

Impact Report 2020/21



Our IMPACT



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Welcome!

We are excited to launch our second Impact Report, reflecting on our achievements and hard work during 2020/21, which can only be described as the most difficult period any organisation has ever experienced.

Our centres closed and we quickly had to find new ways of working. Whilst it was difficult, we remained determined that our blind and partially sighted community would not be forgotten. We continued to provide that vital support all the way through the pandemic.

We made thousands of phone calls to keep in touch with as many people as possible. Some people told us they didn't need our support, while others were grateful just to hear a friendly voice.

We understood the importance of keeping connected with family and friends, which is why we have done lots of work to bring people together using things like Zoom, our group teleconferencing system Talking Together, or even just a simple phone call.

This has been the most challenging of times and I want to take this opportunity to thank the dedicated team at Galloway's who have never wavered and always put the needs of our blind and partially sighted community first.

I also want to thank everyone who has supported us: our volunteers who stepped up to help out; donors who awarded us funds; and fundraisers who took part in online and socially distanced activities.

So let us show you why our work matters.

As a leading local sight loss charity in Lancashire and Sefton, we are passionate about providing the best practical and emotional support to blind and partially sighted people so they can continue to live full and independent lives.

We want blind and partially sighted people to feel empowered so they can make a difference to their own lives.

We make sure nobody has to face their sight loss journey alone.

One thing we have learnt is that the best way to talk about what we do is to let those people we support do the talking. In their own words they share what a difference we have made to their lives.

Simon Booth

Chairman



How we adapted our services during the pandemic

During lockdown, we saw the need to adapt quickly and our new ways of delivering services have been incredibly popular and crucial to those who need them.



- We prioritised our most vulnerable clients, making more than 5,000 welfare calls to make sure they had enough support. This extended beyond sight loss advice as our team gathered up to date information on food and prescription deliveries, and other external support.
- On top of this, we adapted our community outreach work to reduce social isolation by making garden and doorstep visits to drop off equipment and provide support such as reading mail.
- We introduced a new Talking Together telephone and Zoom programme which is accessed by more than 80 blind and partially sighted people a week.
- Some of our Tech Talk @ 3 guest speakers have included: Callum Paine from Microsoft, Luke Hoare from Amazon and Steven Scott from Double Tap.
- We moved our Get Active service online, with guest speakers such as blind climber Jesse Dufton, blind surfer Steve Fox and blind ultra-runner Simon Wheatcroft. We also provided audio described walking videos, exercise sessions and moved quickly to restart smaller walking groups when restrictions allowed

Galloway's is my lifeline

Without Galloway's, James says he would 'be in a bad position.'



James' story...

The 83-year-old has age related macular degeneration and he has relied on the charity now more than ever. He lives alone in a flat managed by Places for People in Morecambe.

He says: "Without Galloway's, I would be in a bad position. It is a lifeline for me and for others. It is more than a place to go and meet people with similar conditions. It is about the support you get: not just when you are there, but more importantly, when you are not there. We could not go to the Galloway's social groups, but they have set up Talking Together, which is a group phone chat, where there are quizzes and talks. There is also a book club. This is brilliant as it keeps us all in touch with each other. It has helped me greatly. It is a great lift and something to look forward to.

"I also get regular phone calls from the sight loss advisors and a volunteer rings me twice a week. It is nice to talk to someone outside of my building as they have a different outlook. I am so grateful to Galloway's. I would never have thought I would end up like this, but it makes it easier with such great support. Galloway's is here to help and I am sure everyone else is really grateful too. We may not be able to get out of the house as much now but the team is going out of its way to help us.

"I am proud to be part of Galloway's and I cannot speak highly enough of them. I can't put into words how grateful I am for the support they give. They go above and beyond. It is more than just a job for them. They give us great support and now it is our time to support them, as like all charities, they will be struggling with fundraising during this time."

How Covid-19 affected our income generation

We had some amazing big fundraising events planned in 2020, but sadly these had to be cancelled because of the pandemic. Our community supporters struggled to come together and support us and overall our income dropped significantly.

We joined the 2.6 Challenge, asking people to take part in an activity based around the number 26 and fundraise or donate £26. We adapted our Santa Dash by inviting people to run, skip or walk 3k in their bubbles in December.

During this period, people continued to support us in other ways, such as donating Gifts in Wills or taking part in our lottery, which was a huge lifeline for our finances in such a difficult year.

Opposite Image shows Galloway's 2.6 Challenge graphic with two children dressed as superheroes. Be a Galloway's Champion and take on the 2.6!



Be a Galloway's champion and take on the 2.6 challenge!

A year of successful grants

The impact of Covid-19 on people with a disability became very important to funders and we had our best year yet.

We want to say a huge thank you to our trust and grant funders for all their support during the pandemic. This has helped us maintain our services during such a difficult period. There were many emergency grants available and we were hugely successful in being awarded a number of these.

Our biggest success was £120,330 from The Julia and Hans Rausing Trust. We were one of 329 applicants to receive the funding as part of the Trust's Charity Survival Fund.

The National Lottery awarded us two grants to help us adapt our services. One was £20,003 from the Coronavirus Community Support Fund and the other one £59,674 was from National Lottery Reaching Communities.

We received a total of £19,599 from the Community Foundation for Lancashire and Merseyside as part of separate grants: Lancashire COVID-19 Community Support Fund; LCR Cares – COVID-19 Community Support Fund and National Emergencies Trust.

Our biggest success was £120,330 from The Julia and Hans Rausing Trust

Thomas Pocklington Trust awarded us £10,000 to go towards our Talking Together programme.

£5,000 from The James Tudor Foundation to support our work in reaching the BME community.

We were in the first year of our two year grant of £57,310 from The Masonic Charitable Foundation to tackle social isolation through our Community Outreach programme which was adapted during the pandemic.

We also received a number of smaller grants including:

29th May 1961 Charitable Trust

Hoines Charitable Trust etc

W.G Edwards Charitable Foundation

Persimmon Homes Community Champions

Lancaster City Council and Lancaster District CVS (Lancaster Community Fund)

Tesco Bags of Help

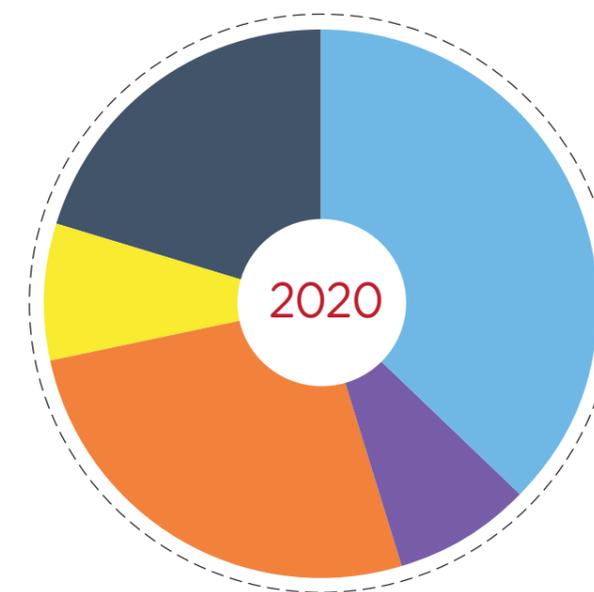
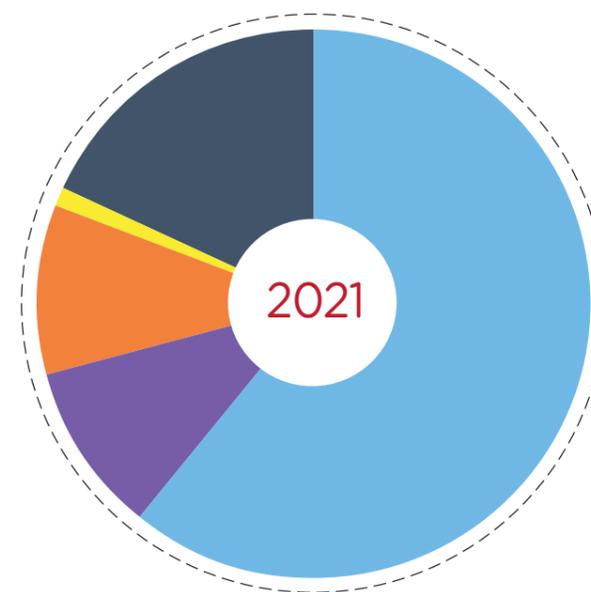
Lee Bakirgian Family Trust

Financial Information

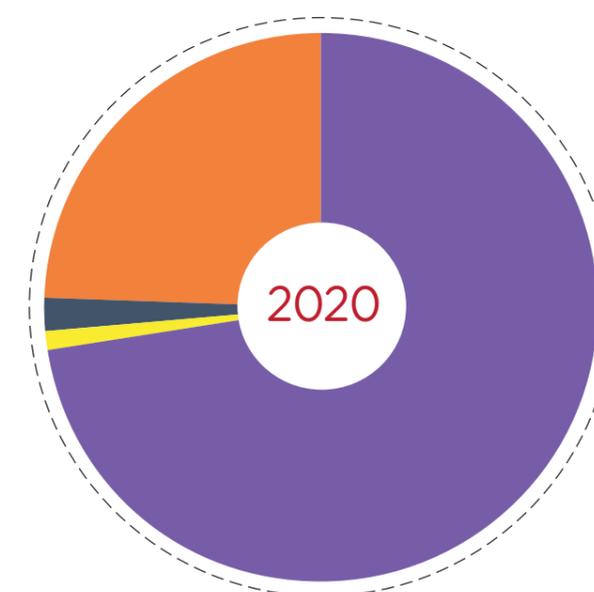
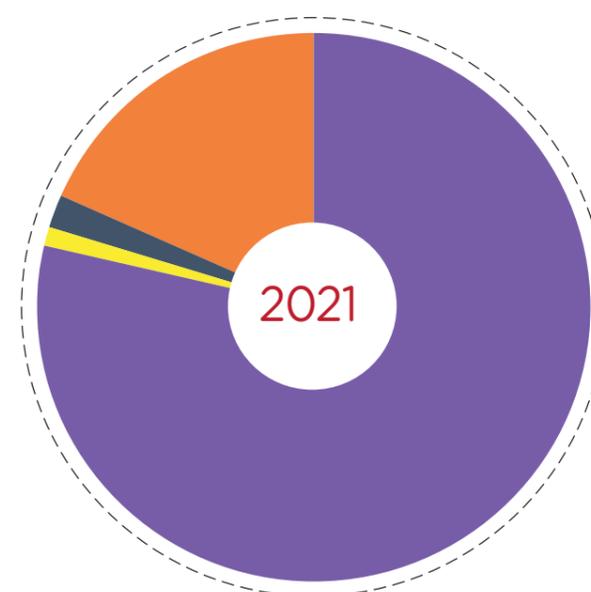
The past year was very difficult financially due to the impact of Covid-19. Many of the income streams we rely on had to stop but others became stronger and overall we are very proud of our financial position coming out of the pandemic.



INCOME 2020/21



EXPENDITURE 2020/21



4,240 PEOPLE SUPPORTED IN 2020-2021



GET ACTIVE VIDEOS



70

883



ECLO INTERACTIONS



5252 WELFARE CALLS



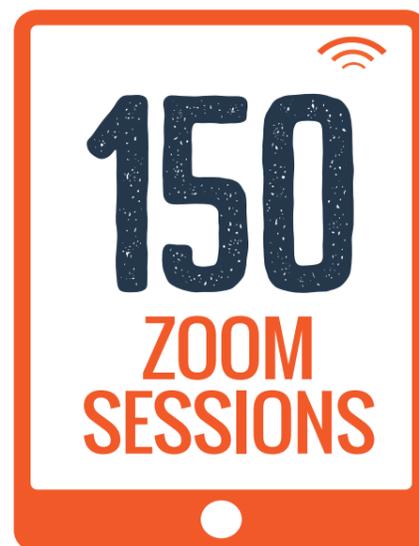
562

ALEXA LISTENERS

3291



TALKING TOGETHER INTERACTIONS



150 ZOOM SESSIONS



335

NEW PEOPLE REACHED

227



LOW VISION ASSESSMENTS



16,875 AUDIO EDITIONS

1:1 TECH SESSIONS DELIVERED



194



8 things
we're proud
of in 2020/21

1

Our fast response

We moved quickly at the start of the pandemic to change how we deliver our services. Whilst our centres were closed for a large part of the pandemic, we remained committed to our blind and partially sighted community throughout, providing a wide range of support including welfare calls and door step visits.

2

Emergency Appeals

We launched our first emergency appeal in the summer, which raised more than £10,000.

We followed this up in winter and raised a further £8,000. Thank you to everyone who supported us.

3

Award

We were shortlisted in the Visionary Awards 2020 Share category for our work in collaborating with other charities and sharing our knowledge.

Our first emergency appeal raised over £10,000



Paula Houghton
our new ECLO
at Royal Lancaster
Infirmery



4

Expanding our ECLO Service

We recruited a second ECLO, Paula Houghton, who is based at the eye clinic at Royal Lancaster Infirmery.

5

New Contracts

We reduced waiting times for rehab support in Southport and Sefton from over 12 months to just two weeks.

6

Expanding our Wills Support

We partnered with online Will writing service, Beyond, making it even easier for people to leave a gift in their will to Galloway's.

7

Christmas Party

We hosted our first ever virtual Christmas party on Zoom, with comedian Jimmy Cricket giving us his best jokes.

8

More Support for People with CBS

We launched our monthly Charles Bonnet peer support group as part of the Talking Together programme.

Technology

Collaborations in assistive technology



Tech Collaborations

At a time when we needed technology and digital aids the most, 2020/2021 saw us collaborate on three major assistive tech projects.

Alexa

Just as lockdown started in March, Galloway's launched its own Alexa Skill, which allows people to find out about our latest services, as well as listen to a range of talking newspapers and our audio magazine Galloway's Eye.

Margaret, 79: "I think the Alexa Skill is fantastic. There is all sorts I can find out using it. I can't read anymore, so I can use it to hear the local newspapers. I can also listen to The Galloway's Eye to hear more about what Galloway's is up to. It feels as though there is someone else there with me in the room, talking."

Image shows an Alexa device with a speech bubble "Alexa, enable Galloway's support through sight loss."



"Alexa, enable Galloway's support through sight loss."

Be My Eyes

Shortly after this, we joined the global app Be My Eyes as a specialist partner, enabling our Sight Loss Advisors to provide support to blind and partially sight people anywhere across the country. You can find out more about how this made a difference to David's life on page 30.

Image shows a phone with a camera showing two tins of food



Tech Ability

Influenced by the pandemic and the fact we were not able to support people through assistive tech in person anymore, we began working with new digital partner Aspire Assistive CIC Ltd to deliver Tech Ability.

We loaned out data-enabled tablets and provided one-to-one online remote support to 13 blind and partially sighted people who were not confident using technology or equipment.

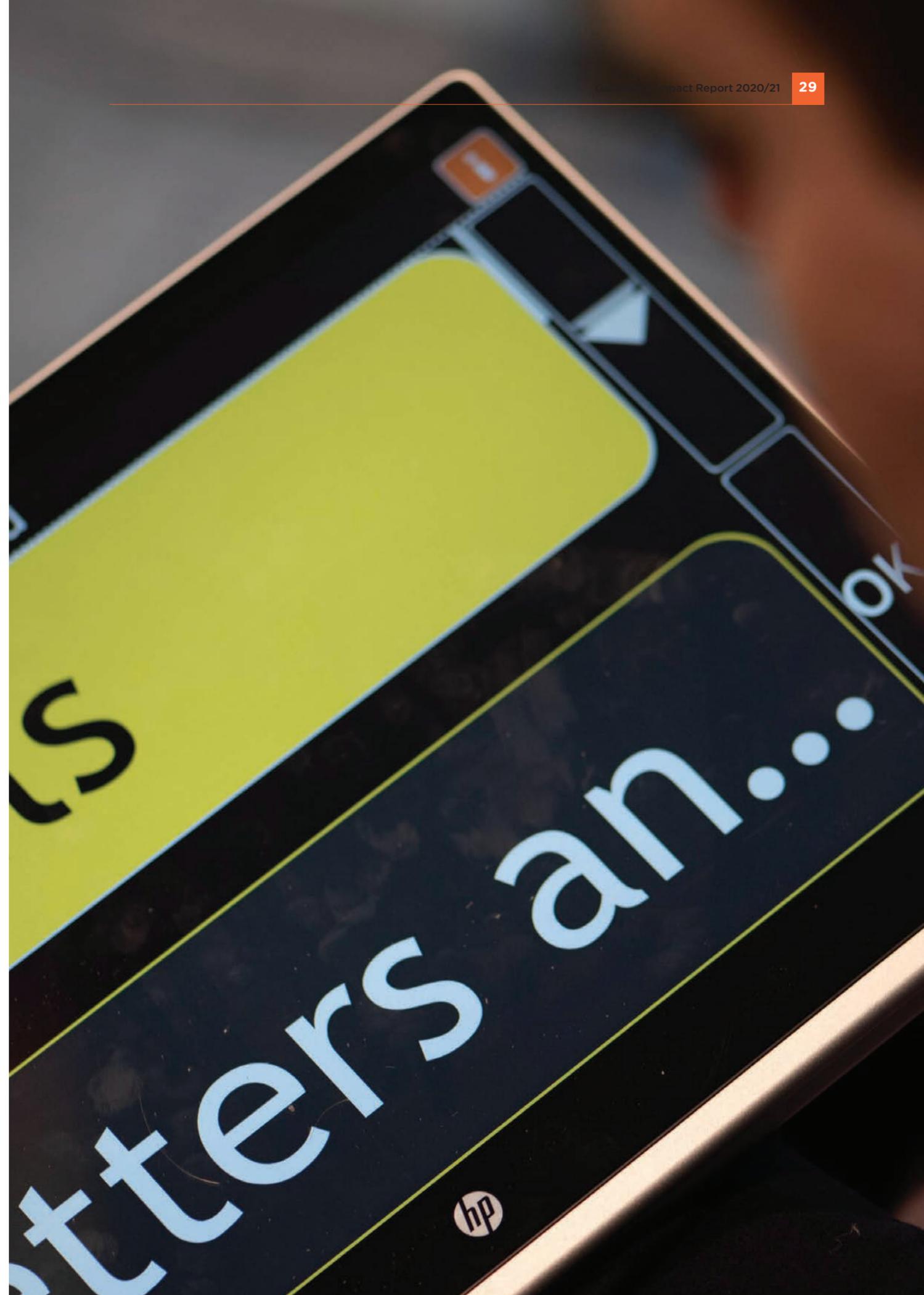
The project was made possible thanks to a grant from Catalyst and The National Lottery Community Fund COVID-19 Digital Response. Galloway's was also supported by digital charity CAST.

June, 74: "Technology can scare us old people but I do think we need to learn these things if we can.

"I don't have anyone else to teach me these things so it has made a great difference Andrew and Graham being able to help me.

"Synapptic has been wonderful. It is a miracle in a box. It has been a learning curve but it has been good. Galloway's is doing a fantastic job."

Image shows an iPad with the Synapptic programme on



Living on borrowed vision

When David, who has sight loss, needs someone to tell him what is on his medication bottle, or which CD he is about to play, there is a way he can 'borrow someone else's vision.'



David's story...

The father-of-two from Preston uses the Be My Eyes app on his phone to video call a volunteer who can read or describe what David shows them. David uses the app regularly and says he finds it very useful in helping him with everyday tasks.

He says: "Be My Eyes is a tremendous app and is very helpful. I have used it to sort my medication out, read my letters or when I have to write anything. The app has helped me pick out which CD I want and connected me with sight loss advisors who can give me ideas of how I can use the buttons on my microwave. I use it mainly around the house, but if you have good internet connection, you can use it outside. It is very useful to have sight loss advisors from Galloway's on board as they have that extra bit of knowledge."

David, who has four grandchildren, has been registered blind since the age of 15. He has several eye conditions, including retinitis pigmentosa, macular degeneration and glaucoma.

David leads an independent life and although he has been aware of Galloway's for many years, he joined in September 2019.

Adele Dewhurst, sight loss advisor at Galloway's, says: "We are thrilled to be added to the Be My Eyes specialised help app to provide visual support to people with sight loss in Lancashire and Sefton. We are always here to answer your call and offer assistance for a range of things, from reading food labels, letters and cooking instructions, to giving advice on what equipment and visual aids you may need."

Photo shows David holding up his iPad with the Be My Eyes app

“It has been amazing being in nature with the sounds and smells. It has been good for my mental health.” - Rashid



Let's Walk!

The benefits of walking

As restrictions eased, our Get Active co-ordinator James Coulton led small groups of walks. He says: “As soon as we could, we made sure we started our walks again as we knew that some members of the blind and partially sighted community had struggled to get out.

“We recognise the benefits of these walks in terms of boosting people’s mental health, providing a safe space to exercise and they can meet old and new friends.”

How did the Get Active walks impact our blind and partially sighted people?

Lorraine “It has been good to get out in the fresh air and meet new people.”

David “This walk with Galloway’s is a brilliant idea. It is definitely good to get out, rather than being stuck in the house all the time, and have a natter with people.”

Ray “I would not do this walk without a group because my vision is in such a way that I would not be able to see the difference between light areas, and dark areas and steps, so it has been worthwhile. As this is an organised event it means you make the effort to do it and you gain the benefits of doing it, whereas if you were at home, you wouldn’t do this.”

Reaching out to the BME community

Research from RNIB shows that Asian and minority ethnic groups are at greater risk of eye diseases, compared to other groups, and are more likely to go blind. Despite this, they are less likely to attend eye care appointments, allowing their sight to deteriorate.

So, we have been working with Lancashire BME Network to raise awareness of the importance of good eye health.

We have also launched a focus group to work with BME (black and minority ethnic) individuals and community organisations to raise awareness of the help on offer. One of the members is Pendle community radio host Saima, who was diagnosed with Retinitis Pigmentosa at the age of 17.

The 37-year-old from Blackburn says: "I was very pleased to hear Galloway's was putting together a focus group to look at issues within the BME community.

"As I am from the Asian community, I understand some of the issues and why some people do not engage and get support. I have met a lot of visually impaired Asian people who are isolated"

"The purpose of the group is to provide people with the opportunity to meet other people going through the same thing. They can share experiences and share their knowledge of other services and activities. We are trying to inspire other visually impaired people about what can be achieved and remove them from isolation."

This work has been supported by a grant of £5,000 from The James Tudor Foundation.

Image shows Saima sat next to a radio mixing desk



A photograph showing a man in a red jacket leaning over to show a tablet to an elderly woman. The woman is wearing a red and blue patterned cardigan and a red sweater. A large pink circular graphic is overlaid on the right side of the image, containing the text 'A new Galloway's'.

A new Galloway's

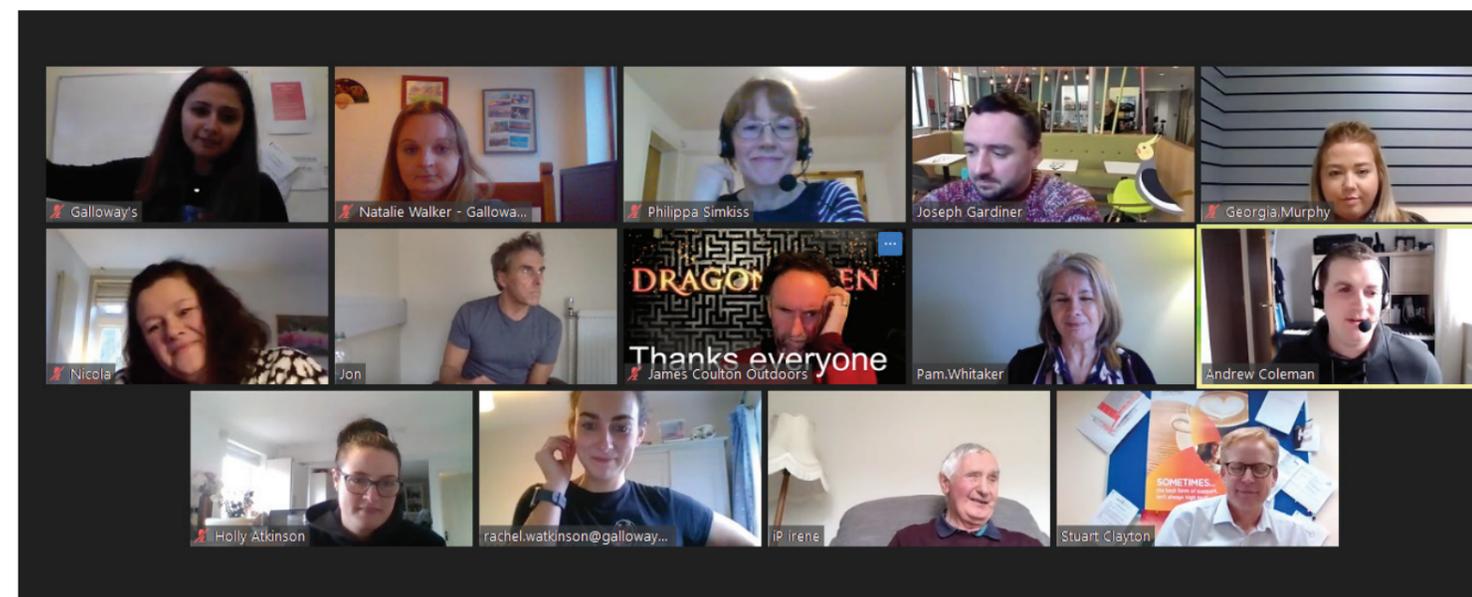
The pandemic provided us with an opportunity to build on our existing successes and come back stronger and better than before. As we were not anticipating that we would return to “business as usual” for quite some time, we wanted to take this opportunity to review everything that we did so that we could provide the services people told us they wanted.

So, we began planning and exploring how we could build a new Galloway's. This was split into three stages:

1. Discovery:

We asked for feedback through online questionnaires, held one to one conversations with more than 100 people and ran a series of online polls. This involved more than 800 interactions with our key stakeholders: Beneficiaries and their family members; staff; volunteers; donors and professionals within the sight loss sector

The image below shows a person filling in an on-line survey on a tablet computer



The image above shows a screenshot of a zoom discovery group session

2. Design

Based on evidence in our Discovery report, we identified three priority areas:

Reaching more people

Improving lives

Achieving our ambition.

We selected six key themes:

1. Community Engagement
2. Communication
3. Health and Wellbeing
4. Income Generation
5. Impact and Assessment
6. Digital innovation and Assistive Technology

Staff members took part in a series of workshops based on these key themes, tapping into knowledge from the country's leading experts, as well as hearing the reality from visually impaired people, their friends and family and volunteers. The workshops helped us come with ideas to solve problems and develop new services.

Our teams pitched their top ideas in a Dragon's Den challenge in front of a panel, which included some of our beneficiaries, Galloway's Trustees, some of whom are visually impaired, and experts from other charities.

We launched a Designing Together group so people with lived experience could have their say as we begin to formulate plans for next year.

3. Implementation:

As a team, we are proud and excited about the design work and ideas we developed and now look forward to shaping our future together with a new three-year strategy to be officially launched in 2022.

Feedback from surveys:

Carole Holmes, long term Trustee who has retinitis pigmentosa, on why Galloway's needs to adapt:

"The whole sight loss world is changing. At one point anyone aged around

60 was considered elderly, but they are not. I think there is a huge gap for support for people aged 60 to 80 who have suddenly lost their sight and are struggling with their confidence and feel lonely. I feel Galloway's is the perfect charity to provide that support."

Gina, who has a family member with sight loss:

"When Alan lost his sight he said he felt useless and couldn't do anything. Someone suggested Galloway's and we took him for the day. They introduced him to other people who were in the same situation who were doing different things and he realised at that point that life does go on."

Elaine, who uses our services:

"It took me a while to get the confidence to call Galloway's after losing some vision. When I did, the moral support I got was the most important thing. Chatting through what I had succeeded to do gave me confidence and I learned how to get out."

Jenny White, Sight Loss Advisor, who has keratoconus:

"I have had challenges myself with sight loss so being able to impart that has been so valuable. We want to move forward and be more relevant for the people who use our services."

Working with our new Trustees

Five great new Trustees joined just before the pandemic hit and have been a huge asset to the board. They helped us with our new strategy for A New Galloway's, advising us on key themes:

Carl Harrison, who has lived experience with Stargardts: "To be relevant to all ages we need to access their world. We need to educate people and demonstrate we are a current organisation. We need to show people we are listening to them."

Joanna Solanki: "Galloway's can add value by investing time and building relationships with commissioners and partners to make sure that community services are truly accessible for blind and partially sighted people."

Hannah Taylor: "We want to reach new supporters who have not felt Galloway's was relevant to them in the past and we hope that through Build Back Better, we are able to diversify and reach different groups in the community."

Ruth Cuthbert: "I have been very impressed with the amazing work the Galloway's staff and volunteers have done to support the visually impaired members of our community and their families. Staff and trustees have worked together to move Galloway's forward into the new world in which we find ourselves. I am proud to be a trustee of such a forward looking local charity."



Galloways
Support through sight loss

"If we want to reach out and improve the quality of life for the BME population, we need to reach out to them."

Sunila Jain

Volunteers

Support of our volunteers

Our volunteers were as devastated as we were that our services were heavily impacted by the pandemic. But their commitment to us never faltered as they worked hard to support us so we could continue our service delivery.

Throughout the pandemic, they:

- Made welfare calls
- Supported us in conducting surveys
- Recorded our Talking News from their own homes
- Provided patient transport
- Hosted Talking Together sessions, such as quizzes and the book club
- Provided gardening and maintenance support
- Recorded the What's Going On Guides

So, on behalf of the team at Galloway's and the people who use our services, **THANK YOU!**

Thank you!

ECLO provides vital support

When he was invited for his appointment last June, Alan was nervous, but thanks to support from Galloway's, he was soon put at ease.



Alan's story...

During the pandemic, appointments for routine eye tests, macular injections and operations were paused, leaving many eye patients left wondering when they would be able to seek vital treatment. Alan, who has had macular degeneration for three and a half years, attends clinic for regular macular injections.

The 84-year-old explains: "I was quite apprehensive about going to the hospital, but it was not that terrible and all the staff involved were marvellous. I was given patient transport, which was a minibus supplied by Galloway's. I felt very safe as Chris the driver kindly supplied me with a mask and gloves. When I got to the hospital, I sat in a large waiting room. Previously there would be around 25 to 30 people, but this time there was only four of us. I did feel relatively safe".

"I was given an eye test and they checked the pressure at the back of my eye. I then saw another nurse who took photos of my eye using a special machine. Then I was asked to go into another room on my own which was quite spacious. A doctor came in to see the bleed behind my eye and I was given my injection. Then I went into another room and a nurse put my eye drops in, washing her hands before and after."

Alan adds that he has found the support from Galloway's to be exemplary. He says: "Galloway's has been extremely helpful to me in every aspect. I bought a magnifier from them, which is a Godsend. I have had a lot of support from ECLO Glen, who has been superb. He organised the patient transport for me, which took the worry out of going. The driver also came into the hospital to meet me as my eyes were blurry from the eye drops."

A huge thanks to our incredible supporters!

Throughout the year we have been supported by hundreds of people, companies and trusts. Without this support we couldn't continue to provide the services we do for blind and partially sighted people.

We are so grateful to all the people who have supported Galloway's financially so that we can be there for more blind and partially sighted people when they need us most.

Nicola Hanna - Head of Income Generation and Communications





Let's talk.

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