

**Registered number: 03740647**  
**Charity number: 1075447**

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**4Sight Vision Support**  
**(A Company Limited by Guarantee)**

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**Unaudited**

**Trustees' Report and Financial Statements**

**For the Year Ended 31 March 2019**

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**Contents**

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	Page
<b>Reference and Administrative Details of the Charity, its Trustees and Advisers</b>	1
<b>Trustees' Report</b>	2 - 11
<b>Independent Examiner's Report</b>	12
<b>Statement of Financial Activities</b>	13
<b>Balance Sheet</b>	14
<b>Statement of Cash Flows</b>	15
<b>Notes to the Financial Statements</b>	16 - 35

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**4Sight Vision Support**  
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**Reference and Administrative Details of the Charity, its Trustees and Advisers**  
**For the Year Ended 31 March 2019**

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<b>Trustees</b>	Dr Norman Boyland DL FRSC, Chairman Mr David Whyberd, Elected Member (resigned 22 November 2018) Arthur Mayson ACIB TEP, Hon. Treasurer Sheilagh Baker DBO (D), Elected Member Robert Hayes, Vice Chairman Jan Penn, Elected Member Derek Drake, Crawley Area Chair Veila Hall RGN, Midhurst Area Chair (resigned 15 June 2018) Maureen Jenkins RN BSc (Hons) ANP, Arun & Chichester Area Chair Phil Revis, Mid Sussex Area Chair (resigned 12 September 2018)
<b>Company registered number</b>	03740647
<b>Charity registered number</b>	1075447
<b>Registered office</b>	36 Victoria Drive Bognor Regis West Sussex PO21 2TE
<b>Chief Executive Officer and Company Secretary</b>	N Demetriades
<b>Independent examiner</b>	Kreston Reeves LLP Chartered Accountants Springfield House Springfield Road Horsham West Sussex RH12 2RG
<b>Bankers</b>	The Royal Bank of Scotland Customer Service Centre Drummond House 1 Redheughs Avenue Edinburgh EH12 9JN
<b>Patron</b>	In absentia
<b>Vice Patrons</b>	Major-General Tony Boam CB CBE David Bowerman CBE JP DL Simon Brett OBE The Right Hon. the Lord Navnit Dholakia OBE DL The Right Hon. the Lord Egremont DL Harry Goring DL The Right Hon. Sir Peter Hordern PC DL Major Mark Scrase-Dickens CMG DL Masoud Teimory MD DO FRCOphth The Right Hon. Lord Young of Graffham FRPS DL

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**4Sight Vision Support**  
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**Trustees' Report**  
**For the Year Ended 31 March 2019**

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**The Board of Trustees have pleasure in presenting their Annual Directors' Report with the Financial Statements of the Charity for the year ended 31 March 2019.**

The financial statements have been prepared in accordance with the current statutory requirements and comply with the Charity's governing document and the Statement of Recommended Practice 'Accounting and Reporting by Charities' issued (January 2015), including Update Bulletin 1.

**CHARITABLE OBJECTS AND PUBLIC BENEFIT**

When planning activities for the year the trustees have complied with guidance issued by the Charity Commission and with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

In particular the trustees have considered the specific guidance on charities for the advancement of health, and the relief of those in need, by reason of youth, age, ill-health, disability, financial hardship or another disadvantage and living in West Sussex.

**The objects of the Charity are:**

To promote the welfare of the blind and partially sighted people living in the area of benefit.

**ABOUT 4SIGHT VISION SUPPORT**

For nearly 100 years, 4Sight Vision Support have been the leading sight loss charity supporting the visually impaired community of West Sussex.

At the heart of our holistic & person-centred services is a commitment to ensuring that a diagnosis of sight loss is not a one-way road to loss of independence and isolation. Our work helps people to maintain and transform their own lives into positive and fulfilling ones after sight loss.

With our ongoing work, forward strategy and partnership working, we aim to make 4Sight Vision Support the charity that is there for the people of West Sussex at the time when it matters most.

Our VISION is 'being there when it matters for everyone living with sight loss in West Sussex'

Our MISSION is 'to make a positive difference in the lives of people living with sight loss by providing support, advice, advocacy and training to improve their quality of life.'

We assist people living with sight loss through five primary aims, which are to:

- Understand their sight condition
- Retain their independence
- Maintain and improve their quality of life
- Participate fully in their community
- Have a voice

Our VALUES are embedded as our Staff, Trustees and Volunteers are part of the same team, believing that diversity should always be valued and promoted and share a commitment to work together to support the development of everyone's potential. Our values are;

- **Person-centred** - ensuring someone with sight loss is at the centre of decisions which relate to their life. A person centred process involves listening, thinking together, coaching, sharing ideas, and seeking feedback.
- **Professional** – being seen by our members and the voluntary, public and private sector organisations through a positive reputation for tact and confidentiality.

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## **4Sight Vision Support**

### **(A Company Limited by Guarantee)**

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- **Transparent** – by being accountable to the public and other stakeholders in a way which is clear and understandable.
- **Inclusive** – so that all people, regardless of their abilities, disabilities, or health care needs, have the right to be respected and appreciated as valuable members of their communities.
- **Collaborative** – in working with our members as individuals or as a group of people to create or produce something.
- **Reassuring** – by serving or intending to remove someone's doubts or fears when living with sight loss.
- **Supportive** - enabling people living with sight loss to access new and existing medical, clinical, social, leisure and advocacy related services.
- **Respectful** – by behaving in a way that shows regard for our members and the people we serve.
- **Responsive** – by effectively dealing with requests for information, advice & guidance in an accurate and timely manner.

### **Structure, Governance and Management**

4Sight Vision Support has the charity registration number 1075447 and is a Company Limited by Guarantee, number 03740647. It is constituted under its amended Articles of Association dated 26th October 2018. The Charity was founded in 1921 and incorporated on 24th March 1999. The management of the affairs of the charity is vested in the Trustees. The Trustees are the directors of the company together with not more than nine members elected by the Annual General Meeting or co-opted by the Trustees.

### **Our staff**

The charity's operational affairs, including service delivery, were managed and delivered by 17 staff consisting of the Chief Executive and the following staff teams:

- Finance, Administration, IT, HR & Facilities
- Sight Care Services
- Outreach Services
- Income Generation, Marketing & Communications
- Quality Assurance and Strategic Support

### **Volunteers**

The Trustees would like to record their heartfelt thanks and appreciation for the enormous contribution made by all of the volunteers that are currently registered with 4Sight Vision Support as at 31st March 2019. Volunteers provided year-round support in our Vision Support Centres, our Charity Shop, in reception & administration roles, by offering home visiting and befriending, transport for members and other volunteers, leading or supporting at 4Sight Vision Support Club activities, attending Committees or Board Meetings or being there at the many fundraising events that take place each year. It is not an exaggeration to say that without their collective efforts, 4Sight Vision Support would not be able to provide the depth, breadth and quality of services that it currently is able to.

To put this into perspective, when added up, the average in-kind donation of time that 4Sight Vision Support's Volunteers make each year equates to over £250,000 of added value to our services. Going beyond just financial value, our volunteers bring with them an incredible sense of commitment allied to a wealth of skills, knowledge and life-experience which enriches the organisation enormously.

**2018/19 – THE YEAR AT A GLANCE – OUR IMPACT.**

With 5 main aims within our 2018-2021 Strategic Plan, here are some of our achievements during the year:

- For the period 1st April 2018 to 31st March 2019, over 1,500 telephone contacts were made as part of Project 360, our holistic membership services program.
- An increase in membership of 26.5% with a total of 422 new registrations through the year. Total membership stood at 2017 members at the end of the year, up from 1595 the year before.
- 200 volunteers gave 3300 volunteer hours to support 350 members at 37 of our activity and leisure clubs throughout the county.
- Our Outreach team made 1737 contacts, delivered 117 Low Vision Assessments, gave 894 daily living aids/tech equipment demonstrations and offered information, advice & guidance on 1034 occasions. It should be noted that the drop in the number of individual contacts made this year (compared to last year's figure of 1898) reflects the rise in the number of Low Vision Assessments (LVAs) provided by the Outreach team during the year – a move made necessary to support our members who were negatively impacted by NHS cuts to Low Vision services in the Mid Sussex area.
- We expanded our Sight Care Advisor service in the hospital eye clinics by adding an Assistant SCA to the team during 2018-19 – this was made possible through a new partnership with Sight Support Worthing. The team received 648 referrals in, made 1175 referrals out and had 1464 patient contacts in total, an increase of 33% on last year's figure of 1101 contacts.
- We delivered over 300 Low Vision Assessments in Crawley and Horsham Hospitals Eye Clinics as part of our ongoing partnership with Sight For Surrey.
- We conducted an Eye Clinic Observation Study with the help of student researchers provided through the University of Chichester's Graduate On scheme and in collaboration with Healthwatch West Sussex. The findings of this report are being used to drive our business case in sourcing funding from the NHS and West Sussex County Council.
- With the recruitment of an Assistant Volunteer Coordinator during the year, a successful Volunteer Thank You event was held during national Volunteer Week in June that celebrated and recognised the work of our amazing team of volunteers across the county; this will now become an annual event.
- Through the efforts of the Sight Care Advisor Team (SCA), we have continued to support patients in their journey on the eye health care pathway in West Sussex. We do this through our partnership work with both West Sussex County Council and the Western Sussex Hospitals NHS Foundation Trust, enabling the maintaining and management of the Register of Visually Impaired people living in West Sussex. The total number of Certificate of Vision Impairment referrals made by our SCA team to the County Council, who hold the Register, was 365, which results in a saving to the NHS of 213 staff hours a year, equal to almost £7700 in added value.
- Expansion and enhancement of our Sight Loss Awareness training continues with the aim of raising awareness of preventable sight loss strategies. In this year, 3 Sight Loss Awareness sessions were delivered and 18 Eccentric Viewing sessions were carried out as part of a partnership project with the Macular Society.
- 17 people were referred to the Living with Sight Loss courses held in our Vision Support Centres that were delivered in partnership with the RNIB.
- In line with our Strategic Plan, we carried out a Mapping Project to identify the needs of visually impaired children and young people living with sight loss in West Sussex, aged 0-30 years old. The report has now been shared with Blatchington Court Trust and other partners in the sector and joint funding bids are being considered to support people with direct services in that age range. Two joint events are planned for the 2019/20 to further the development of this project.
- Our services continue to meet the '10 Seeing It My Way' outcomes for visually impaired people in the UK, especially for our members in West Sussex who are at the heart of everything we do.
- Our delivery of services to veterans living with sight loss continues in the north of the county with our peripatetic - Outreach Worker running joint activities with Blind Veterans UK.
- We distributed 7000 newsletters in 6 different formats. Our Minibus provided 60 trips for members, carrying 720 passengers.
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- Our social media presence grew with a total of 843 'Likes' on Facebook and we added 343 new 'Followers' on Twitter.
- Our staff cadre increased by 3 and our volunteer numbers by 36 during 2018-19.

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## **4Sight Vision Support**

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In summary, throughout the year and as a result of the continued investment in services that help us to fulfil our Vision and Mission, the 4Sight Vision Support team of staff and volunteers worked together to deliver and make possible:

- 5421 contacts
- 894 equipment/tech demonstrations
- 417 Low Vision Assessments
- 365 CVIs
- 7000 Newsletters
- 37 Social Activity & Leisure Clubs
- 2 x Living with Sight Loss courses
- 18 Eccentric Viewing training sessions
- 3 Sight Loss Awareness Training sessions
- 60 Minibus trips
- 1 x Volunteer Thank You event
- 1 x Mapping Project
- 1 x Eye Clinic Observation Study

#### **OUR SERVICES.**

From national research and from what our members tell us, we know that living with sight loss has a significant impact on people's ability to live independently, to access shops, services, community facilities, to use public transport and to play an active part in society.

Other health related issues often accompany sight loss, and this can have a long-lasting effect on people's emotional wellbeing. National research and local evidence also show that people of all ages living with sight loss are more likely to suffer with depression and that almost half of all falls sustained by visually impaired people are directly attributed to their sight loss. These factors all lead to significant hospital admissions and increased health costs.

To address these issues, 4Sight Vision Support supports visually impaired people through the provision of non-clinical support through a range of services that complements that of Optometrists in the High Street, Ophthalmologists in the county Hospital Eye Clinics and that given by the Rehabilitation Officers from the West Sussex County Council's Sensory Teams.

Over 90% of all staff time is spent on providing high quality services to our members and beneficiaries. In addition, about 10% of senior staff time is directed towards influencing local decision makers and working with partners across the voluntary sector here in West Sussex and nationally, particularly through our engagement with the England Vision Strategy, Vision 2020 and Visionary.

All Staff and Volunteers aspire to work towards our strategic aims and values set out in our Strategic Plan for 2018 - 2021.

The incredible contribution made in terms of time, commitment and talent by our 17 Staff and 300 strong Volunteer team helps to ensure that the services 4Sight Vision Support provides for visually impaired people and others living with the impact of sight loss in West Sussex have continuity, purpose and quality and make a significant impact in improving the health & wellbeing outcomes for our beneficiaries.

#### **OUR ACTIVITIES:**

We operate from three Vision Support Centres throughout the county of West Sussex which are the bases from where we provide most of our services. Our Centres are situated at the 4Sight Vision Support Bradbury Centre, Bognor Regis (the charity's headquarters and site of our main administration and resource support functions), Midhurst and Shoreham by Sea. These fully equipped and staffed Centres provided access to a range of services, and a base for outreach. In addition to the three main Centres, outreach and resources have been available from drop-in centres in Burgess Hill, Hayward's Heath and Crawley throughout this financial year.

In addition to our countywide Centres, some of our Low Vision and Sight Care Adviser work is delivered from local hospitals in the county.

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## **4Sight Vision Support**

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#### **Our support services include:**

##### **Information, Advice & Guidance:**

- Emotional Support
- Advocacy
- Signposting
- Telephone Befriending
- Transcription – Braille, CD, USB & other electronic formats for both in-house and commercially.
- Quarterly Newsletter
- Access to Exhibition and Focus Days

##### **Vision Support:**

- Sight Care Advisor Services – based in Southlands Hospital, Shoreham & St Richards Hospital, Chichester
- Skills for Seeing training
- Sight Loss MOT – An assessment of needs after sight loss
- Low Vision Assessments – assessing how best to utilise existing vision
- Assistive Technology Support
- Equipment Purchase

##### **In centre support:**

- Low Vision Clinics in Crawley & Horsham Hospitals
- Monthly drop in sessions in Burgess Hill, Haywards Heath, Crawley & Horsham
- Low Vision Aids and Equipment Advice and displays at our Support Centres in Bognor Regis, Midhurst & Shoreham by Sea

##### **In your community:**

Social, Activity, Leisure and Special Interest Groups – over 30 different clubs and activity groups across the county.

##### **Some of our services in more detail;**

##### **Sight Care Advisors and Low Vision Services**

In line with national best practice, 4Sight Vision Support Sight Care Advisors (SCA) support people from the moment that they receive a diagnosis of sight loss; a model of practice similar to the use of Eye Clinic Liaison Officers (ECLOs) in other parts of the country.

Since 1998, 4Sight Vision Support has deployed highly skilled ophthalmic nurses as our SCAs who are based in the Eye Clinics at Worthing, Southlands and St. Richard's Hospital Eye Clinics, working to support, guide and refer people at the point of diagnosis and during their time of need. The SCAs work includes making direct referrals to their colleagues at 4Sight Vision Support, as well as making external referrals to Sight Support Worthing, the West Sussex County Council (WSSCC) Rehabilitation officers for the Visually Impaired (ROVI) team, and other agencies who contribute to supporting visually impaired people. As in previous years, the SCAs continued to support the Certificate of Vision Impairment process within the Eye Clinics.

Low Vision Clinics have continued to be commissioned by the Surrey and Sussex Healthcare NHS Trust (SASH) for delivery by 4Sight Vision Support at Horsham and Crawley hospitals – a service that is being delivered in partnership with Sight for Surrey, who provide the equivalent service in Surrey

We continue to work proactively with other Eye Health partners as part of the Surrey and Sussex Local Eye Health Network (LEHN) which provides the opportunity for the eye health professionals – together with patients and voluntary sector organisations – to show leadership, identify priorities and re-design services and pathways to meet patient and population needs.

Of particular significance this year was the 20th Anniversary of the SCA service operating within the Eye Clinics of the WSHT. The SCA service started in October 1998 and, in that time, the SCAs have directly supported over 9,050 patients and indirectly supported over 12,000 families/parents/carers and healthcare professionals. 4Sight Vision Support estimates that the cost of providing the SCA service to the WSHT over the 20-year period has been in excess of £1,000,000. The Trustees would like to note their thanks in particular to Mandy Whitman and Annie Taylor for their incredible contribution since 1998 to making the SCA the outstanding service that is today.



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## **4Sight Vision Support**

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This year, we are very grateful to have entered into a new partnership and funding arrangement with our colleagues at Sight Support Worthing; with their direct help we have been able to add a third member to our Sight Care Advisor team to ensure further support for patients at both Southlands and St Richard's Hospital Eye Clinics.

#### **Outreach Services**

As with the Sight Care Advisor Service, our Outreach Services form a key part of 4Sight Vision Support's core mission through the provision of practical, responsive and direct support to people living with the often debilitating and devastating effects of sight loss.

The Outreach team strives to develop, improve and extend the support it offers and at present, these services include our skilled and empathetic Outreach staff team, a growing range of adaptive technology to help with communication needs, rehabilitation support & advice (in partnership with the WSCC ROVI team) and Low Vision Assessments (LVAs) in our Resource Centres and where appropriate, at people's homes or in Hospital Eye Clinics.

In addition, the Outreach Workers are actively engaged in promoting 4Sight Vision Support services to people in their local communities, by attending and presenting information and/or talks at many events, club and group meetings, as well as directly supporting our existing leisure/activity clubs and groups throughout the year.

At present, our Outreach Workers are based in Bognor Regis, Midhurst, Shoreham and Burgess Hill but their remit is to offer county-wide support wherever possible and will travel to meet local demand.

#### **Clubs and Membership Services**

A vital part of 4Sight Vision Support's work in helping its members maintain their independence and overcome social isolation, comes through the organisation's affiliated Area Committees and specialist leisure/activity clubs and groups. The Clubs meet regularly in a variety of community settings across West Sussex - from Selsey to East Grinstead, Shoreham to Crawley and at many other locations in between.

During this year, Club members and Club volunteers attended the Clubs, gaining the benefits of friendship, enjoyment, sharing, learning and fun from what is a long-standing and vibrant '4Sight Vision Support community'. The Clubs provide vital social interaction between members and provide a peer-to-peer support network, which can often be the only contact which some people have. Clubs are part of 4Sight Vision Support's internal governance framework, and they link to one of the seven Districts, which are co-terminus with local authority boundaries. Club leaders/area volunteers attend Area Committee meetings which are held during the year, and these provide a platform for sharing ideas, resources and best practice as well as ensuring that 'member voice' is relayed directly to the Trustees via the 5 Area Chairs.

Members are also supported by free telephone information and advice, volunteer Home Visitors /Telephone Befrienders, and other subsidised visits from Outreach staff if required.

#### **Health & Wellbeing: Hub and Kitchen Services, Social, Leisure & Activity Clubs**

Improving the Health and Wellbeing of members is a key aim of 4Sight Vision Support and this year, thanks to the volunteer team across the County that tirelessly supports our members at the Clubs, we have been able to maintain an extensive range of 4Sight Vision Support Club activity that promotes and encourages health & wellbeing, such as Rambling, Tai Chi, Cookery, Bowling, Book Reading, Music & Movement, Walking, Macular, Lunch, Horse Riding, Handicrafts and Self-Help groups amongst many others.

The Trustees would like to thank all the Club Leaders and volunteers that help to support and deliver this vital grass-roots aspect of the charity's work, many of whom have been involved in the weekly running Clubs for years and in some cases, for decades.

#### **PARTNERSHIPS**

Partnership working is a key priority to 4Sight Vision Support, and we have continued to work in partnership with a range of organisations in the public, private and third sectors, to raise sight awareness, deliver joint training sessions and deliver services.

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## **4Sight Vision Support**

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We have a formal link with Sight for Surrey through the SASH NHS contract as mentioned above, and link into the local West Sussex Community & Voluntary Action groups, i.e. Voluntary Action Arun & Chichester, Horsham & Mid Sussex Voluntary Action, Crawley Community and Voluntary Service, Voluntary Action Worthing and Adur Voluntary Action. We are also a founder member of the 'Supporting Community Based Solutions' (SCBS) consortia with Age UK West Sussex, Carers Support, Crossroads Care, Aldingbourne Trust, Independent Lives and Healthwatch West Sussex. SCBS is a consortium of county-wide service provider organisations that deliver preventative health and wellbeing services in West Sussex and through the consortia, aim to bring together their collective skills, knowledge, expertise, information, insight and understanding to effectively contribute to and influence strategic commissioning of services, through local authorities, NHS and the local Health and Wellbeing Board and local prevention and wellbeing strategies.

Of equal significance are the partnerships we have established with other organisations that support visually impaired people. Visionary is the national body that links sight loss organisations across the UK. 4Sight Vision Support plays an active role in the local Visionary south-east regional hub which includes Sight For Surrey, East Sussex Association of Blind & Partially Sighted People, Open Sight, Kent Association for the Blind, Sight Concern Bedfordshire, Berkshire Vision and many others, and this year, our participation within the Visionary South East region has continued to grow. More broadly, we work with our national partners including the RNIB, Guide Dogs UK, Blind Veterans UK, Thomas Pocklington Trusts and The Macular Society for example and we will continue to explore ways to work together with them wherever such partnerships can add value to the services and support we offer to our members.

### **FINANCIAL PERFORMANCE**

The financial performance of the charity for the year is set out in the Statement of Financial Activities.

Donations, Legacies and Grants totalled £172,385 for the period, whilst income from Charitable Activities was £122,624. Charity Shop income was £51,631, down from the previous year figure of £59,071.

Total expenditure for the year was £555,107.

As part of the 3-year Strategic Plan, Trustees had agreed to invest a proportion of the legacy income received in the 2017-18 year in the development and growth of services during this financial year. This has created a planned deficit in our accounts and as such, the net movement in funds was -£186,390, against a planned deficit for the year of -£100,346.

Various factors, including an underperformance in our charity shop figures for the year of approximately £13,000, and an under achievement in grants receivable income for the year of £42,000 have not been offset by a reduction in our planned expenditure for the year of £4,000.

Fees and pricing policies have remained at 2017-18 levels. There are currently no plans to increase any other fees or change pricing policies as the Trustees are committed to ensuring that help is available for people facing financial hardship who wish to access 4Sight Vision Support services, and a discretionary system is in place so that membership and other charges can be waived for those unable to afford it, including those in full time education.

We continue to work in a positive spirit of partnership with West Sussex County Council's Public Health Prevention and Wellbeing team, who make an annual contribution towards the costs of our 4Sight Vision Support Centres in the form of a Service Level Agreement (SLA), which was equal to £30,000 in this financial period.

The trading subsidiary, 4Sight Vision Support Trading Limited, again remained dormant during the year, but it is being kept under review in the eventuality that the Trustees deem it in the charity's best interests to make use of it for future projects.

### **RESERVES POLICY**

It is the policy of the Trustees to establish and maintain free reserves at a level sufficient to enable the Association to continue to deliver its range of services during periods of lower income and to meet all responsibilities in the case of closure. 4Sight Vision Support has maintained this method for the continuous