

# Our year in summary

Information about SeeAbility for the 12 months to March 2022

---

## Introduction

SeeAbility has to produce an Annual Report and Accounts each year. This shows what we achieved and how the organisation is doing financially. We have to have our accounts checked externally each year – this is called auditing.

In the report we show how we use money from local authorities, donors and the NHS to support people with learning disabilities, autism and sight loss.

We pay most of the money as wages to colleagues who deliver care and support. Some goes on maintaining homes and bills for heating, lighting, supplies and food.

It is important that we make a surplus - that means we get in more income than our costs. This allows us to have a reserve of money if we need it and to deal with things that can come up unexpectedly, like the cost of living crisis.

We know things will be tougher this year as the money we get in is not keeping up with the money we have to pay out on wages and things like electricity and gas. There is no need to worry, but we need to look after our money and plan carefully.

## Our Chairman says

The pandemic changed the way we do things. Our colleagues have been great at helping people we support to not just live but thrive.

Our Ready Willing and Able programme has achieved a lot this year, with 60 people now being helped to look for work.

Our Special Schools work is now in 90 schools helping more children to see better. We won an award for this great work.

**Gordon Ilett**  
Chairman

## **Our CEO says**

This has been another year where the team at Seeability worked hard and achieved some brilliant things.

We want everyone to feel safe, welcome and able to be themselves.

We are helping people to live better lives with more choice and we are proud of all the things that we have done over the last five years.

It is great being able to work with colleagues who are very caring.

We want the best for people we support.

**Lisa Hopkins**

SeeAbility CEO

## **A look back at last year**

SeeAbility's staff work hard and aim to support people in the best way they can. We try to make sure that the Government pays enough money to look after the people we support so we can pay our staff fairly. We speak up on their behalf to try to get paid a fair wage for the difficult work they do.

There is a shortage of staff not only in SeeAbility but in the country more generally. This became worse after the pandemic.

We have set up wellbeing coaches to help our colleagues in these difficult times.

We think it very important that everyone is treated fairly no matter their race or sexual orientation.

We opened new homes in Abingdon and Didcot in Oxfordshire and bought new homes in Hampshire and Kent for people we support. We also started supporting some people from the RNIB at new homes in Redhill.

We moved our IT to a new system and carried on rolling out iplanit, which helps us improve how we support people.

We have developed a Quality of Life strategy. This says how we will make the lives of people we support even better.

The Care Quality Commission - or CQC - who look after the homes and other types of care in England, said all our homes were 'good'.

We grew our Creating Connections programme and our Ready Willing and Able programme to help people find work and gain new skills.

We have changed our values recently and now have four new values taking us into the new year. These are:

- Respect is our starting point.
- We spark imagination.
- We learn together to be our best.
- We believe in each other.

## **Our finances**

We made a surplus of £1.5m in the 12 months to March 2022 and this was larger than normal. That was because we received additional money for dealing with Covid from the Government and we also started supporting people at a new location, in Redhill, Surrey. After some adjustments for unusual things, our surplus was about £800,000.

We were able to use some of the extra money to reward our hardworking staff and save some of it for the future. We are expecting things to get tougher as prices rise (for things like electricity and food) and that will affect everyone.

We employed more colleagues last year as more people came to work for us during the pandemic. That meant we used fewer agency staff who are more expensive. This year we are seeing more staff shortages and are having to use more agency support workers. This is not just affecting SeeAbility.

We keep some money as reserves or savings to help us if things get difficult. This is sensible, as if we spent everything we get then we might not be able to deal with unexpected problems like the increase in energy prices.

We still have to watch out for risks:

- We need to recruit and keep the best people as they make good support possible.
- We need to make sure our support is the best it can be.
- We need to watch what is going on the world around us and make sure we are prepared.
- We need to make sure our computers and the ways we work are up to date.

## **Fundraising**

Our Fundraising and Volunteering team do a great job and help us do some things that we would not be able to do if we only had government funding.

Thanks to people, companies and trusts who support SeeAbility we can help people learn new skills, find a job or speak out for changes they want to see.

Our amazing volunteers help people we support to do things at home and in their community.

The team have to make sure that they do their fundraising in the right way that is respectful to everyone.

We are very grateful to everyone who supports us and thank everyone who gives us their time, money or voice.

## **Summary**

Overall we are doing well and our finances are in a good position. Like everyone else, we are concerned about the future and rising costs. We must continue to be careful in the current year to make sure we can pay for all our costs. We are proud of everything we achieved in the last year and we believe we are well prepared for the challenges we will face this year.

**SEE ABILITY**

[www.seeability.org](http://www.seeability.org)

Newplan House, 41 East Street, Epsom, Surrey KT17 1BL  
01372 755 000

---

We're working on making our information more accessible. If you have suggestions for how we can improve this, please contact us at [media@seeability.org](mailto:media@seeability.org)