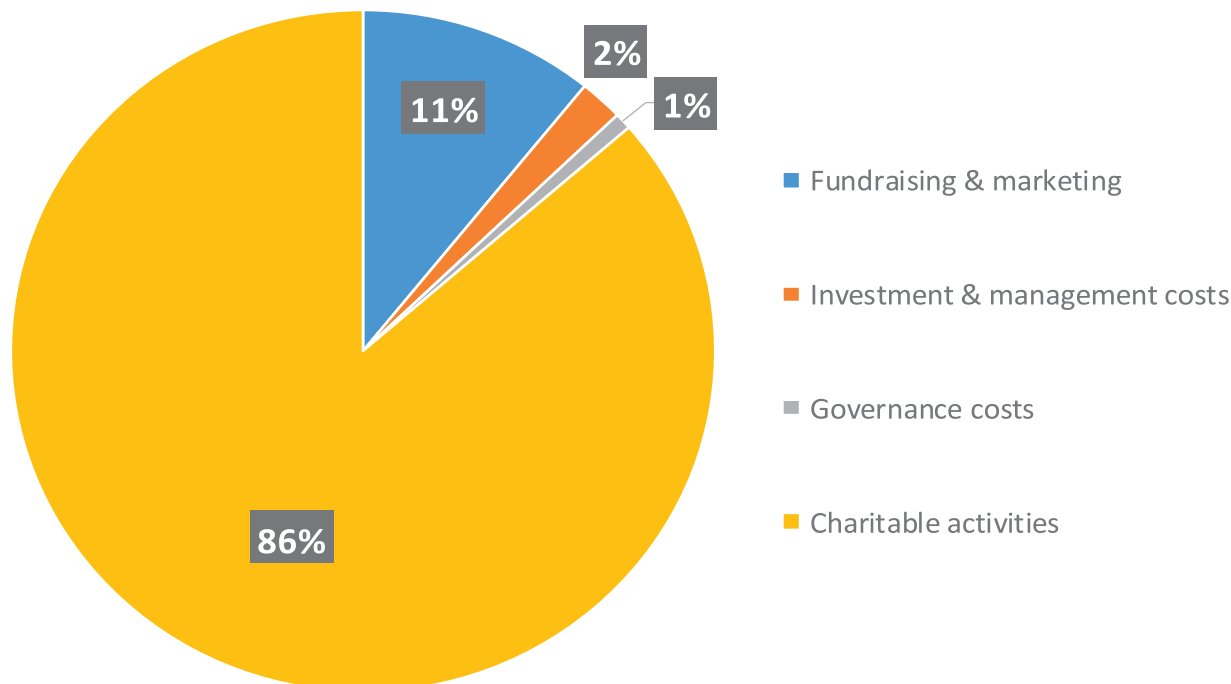
Income from day centre attendance decreased slightly to £25,839 (2018: £27,774) as a consequence of lower attendee numbers. Our day group attendance charge was maintained at £5 to ensure that access to day groups continues to be affordable for our members, and this fee compares favourably to similar services offered by other organisations.

A reduction in the number of empty properties throughout the year at Beech Holme Court accommodation resulted in a 1.5% increase in related income received from £148,527 to £150,556. Additional expenditure on refurbishment and redecorating flats at Beech Holme Court during this year supported the achievement of zero void properties by February 2019.

Our investment portfolio continues to be managed by Nicholas Darke at Investec and the Board of Management would like to thank him for his continuous efforts on behalf of the charity.

The Board is satisfied that the current level of Sight Support HEY's reserves is sufficient for it to continue its charitable activities for the foreseeable future.

Where your donation goes

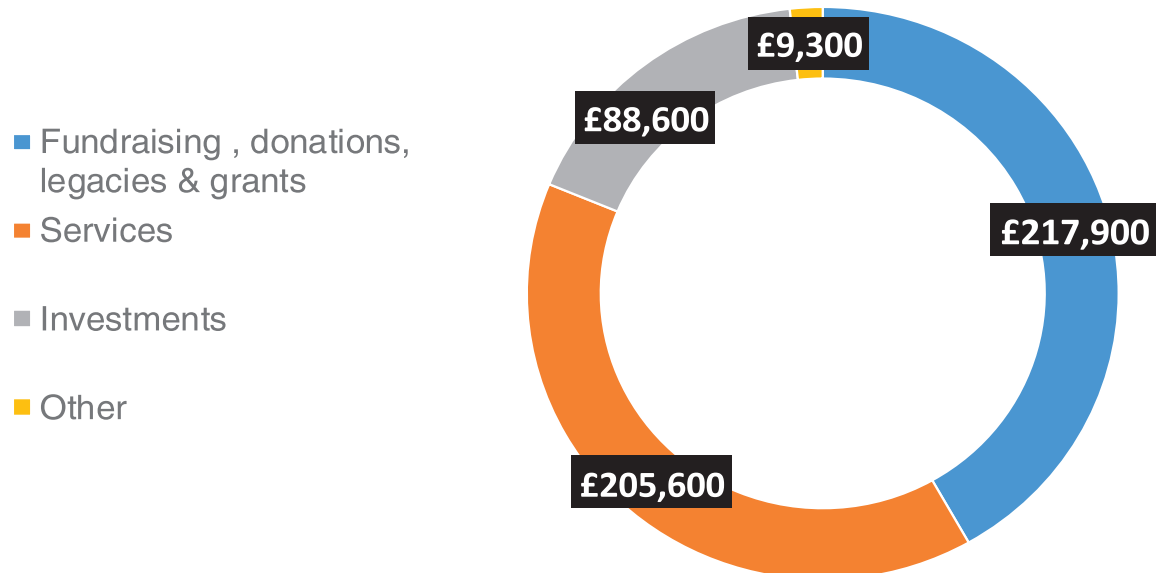


86p from every £1 donation we receive is spent on providing support services to local people with sight loss.

OUR FINANCES AT A GLANCE

During 2018/19 we received £521,400 in total income and spent £740,800.

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 2019. For a copy of the trustees' report and full accounts please contact us at info@sightsupport.org or 01482 342297.

OUR FUTURE

Sight Support HEY will continue to pursue its core objective of supporting visually impaired people in the Hull and East Riding area. We will seek to consistently improve and innovate the services we provide to meet the changing needs of people with visual impairments.

Sight Support HEY's existing Strategic Plan up to 2020 is aimed at ensuring the charity's future sustainability and ensuring that it is providing the right services at the right time for visually impaired people across the Hull and East Yorkshire area.

The Strategic Plan identified three key aims for the next three years and during 2018/19 has taken strategic action towards achieving these goals including:

What we said

Aim:
To increase the number of service users we support

What we did

We rebranded in May 2018 including a new name, logo and marketing materials in an effort to engage with more visually impaired people.

Aim: To increase the number of volunteers supporting our work

We reviewed our volunteer application and induction process to ensure it was user friendly.

We appointed a new Volunteer Coordinator after the departure of the existing Coordinator in late 2018.

We recruited 14 new volunteers in 2018/19.

Aim: To increase income from fundraising

We appointed a Community Fundraiser in April 2018 to focus on developing fundraising links with the wider community.

The future

To continue to work towards these three key goals, over the next year Sight Support HEY will seek to:

- Expand our SocialEYES leisure and activity programme with the recruitment of a new SocialEYES Coordinator.
- Explore further opportunities to develop our befriending service.
- Develop new volunteer roles to support both services delivery and community fundraising.
- Investigate investment in a new database to ensure we can improve communications with both service users and supporters to build stronger relationships.

CONTACT US

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Company Registration Number: 299291

