

Seeing beyond sight loss

Annual Report 2023-2024

My Sight Nottinghamshire



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Introduction

In 2023 My Sight Notts celebrated 180 years of providing services to people with visual impairments. Since that time, we have had many different names but always working towards enabling independence, inclusion and empowerment for people with sight loss across Nottingham City and Nottinghamshire.

In the past year, My Sight Notts has made significant strides towards supporting some of the 38,000 people living with sight loss across Nottinghamshire. Despite some challenges (including Nottingham City Council's issuance of a Section 114 notice and very low levels of certification), we have successfully expanded and strengthened our services.

This year saw the launch of some key initiatives that have broadened our impact. The introduction of a new employment service – Works for Me - aimed at helping people with sight loss to gain the skills and confidence to find, and remain in, meaningful work; and a restructured services department, meant that we could deliver services to better meet the growing needs of the sight loss community.

In addition, our partnerships have flourished, including an innovative collaboration with Nottingham Trent University and the Nottingham Contemporary on an audio description project. This project is designed to make arts more accessible, enriching cultural inclusion for people with sight loss.

Our sight loss awareness training for healthcare professionals has also continued to grow, equipping more individuals with the tools and understanding they need to better serve people with sight loss. These achievements reflect our unwavering commitment to empowering the visually impaired community and advocating for their rights and opportunities in every aspect of life.

This report details the impact of our efforts over the past year and highlights the work that still lies ahead.

1. The issues we are addressing

Sight loss affects many aspects of life including independence, physical health, mobility, mental health, social well-being, employment, education and finances. Our clients face numerous inequalities and discrimination, both socially and financially in terms of access, health, education, employment, housing and transport.

According to the RNIB's Sight Loss Data Tool there are currently 5630 people who are registered with a visual impairment in Nottingham and Nottinghamshire. However, there are a vast number of people who, for various reasons, are not registered. The same research estimates that there are in the region of 37,820 people living with a visual impairment in Nottingham and Nottinghamshire. This is higher than the national average mostly due to an ageing population and growing incidences of underlying causes. These figures are estimated to double by 2050.

In November 2023 Nottingham City Council issued a Section 114 notice as they needed to make savings of £53 million to balance the budget. This has resulted in cuts to Adult Social Care including significant cuts to the Adult Sensory Team (AST). More specifically two Rehabilitation Officer posts for people with vision impairment have been made redundant and there are ongoing discussions in regards to an Eye Clinic Liaison Officer (ECLO) post that they currently fund.

We have subsequently been in discussion with the council on how My Sight Notts could work with them to provide a solution. We are developing a Service Level Agreement which will ensure the needs of visually impaired people are met by the delivery of an early intervention for people with sight loss whilst they are on the Adult Sensory Team's waiting list. This is still in discussion.

Currently county residents are waiting three to four months before commencing rehabilitation whilst Nottingham city residents are waiting around two months.

Many people who access our services have been offered little or no support immediately after their sight loss diagnosis. Around 75% of participants in our Shared Vision Emotional and Peer Support Group state that they are not offered any support at the point of diagnosis or a referral to low vision. Certification, typically provided by ophthalmologists, officially recognises an individual's visual impairment and is crucial for accessing a range of social, financial, and healthcare services. The number of Certificates of Visual Impairment (CVIs) has declined over the last four years. This could be due to a number of issues including delays in assessments, the rise in virtual clinics and lack of access to ophthalmic consultant lead. The downturn in the certification of patients has significant negative impacts on everyday lives. For older people, it can lead to social isolation. For children and working age adults, it can impact on their education, job security and any help they may be able to access if they had a CVI. This can leave patients without the support needed to navigate their daily challenges.

2. How we address this need – our services

Supporting Independence

- Providing early intervention whilst people are awaiting rehabilitation and mobility training
- Teaching daily living and independent living skills
- Providing low vision assessments
- Providing sight loss advice on assistive equipment and technology solutions
- Smart Rooms where people with sight loss can come and try out various smart solutions and other technologies and equipment
- Support with skills and confidence building to move nearer to, and into, employment

Emotional support

- Shared Vision: is an intensive course, providing a space to look at practical solutions as well as space to talk and share experiences with others going through the same thing. Shared Vision will support people going through the stages of grieving, depression and anxiety associated with sight loss.
- Peer Support: we provide a range of activities for peer support including social groups, coffee mornings, walking groups and shared emotional support

- Eye Clinic Liaison (ECLO): based in the Macular Clinic in Queens Medical Centre, Nottingham University Hospitals. Our ECLO supports people immediately after their diagnosis, reassuring them and ensuring they are referred internally to our services and signposted for additional support elsewhere. Our ECLO liaises with consultants to ensure patients are given Certificates of Visual Impairment and referrals to Low Vision where appropriate.
- Our Level 4 Advanced Counselling students support people with poor mental health through talking therapy either face to face, on the phone or via video conferencing apps.

Creating social connections

- Our social groups and coffee mornings meet in five locations across the county and provide a range of peer support and activities
- Talking News provides and audio service for local news, stories of interest and What's On guides, delivered across the county every two weeks.
- Our physical activities enable people to engage or re-engage with swimming, gym, walking and rambling as well as having the opportunity to try elite Paralympic sports such as Boccia and Goalball.
- Our choir provides an uplifting opportunity to sing in a variety of community spaces. There is also an exchange programme with a visually impaired choir in Liverpool.
- A partnership with Nottingham Trent University and the Nottingham Contemporary enabling people to access arts and cultural activities through innovative audio description.

3. Achievements

Works for Me

With funding from the Thomas Pocklington Trust, we were able to set up Works for Me – an employment service supporting people to gain skills and confidence to move into or nearer to employment. 75% of people with sight loss are unemployed – Works for Me aims to change this.

The Macular Society Partnership

We worked in partnership with the Macular Society to restart their social and information group for Nottingham city – something that had stopped over the pandemic. The group started in October of 2023 with 3 participants and by April it had over 25 people regularly attending.

A New Services Structure

The implementation of a new structure in our services department, the adoption of a new Customer Relationship Management (CRM) system and a change in some staff roles has enabled an increase in referrals and a pathway through My Sight Notts that puts people at the heart of their support.

Training Healthcare Professionals

With funding from Nottingham and Nottinghamshire Integrated Care Board's (ICB) training budget we were able to train 180 healthcare professionals, increasing their skills and knowledge of sight loss and the impact this has on individuals. This training will ensure a much better patient experience.

Innovative Audio Description

In collaboration with Nottingham Trent University's School of Art and Design and the Nottingham Contemporary, we embarked on an Information Knowledge Exchange project that focused on innovative approaches to audio description. This collaboration to make arts and cultural experiences more accessible to people with sight loss, ensures inclusivity and enriching engagement for all.

Other My Sight Notts Achievements

My Sight Notts is committed to providing activities for people with visual impairments of all ages. As such, in August, we facilitated a family trip to Stonebridge City Farm in Nottingham, in which a total of 22 participants enjoyed a range of activities.

In September, the Playhouse put on the play of 'The Real and Imagined Life of the Elephant Man'. The cast was a mix of people with physical and sensory disabilities and neurodiversities. To celebrate the launch of the play, we were invited to contribute to a display on the history of disability in Nottinghamshire. Our display showcased our own 180-year history as well as the history of tactile writing and magnification. We were also invited to watch the play. Also in September, we launched the Mansfield Tech Support Hub at Mansfield Library. Working in partnership with Inspire, we were able to deliver a monthly drop-in IT session for people with sight loss.

In October, we were visited by a delegation of people with disabilities from Cuba who had come to England on a cultural visit through De Montford University. They had asked to hear our choir and we spent most of the afternoon talking to them and how our countries support people with disabilities. We are hoping that we can continue to engage with them and are looking at ways we can facilitate joint choir events online.

In 2023 – 2024:

- Our Eye Clinic Liaison Officer (ECLO) supported 1294 people
- Our Sight Loss Advisors specialising in tech supported 76 individuals
- Our sight loss advisors specialising in equipment supported 199 individuals
- Our employment service, Works for Me, supported 45 people
- Our activities (including social groups, coffee morning, swim, gym, walking and rambling) supported 166 individuals
- Our choir had 11 members
- Shared Vision supported 70 individuals
- Our Anything's possible tech sessions supported 33 individuals
- We trained 180 healthcare professionals in sight loss awareness

4. Outcomes

Our outcomes are based on the eight areas of the Sight Loss MOT – an assessment and impact tool that measures a person's journey through our services. Using our new CRM system and the Sight Loss MOT we found that:

60% of the people we have worked with have increased their independence

80% of people that did not understand their eye condition, have a better understanding and are able to make informed decisions on treatment plans and registration

100% of people have better skills and knowledge in making the best use of their sight

58% of people reporting poor mental and physical health and wellbeing feel better

65% of people have reduced isolation and loneliness

65% of people have increased their employment skills and confidence

5. Impact

All of the services at My Sight are impacting positively on the lives of people living with sight loss. There are, however, three main areas of real impact in 2023 – 2024 that are worth noting specifically:

A New Services Structure

At the beginning of the year, we looked at a change of structure in the way that we deliver services for people with sight loss. This meant not only some different staff roles but a completely new internal referral process and new way of supporting people through our services.

Previously the referral process had been piecemeal and we were not supporting people as we should have been. We discovered that people were falling through the net. Feedback informed us that people trying to access our services were confused as different staff members would call them about different things - it was apparent that staff hadn't spoken to each other. Something urgently needed to change.

After consultation with service users, we decided on a model based on a single point of access. We felt that this was something that we could adopt and started to use this model for our services. As a result, all referrals now go to our Referrals Coordinator who will carry out a robust assessment based on the eight areas of the Sight Loss MOT.

Once this has been completed, the person is then referred to the most relevant member of staff who will hold that 'case'.

Whilst piloting this system, we quickly discovered that the process was organic and needed to work with the service users. As a result, the new structure is evaluated regularly through case review meetings and changed as needed. Overall, the model has proved successful and we have seen a significant increase in the number of people we have supported as well as ensuring they receive a quality service.

Healthcare Professionals and Sight Loss Awareness Training

We have been delivering sight loss awareness training to healthcare professionals across Nottinghamshire. The training was designed to enable them to think about the barriers to independence faced by people with sight loss (particularly in their workplaces), along with the emotional consequences of sight loss. We also talked about communication – written and verbal – and how the lack of knowledge and unwillingness to change, could impact on a person's life.

The training included information on common eye conditions and the opportunity to learn how to safely guide someone with a visual impairment should they need it.

From June 2023 to March 2024, we trained 180 health care professionals over 18 sessions. This included those from:

Nottingham University Hospitals and Sherwood Forest Hospitals nursing, administration staff and volunteers; optometrists; local authority rehab and housing workers; occupational therapists; community health and wellbeing staff; stroke teams; psychotherapy and counselling students; physiotherapists; student wellbeing teams and personal assistants.

100% of the people that attended the training agreed or strongly agreed that they had increased their skills and knowledge and that they intended to apply the learning in their roles.

Feedback included:

'The training was excellent and should be undertaken by all optical staff both qualified and supporting staff'

'This training should be mandatory for all staff working in optometry'

'The interactiveness and practical side of the training was excellent. We were able to implement what we had learned'

'A real education – really got an appreciation for people with visual impairments'

The impact of the above – reaching more people and a more efficient referral process - along with a reduction in rehabilitation workers and low CVIs, has seen a big increase in the demand for our services. This is demonstrated below:

In 2021 – 2022 we supported 120 new people In 2022 – 2023 we supported 117 new people In 2023 – 2024 we supported 240 new people

In the first quarter of 2024 we supported just under 100 new people, suggesting a possible figure of 400 new people requiring support for 2024 - 2025. This is a phenomenal rise of referrals and one that we now need to plan for.

Works for me

Funded by the Thomas Pocklington Trust (TPT), Works for Me is an employment service that supports people with sight loss to gain the skills and confidence to move nearer to, or into, work.

My Sight Notts and Yorkshire based sight loss charity, Mysight York, were chosen by TPT to pilot the service in different areas of the country – they already run this service from their base in London.

Offering a range of interventions, with the focus on skills and confidence rather than actual job outcomes, Works for Me has proved to be an essential service for people with sight loss.

From April 2023 to March 24 Works for Me supported 45 people to increase their skills and confidence. This resulted in:

3 people gaining employment

20 people accessing training

6 people accessed volunteering opportunities

8 people havening the confidence to challenge their employer and staying in work as a result

- 11 people supported with reasonable adjustments and Access to Work
- 19 people supported to write an effective CV and to access job sites

75% of working age people with sight loss are unemployed. There is a lack of understanding among employers about the support available to them to employ people with disabilities into work. Works for Me has impacted not only on the people we support, but also the employers we work with. It has helped to raise awareness of the talent employers are missing out on by not employing people with disabilities. It also raises awareness of government support that's available to help employers take on people with disabilities.

Case Study

D has been working at the same company for 19 years. Despite his loyalty and hard work, he faced increasing challenges due to his visual impairment, which made it difficult to manage work tasks, especially those involving technology and using the till. D was unaware that support services for individuals with visual impairments existed until he discovered My Sight Notts.

D's vision impairment posed difficulties in his workplace, particularly when using the till and reading small text. While he had tried to adapt, he did not release that our support around adaptive technologies could ease these challenges.

My Sight Notts' Employment Advisor visited D at his workplace. This personalised approach allowed the advisor to assess D's specific challenges first hand and tailor recommendations. After evaluating D's work environment and daily tasks, the advisor was able to recommend small but impactful adjustments to improve his experience.

The Employment Advisor also helped D overcome his challenges with the till. They suggested Windows Magnifier that enhanced the till's display, making it easier for D to read and interact with it. Additionally, they recommended useful apps for his phone to support him with independence.

The support provided by My Sight Notts has had a profound effect on D's work life and overall well-being. D has expressed immense gratitude for the help he received, particularly highlighting how the small changes made a significant difference in his daily tasks. The app suggestions for his phone were also a game-changer, enabling him to interact with technology in ways he previously didn't know were possible. D noted that before he was connected to My Sight Notts, he wasn't aware that such help existed. Finding My Sight Notts opened up new possibilities for him and he now feels reassured knowing there are resources and people ready to assist him in maintaining his employment and independence. D describes the team at My Sight Notts as friendly, polite and helpful, saying how our professionalism and empathy made the entire experience positive and stressfree.

D's story illustrates the transformative power of targeted employment and tech support for individuals with visual impairments. Thanks to our interventions, D has been able to continue working in his role with renewed confidence.

6. How we measure our achievements, outcomes and impact

Sight Loss MOT

The Sight Loss MOT is an assessment and impact tool developed by Devon in Sight. My Sight Notts uses the tool to carry out an assessment with each individual looking at eight areas of their lives. These are:

Understanding your eye condition Making the best use of your sight Your health and wellbeing Manging at home Getting out and about Your finances and planning for the future Work, learning and having your say Having someone to talk to

The Sight Loss MOT includes ladder outcomes that enables us to track an individual's progress through our services using the outcomes above and allows the person to be at the centre of their own support.

Charity Log CRM system

The implementation of a new CRM system (Charity Log), enables us to record details and outcomes from the Sight Loss MOT. Alongside this it records details of individual's interactions with My Sight Notts. We are able to monitor ladder outcomes, track which services people are using and collate and report on a variety of information including numbers of people accessing our services, number of sessions and various demographics.

Consultation

Consulting with our service users plays a central role in shaping and improving the services we offer at My Sight Notts. We believe that by actively involving the people who use our services, we can better understand their needs and create solutions that truly make a difference in their lives. This ensures that our services are relevant, effective and responsive to the needs of those we support.

In addition, we also support other organisations such as the NHS, Integrated Care Board and RNIB by facilitating consultation services on behalf of these organisations. This helps to shape broader initiatives that benefit the sight loss community and ensures that our service user's voices are heard at regional and national level so that the services they rely on continue to evolve and improve.

Evaluation Forms

We use evaluation forms to understand the impact of our sight loss awareness training. The form asks for statements about the organisation of the training - rated from poor to excellent. It also asks for ratings for statements relating to the delivery and content.

The form also asks three additional questions:

Please tell us what you liked best about the training How might the training be improved? What else could be included?

This enables us to develop the training going forward based on the feedback of participants.

7. 2023 - 2024 - What we have learned

We've learned that our new organisational structure works but is inherently organic - it must remain flexible and adaptable for the individuals we work with. This fluidity allows us to respond more effectively to the changing demands of our service users. However, it also brings the potential risk that if it is not managed carefully, we might become victims of our own success and lack the resources to cope with increased demand. To avoid this, we need to plan and ensure that we do not compromise the support for our service users.

Works for Me has enabled us to identify a genuine and pressing need for more robust systems to help people with sight loss to navigate the job market. By continuing our employment support services beyond the end of funding from TPT, we can enable people to build the skills and confidence they need to secure, and remain in, meaningful employment.

There is a clear opportunity to explore whether our sight loss awareness training can become accredited for healthcare professionals. Continuous learning and upskilling have become increasingly important and by partnering with accredited training providers, we can offer support for healthcare workers to have good knowledge of sight loss issues. This will not only support their professional growth but will have a positive impact on patient care and outcomes.

There is a significant increase in demand for audio description and online digital support, especially in relation to accessible art and cultural activities. Our involvement in projects such as the knowledge exchange programme with NTU and the Nottingham Contemporary, along with initiatives like Nottingham Light Night, highlight our commitment to making these spaces inclusive for people with sight loss.

8. 2024 and beyond

As we have seen a significant increase in referrals to our services, we have implemented regular case review meetings in order to ensure that we are not overwhelmed with referrals or a lack of resources to be able to cope with this increase in demand. These review meetings will enable us to keep track of resources and capacity to ensure we can meet this increased demand without overextending ourselves.

Over 2023/20254 we have recognised the importance of having an employment service supporting people with visual impairments and so, thanks to funding from the National Lottery Community Fund, we are in a position to be able to continue delivering an employment support service in Nottinghamshire into 2024/2025. The service will have a new name but will continue to offer tailored support to empower individuals to build the necessary skills and confidence to move nearer to, or into, work. Part of the new project will be around collaborating with employers to create more inclusive workplaces for people with sight loss.

2024/2025 will also see us exploring partnerships with accredited training providers to continue to offer sight loss awareness training to healthcare professionals. This will ensure that the training is recognised as a valuable resource for continuous professional development. This will not only support healthcare workers as individuals but support them to provide better care for patients with sight loss, ultimately leading to improved patient outcomes.

In response to the growing demand for audio description and online digital support, we have committed to continuing involvement in projects like the Information Knowledge Exchange programme with NTU and the Nottingham Contemporary throughout 2024/2025. We will also work with health partners to ensure their apps and websites are accessible.

9. Conclusion

My Sight Notts is dedicated to addressing the multifaceted challenges faced by individuals with sight loss by delivering comprehensive services that promote independence, emotional support and social connection. The increasing number of people affected by sight loss, particularly in Nottingham and Nottinghamshire, coupled with budget cuts to essential rehabilitation services, has heightened the demand for our programmes. In response, we have adapted our service delivery model, established new partnerships and enhanced training for healthcare professionals to ensure those with sight loss receive the support they need.

Our achievements over the past year demonstrate the tangible impact we have made, from launching the Works for Me employment initiative to enhancing social engagement through innovative audio description and cultural activities. With rising demand for our services, especially employment and digital accessibility, we continue to evolve our offerings to meet these growing needs.

Looking ahead, we remain focused on sustaining our impact by refining our referral and support processes, expanding employment services, and exploring accreditation opportunities for our sight loss awareness training. Our commitment to flexibility and collaboration ensures that we can continue to provide high-quality, life-changing support to people with sight loss across Nottinghamshire, while proactively managing the growing demands on our services.

Fundraising Report 2023/2024

2023/2024 marked a significant improvement in our fundraising income compared to recent years. We are incredibly grateful for the continued generosity of our supporters, whose funding enables us to drive positive impact across our projects and services.

Trusts and Grants

Donations from trusts, foundations, and grant-giving bodies remain a cornerstone of our income, generating £280,079 this year. We have been successful in securing multi-year funding, providing greater stability for our projects and the organisation overall. These grants include:

The National Lottery Community Fund: An award of £496,852 over five years to help 'Enable Independence for Visually Impaired People'; with the first installment received at the close of this financial year.

The Henry Smith Foundation: A three-year commitment of £153,400 to support mental health and wellbeing initiatives for older adults living with visual impairments in Nottinghamshire.

The Masonic Charitable Foundation: A pledge of £36,000 over the next three years to support our social hubs, aimed at reducing social isolation.

We also received the final installment of the Global Radio's 'Makes Some Noise' grant to support our Tech Befrienders program.

We extend our sincere thanks to the following funders for their generous contributions:

- BNA Charitable Incorporated Organisations
- Boots Charitable Trust
- Charles Littlewood Hill Trust
- Foreman Hardy
- JN Derbyshire Trust
- Nottinghamshire Masonic Grand Lodge
- Sir John Eastwood Foundation
- Sport England
- The Clothworkers Foundation
- The Jesse Spencer Trust
- The Jones 1986 Charitable Trust
- The Skerrit Trust

- The Thomas Farr Charity
- Thomas Pocklington Trust

Community and Individual Fundraising

In addition to grants, we extend our heartfelt gratitude to the community groups and individuals who have rallied to support our mission this year. These fundraising efforts are instrumental in helping us expand our reach and make a greater impact. Special thanks to:

- The Park Garden Trail raising an impressive £3,880.
- Juliette Bacon, who raised nearly £5,000 by running the London Marathon.
- Amar Alwitry, who raised over £1,800 through his JustGiving appeal.
- Our President Len Jackson and his wife Di, whose dedicated efforts including annual quiz and bridge events, raised £2,500.
- John Godber Dance Group, contributing £570.
- Wollaton Rotary, donating £500.
- Our Visually Impaired Choir, whose carol singing at Victoria Centre raised £1,395.
- Bassetlaw Social Group, raising £924 through a Christmas raffle.
- Councillor's Appeal, contributing £500.

This incredible support from our community strengthens our programs, builds our resilience, and empowers us to continue making a difference. We thank every one of our supporters, knowing that together, we are creating lasting, positive change.

Shops

Our two charity shops in Mapperley and the City Centre continue to generate valuable unrestricted funds for the organisation. While mindful of the rising operational costs, both shops remained profitable, contributing a combined total of £87,717—a slight increase from the previous year.

Legacies

Legacy income remains one of the charity's most meaningful sources of support, with Gifts in Wills totalling £116,551 this year. We are deeply grateful to those who have chosen to support the charity in this lasting way, ensuring their legacy lives on through our work.

Financial Review

2023/24 was a year of significant financial improvement for the charity with an impressive increase in income compared with the previous year. Cost cutting measures and salary savings implemented at the end of last year released more funds to streamline and improve our service delivery.

We achieved our aim to secure more multiyear grant funding so most of our existing services will be fully funded for the next few years. We ended the year with a comfortable surplus enabling us to make a start on building back our depleted reserves and improving future financial stability for the charity.

Total incoming resources increased this year by 68% to £639,487 (2023: £380,577) and total resources expended decreased by 8% to £598,737 (2023: £651,633) which resulted in a year end surplus of £40,750 (£271,056 deficit in 2023).

The year saw an increase in income from trust and grant applications to £280,079 (2023: £104,944) and an increase in income from donations and gifts to £92,746 (2023: £28,340), however legacy income increased only slightly to £116,551 (2023: £93,264) which is lower than our historical averages for the second year. Income from our charity shops increased slightly to £87,717 (2023: £84,107) and our training and accessibility services brought in £10,688.

At the year end the charity had unrestricted funds of £132,232 (2023: £196,016) a decrease of £63,784. There is an amount of £46,000 included as designated funds.

At the year end, the charity had restricted funds of £170,360 (2023: £65,826) significantly higher than last year, multiyear funding instalments from the Lottery and Henry Smith were received in March for spending during 2024/2025.

Looking ahead, many of our services have greater financial stability, most of which are fully or partially funded for 3 or more years. However, we will continue to focus on securing further multiyear funding from trust and grant giving bodies and securing new income from NHS, the public sector and the private sector, to ensure all existing services are fully funded.

We will also seek to secure new income which will meet the increasing demand for our services, ensuring more individuals with visual impairments receive the support they deserve.

Our Finance Subcommittee will continue close financial monitoring to ensure we capitalize on this year's success, enhancing our sustainable income model and building back our charitable reserves.

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