

# Growing Together

Annual Review 2019



# Contents

- 03** Member's Growth
- 04** Chair's Report
- 05** You said, We did!
- 06** Strategic & Business Plan - Process
- 07** Executive Director's Report
- 08** Locality Report – Reaching Croydon
- 09** Information & Advice
- 10** Volunteer Programme
- 11** Social Value & Diversity Report
- 12** Resource Centre
- 13** Children & Young People
- 14** Working Age
- 15** Over 65
- 16** Impact Services Report
- 17** Sessions we delivered...
- 18** Partnerships & Acknowledgements
- 20** Treasurer's Report
- 22** Team Directory

## Member's Growth

**Daniel** is 6 years old and regularly attends the children & young people's events with his family. Over the past 12 months he has developed into a sociable and confident little boy who gives 100%, trying lots of new and daring activities. His parents are delighted with his progress "as parents of a partially sighted child, we initially felt quite isolated and reluctant to try new activities, but now he has the freedom to try new things with the understanding and support of all the people around him. He feels safe and confident and for us, we could not be happier that we have found Croydon Vision".



"**Anna** has been a member of Croydon Vision for just over a year and attends New Addington every week with her Dad. Anna is visually impaired and also has additional learning needs and was very quiet and shy when we first met. 12 months on and Anna has grown in confidence and is willing to try all new activities. During the Summer, Anna attended our picnic in Beddington Park and played badminton, archery and swingball for the very first time. Anna commented "I had so much fun playing badminton and I even scored 10 on the archery board!".

**Maxine** has been an active member of the working age project for the last 2 years. The working age project has helped her volunteer her IT skills in leading workshops as well as assisting with planning events. Maxine used her skills to secure an internship with the Thomas Pocklington Trust. We are so proud of how far Maxine has grown and is a wonderful role model for all our members.



"**Vasanti** has been part of Croydon Vision for many years but her bubbly and joyful character has really shone in the last year. Vasanti relies on a wheelchair to get around but that doesn't stop her from taking part in events and attending all excursions this Summer. Furthermore, she is a talented musician playing the Indian drums and even took part in our talent contest earlier in June".

# Chair's Report



Croydon Vision (CV) has continued to expand its services for children and young people, the working age and senior members. Our community engagement with local Optometrists, Community organisations and Moorfields Croydon has developed over the past year, resulting in more referrals as they recognise our valuable services for people with sight loss.

We are very grateful to all those organisations and individuals who have contributed to our funding over the last year. We have recently been awarded a grant towards our outreach project from Croydon Relief in Need, in addition, to a successful funding bid from the Ulverscroft Foundation, which will contribute towards a new 7-seater vehicle.

Our eternal gratitude goes to our band of volunteers, who form the heart of our organisation. We are delighted that so many of our volunteers have benefitted from the training available at CV and some have gained successful employment through their hard work and commitment.

We are sad to bid farewell to Jim Smith, a Trustee and member representative who has recently retired. We are grateful for all the time and effort Jim has put into assisting the Board over the last 3 years.

We would like to welcome four new Trustees to the Board, each bringing a unique set of skills, knowledge and expertise required for a modern and forward thinking charity. Welcome to Asher Persits - Treasurer, Swarna Pillai - Human Resources, Ketan Jadeja - Health & Social Care and Dhruvin Patel - Business Development Manager.

A new initiative this year has been to introduce Governance Training for all our Trustees. This will ensure we all have the required knowledge and skills to assist in making purposeful decisions for the advancement of CV.

We are looking forward to working with the new Trustees; each bringing their expertise and experience from relevant fields. I am confident that their input will further enable the Board of Trustees to become a more integrated and productive arm of Croydon Vision.

A handwritten signature in cursive script that reads "Frances Cullen".

**Frances Cullen**



# You Said, We Did!

Croydon Vision (CV) held an Away Day November 2018 to influence the development of our Strategic plan 2019. We had representation from various stakeholders (Members, Volunteers, Staff & External partner) – SWOT Update:

## Areas for Improvement

Accessibility of the building  
– **we need a lift.**

Lack of an outreach service  
– **home visits; one to one support.**

In historical terms perceived as an organisation for the elderly.

**Transport service** - does not cover the whole borough and improvements needed.

## Progress

**Preliminary work** commenced 2019. Our plan is to improve accessibility of the building; installing a lift and building refurbish by year end 2020.

The team was awarded funds by **Croydon Relief in Need** - outreach project launched 2019.

Branding development continues as well as diverse events; making sure that CV supports all ages (graph ref page 16).

**Climbing Kilimanjaro** this year to fund an accessible multi-purpose vehicle. To reach many more people with sight loss whilst reducing emissions.

## Opportunities to Develop

A chance to form more new relationships with schools, voluntary organisations and local businesses.

Commercial sale of crafts made by service users - **social enterprise activity.**

A chance to become more strategic in forming partnerships nationally with statutory bodies and voluntary organisations.

Improvement on service frequency  
– **Low Vision clinic.**

## Progress

**Good improvements** to date; a continued work in progress.

Working with **colleagues** from health sector and local businesses to exhibit members' craft.

Working on rebuilding relationships with voluntary and public sector as well as forming new ones.

In discussions with **Moorfields Croydon**, to integrate service provision into the community and frequency; thereby improving waiting time for patients.

# Strategic & Business Plan - Process

## Progress

In May 2019, Croydon Vision appointed the National Council for Voluntary Organisations (NCVO) to support and facilitate the business/strategic planning process with the intended outcome to produce a 3-year plan. NCVO is the largest umbrella body for the voluntary sector in England with over 13,500 members. NCVO supports and strengthens the sector through advocacy and capacity building.

## This process comprises four key stages:

**Desk work:** analysis of key documentations - including the stakeholder engagement analysis, financial information, service provision.

**Strategy Planning Sessions:** July 2019.

**Stakeholder Interviews:** further engagement in progress - September 2019.

**Strategy Planning Sessions:** September 2019.

A written 3-year strategic/business plan (incorporating findings, recommendations including any tools/resources) will be released in November 2019.

## Scope of Strategic Planning/Business Planning Process:

<b>Initial Process</b>	Stakeholder analysis Value Proposition Mission, Vision and Values
<b>Review of the discussion</b>	SWOT and Risk analysis Organisational/Internal health check Project analysis Financial analysis Strategic partner mapping
<b>Options and choice</b>	Strategic options and action plan (including SMART objectives) Cost benefit analysis



# Executive Director's Report

2019 has been a significant year for Croydon Vision. We have introduced unprecedented changes to transform the organisation. We have developed a culture that focuses on the goal, not the role; embedding an integrated thinking approach that centres in creating value short, medium and long term.

In a very deliberate way we have made the changes needed to re-energise the organisation as well as influence decision making for patient care within the health sector. We have guided our efforts with three priorities from our development plan:

- **Service Delivery – all ages**  
Developed our Service Enablers Group to promote co-production. We believe that people who use our services should have greater involvement in identifying needs gap; participate in project design and delivery as well as establishing the difference between desired and expected performance.

We launched our new website as part of an ongoing brand development serving all ages, moving away from the perception of being just for the elderly. Furthermore, we've organised diverse events which promote inclusion for everyone.

- **Fundraising Strategy**  
We continue to develop our strategic focus, ensuring that fundraising plays an important role and is paramount to meet our vision and mission.

To support this growth Croydon Vision recruited a Business Development Manager to oversee the fundraising activities, working together with the team.

- **Team Development**  
We continue to invest in team development (Volunteers, Trustees & Staff). Developing a forward thinking approach that new problems will emerge to be solved as well as external analysis to identify opportunities and threats.

## Future Focus

We look forward to launching our 3-year strategic plan (ref page 6). Enabling Croydon Vision to foresee its future and plan accordingly, increase operational efficiency with the aim of adding value and support durability.

Thank you team (Volunteers, Trustees and Staff) - I am blessed to be working with individuals who are passionate about improving lives; your support is greatly appreciated. Let's continue to grow and do more together.

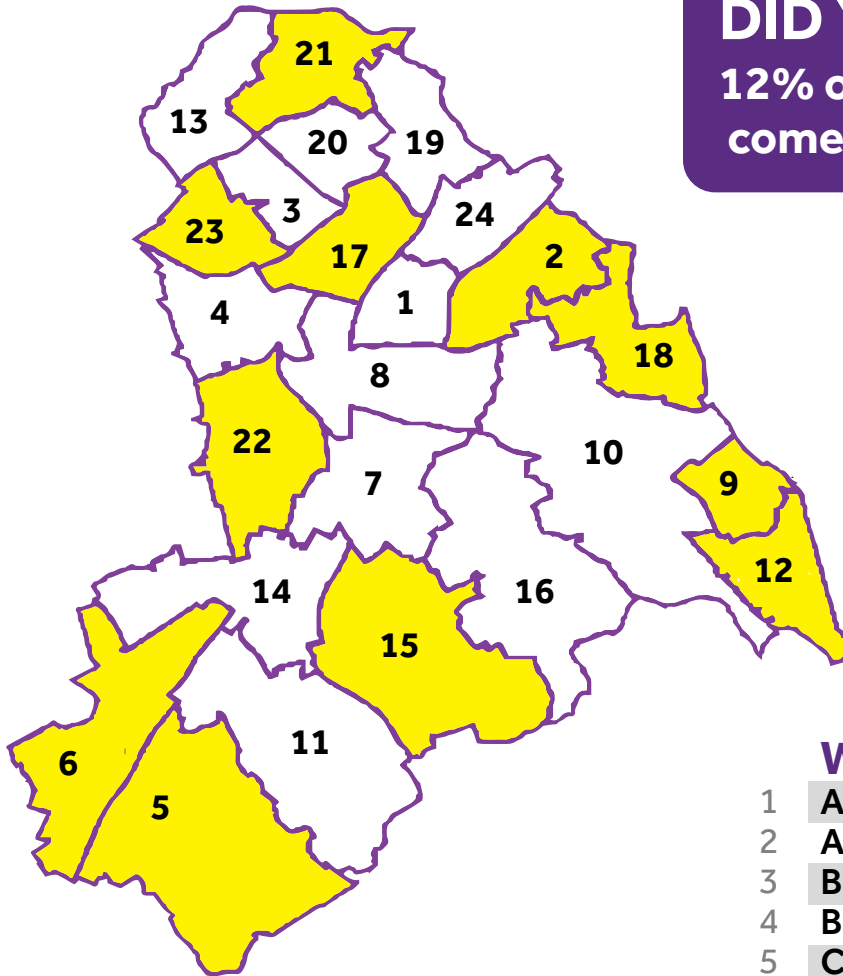
Susanette Mansour

# Locality Report – Reaching Croydon

by Nataliya Lavitskaya

## DID YOU KNOW?

12% of our members come from Addiscombe



During 2019, Croydon Vision further developed its database system; to measure and evaluate impact and locality reach. This has enabled us to work retrospectively and onwards to provide this report.

Wards	%
1 Addiscombe	12
2 Ashburton	0
3 Bensham Manor	0
4 Broad Green	4
5 Coulsdon East	3
6 Coulsdon West	2
7 Croham	2
8 Fairfield	5
9 Fieldway	1
10 Heathfield	2
11 Kenley	2
12 New Addington	7
13 Norbury	4
14 Purley	5
15 Sanderstead	4
16 Selsdon & Ballards	3
17 Selhurst	3
18 Shirley	5
19 South Norwood	9
20 Thornton Heath	9
21 Upper Norwood	3
22 Waddon	5
23 West Thornton	4
24 Woodside	2
Other	4



# Information & Advice

by John Ebubedike

The Information & Advice Officer is the first point of contact for new members seeking support for sight loss. John provides confidential and impartial generalist advice as well as emotional support. This year the impact of the service for members has seen many become more confident and happy in their everyday life. Below are few cases highlighting the impact of the service.



**Emma** came to see the Information and Advice Officer because she wanted to take her previous employer to the employment tribunal for unfair dismissal. She could not afford legal help, so the Information and Advice Officer agreed to accompany her to Court.

Prior to the tribunal case, her previous employer sent an out of court offering. After careful consideration, Emma decided to say no to the offer and proceed with the hearing.

### Outcome

We are happy to say that Emma received a 5 figure amount from her Ex-Employer.



**Peter** booked an appointment with the Information and Advice Officer, as he was unhappy following the outcome of an application for benefits and he wanted to appeal the decision. He completed an appeal form with the support of the Officer and was granted an appeal date.

### Outcome

He was accompanied to the court by the Information and Advice Officer. The appeal was successful and he received a backdated payment of over £9,000. Additionally, he received an increase in his monthly payment.

# Volunteer Programme

by Fay Chegwidden

2019 has been a year of growth for our volunteering programme. One of our priorities has been to improve the diversity of volunteers, making sure we represent the growing community of Croydon. We also provide online training courses, giving volunteers an opportunity to gain accredited certificates. Amongst other highlights, we held our annual Celebrating Volunteers event in June to recognise all of their hard work.



## Volunteering Impact: Danielle Cleary

When I started volunteering, I did not realise how much of an impact it would have in my life. To be with an organisation who understands my health issues and flexible for me to volunteer anyway; means so much to me. Croydon Vision looks past your issues and encourages you to be the best person you can be. This year I have started to learn how to teach Braille and I am looking forward to using my skills and supporting other Braille users.



## Volunteering Impact: Bharat Koria

Croydon Vision has provided me with many training opportunities over the past year to develop myself. This has enabled me to grow in confidence and skills. I have particularly enjoyed completing my food safety certificate and I am now part of the Catering and Hospitality team; amongst other tasks. It is great to see members, staff and volunteers all working more closely together towards the same goal. The focus on unity and all ages has been apparent throughout the year.

## Volunteering Impact: Fiona Baanah-Jones

I began volunteering with Croydon Vision in November 2018 and ever since joining, I continue to grow in confidence. From volunteering, I have developed my communication and social skills. I am currently in the process of looking for work and volunteering has allowed me to develop vital work skills as well as allowing me to think more about my career.



# Social Value

Our volunteers are the heart of Croydon Vision. They support in various ways and we are indebted to them all. This year our total social value for the year has increased to **£66,083**, which is incredible!



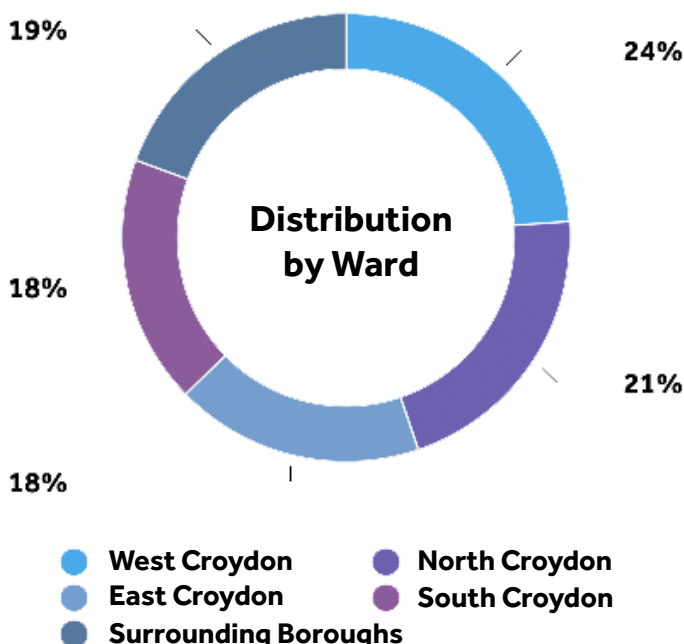
# Diversity Report

## Gender



## Age

Under 21	2%
21 – 30	10%
31 – 40	9%
41 – 50	8%
51 – 60	19%
61 – 70	22%
71 – 80	22%
Over 81	8%



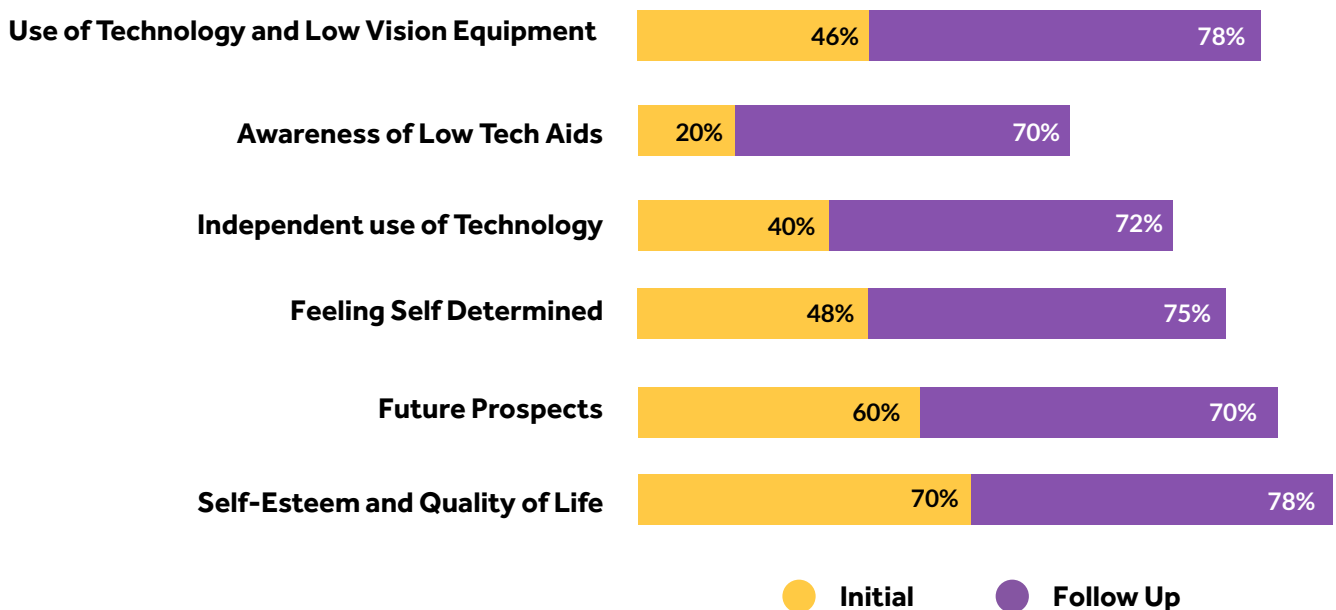
# Resource Centre

## by Katherine Turner

The Resource Centre opened in September 2018 and we have welcomed visitors of all ages. We have helped transform many lives by introducing them to new technology and teaching them to use tools and equipment to make their lives easier.

The addition of an outreach service in the near future will enable us to spread the resource centre far and wide, helping those who are unable to currently access the centre at Bedford Hall due to mobility or ill health.

### Engagement Value Index



#### Over 65s

"**Cris** visited the Resource Centre to purchase a smart phone. Her aim being "I want to be able to use a smart phone like everyone else!".

Cris struggled at first to get to grips with the buttons and technology, but after much perseverance and 1-2-1 support from Croydon Vision, she left feeling extremely positive and able to use the phone by herself".

#### Children & Young People

"**Jacob** is one of our youngest visitors to the Resource Centre and is benefiting from IT tuition to learn how to use his computer at home. This is helping him grow and develop into a knowledgeable and independent teenager. He is thrilled to be able to use a keyboard finally".

# Children & Young People

## by Korey Knight

The Children and Young People's project continues to grow and it is inspiring to watch the young members thrive and blossom in confidence. Staff, volunteers and members are all developing together and this year, Nicola has moved roles to become our Business Development Manager. We are delighted to welcome Korey Knight as our Children & Young People Officer.

This project makes a big difference to young people's lives, helping our younger members build their confidence, become more physically active and gain vital independence.

**Abdallah** is developing into a confident, articulate and sociable young man. He is a big fan of our All Age events, having attended our Summer quiz with his family. He is a wonderful role model for a young person living with sight loss and not letting it get in the way of his dreams and ambitions.



**Anya** has certainly faced her fears this year having taken part in a gymnastics session and riding a horse for the first time. Both activities tested her stamina, coordination and fitness. By the end of the gym session, Anya was walking along a beam and trying out the parallel bars. Anya's mum was overwhelmed with joy to see an improvement in her daughter's posture during horse riding.

**11 year old Charlie commented "I learnt you can do anything you put your mind to".**

**7 year old Holly "trying new activities has made me more brave and confident".**



# Working Age



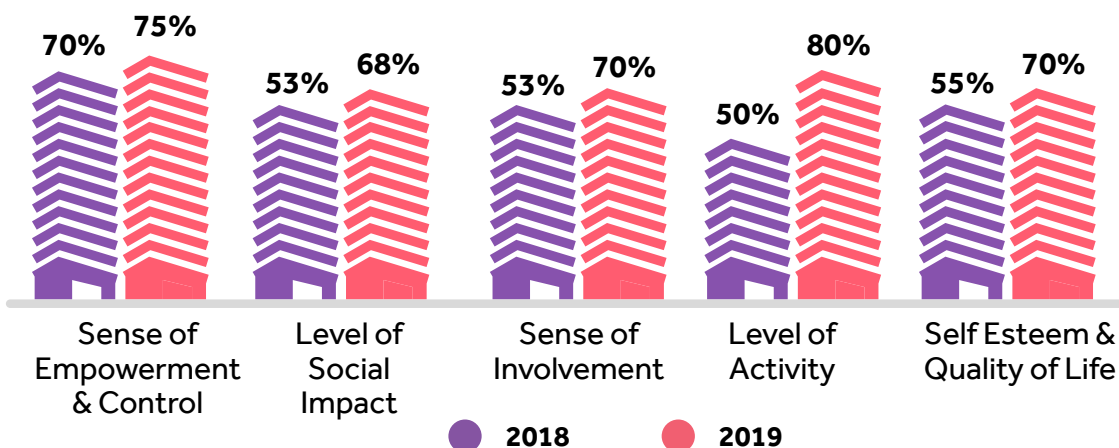
The Working Age Project began in September 2018 through vital funding from the Greater London Fund for the Blind. This project has since developed into a 4 day project, providing a variety of workshops, events and individual sessions.

The group now runs successful return to work programmes, assisting members with job applications, CV writing, interview techniques, confidence building and mentoring. As a result 10 members have successfully gained roles in either employment or volunteering.

**Ramsha** joined the group in 2018 and participated in the CV updating and communication skills workshop. As a result, Ramsha has boosted her confidence and now runs her own YouTube channel. Ramsha also facilitated a skincare and makeup session for the women's group.

**Michaela** visited the project after her contract came to an end. Michaela sought support as she felt emotionally low and needed additional motivation. Following 1-2-1 sessions with the Working Age Officer, Michaela went on to successfully gain employment.

## Impact Engagement Chart



## Over 65s

This year has been a big step for some of our Over 65's. They have overcome various challenges which has led to great accomplishments. We have really seen our members grow and step out of their comfort zones.



### Read Janet's story below:

"I live in a converted sheltered church just around the corner from Croydon Vision. I have a visit from a carer twice a day to help with basic tasks. In terms of socialising, I don't go out or speak to anyone. Having a fractured spine does affect my mobility hence why I choose not to go out. At first, I did not want to join Croydon Vision or socialise with anyone. Since I have been coming to Croydon Vision I feel much happier and the people there are so nice. I now look forward to visiting Croydon Vision. The lunch is extremely good and the assistance that I receive from the transport service is excellent. I feel that I have made new friends and no longer hide inside of my flat".



### Read Roy's story below:

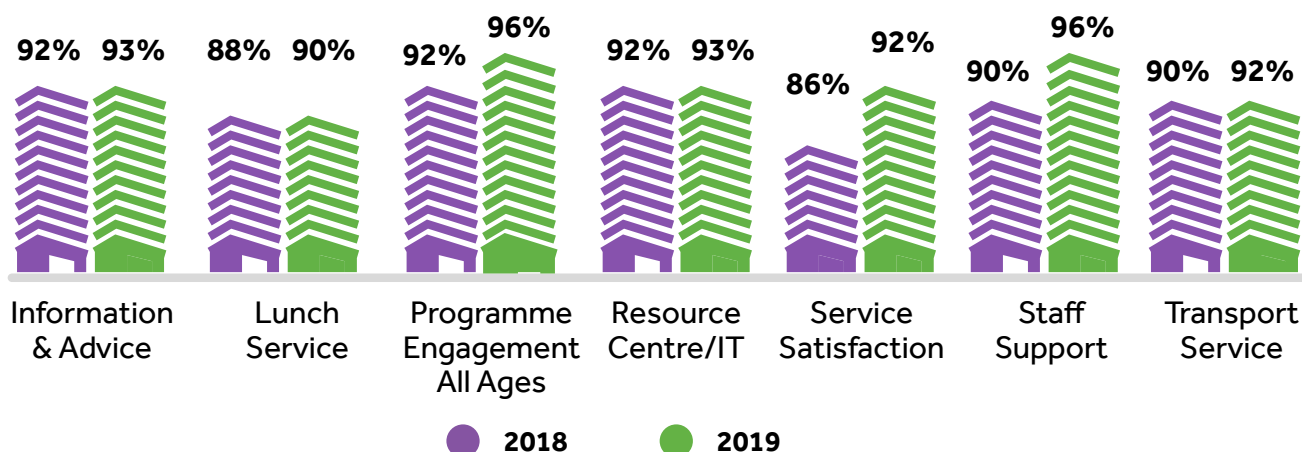
"Before Croydon Vision, I was driving the London buses for 16 years. I very much enjoyed my line of work. One day, I went for a medical test and failed due to my vision. I felt dejected and was no longer able to continue work. I have been with Croydon Vision and our Timebridge Centre (New Addington Group) for 40 years and used to attend with my wife. Unfortunately I lost my wife 5 years ago. I really miss her and we had a good companionship. However, I never have felt lonely and appreciate the involvement Croydon Vision has in my life. I would describe Croydon Vision in one word as "togetherness". I believe that we are a close unit. I enjoy being collected by the transport service and socialising with others. I feel well looked after!"

# Impact Services Report

## by Natasha Thompson-Campbell

The provision of our services are an important aspect of what we do at Croydon Vision. Members are able to form new relationships, learn different skills and become a part of a supportive community. This year we carried out surveys to measure the impact of our services.

### Engagement Satisfaction Index



A key area that has improved is our programme engagements. This includes the events we have held throughout the year and excursions, promoting inclusivity. Our services and staff support have also advanced. This highlights that there is growth in our performance and we are working cohesively. There is still room for development in other areas and we truly value the feedback we receive from our members to enhance our services.

"Croydon Vision's team is dedicated, hardworking and enthusiastic. They apply a framework of inclusion to every person that attends. It's been so gratifying watching bonds of friendship and trust form alongside growth between staff, members and volunteers".

**Michael Jones**  
Driver and Member Support

"I believe that we are growing together and appreciate that we help one another. I enjoy seeing a continuous attendance for the lunch service".

**Isatu Koroma**  
Cook and Member Support

"I truly admire that we are an integrated team".

**David Woodin**  
Driver and Member Support

# Sessions we delivered...



## Information & Advice

Yr '18 - 1227

Yr '19 - 1401



## Counselling

Yr '18 - 58

Yr '19 - 46



## Creative

Yr '18 - 696

Yr '19 - 881



## Working Age

Yr '18 - 1050

Yr '19 - 1670



## Social Groups

Yr '18 - 2617

Yr '19 - 2856



## Children & Young People

Yr '18 - 210

Yr '19 - 290



## Low Vision Clinic

Yr '18 - 56

Yr '19 - 49



## IT Training

Yr '18 - 332

Yr '19 - 336



## Exercise

Yr '18 - 1251

Yr '19 - 1191



## Resource Centre

Yr '18 - 21

Yr '19 - 215



## Twitter Followers

Yr '18 - 209

Yr '19 - 475

# Partnership with Croydon Vision

## by Nicola Peake

### Corporate Social Responsibility (CSR)

Croydon Vision is looking to work in partnership with local businesses, thereby supporting many more people with sight loss. CSR represents itself as a team building and fundraising activity around a certain charity and/ or skills given; to promote the charity's development or profile. CSR can involve short or long-term support; with the aim of promoting positive social change in the community.

### Why get involved (Business)

- Supporting Croydon Vision can help boost your staff morale.
- Improve relationships within your workplace.
- It will help grow your company's profile within the community.
- The partnership will promote your business as disability friendly.

### Benefits for (Croydon Vision)

Skills in Film or Video Editing	Providing impactful videos for promotional purposes such as social media and presentations.
Digital Fundraiser	Someone to build audience personas and user journeys; in order to effectively appeal to our fundraising audience and wider reach.

### Support through Donations

- |  |                    |
|--|--------------------|
| • Support a member to participate in healthy living (Exercise) | <b>£3/day</b>      |
| • 2-course meal for someone with sight loss                    | <b>£5/day</b>      |
| • Transport service  | <b>£6/day</b>      |
| • IT support to improve skills and reduce social isolation     | <b>£20/session</b> |
| • Excursions to various interesting places in the UK           | <b>£24/trip</b>    |

### Leave a Legacy, be a Legacy

A practical way of giving back to your community, alternatively, showing your gratitude for the support you might have received from Croydon Vision. As a donor, you are in control of your gift. You can designate it with a specific purpose in mind, or leave your gift unrestricted for the areas of greatest need.

Please contact your Lawyer and your Financial Advisor. Let them know you are considering a planned gift to Croydon Vision. They can assist you in determining what type of gift best suits your personal and financial circumstances.



## **Supporting Croydon Vision - Acknowledgement**

Advice Services Croydon  
AK Accounting Solutions  
Body Shop – Croydon  
Capital Space  
Children in Need  
Community Fund - BIG Lottery  
Community Ward - Cllr Janet Campbell  
Croydon Charitable Foundation Ltd  
Croydon College  
Croydon Council  
Croydon Relief in Need Charity  
Croydon Rotary Club - Swimathon  
Day Lewis Optician - Croydon  
Eye Clinic Liaison Officer - Julia Smythe  
Frederick Lodge Unity 452  
Freemasons/Springfield Lodge  
Greater London Fund For The Blind  
John Lewis - Croydon  
Jubilate Choir - Croydon  
Masonic Lodge N3136  
Mayors Office 2019 - Charity of the Year  
Rawlings Opticians - Croydon  
Ros Harding Trust  
Royal National Institute of Blind People  
Selsdon Baptist Church  
Sensory Impairment Team - Croydon  
South East London Orchestra  
St Mary's Church - Beddington Park  
The Brit School  
Thomas Pocklington Trust  
Trinity High School - Croydon  
Ulverscroft Foundation  
ValueYou - Volunteer Recognition Scheme  
Visionary  
Woldingham Wives

### **Donations**

Christina & George Strymowicz  
Mr Anil Sanon  
Mrs F Power

### **In Memory**

Mrs Christine Di Lullo/ In memory of Mrs J Lulu Stubbings  
Mrs Myrtle Caryl/In memory of Mr William Loenard Caryl

### **Legacy**

George Oliver  
Janet Andrews  
John Bess Davey  
Lesley E Terry  
Raymond George King  
Sylvia Sendall  
Veronica Margery Sadler  
Winifred Helen Walton

**Thank you to all our Members and Volunteers who have donated in kind and in deeds. We are so grateful for your continual support.**

# Summary Financials - Treasurer's Report

For the Year ended 31 March 2019

	2019			2018
	Unrestricted funds	Restricted funds	Endowment funds	Total funds
<b>Total Income (£)</b>	440,043	143,235	-	583,278
<b>Total Expenditure</b>	(272,375)	(147,338)	(15,406)	(435,119)
<b>Operating (Deficit)/Surplus</b>	167,668	(4,103)	(15,406)	148,159
<b>Recognised gains on investments</b>	-	-	-	-
<b>Net Income/(Expenditure)</b>	167,668	(4,103)	(15,406)	148,159
<b>Gross transfers between funds</b>	-	-	-	-
<b>Net Movement in Funds</b>	<b>167,668</b>	<b>(4,103)</b>	<b>(15,406)</b>	<b>148,159</b>
<b>Total Funds Brought Forward</b>	<b>471,628</b>	<b>25,000</b>	<b>1,231,015</b>	<b>1,727,643</b>
<b>Total Funds Carried Forward</b>	<b>639,296</b>	<b>20,897</b>	<b>1,215,609</b>	<b>1,875,802</b>

## Treasurer's Report

Croydon Voluntary Association for the Blind (Croydon Vision) is a charitable incorporated organisation constituted on 8 January 2016 and registered with the Charity Commission on that date (registered charity number 1165086).

### Income:

The total income for the year was **£583,278** (2018: £236,285). This significant increase in income is largely attributable to the receipt of several large legacies in the current year in the amount of **£223,344** (2018: £1,197). The receipt of these has enabled the Trustees to designate some funds for a much needed fleet replacement (new minibus) and continued investment in the building. The Charity has also been successful in obtaining new grant funding, most notably for new project: "Seeing the Bigger Picture" from Big Lottery Fund, Working Age Programme GLFB, Children in Need and increased donations.

### Expenditure:

Expenditure for the year was **£435,119** (2018: £340,897). Expenditure is incurred to enable the Charity to perform its charitable functions and raise additional funds. The main reason for the increase in expenditure is the increased charitable expenditure associated with the new projects funded by the grant funding referred to above including the investment in new and existing staff, the acquisition of assets and increased project expenses as well as building capacity within the organisation.

### Balance Sheet:

The above result led to a surplus of **£148,159** (2018: deficit £104,612), which has resulted in a combined fund balance of **£1,875,802** (2018: £1,727,643) at the year-end. The total unrestricted reserves are currently **£639,296** (2018 Combined: £471,628).

The summary financial information included in this Annual Review shows the income raised from our activities and the amounts spent. It is intended to give a broad overview only and has been extracted from the full Financial Statements for the year ended 31 March 2019, which were approved by the Trustees on 31 July 2019. In order to gain a full understanding of the Charity's finances, the Independently Examined Financial Statements, Trustees Annual Report and Independent Examiners' Report should be consulted. Copies of these accounts can be obtained from Croydon Vision on request.



**Alexey Persits**  
Treasurer

# Team Directory

## Social Groups

Charles Schokman  
Christine Rose  
Claire White  
David Elvy  
Elizabeth Know  
Hannah Elahi  
Harry Vendryes  
Jan Broughton  
Jane Bashford  
Jean Jennings  
Jennifer Smith  
Maria Stirling  
Pat Tebbutt  
Regan Ruther  
Rita Sandland  
Sue Ardley

## Catering and Hospitality

Ata Salam  
Doris Hamilton  
Ernesto Pellegrini  
Linda Glandfield  
Mayson Gabbo  
Oweshia McLeary  
Sarah Parry

## Community Engagement

Diana Harries  
Jenny Wellington  
Kevin Winstone  
Lauren Crisp  
Mike Morgan  
Neil Mackenzie  
Ramsha Hassan

## Creative Activities

Bob Horne  
Fiona Baanah - Jones  
Jackie Reid  
Rosemary Hourigan  
Vivien Taylor

## Resource Centre

Anna Smith  
Danielle Cleary

## Health and Wellbeing

Bharat Koria  
Coral Evans  
Fiona Hazel  
Karen Leathwood  
Kelsie Wells  
Patrick Fallon  
Robyn Wellington  
Susan Lawrence

## Marketing, PR and Communications

Alex Livermore  
Amardeep Gill  
Biniam Asres  
Kate Whitehead  
Maxine Plowden  
Philip Kent  
Roger Bing  
Sarah Woolley  
Satwinder Singh

## Outreach and Befriending

Carole Cherrington  
Jenny Davey  
Kathleen Pereira  
Pat Jaques

## Special Thanks:

Deborah Levy  
Le Ng  
Noreesha Edwards  
Wendy Styles

### Trustees

Asher Persits  
 Colin Coates  
 Dhruvin Patel  
 Frances Cullen  
 Irene Davey  
 Jim Smith  
 Joy Dell  
 Ketan Jadeja  
 Odette Battarel  
 Richard Wragg  
 Swarna Pillai

Treasurer  
 Treasurer – Until December'18  
 Trustee – Business Development  
 Chair – Volunteer Rep  
 Trustee – until December'18  
 Trustee – until July'19  
 Trustee – Community Engagement  
 Trustee – Health and Social Care  
 Trustee – Health and Safety Member Rep  
 Vice Chair – Building Management  
 Trustee – HR and Development

### Staff

David Woodin  
 Fay Chegwidde  
 Isatu Koroma  
 John Paul Ebubedike  
 Katherine Turner  
 Korey Knight  
 Michael Jones  
 Nataliya Lavitskaya  
 Natasha Thompson-Campbell  
 Nicola Peake  
 Susanette Mansour  
 Trevor Aziz

Driver & Member Support  
 Volunteer Coordinator  
 Cook & Member Support Worker  
 Information & Advice Officer  
 Resource Manager  
 Children & Young People Officer, Sept '19  
 Driver & Member Support  
 Finance & Database Officer  
 Office Manager  
 Business Development Manager, Sept '19  
 Executive Director  
 Working Age Officer

### Introducing Outreach Project 2019

Anna Smith  
 Jennifer Smith – Gibbs

Outreach & Progressive Worker  
 Outreach & Progressive Worker

### Previous Staff

Shaun Gregory

Facilities Officer – until July'19

### Services

Alan Heath  
 Frances Cullen  
 Gitte Araki  
 Marsha Hammond-Boejen  
 Pauline Denman

Counselling  
 Keep Fit  
 Pottery  
 Art  
 Yoga





See us conquer the famous  
**'Roof of Africa'**  
To raise money for an  
**Accessible MPV (7 seater)**

**Support Us** at  
[www.justgiving.com/  
fundraising/kili-climb-cv-19](http://www.justgiving.com/fundraising/kili-climb-cv-19)

📍 **Bedford Hall,  
72-74 Wellesley Road,  
Croydon  
CR0 2AR**

☎ **020 8688 2486**  
✉ **info@croydonvision.org.uk**  
🌐 **www.croydonvision.org.uk**  
🐦 **@CroydonVision**

Please visit our website for an  
audio copy of this document.

[www.croydonvision.org.uk/  
about/downloads](http://www.croydonvision.org.uk/about/downloads)