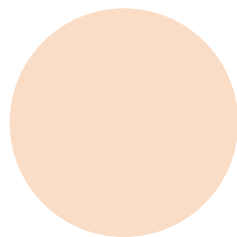




Annual Review

2019 - 2020





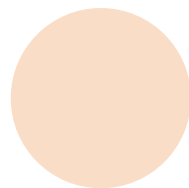
Doug Stalker Chairman

During this year we improved processes and streamlined back office functions helping us deliver the best possible support for our clients. In January we developed a new strategic plan focusing on client needs and support which underpins delivery of our objectives and agreed outcomes with our key stakeholders.

We said goodbye to retiring Board members, but I am delighted three new Trustees have been appointed, bringing with them extensive experience in business which will bring further resilience at Board level, ensuring our governance remains robust to see us through the coming year and beyond.

I want to express my sincere thanks to seescap's staff, volunteers, supporters and donors along with my fellow Trustees both past and present. Without your commitment and dedication, we simply would not be able to support people living with sight loss in Fife.

The report which follows covers the year from April 2019 to March 2020. At a time we are all actively living with Covid, our hard work and planning during that year ensured seescap was in a strong position to rise to the challenge and continue to deliver the best possible services for everyone who needed us. Stay safe all!



Carl Hodson Chief Executive Officer

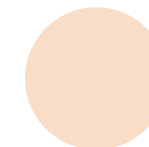
It has been another busy year for seescap and we have achieved much, including, moving to Office 365, increased fundraised income to support new initiatives including, an Early Intervention Worker, Technology Support and Community Engagement.

We also moved to a new cloud based financial management system, improving efficiency and visibility of income and costs, and a new cloud-based data management system for our clients which is already showing a more streamlined, efficient and GDPR compliant process.

The staff team developed new and innovative ways to deliver services during COVID-19 ensuring clients were contacted to confirm all were safe and coping during the pandemic, as well as offering support, advice and aids as required. Our volunteers also moved their befriending and group support onto the telephone and online to ensure no-one was left isolated and lonely.

seescap receives core funding through the Fife Health & Social Care Partnership and Fife Council to provide sight support services, a low vision clinic, befriending and social groups. I am delighted to report that these services passed their 3-year annual review in January 2020 with no additional recommendations of improvement.

Thank you to everyone who helps us to deliver our services, your support is invaluable. The seescap team looks forward to continuing to support our clients in the coming year and working with our fantastic volunteers.



Our Mission

Expanding horizons for people with sight impairment.

We aim to help make sight impaired people’s lives more fulfilled by empowering them to live and interact with their families, communities and surroundings in a positive way



Our Core Values

- Responsibility**
People
Respect
Partners
Excellence
Safety
- We will strive to ensure we meet our social and financial responsibilities.

We are committed to building and maintaining relationships within our organisation and with the community we serve.

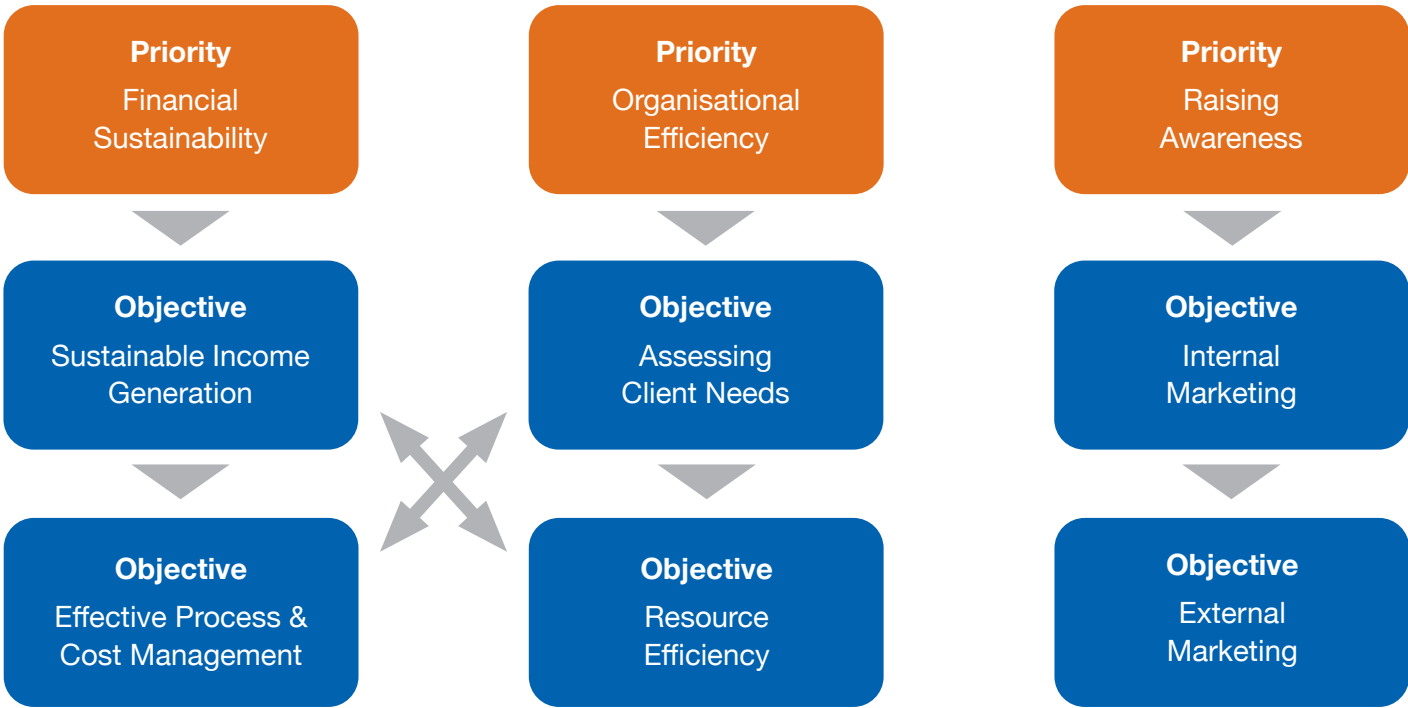
We believe in tolerance, acceptance, diversity and equal treatment for each and every one within the workplace and beyond.

We value working in collaboration with other organisations and people to benefit our service users and supporters.

We are committed to the highest quality of work, grounded in honesty, integrity, respect and professionalism.

We are dedicated to ensuring the health, safety and wellbeing of our staff, volunteers and anyone who may access our services.

Our strategy



Our services

seescape services exist to provide support and advice for people living with sight loss in Fife.

- Our Sight Support team received **2413** new referrals
- Our Rehabilitation team supported **133** people
- Our Assistive Technology team supported and trained **125** people
- Our Community Engagement Coordinator supported **101** people through befriending and social groups
- Our Optician had **528** interactions including the low vision clinic

Sight Support

Our sight support team assists people who have been referred to seescape enabling them to access information, aids and emotional support. Being diagnosed with sight impairment can be bewildering, frightening and worrying, but our team is on hand to help people through their journey.

Veronica's Story

Veronica suffered from sudden sight loss after undergoing gastric bypass surgery which left her only being able to see the outlines of objects and people. Due to this sudden sight loss and already having mental health issues, she was struggling to come to terms with what had happened to her.

She was worried about her job and her social life. seescape staff knew that we had to help Veronica to come to terms with what had happened to her before she would be able to move on with and accept a different life for herself.

We were able to refer her to our counselling consultant who worked with Veronica over a few sessions to help her come to terms with the devastating change in her life. We also referred her to RNIB for support with her employment situation.

We found that she was also struggling with her confidence; she was worried about answering her front door as she was unable to recognise faces, this made her feel unsafe in her own home. We were able to provide support by applying for funding through a local trust on her behalf enabling her to purchase a Google Nest doorbell which links to a mobile device so she can speak to and identify visitors through the doorbell before answering the door. This technology has increased her confidence and has also allowed her to take control of her own home

Sadly, Veronica was eventually made redundant from her job, however, through our support she is now more positive about her future and is exploring becoming self-employed. Through the Government Access to Work scheme she will be able to access the equipment she needs to get started. seescape has been able to give Veronica a free trial of software that she will be able to use on her computer to see if it would benefit her not only for work but also so she can access her computer for everyday life.

Veronica has told us

“I don’t know what I would have done if I had not had the support of the seescape staff, they have helped so much. I though my life had ended, but they have supported me to start on my journey of a different life.”

Rehabilitation

Margaret's Story

As a 56-year-old lady who has been registered as Severely Sight Impaired for over 40 years due to Diabetic Retinopathy.

As a long cane user which she can roll or tap from side to side as she walks to avoid obstacles and find her way. Previously, Margaret also had a guide dog which she relied heavily upon. When her beloved dog died she chose not to get another. Although she had lost her guide dog she continued to travel outdoors independently with the long cane.

However, one day while walking to her local post box the worst thing possible happened; Margaret lost her way. This caused a great deal of upset and she lost all her confidence with independent travel and could only get out and about with the support of another person. Over time the situation and fear worsened and she became very isolated and lonely as she was frightened to go outside.

Thankfully, Margaret contacted seescape for support with outdoor travel. Our rehabilitation team worked with her and provided mobility training. The first journey she conquered was from her home to the local post box. She is now making this journey regularly, safely and independently. She is continuing with further mobility training so she can confidently master other routes; so, she can get out and about and back to her confident self.

Margaret reports,

“I had lost all confidence after becoming lost and thought I would never conquer my fear of going out on my own. But with the time, patience and understating and great training from the rehabilitation team I am now able to achieve so much more and feel my health and wellbeing has been boosted by not being confined to my home.”



Smart tech for all....

Assistive Technology

Diane is a client who was referred to our Assistive Technology Service for a technology assessment. Through the assessment, it became clear that Diane was not using any technology whatsoever to assist her in her daily life. She depended completely on asking family and friends for support for her to perform tasks such as on-line shopping and to make financial transactions. Diane said:

“I should be able to do these things myself, but I just don’t have the confidence and don’t even know where to start. I don’t even have Wi-Fi in my house.”

seescape’s assistive technology trainer, Stuart, showed Diane a range of different smart phones and tablets which would possibly benefit her and allow her to accomplish more tasks independently. She decided a smart phone would be the most suitable option, Stuart demonstrated the iPhone 8 as well as the Samsung Galaxy S8 to find-out which model would suit Diane best.

She then discussed the options with her family and was given a Samsung phone that one of her friends no longer needed. After some initial assistance to set the phone up and create an email account, Diane is now using her phone daily to do her own on-line shopping and banking. She is also using it to send and receive emails as well as accessing WhatsApp to make audio and video calls and send text messages to family and friends. She now also has home broadband, allowing her to make full use of all the features her phone has to offer.

Final thoughts on the experience from Diane:

“For years I thought a smart phone wasn’t for me. However, after help from Stuart I now realise how easy it is and I’m doing things I never thought I would manage.”



It is not just visual impairment where smart technology can make a difference. After seescape staff received dementia awareness training from the Dementia Friends Group, the trainer requested a demonstration/training session on smart technology for the Dementia Friends Group to see if smart speakers such as the Amazon Echo could be of benefit. Our Assistive Technology Trainer delivered a training session demonstrating the benefits of using smart speakers for setting timers, alarms and reminders.

This is the fantastic feedback we received from the session.

“I just wanted to let you know that Irene, who was one of the group that came along to our demonstration session with you, has purchased an Amazon Echo and she is using it to time food. This is an amazing achievement as she was having to eat cornflakes for lunch as she was burning everything as she was forgetting she had put things on the stove or in the oven. Her husband is out at work so to be safe this had been their strategy. She can now eat properly. Wonderful!

We are so grateful to you for getting us started on this journey and inspiring us to be much more creative in our lives.”

Technology Roadshows

seescape held three technology roadshows throughout Fife in conjunction with the national See Hear project. The events showcased the huge variety of both mainstream and specialised assistive technology which is available for people with sight and hearing impairment.

A range of different technology suppliers, charities and organisations attended the events, including our technology research partner Abertay University. The events were held in Glenrothes, Cupar and Dunfermline and were very well attended.



Community Engagement

Befriending – Jack and Isa – their story

I got involved in volunteering with seescap after my own personal experience. I lost an eye when I was young, and seescap, was on hand to help both myself and my family. Later in life, I lost a percentage of sight in my good eye, again seescap was on hand and helped again.

A member of the seescap staff team visited and changed my outlook on life. They were able to help me with simple activities like training on safe working procedures in the home, particularly the kitchen, walking with a marker cane to give me space and safety when outside, the best way to cross the road and other simple everyday things, like avoiding bumping into things!

After all the help and support I had received I felt I could put my experience and time to good use by helping others, so I applied to become a seescap volunteer. I was told of all the volunteering opportunities available and felt my skills would be best suited to Befriending. I attended all the training required which I found really interesting and worthwhile.

Kirstie, the Community Engagement Coordinator felt I would be a good match for a lady living in a care home in Glenrothes. I met me new friend (I call her a friend as that is what she has become) and we hit it off from the start. We now meet fortnightly at the care home. We talk about so many varied topics and our time together passes so quickly, the best part of my volunteering is every visit is different and enjoyable. The worst thing to me is arranging a visit and having to call it off because you cannot make it, that feels horrible.

I get a great deal from my visits; my lady is a great believer in speaking her mind and enjoys topics of conversation as varied as politics, music, and local news. I am constantly updated on the behaviour of her Alexa and we both call her a stropky teenager which makes us laugh.

During Coronavirus pandemic we are now keeping in touch via email, so I provide a note on what I've been up to and she lets me know how she is getting on...we both like history so I'm looking into accessibility of a course we could do jointly to chat about.

The enjoyment my Befriending volunteering has given me has been immense, I can thoroughly recommend if you have some time to donate and like to chat – this is the role for you.

Paul's Story

Paul was registered as severely sight impaired in 2017. After an assessment by the Sight Support Team and a chat with the Community Engagement Coordinator, Paul felt he would like to try out the seescap Glenrothes Group. Since Paul's wife passed away in 2010, he was stuck at home a lot of the time.

Since getting involved in the group Paul has enjoyed, going on outings and meeting people who are in similar situation to himself.

Paul says,

"it's something to do, you get to know other people in the same boat, you stop feeling sorry for yourself as other people in the group all have some form of sight loss, some worse than me. I enjoy the afternoon out, we go on outings sometimes, you get a nice cup of tea and a biscuit, I get on well with everyone and they all know me well too. I am not left alone and have plenty of people to stay connected with. It's good to hear from speakers too, like Stuart Beveridge, I'm really interested in new technology including Envision Glasses which he recently talked to the Group about".



The Optician

It has been a busy year at the Optician.

We have moved into a bigger and brighter dispensing room where we now have all our frames on display. The new room also allows for friends and family to accompany our clients while choosing new glasses. The larger room provides more accessibility for our clients who are wheelchair users who can now manoeuvre freely around in the space to view the frames independently.

We had our first contact lens patient this year and we are now delighted to offer this as another service for any current contact lens wearers and anyone who would like to try contact lenses for the first time.

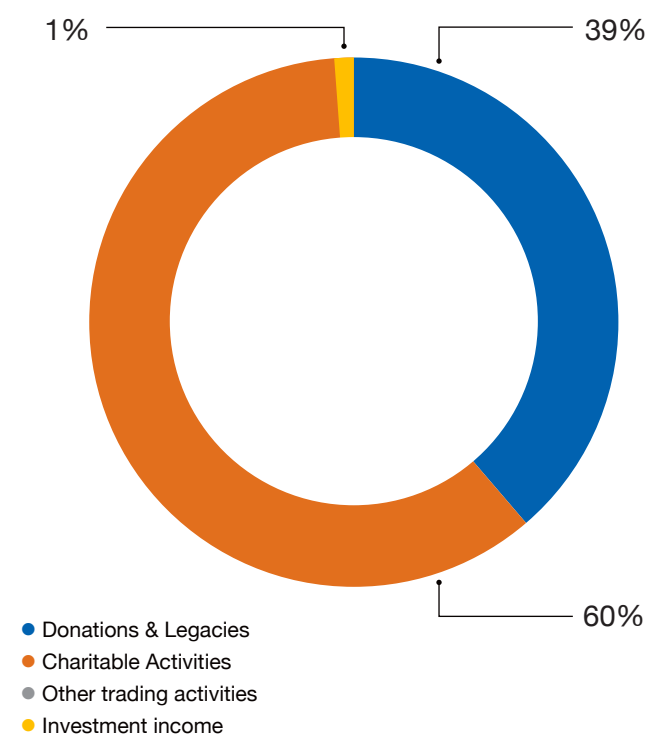
Our Low Vision service continues to go from strength to strength playing a key part in our charity's complete sight support cycle of service.

You can find out more about The Optician service at www.seescape.org.uk/theoptician/

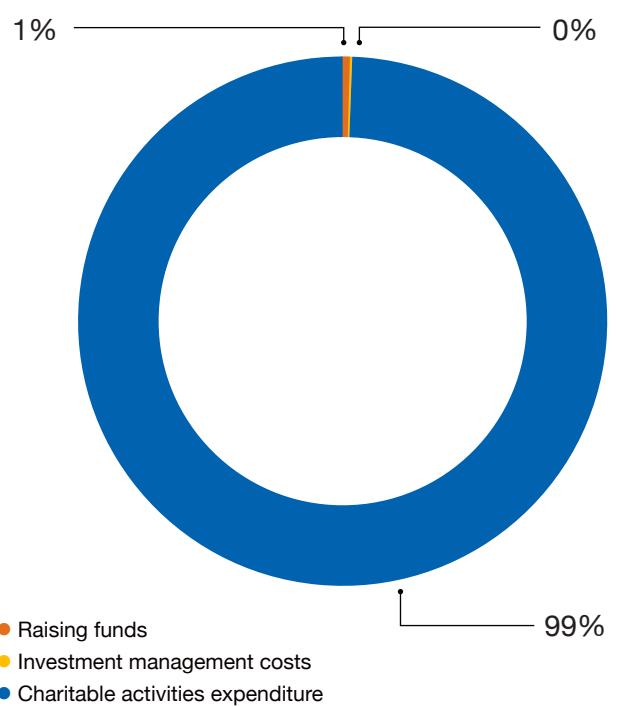


Summary Financial Information

Year ended 31 March 2020



INCOME	2019 £	2020 £
Donations & Legacies	215,482	350,713
Charitable Activities	557,114	545,668
Other trading activities	-	-
Investment income	9,339	10,306
Total	781,995	906,687



EXPENDITURE	2019 £	2020 £
Raising funds	5,006	3,994
Investment management costs	7,613	2,754
Charitable activities expenditure	854,406	783,889
Total	867,025	790,647

Whilst we continue to see growth in sight impairment and the demand in our varied services across all demographics, we are still entering an exciting time at seescape where we can influence and deliver the right type of services for our clients who remain our number one priority.

Fundraising

A huge thank you to everyone who has helped us with our fundraising over the year. Without your support we would not be able to offer the range of services that we do for people living with sight loss in Fife. During 2019/2020 we have been able to offer some new services including an Early Intervention Worker who is available to support people much earlier in their sight loss journey. This post was supported with a grant from the Robertson Trust. We also introduced a new banking app, developed to train people in managing their own banking through their smart phone or online, this work was supported by Bank of Scotland Foundation and the Agnes Hunter Trust.

We also benefitted from the people who donate on a regular monthly basis. This support helps us to plan our work safe in the knowledge we will receive a committed gift. We are also thankful for the many trusts who have given so generously, the companies who have donated and their staff who have raised funds for us, as well as the many groups and organisations who have supported us. We are also most grateful to all the people who support us by entering our Grand Prize Draw and those who donate through our collection cans. We have been very fortunate this year in receiving legacies that have helped to fund our work; we are so grateful to the people who have remembered us in this way. The legacies we receive live on through benefitting the people living with sight loss today and into the future.

From the whole seescapes team and on behalf of our clients – Thank you



Trusts & Foundations

- The Lady Margaret Skiffington Trust
- Northwood Charitable Trust
- Independence at Home
- Souter Charitable Trust
- The Bruce Charitable Trust
- The Robertson Trust
- Agnes Hunter Trust
- The Hugh Fraser Foundation
- A M Pilkington Charitable Trust
- Bank of Scotland Foundation
- Martin Connell Charitable Trust

Legacies

- Evelyn Brodie
- Jane McDonald
- William Grieg

Corporate

- The Co-op
- Skyscanner
- Sight and Sound

In Memorium

- Felice Taylor
- CD Park
- Heather Paton
- Isabella Galloway
- James Lindsay
- Robert Colman
- James Wann
- Janet Pheely





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J D Stalker

C Watson

F Dewar (Appointed 18 September 2019)

K McIntosh (Appointed 11 December 2019)

K Norris (Appointed 18 September 2019)

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Thomson Cooper

Solicitors

Employeease &

Young & Partners LLP

