



Annual Report 2017 – 2018



Members of the Derby Social Group meet with funders from The People's Postcode Lottery at ten-pin Bowling

Chair and Chief Executive's Report

Welcome to our Annual Report for 2017-18. It has been a challenging year across the voluntary sector as a whole, with many local groups struggling to deliver services as funding cuts continue to bite.

Across the sight loss sector, there have been significant changes to some of the national organisations, with Guide Dogs and RNIB both seeing changes to senior managers, organisational structure and the services they deliver. Visionary, the umbrella group for local sight loss charities like ours, (with the support of The Thomas Pocklington Trust) have continued to grow and develop, and provide a valuable resource.

Here at Sight Support Derbyshire our staff and volunteers are our most valuable resource, without them we would not be able to continue to deliver a wide range of services to blind and partially sighted people across the county. With limited resources, we are used to keeping costs low and using greater creativity to ensure that our quality services are not compromised.

This report gives a flavour of our work over the year. We hope you enjoy reading about the achievements.



Claire Winfield
Chief Executive Officer



Martin Wilson
Chair of Trustees

Key Achievements 2017-18

Contracts and funding from our statutory partners has been (and continues to be) extremely difficult to predict. Local Authorities and the Clinical Commissioning Groups are all facing increasing financial pressures, and this is reflected in their ability to provide any mid to longer term commitment to their future service requirements and available funding. We have continued to work with these funders to clearly identify the need for our services and what they achieve in terms of positive outcomes for visually impaired people.

Despite the ongoing challenges, SSD has continued to provide much needed services across Derbyshire. We have had a number of achievements over the year, too many to mention individually and all of which are down to the hard work and dedication of our staff, volunteers, and supporters. Highlights include:

- On all of our contracts and grants, we have reported that we have clearly met, or in many cases exceeded targets set. This is an excellent result and puts us in a good position when we bid for further funding for services.
- As part of our contract with Derbyshire County Council, we have worked with them closely to develop a new and improved procedure for the ordering and delivery of equipment for our service users. This has resulted in a more streamlined ordering process and equipment being available to take out to end users in a more efficient way. Saving time and money, this is an excellent example of working in partnership.
- A number of staff changes took place during the year. Recruitment has proved difficult to a number of posts, we think as a direct result of fewer people nationally looking for work. We regularly benchmark our salaries against similar posts in the sector and appear to have salaries and benefits 'mid-range'. We will continue to monitor recruitment to our advertised posts. Due to recruitment

issues, there were some gaps to service teams, but these were covered by remaining staff working additional hours in order to ensure services to clients were not disrupted and all contracted hours were filled.

- At the AGM 2017, long standing Board Members, Gill Irish and Ed James resigned from office. Both had offered several years of valuable service to the organisation. We did recruit a new trustee, Sue Eldred-Evans to the charity who brings personal knowledge and experience of developing and living with sight loss as well as experience from the field of education.
- October 2017 saw us deliver our fourth year report to The Big Lottery for the North East Derbyshire project. Once again the results were extremely positive, demonstrating the success of our interventions in the area. We have been building a library of case studies to help us demonstrate the positive impact of our work in the area as we look for ongoing funding in the final year of project delivery.
- During the year we were able to report back to Children in Need about the great success of our Children's and Young People's services. We also decided to bid again for further funding and found out at the end March 2018 that we had once again been successful. The most recent grant covers a three-year period, which will help in longer term planning for the project. Annual project reporting will still happen, but time will be saved on re-bidding each year. The numbers of children and families accessing the service continues to increase and feedback about the range of activities available has been very positive.
- We have continued to work with our I.T. provider to develop SharePoint, our in-house solution to data management for our contracted direct service delivery. The system went live on 1 April 2017 and we have now collected a full year's data. The system has allowed us to collect relevant information in one place, share it internally with relevant staff and allowed us to report more effectively

to our commissioners. The system is continually being reviewed and improved, but it has been well received by staff and has improved our data collection and management. This system alongside HR Online (for staff data) and the introduction of E Tapestry for our fundraising data has enabled us to prepare for our compliance with GDPR from 25 May 2018.

Our Services During the Year

Hospital Service

During the year two members of staff attended training run by RNIB in conjunction with the University of London to qualify as Eye Clinic Liaison Officers. They deliver much needed service to hospital patients at the point of diagnosis and this service has proven invaluable over the years. Our hospital staff and volunteers remain the first port of call for many of our members, providing advice, sign posting and support.

Rehabilitation Service

Under contract from Derbyshire County Council our qualified Rehabilitation Officers and Rehabilitation Support Workers, assist people with sight loss to maintain their independence and live the lifestyle of their choice.

During 2017/18, our Rehabilitation Officers worked with 169 people, who received 324 sessions of rehabilitation. These sessions focused on key areas of mobility, independent living skills and communication.

Our Rehabilitation Support Workers provided support to 277 people in their own homes. This work included issuing equipment such as talking clocks and liquid level indicators, help with domestic appliances such as setting or calibrating central heating timers, and signposting to services such as talking Newspapers.

Low Vision Aid Scheme

During 2017/18 the LVA service has continued to supply equipment such as magnifiers, lamps and shaded spectacles to enable visually impaired people to maximise the use of residual vision. The service is free of charge to users and SSD works alongside optometrists to assess clients in their own homes and to supply equipment. The service continues to be funded by the Derbyshire Clinical Commissioning Groups (CCG's). As the CCG's come under greater pressure to save money, we have worked with them to redesign the equipment order form to help reduce equipment spend.

Visually Impaired People's (VIP) Information Days

These events have continued to improve and develop, with staff using service user feedback to inform the people we invite to give information on the days. In 2017/18 we saw 377 people at these events, targeting all newly registered people by letter and telephone, to invite them to their nearest event.

The aim of each drop-in session is to introduce visually impaired people to the range of support and assistance available to them, from agencies including County Council Adult Services, Derbyshire Constabulary, the library service, Derbyshire Fire Services, specialist information and technology providers and charitable organisations who advise on hearing loss, welfare rights and other matters.

Sports & Leisure Services

During 2017/18 SSD were able to continue to run a range of events and activities for blind and visually impaired people. Some of these activities are run under the Big Lottery funded project in North East Derbyshire, others in Derby and surrounding areas are funded from various grants.

During the year grant funding from the County Council stopped, but a grant from The People's Postcode Lottery funded the 'Opening Doors' project, with groups set up in Derby City, Matlock and Long Eaton. The new project encourages people to access 'mainstream' venues and activities and has proved very popular.

Having been a regular part of the SSD 'timetable' bowling and swimming continue as activities. During the year a series of 'taster sessions' started to encourage new and current participant to try new things. The taster sessions will run over a 12-month period to see which generate most interest. If successful future funding bids would concentrate on these activities.

Mobile Resource Centre

The Mobile Resource Centre/Pop-Up (MRC) continues to be a success, allowing us to visit a wider range of venues. We have set up in shops, libraries, garden centres, health centres etc.

During the year, the grant funding from the County Council ended. However, recognising the value of the MRC in getting advice, help and information out to all parts of Derbyshire, the Council moved this aspect of grant funding into the existing County Council contract.

Children and Young People's Services

Sight Support Derbyshire continues to provide quality services for children and young people with a visual impairment. During 2017/18 we have maintained our regular meetings and ran successful school holiday activities for children and young people from around the county.

The children's one to one swimming lessons have once again proved popular with 9 children applying for funding and 1 child applying for goggles too. 5 Children have had the lessons and 4 children are waiting for availability at their chosen pool. Feedback from families has been overwhelmingly positive, all saying that without the lessons their children would have been (or felt) left out of school activities.

North East Derbyshire Project

November 2017 saw us deliver our fourth year report to The Big Lottery for the North East Derbyshire project. The results were extremely positive, demonstrating the success of our interventions in the area. As we enter into the fifth and final year for we have already started making plans for the future of the social groups. These include encouraging the groups to be more independent and applying for new funding.

Resource Centres and Call Helpline

In 2017/18 our Derby and Chesterfield Resource Centres and Derby, Chesterfield and Bolsover telephone helplines continued to see a strong demand for services.

Over the year we saw, spoke to and helped 4,394 people (3,410 people in Derby and 984 in Chesterfield and Bolsover).

Volunteers

Our volunteers at Sight Support Derbyshire lie at the heart of our service delivery efforts. It is because of their selfless and dedicated service we are able to reach out to blind and visually impaired people throughout Derbyshire. In 2017/18 we retained 107 volunteers, recruiting 11 in the process. These volunteers work across all areas of the charity, in fundraising, social groups, offices and services.

We do manage to retain many of our volunteers and celebrate their achievements at our annual volunteers' thank you events.

Plans for 2018-19

Despite the financial pressures being felt by all charities we remain strong and determined to continue to provide quality services to the thousands of blind and visually impaired people who depend upon us. To that end, in the coming year we will be focusing on the following:

- Taking steps to ensure the continuation of all existing services including seeking funding for those services

whose funding is due to end. This will include the re-tendering of our County Contract and also looking for a new project with The Big Lottery in the north east of the county.

- Improving and increasing our links with statutory and community organisations, aiming to ensure that the needs of visually impaired people in Derbyshire are catered for.
- Maintaining strong links with the local Clinical Commissioning Groups and working with them to deliver strong and responsive services. Keeping abreast of changes to Health Service structures and commissioning procedures e.g. Sustainability and Transformation Plans (STP's).
- Maintaining (and where possible increasing) the numbers of visually impaired people we support across the City and County.
- Linking with other visual impairment charities across the region (and where relevant country) to look at new innovation and best practice to inform our future work.
- Updating policies and procedures to ensure they reflect legislation, best practice and our working arrangements.
- Developing SharePoint as our in-house electronic recording system for our operational work and developing the use of E Tapestry in our fundraising work.
- Monitoring work around GDPR as the new legislation comes into force and further guidance is issued.

Finances 2017/18

2017/18 again saw us achieve a surplus which took the charities total unrestricted reserves up to £349,648. This is in line with Sight Support Derbyshire's Reserves policy, which was reviewed by Trustees in September 2016. The policy sets minimum reserves at a target of £250,000 and maximum levels at £350,000. The reserves at year end are close to the upper limit.

At the year-end accounts 2016/17, Trustees decided to set up a designated fund in order to be able to build up money for the purchase of an office property in the future. In 2017/18 Trustees agreed that, although the surplus was smaller than in the previous year, this continued to be the medium to longer term aim.

Along with all other charities in the current economic climate, fundraising continues to be a challenge. Our fundraising team (staff and volunteers) have worked hard over the year to ensure that our charity profile remains high.

Finances 2017/2018

| SIGHT SUPPORT DERBYSHIRE FINANCES 2017/2018 | |
|--|----------------|
| Expenditure | £ |
| All Resource Centres | 7,616 |
| Hospital Service | 38,108 |
| Living Well at Home Project | 24,112 |
| North East Derbyshire Project | 76,219 |
| Youth Support | 12,185 |
| Sporting Social & Leisure | 17,188 |
| County Services | 188,713 |
| Low Vision Service | 87,748 |
| Purchase of Aids & Equipment | 2,776 |
| Support Costs | 129,574 |
| Total Cost of Services | 584,239 |
| Generating Funds & Publicity | 61,332 |
| Total Expenditure | 645,571 |

| 2017/2018 | |
|---------------------------------|----------------|
| Income | £ |
| Donations | 30,510 |
| Legacies | 7,500 |
| Fundraising Activities & Events | 39,554 |
| Grants – inc Joint Finance | 249,221 |
| Statutory Contracts | 321,994 |
| Sale of Aids & Equipment | 10,427 |
| Sporting & Social Contributions | 7,999 |
| Interest on Investments | 2,671 |
| Other Income | 188 |
| Total Income | 670,064 |
| Surplus for year | 24,493 |

| Resources | |
|---|----------------|
| General Funds - May be used for any authorised activity | 349,648 |
| Designated Funds - Fixed Asset Fund | 14,374 |
| Premises Fund | 60,300 |
| Restricted Funds - Must be spent in accordance with Donor's wishes | 46,689 |
| Total Funds | 471,011 |
| Represented by | |
| Tangible Assets | 14,374 |
| Investments | 5,000 |
| Net Current Assets - Stock, Debtors, Cash & Deposits less Creditors | 451,637 |
| Total Net Assets | 471,011 |

Acknowledgements for 2017/18

Our acknowledgements and thanks go to all the groups and individuals who have supported us with funding, services and time over the year. Without this support we would not be able to provide all the services we do. Listed are some (though by no means all) of the key groups and people we pay thanks to:

All Saints Derby General Charity
Funded by the National Lottery through
the Big Lottery Fund
A & S Lass Charities Limited
BBC Children in Need
Foundation Derbyshire
The Masonic Charitable Foundation
Merlin's Magic Wand
Postcode Community Trust
Provincial Grand Charity of the Province
of Derbyshire
Richardson Brothers Foundation
St James's Place Foundation
St Martin De Porres Foundation
Barnard Kenneth Hufton Charity
The Boshier-Hinton Foundation
The R S Brownless Charitable Trust
The Carmen Butler-Charteris Charitable
Trust
The Primary Club
The Rest-Harrow Trust
The Sobell Foundation
The Tula Trust Limited
Toyota Manufacturing UK Charitable
Trust
Various other grants
Gem's Cash for Kids

We are also extremely grateful to those people who left us a legacy in their Will this year and to those who donated in memory of a loved one. Many of these gifts are left by people who have benefited directly from our services and would like other visually impaired people to be able to do the same.

During the year we added to our book of remembrance which was set up for families and friends to record memories of loved ones who had left a gift to the charity.

Contact

Registered office:

Sight Support Derbyshire
Suite 2.2-2.10, 2nd Floor,
Litchurch Plaza,
Litchurch Lane
Derby
DE24 8AA

Tel: 01332 292262

Email: enquiries@sightsupportderbyshire.org.uk

Web: www.sightsupportderbyshire.org.uk

Company Registration Number: 03920526

Registered Charity Number: 1080986