

# WE SEE ABILITY

220  
YEARS  
SEEING ABILITY  
SINCE 1799



IMPACT REPORT  
2019

**SEE ABILITY**  
Extraordinary every day

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We dedicate this, SeeAbility's first Impact Report, to the late Alan Clatworthy, who sadly passed away earlier this year.

Alan's dedication to SeeAbility over many years, including as Chairman, as Vice President and a loyal supporter, has had a significant impact on the organisation we are today. We owe him a great debt of gratitude for all he did so that we can continue to provide extraordinary and ambitious support for people with learning disabilities, autism and sight loss, today.

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**I'm proud that we've  
lived up to our name  
in seeing the ability in  
the people we support  
and our colleagues.**

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# CEO STATEMENT

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**LISA HOPKINS, CEO**

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**I'd like to open our first Impact Report by thanking you. Without the generosity, commitment and support of you - our colleagues, donors, fundraisers, partners, volunteers, friends and family - we wouldn't be able to achieve our aims and make such a big difference to the lives of people with learning disabilities, autism and sight loss.**

SeeAbility has a long and proud history and over the 220 years since our establishment in 1799, we've worked hard to support people with disabilities and to achieve our ambition for them to be included as equals in society. For us, this means ensuring that people are active citizens in the communities they choose to live in.

2019 saw us celebrate our 220th birthday and I'm proud that we've lived up to our name in seeing the ability in the people we support and our colleagues. Celebrating this great organisational history has given us the opportunity to reflect on how far society has come in its inclusion of people with disabilities, but also how far there is to go. As we look to the future, people we support tell us that they want the same things that everyone wants: a meaningful job, friends, more intimate relationships, and to be happy and healthy.

It's our determination to achieve this equality and enabling people to be their best that drives us forward, not just for people with disabilities, but for our colleagues too. This year, we have made great strides in SeeAbility as an employer and I look forward to seeing that work flourish in the coming years.

This Impact Report demonstrates our work in implementing the necessary change to make inclusive communities a reality for everyone. Our future is bright and, working together and with partners across the country, we're ensuring that our impact exceeds solely improving the lives of people we support, but also generates national change that improves all our lives.

# HOW WE MAKE A DIFFERENCE

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**“In a society increasingly characterised by social division and uncertainty, our ambition is for inclusivity.”**

SeeAbility is in the privileged position of being able to make a tangible difference to the lives of people with learning disabilities, autism and sight loss and we're incredibly ambitious about the support we offer.

However, there are realities that we have to confront. Adult social care budgets have seen drastic reductions and there are inequalities and barriers to participation that people with disabilities continue to experience. Loneliness is rife – one national survey found 31% of people with learning disabilities said they had no friends at all. Opportunities can be limited – for example 6% of people with learning disabilities are in work although 65% say they want to work. Too many people with a learning disability or autism experience poor health - although much of this can be prevented, including poor eyesight.

We want to challenge the status quo and make inclusion a reality for far more people as a result of the work we do. This year we have been talking to the people we support, their families, our staff and our partners and funders to better understand the difference we make.

SeeAbility has unique specialisms and areas of expertise where we aim to increase our impact. They provide us with three key themes against which we can measure our progress.

1. By providing more creative and ambitious support, people we support will have more choice and control over where they live and how they live their lives.
2. We want to see more people benefit from preventative services that can delay or prevent poor health and we want to share our expertise more widely – for example in the care of those with juvenile CLN3 (Batten) disease, or in eye care for those with learning disabilities.
3. We aim to be enablers, so that people we support get more life opportunities, and people with learning disabilities, autism and sight loss can influence change.

Let us know your views, ideas and thoughts about our first Impact Report by emailing [impact@seeability.org](mailto:impact@seeability.org)

**OUR  
IMPACT**

**Make inclusion a reality for more children and adults with learning disabilities, autism and sight loss**

**OUR CHANGE  
THEMES**



People get more ambitious and creative support



People are better able to benefit from preventative services



More people are participating and contributing to society

**WHAT WE DELIVER  
AT SEEABILITY**



Specialist social care support with accessible housing options



The only UK nursing care service for people with juvenile CLN3 (Batten) disease



Supported employment projects increasing the number of people with disabilities in employment



A unique combination of positive behaviour support, speech and language therapy & vision rehabilitation expertise



The only national programme on eye care for those with learning disabilities with a clinical team providing eye care in special schools



Self advocacy, specialist support and volunteering programmes that are focused on participation and inclusion

# PEOPLE GET MORE AMBITIOUS AND CREATIVE SUPPORT

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SeeAbility has the most comprehensive in-house specialist team in the country, where interventions such as positive behaviour support, speech and language therapy, physiotherapy and eye care and vision rehabilitation work are delivering life-changing outcomes for people with learning disabilities, autism and sight loss.

We have made great strides in providing employees with specialist training and we ensure all SeeAbility colleagues, no matter their role, are able to apply this understanding to their work. This means more people we support can live independently and are more actively involved in their communities.





# 12,500

**hours of expertise** provided by our specialist support team, including positive behaviour support, speech and language therapy and vision rehabilitation.



# 81%

**of SeeAbility** employees have had positive behaviour support training (a rise of **24% in the year**).

# 86%

**of SeeAbility** employees are trained in visual impairment and sighted guiding (a rise of **13% in the year**).





## **PEOPLE GET MORE AMBITIOUS AND CREATIVE SUPPORT**

All our work is underpinned by the recognition that every person we support has their own individual needs, wants and desires. When supporting someone to transition into a new home, we place paramount importance on getting to know them as well as we can before the moving day. As Ellie and Daniela's move shows, this can only be done through careful planning and close collaboration.

# ELLIE & DANIELA'S STORY

**"The huge sense of relief cannot be underestimated. We're extremely grateful."**

In 2019, two young ladies, Ellie and Daniela, moved into their own home to start living independently for the first time and their families were ecstatic.

People we support and their families often tell us that the move from home or college can be a difficult one, and good communication and planning is crucial to ensure the transition is as stress-free as possible. A few months after the move, Sharon, Ellie's mum commented:

"The fact that Ellie has accepted her new routine is a testament to how comfortable she feels in her new home. The huge sense of relief cannot be underestimated! We accredit this success to the lovely team that looks after Ellie, spending quality time understanding her."

The SeeAbility support team had worked hard to get to know Ellie and Daniela and understand exactly what they would need to thrive in the new environment.

Many valuable hours were spent with the families in their own homes developing individual support plans, and Surrey County Council Social Services were also involved in detailed planning.

This person-centred planning approach, which saw everyone working in collaboration, helped Ellie, Daniela and their families feel fully involved in all the important decisions about their future.

Both Ellie and Daniela have now fully settled into their new home, and are really starting to enjoy their newfound independence. Terry, Manager at SeeAbility's Surrey Support Service says:

"I met both Ellie and Daniela during the transition to their new home and I could sense their excitement as they created their own personal spaces and got to know the new support team they had helped to recruit. I recall the families saying how wonderful it was for them and their daughters to be so involved in everything."

This close working relationship helped to give the families the crucial reassurance they needed through this emotional time. For Ellie and Daniela, the future is looking ever brighter.



## **PEOPLE GET MORE AMBITIOUS AND CREATIVE SUPPORT**

The specialist team's approach to supporting Kayleigh demonstrates the multifaceted nature of our support, with input from both vision rehabilitation and speech and language therapists. Their expert knowledge has been passed on to Kayleigh's close support team through detailed training, so that the specialist support continues around the clock. As a result Kayleigh's confidence has grown and she is becoming increasingly independent.



# KAYLEIGH'S STORY

**"SeeAbility has made me feel confident about the future."**

Kayleigh is a young lady supported by SeeAbility just outside Maidstone. She lives with a group of close friends and their house is always a hive of activity. When she's not hanging out with her friends, she's pursuing her passion for horse-riding or relaxing at a yoga class. In short, Kayleigh lives an exciting and action-packed life.

At a very early age Kayleigh was diagnosed with Alström Syndrome, an extremely rare degenerative condition affecting a number of different body systems. Kayleigh has already lost her sight and has started to lose her hearing too, so in the past few months, the SeeAbility team has been working with her to develop new ways to communicate.

In consultation with Kayleigh, the Speech and Language Therapy Team decided that Makaton – a simplified form of sign language – would be the most effective way for her to retain her independence.

Support Worker Gail explains: "As Kayleigh is unable to see, we'll communicate to her by holding

her hands and moving them into the Makaton signs. She can then communicate with us through speech or by signing back."

It's not just the people who work closely with Kayleigh who are being trained. The Speech and Language Therapy Team are also teaching Makaton to Kayleigh's friends, so she can maintain those close friendships.

Learning Makaton has given Kayleigh's confidence a huge boost. She is picking up even more new skills and despite the complications of Alström Syndrome, is constantly pushing new barriers. She's started to walk independently with a cane for the first time, only needing verbal prompts from her support team.

"I'm amazed at how Kayleigh's confidence has grown," said one of Kayleigh's close friends. "Two years ago she would never have had the confidence to walk independently with the cane. I'm so proud of everything she's achieved."

With the help of SeeAbility's forward-thinking outlook and her own determination, we're confident Kayleigh will continue to break through barriers.

# PEOPLE ARE BETTER ABLE TO BENEFIT FROM PREVENTATIVE SERVICES

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People with learning disabilities and autism are at very high risk of having a serious sight problem yet far less likely to have had a sight test. SeeAbility is working hard to make them aware of their rights to eye care, and to enable them to access practical support.

Our Children in Focus programme is the biggest global study of the eye care needs of children with learning disabilities. As a result of the study, NHS England have now committed to a special schools eye care programme from 2020 onwards. This preventative public healthcare will change the lives of children for generations to come.

We've also signed up to the national programme, STOMP, which aims to tackle the unnecessary prescribing and use of psychotropic medication for people with learning disabilities and/or autism. The people supported by SeeAbility are now taking more control of their health, and risk factors such as overmedication or dysphagia are being addressed.

Our specialist nursing team at Heather House - the only purpose-built centre of its kind in the UK - are helping to delay the progression of the rare and life-limiting juvenile CLN3 (Batten) disease. Our work contributes to the global understanding and research around CLN3, and our innovative outreach service will ensure that all families facing CLN3 will have the support and expertise they need.

# 1,500

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**children** seen since the start of our groundbreaking project in special schools, where we have delivered over 3,500 sight tests and dispensed over 1,700 pairs of glasses.

# 11,000+

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**views** of our dedicated eye care pages, **1,200 subscribers** of our bulletin for eye care professionals, information shared at **44 national and local conferences and events**.

# 48

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**young adults** with the ultra rare juvenile CLN3 (Batten) disease supported at Heather House since 1999.

# 15

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**people** stopped taking psychotropic medications during a 12 month review, either because they were unnecessary or because we were able to develop alternative behavioural support plans around the person.



# 94%

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**of people we support** said we are meeting their health and eye care needs.





## **PEOPLE ARE BETTER ABLE TO BENEFIT FROM PREVENTATIVE SERVICES**

The eye care support we've provided for Isaac shows just how life-changing good vision can be for people with complex needs. Without it, Isaac may have never received the eye care he desperately needed to combat his anxiety. Through working with NHS England to develop a dedicated special schools sight-testing programme, SeeAbility has ensured that this vital service will be brought to those who need it the most.



# ISAAC'S STORY

## **"When Isaac got his glasses, everything clicked into place."**

Isaac is one of nearly 1,500 children SeeAbility has supported with their eye care needs in special schools. When we first met him, Isaac was a very anxious child – when out with his mum, he'd become distressed whenever they had to turn left or right, only being happy to walk in straight lines because that gave him confidence. Mealtimes could sometimes descend into chaos, with food being thrown everywhere. His anxiety had become a real challenge.

That all changed when SeeAbility stepped in. We tested Isaac's eyes, and found he was short-sighted, with a prescription of -2.5. This means that he is only able to see clearly for about 35cm, after which his vision gets progressively blurry. He'd been prescribed glasses before, by a hospital, but was told that he didn't need to wear them. The assumption was that a child with autism would never adjust to wearing glasses. They couldn't have been more wrong.

Isaac's mum Audrey explains:

"He was first given the glasses in September last year, and by December he was wearing them all the time. When he realised that they helped him, everything just clicked."

"I never realised Isaac's anxiety was because of his vision. Now that his vision is solved, it's helping him with so much more. He's more understanding, he's more patient. At school he finishes lessons now, which was very difficult before. When walking down the road, I can just hold his hand and show him where we're going."

The difference the glasses have made is so radical that it's hard to believe that Isaac is the same child. By taking the time to understand what was causing his anxiety, SeeAbility has changed the lives of both Isaac and his family.

"Imagine going through life not being able to see where you're going and what's happening. It makes me cry every time I think about all those years he's gone through without any help. It's only through SeeAbility that he's been saved."

# JORDAN'S STORY

GO TO [WWW.SEEABILITY.ORG/DONATE](http://WWW.SEEABILITY.ORG/DONATE)

TO HELP MORE PEOPLE LIKE JORDAN

**"Keeping someone healthy is not just about nurses and medication. Making someone happy can have a huge impact on their health."**

Jordan has a very special relationship with his grandad. Every night, without fail, Jordan picks up the phone to call him. Despite an age difference of over seven decades, they are very close.

In recent years, the two of them have struggled to meet up. When Jordan first moved to Heather House in Tadley, his behaviour could be very challenging, which meant that he required a lot of support for any community activities. As someone with juvenile CLN3 (Batten) disease, he can also be affected by other health complications such as seizures. With all these difficulties, travelling across London to see his grandad seemed impossible, and his grandad, being in his nineties, was unable to travel to Jordan.

But the team at Heather House did not see this as a barrier and were determined to reunite them.

Senior Support Worker Karolina explains how they started:

"Reducing Jordan's anxiety was all about building trust, and that meant taking risks. For instance, we were told that Jordan was not able to manage his own money whilst out, as it created too much anxiety for him. But when we took him out to buy new trainers we took the risk and gave him the money to pay for them. He was so happy. He was so proud that he'd been trusted in that way. Slowly over time, we started building a trusting relationship."

Just a year after Jordan moved to Heather House, the team were confident enough he could be supported 1:1 in the local community, and shortly afterwards decided he was ready to make the journey to London to see his grandad.

Karolina and Jordan travelled by train, underground, and bus across the city; something which would have been unthinkable only 12 months before. The family reunion made a huge impact on both Jordan and his grandad and since the initial visit Jordan has been twice more. The difference this has made to his wellbeing has been significant.



## **PEOPLE ARE BETTER ABLE TO BENEFIT FROM PREVENTATIVE SERVICES**

As the only purpose-built juvenile CLN3 (Batten) disease centre in the UK, Heather House provides Jordan with the highest quality support. Essential to this support is the therapeutic and peaceful environment that can provide tangible health benefits that delay the progression of the disease. Working with Jordan to reduce his anxiety, as well as supporting him to maintain key relationships, is important for both his physical and emotional wellbeing.

# MORE PEOPLE ARE PARTICIPATING AND CONTRIBUTING TO SOCIETY

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SeeAbility's aim is for the people we support to be ambitious for their lives and to achieve the positive outcomes they have identified and advocated for themselves - whether that is forming more friendships and relationships, enjoying new experiences and activities, working or volunteering.

As an employer we want to be the change we want to see – an example of this is the increasing number of people with disabilities we employ. Our new self-advocacy, influencing, supported employment and research programmes will mean more people with disabilities are able to change attitudes, influence service provision and change policies towards people with disabilities.

# 88%

**of people we support** said we were helping them to develop new skills.

# 54%

**increase** in the number of people we support using public transport.

# 56%

**rise** in the numbers of people we support who have 5 or more unpaid connections.

# 40%

**increase** in the number of people going to exercise classes.







## **MORE PEOPLE ARE PARTICIPATING AND CONTRIBUTING TO SOCIETY**

Employment is one of the most tangible ways through which most people participate and contribute to society, but for the vast majority of people with learning disabilities, this hasn't been an option. Through recognising the ambition of people like Grace and giving them the tools they need to succeed, we're actively creating a more inclusive and diverse society.

# GRACE'S STORY

**"When I got the phone call to say I'd got the job, I cried."**

I'd always wanted to get a job. For me, getting a job was all about becoming a confident and active member of society.

I was a long way from this ambition when I first met the SeeAbility team in 2014. I was a nervous, anxious wreck. I'd had some bad experiences of support in the past, and I was in a really bad place emotionally. I wouldn't even walk down to the shops on my own.

Gradually, SeeAbility's support helped me to rebuild my confidence. They knew the best way to support me, and they were always there to encourage me through those difficult few years.

But what I really wanted was a job.

In late 2018, I helped SeeAbility with a presentation to the Bank of England that explained to their team how they could improve accessibility. They were really impressed and invited me to join them for a week-long work placement. I jumped at the chance. That really made me

realise how far I'd come - had I been offered the placement four years ago, I would have turned it down.

The experience at the Bank of England was a real eye-opener for me. I learnt all about the office environment and advised them on all sorts of accessibility issues. I think we all really benefitted.

In April I saw there was an opportunity to work for SeeAbility as an Eye Care Champion, helping people with learning disabilities to access good eye care. I had to apply. One of my support team helped me to fill out the application, and then I had an interview.

A few weeks later I heard back. I was sitting in a coffee shop in Victoria Station when I got the phone call to say I'd got the job. I cried. It made me feel so good that people believed in me.

SeeAbility's support changed everything - not just practically, but emotionally as well. Before their support, I wouldn't even go down to the shops on my own. Now I have a paid job. That's the difference SeeAbility's support makes.



## **MORE PEOPLE ARE PARTICIPATING AND CONTRIBUTING TO SOCIETY**

At SeeAbility, we believe that everyone should have the opportunity to participate in their community. With our support, Ed has now moved on from his secluded life in a log cabin and become a confident and active member of society. Creating an inclusive community where everyone feels welcome, accepted and confident is an essential aspect of all our work.



# ED'S STORY

## **"The SeeAbility team have given him a life."**

Ed spent most of the summer of 2017 in a log cabin at the bottom of his parents' garden. The windows were shut. The blinds were drawn. On the rare occasions Ed did leave the cabin, he wore ear defenders to block out any noise.

Ed's older sisters had both left home and Ed's sense of loss manifested itself in extreme anxiety and frustration. His parents built him a log cabin in the garden, hoping it would give him independence and a safe space. It didn't quite work out as they'd planned. "He refused to come out," says Sharon, Ed's mum. "For nearly three years he was a recluse."

One day, Ed took his parents by surprise. "He said, 'Why am I still here when Stacey and Leanne have left?'" Sharon remembers.

The family started looking for supported accommodation, but it wasn't easy. After the first placement broke down, Sharon thought that Ed would be put off by the idea, but when he was offered a bungalow tenancy in Bicester with SeeAbility support, he was delighted.

"When we visited he had this huge smile," says Sharon. "He was opening all the cupboards and asking, 'Is this all mine?'"

Sharon vividly remembers the first time she visited her son in his new home. "Straightaway he said, 'Hello Mum, do you want a tea?' It was lovely, as in the log cabin he never wanted to do anything."

The team has helped Ed organise his week around the things he loves doing. They encouraged him to think about what skills he wanted to develop and together they decided to focus on his passion for woodwork. They found a weekly furniture restoration class and it's really given Ed a chance to shine. "I like the SeeAbility Team," says Ed. "They make me happy and listen to what I want."

Things have improved for Sharon, too. Before Ed moved out, her life had become increasingly restricted to the house. Today, she has peace of mind and knows Ed is getting the right support.

"It's changed all our lives," she says. "My daughter Leanne said to me, 'It's like having the old Ed back.' She really hit the nail on the head. The SeeAbility team have given him a new lease of life."

# OUR VALUES

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## WE ARE BRAVE

We believe in being different: we seek new ways of working, thinking and ideas. We want to be extraordinary.

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### JENNY GOULD

#### VISION REHABILITATION OFFICER

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Jenny's been working at SeeAbility for 21 years. She first joined as a Support Worker and then trained to become a Vision Rehabilitation Officer.

"I first became fascinated by vision rehab work when someone told me that people with visual impairments can do absolutely anything with the right support. I always cling onto that."

It's clear that Jenny is living and breathing that belief, as in October she took part in our Morocco trek, which partnered sighted and visually impaired adventurers climbing Mount Toubkal – the highest peak in North Africa!

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**It's all so positive at SeeAbility. Every day someone astounds us with a new achievement.**

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# OUR VALUES

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## WE ARE PASSIONATE

We want to make a difference. We work as a team to improve for the greater good, not only for the people we support, but for our team and SeeAbility as a whole. We are completely committed to each others' successes.

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### HAMAIRA ASHRAF-HAROON

#### EYE CARE CHAMPION

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Hamaira is one of the Eye Care Champions raising awareness about eye care in the learning disability community. She's brought with her years of experience working in self-advocacy groups and is passionate about helping people to have a voice.

"I grew up in a culture where people often tell BME women what they should and shouldn't do, so I'm determined to help build a society where everyone has a voice and an opportunity to be heard."

“  
**People with  
learning disabilities  
have a voice, they  
just sometimes need  
a little support to  
express themselves.**

”

# OUR VALUES

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## WE ARE CREATIVE

We are enablers. We create solutions by thinking and acting differently. We break down barriers. We don't see rules as boxing us in, but as norms that evolve with us on our way to being the best.

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## EDWARD KEMPTON

### SUPPORT WORKER

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When Edward graduated from university with a Creative Music degree, he didn't expect to find a new passion for support work. But since joining the team at Denecroft, he's been loving it.

When his dad decided he wanted to do something worthwhile for his 50th birthday, the two of them brought together these two passions and performed a concert to raise money for SeeAbility. They raised over £500! The experience has prompted Edward to think about how music can be used to help his work at SeeAbility.

"I'm really interested in how music can be used for therapy. We could all do with more music in our lives."

“

**I'd never thought of care before, but I'm so glad I applied. It really keeps my creative mind in action.**

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# OUR VALUES

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## WE DO WHAT IS **RIGHT**

We lead by doing the right thing. We are dependable and believe in delivering on commitments, using sound judgement and common sense to determine what is right.

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### **FRANKIE SIEKLIK** POSITIVE BEHAVIOUR SUPPORT LEAD

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The Positive Behaviour Support Team strives to understand the reasons why some people display challenging behaviour, and then works closely with each person to help them express themselves in more positive ways.

Frankie loves helping people achieve things they never thought possible.

"So often people with learning disabilities are written off. But I've seen misunderstood people who were previously in locked hospitals happily walking around their local community. I've seen people who couldn't feed themselves making their own meals. The impact of good quality support is massive."

**“**  
**There's always  
a reason for  
challenging  
behaviour.  
It's up to us to  
understand that.**

**”**

# VOLUNTEER COMMITMENT

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## DOROTHY AND EIRLYS

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Dorothy and Eirlys have been volunteering at Heather House in Tadley since the day it opened, twenty years ago.

*"...something lovely happens every day and I always leave feeling uplifted by the chats and laughter. Every day the people who live here are told that they are greatly loved by their wonderful staff." – Dorothy*

*"I think my favourite moment of acceptance came just a few weeks ago when a young lady I was helping greeted me with 'Hello Granny' – what a compliment!" – Eirlys*

## PART OF THE FAMILY

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Volunteers have always been an immensely valued part of the SeeAbility family. Every day they give their time and skills to enable the people we support to make the most of their lives. It's also all about inclusion, as our volunteers support people to achieve everything from keeping fit through tandem cycling and swimming, to following passions such as classic films and trainspotting. Some of our volunteers even go on holidays with the people we support! It's all about teamwork and SeeAbility wouldn't be able to make the impact we do without their contribution.

# 23,000

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**volunteering hours** provided by 193 regular volunteers.



# SUPPORT IN NUMBERS

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1

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**unforgettable birthday celebration** at the Bank of England, hosted by the **Governor Mark Carney**, and our Vice President, Sir John Major KG CH.

7

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**Eye Care Champions** employed as a result of our National Lottery Community Fund grant.

10

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**thoughtful people** left gifts totalling over **£450,000** in their Wills.

58

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**inspiring people** ran, cycled, walked and climbed mountains to raise an **incredible £95,000**.

60

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**local authorities and NHS bodies** are now commissioning us to deliver support to people with **learning disabilities, autism and sight loss**.

220

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**amazing years** of changing lives.

7,000

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**people downloaded information** from our website, including easy read eye care resources.

9,500+

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**followers** engaging in our social media community.

32,430

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**generous gifts** from our supporters.

740,000+

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**hours of support delivered** by our residential, supported living and learning centres.



# OUR HISTORY

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**1799**

The School for the Indigent Blind was established, providing accommodation and schooling for young people with sight loss, so that they could learn a trade and gain more independence.

**1801**

The school had 30 pupils. Income was raised through donations and sales of goods produced in the workshops.

**1901**

After 102 years in London, the school moved to Leatherhead in Surrey.

**1911**

We were granted Royal Patronage by King George V and became The Royal School for the Blind.

**1980**

The dormitories were remodelled into flats and the people we supported became more involved in their support.

**1982**

Princess Diana became our Patron. Since 1999 our Patron has been The Duchess of Gloucester.

**1992**

By now we had expanded our services in community-based settings, helping people with sight loss and disabilities in their own homes.

**1994**

Our operating name changed to SeeAbility and we adopted the ethos: seeing beyond disability.

**2005**

We launched an eye care and vision information service for people with learning disabilities.

**2014**

We began sight testing in special schools and developed Peer Educator Networks to raise awareness about the importance of good eye care.

**2015**

Our first rating of "outstanding" overall from the Care Quality Commission.

**2017**

Our specialist services team expanded to include Positive Behaviour Support.

**2018**

In partnership with people we support, their families, commissioners and housing associations, we opened our first bespoke service for people with learning disabilities and/or autism under the 'Transforming Care agenda'.

**It's 2019 and our 220th birthday! This makes us one of the oldest disability organisations in the world.**



# LOOKING FORWARD

There are exciting plans for our 'Ready, Willing and Able' programme to support people with learning disabilities, autism and sight loss into paid employment. In addition we will launch our new juvenile CLN3 (Batten) disease outreach service. It provides a centre of excellence for healthcare professionals to improve symptom diagnosis, treatment and reduce hospital admissions. It will also support families and young people through community teams.

We will also launch our Engagement Plan, led by colleague Scott Watkin BEM whose lived experience of learning disability has shaped this ambitious project. Over the year, he will focus on recruiting and training members of an 'associates' group of people we support, who will go on to develop their own campaigning voice and work to influence positive change within and outside SeeAbility.



In anticipation of reforms to social care, whatever happens after the general election, we will use our influence in partnership with others to demonstrate the case for further investment.

Using funding from the National Lottery Community Fund we'll start our 'Every Day in Focus' programme employing Eye Care Champions who will reach 7,000 people with learning disabilities, and a further 5,000 supporters and professionals. The resulting Eye Care Aware Ambassadors will be equipped with information to reach a further 85,000 people with eye care advice.



# THANK YOU

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## Individuals

Mr Haydn Abbott  
Dame Kate Barker  
Mr and Mrs M Barnes  
Mr Andrew Brown  
Mr and Mrs M Buckingham  
Mr Mark Carney  
Sir Michael and Lady Colman  
Mr David Duncan  
Mr Paul Cutter and  
Ms Alyson Farrell  
Mr John Flatau  
Mr Andrew Hayden  
Mr Eric Herd  
Mrs Mary Jobbins and  
the late Mr Alan Jobbins  
Mr Amar Latif  
Mr David B Newlands  
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Mrs Angela Waddingham  
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Mrs Elizabeth Wagstaff  
Ms Marianne Waite  
Dr Nigel Waite  
Sir William and Lady Wells  
Mr and Mrs H Wynne-Griffith

## Trusts, Foundations and Community Supporters

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Excellence and Strategic  
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We also extend our most grateful thanks to those individuals, trusts and companies who have supported our work this year and who wish to remain anonymous.

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**My daughter said, ‘It’s like having the old Ed back.’  
She really hit the nail on the head. The SeeAbility team have given him a life.  
– Ed’s mum**

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**Newplan House, 41 East Street, Epsom, Surrey KT17 1BL**