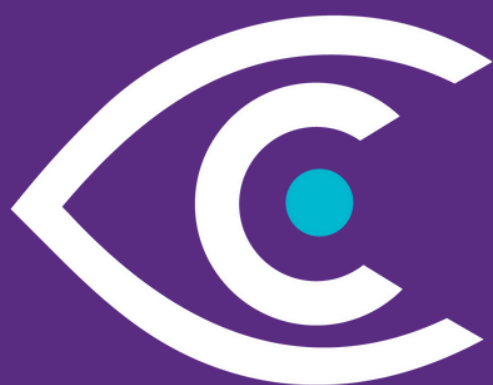


Together, We Go Further

Annual Review 2025



Croydon
Vision

Changing how we **SEE**

An audio version of this Annual Review is available at
croydonvision.org.uk/downloads

Croydon Voluntary Association for the Blind: Registered Charity No 1165086

Chair's Report

This year, Croydon Vision has demonstrated the power of unity in action. We have expanded our reach, deepened our impact and strengthened the bonds that make our community thrive.

At the end of 2024, after 7 years as CEO of Croydon Vision, we said a fond farewell to Susanette Mansour and welcomed the arrival of Nicola Newman.

Our mission remains, as always, to serve our community and I am immensely proud of the impressive range of high impact services we have delivered and the support we have provided.

I want to thank all our members, staff, volunteers, trustees and partners for their hard work, unwavering dedication and support. You are amazing and your belief in our mission fuels every step forward.

Like so many charities, we face tough financial challenges. Our clear focus is on building a sustainable future for Croydon Vision. Alongside our important fundraising efforts, it is important that we continue to expand and diversify our income streams and explore ways to reduce expenditure, all whilst delivering our services and supporting our community.

Looking ahead, we will focus on co-creation, empowering members to shape services, amplify their voices and lead change. At Croydon Vision, we believe that progress isn't just about moving forward, it's about moving forward together. We are committed to evolving into a forward-thinking inclusive organisation that continues to meet the changing needs of people living with sight loss.



Nigel Gooding, CBE
Chair of the Board of Trustees



CEO's Welcome

This annual report reflects the achievements of Croydon Vision during the financial year April 2024 to March 2025, a year marked by transition, growth, and collective impact.

I joined Croydon Vision as Chief Executive in January 2025, following the departure of Susanette Mansour in December 2024. Susanette's work laid a strong foundation for the progress we've made this year, and I welcome the opportunity to be building on that legacy.

Joining at the end of the financial year, I'm grateful for the warm welcome and unwavering support from our staff, volunteers, and members. What I've learned in my short time here is that Croydon Vision is more than a charity, it's a movement. A place where people living with sight loss are not only supported but empowered to thrive.

We continue to operate in a challenging environment for voluntary organisations in Croydon, without direct funding from the local authority. Despite this, we remain committed to finding creative and collaborative ways to work with the council, NHS, wider voluntary sector, and local businesses. We continue to host Moorfield's Low Vision Clinic on Wednesdays and I'm particularly proud of the strengthened relationship with Croydon's Sensory Impairment Team, which has led to increased referrals and regular connection, an example of what's possible when we work together.

Our work is sustained through a blend of income streams, including grants, trusts, and foundations, as well as the generosity of our members and supporters. We also generate income by hiring out our function hall, receiving rental income, and charging small fees for our activities and transport services. Each of these contributes to our ability to deliver high-quality services. We are always deeply moved by legacy gifts from those who have passed, and by the ongoing contributions made by members throughout the year. A powerful example of this generosity came when our lift broke down in early 2025, thanks to two member donations we were able to expedite repairs and ensure our building remained fully accessible.

This report is a celebration of the resilience, growth, and shared purpose that define our community. As we look ahead to 2025–26, we are facing financial challenges, but we remain committed to evolving with our community, deepening our impact, expanding access, and leading with empathy and innovation.

Together, we go further.



Nicola Newman
Chief Executive Officer

Health & Wellbeing

At Croydon Vision, health and wellbeing are not standalone services, they are embedded in everything we do. From physical fitness to emotional resilience, our holistic approach supports members to live healthier, more independent lives. This year, we recorded over **5,300 attendances** across a wide range of activities designed to promote physical, mental, and emotional wellbeing. These sessions are more than just classes, they are lifelines of connection, confidence, and care.

Keeping Active

2,272 attendances in dance, bowling, kickboxing, and chair-based exercise helped improve balance, strength, and confidence.

Chair Yoga

640 attendances offered gentle movement and stress relief, especially for those with limited mobility.

Social Sessions

912 attendances fostered friendships and reduced isolation.

Mental Aerobics

1,632 attendances sharpened memory, focus, and cognitive health.

Cookery Class

177 attendances empowered members to prepare meals safely and independently.

Nutritious Lunches

4,223 meals served, supporting immunity, emotional wellbeing, and daily routine.

Looking Ahead

As we move forward, we are committed to tackling health inequalities and aligning our work with the NHS 10-Year Plan. This means continuing to focus on community-based support, health equity, digital transformation, and preventative care. By taking a holistic approach, beyond sight loss, we aim to enhance quality of life and empower every individual to thrive.

Isha Sanda – Chef

“Food is more than nourishment, it brings comfort, routine, and a sense of belonging. This year, working with volunteers, staff, and members has made our meals more inclusive and meaningful. I’m proud that something as simple as a shared meal can make such a big difference.”



Mental Health Support & Holistic Therapies

At Croydon Vision, emotional wellbeing is a vital part of living well with sight loss. Our mental health support and holistic therapies are designed to help members heal, grow, and regain confidence, supporting the whole person, not just their sight.

Counselling Support

This year, our in-house counselling service, led by Helen Capanda MBACP (Accred.), provided a safe and transformative space for **64 individuals**, delivering **613 sessions**. Using a range of therapeutic models, including EMDR, CBT, and solution-focused therapy, Helen helped members process trauma, regulate emotions, and rebuild self-worth. Helen's compassionate and skilled support has made a lasting impact on both individuals and the wider culture of care at Croydon Vision.

"Helen helped me process my trauma, regulate my emotions, and regain confidence. I was at the lowest point in my life emotionally. I now feel empowered, motivated, and purposeful, and I've returned to work." **Croydon Vision Member**



Holistic Therapies

We also introduced Indian Head Massage, delivered by our trained Advice & Advocacy Officer. This gentle therapy combines breathwork, relaxation, and healing techniques to help alleviate anxiety, low mood, and insomnia.

"After my massage with Stella, I felt calm and grounded. I can now find that positive feeling in myself when I need it." **Croydon Vision Member**

Looking Ahead

With the conclusion of our National Lottery Reaching Communities funding in March 2025, we are evolving our offer. We've partnered with West Sussex Counselling Training to welcome volunteer counsellors on placement, ensuring continued access to high-quality emotional support.

Stella Willow – Advice and Advocacy Officer and Holistic Therapist

"Chair Yoga has helped our members manage anxiety, sleep issues, and low self-esteem by introducing breathing and relaxation techniques. It's been rewarding to see the group grow and to expand into creative writing and holistic therapies that support wellbeing in new ways."



Transport: Building Connections

Together, we go further isn't just a theme, it's at the centre of everything we do. This year, our transport service, excursions, and events have shown the power of connection: when we move together, share experiences, and celebrate as one community, we create a sense of belonging that goes far beyond the journey itself.

Transport: Driving Inclusion

Mobility is more than movement, it's freedom, connection, and inclusion. At Croydon Vision, our Community Transport (CT) service plays a vital role in enabling members to access activities, attend appointments, explore, learn, and enjoy meaningful experiences beyond their homes.

Every journey tells a story, of independence regained, friendships rekindled, and new adventures begun. Our CT service has been a lifeline for so many, ensuring that no one is left behind.

Behind the wheel a dedicated team of volunteer drivers, including six new recruits throughout the year. These drivers are not just transport providers, they're companions, connectors, and champions of independence.

"Croydon Vision gives my mum a reason to get out, make friends, and feel safe. It gives me peace of mind." **Daughter of a Croydon Vision Member**

2,816 passengers travelled with us this year.

856 trips were taken this year in service of our members.

67 trips in service of local charities and collaborators during vehicle idle time.



Eric Ofosu – Community Transport Driver

"As a driver, I do my best to support members, getting them to and from Croydon Vision safely, while making them feel understood and at home."

Excursions: Creating Shared Experiences

This year, we organised **158 excursions**, each one a chance to explore, connect, and celebrate life. From the historic halls of Windsor Castle, the charm of The Bluebell Railway, and the fun of Godstone Farm, these trips weren't just outings, they were memory-makers. Some of our excursions also respond to our members' curiosity, intellectual appetite, and their passion for lifelong learning. We loved attending the Sight Loss Village conference, Give Sight event, as well as various tech and science focus fairs, museum tours, and art gallery visits.

Behind every excursion is careful planning to ensure accessibility for all. From choosing step-free venues to arranging audio guides and tactile experiences, every detail matters. On the day, our staff and volunteers are on hand to provide support, companionship, and reassurance, making sure every member feels safe, included, and free to enjoy the moment. For many members, these excursions meant rediscovering independence and building friendships that last far beyond the day itself.

Oyebola Aina-Osunnuga (Bola) – Community Transport Driver & Facilities Support

"I enjoy supporting members through transport and helping out wherever needed, from driving to working in the kitchen. Being part of a positive, collaborative team keeps me motivated and proud of the impact we make together."



Dave Woodin – Community Transport Driver

"My highlight from this year has been getting to spend more time with members and seeing many more new ones join who went on to become regulars. I especially enjoyed attending the afternoon with the Woldingham Wives."



David Ojobo – Transport and Facilities Coordinator

"My time at Croydon Vision has been a real rollercoaster, from starting as a Support Worker in 2023 to becoming a full staff member. I've grown in confidence and communication, thanks to the amazing people here and support I've received. I'm excited to see where Croydon Vision goes in the next 100 years."



Events: Celebrating Togetherness

Our events are more than dates on a calendar, they're moments of joy, belonging, and community spirit. Each celebration is carefully planned with accessibility and inclusion at its heart.

Summer BBQ – More Than a Meal – July 2024

Our Summer BBQ brought together **120 attendees**, including many who rarely visit the centre. It wasn't just about food; it was about connection. Members enjoyed a relaxed, festive atmosphere filled with laughter, conversation, and the joy of being outdoors. Subsidised tickets ensured that everyone could join in, making it a truly inclusive celebration.



"I had a wonderful time connecting with our kind community. The food, music, and dancing made it a day to remember, thanks to the amazing staff and volunteers. I'm already looking forward to next year's BBQ!" **Croydon Vision Member**

Christmas Party – A Celebration for All – December 2024

The Christmas Party was a highlight of the year, designed with accessibility at its core. With tactile decorations and carol singing, every detail was planned to make the day magical for all. It provided a safe, joyful space for members from across Croydon, including those from the most deprived areas.



"Croydon Vision knows how to celebrate! As someone who lives alone, the Christmas party filled my day with love, kindness, and joy." **Croydon Vision Member**

Show Up to Show Down – Try Something New – February 2025

This unique event introduced members to Showdown, a fast-paced, competitive sport designed for people with visual impairment. Members enjoyed a taster session with expert instruction and supervision, building confidence and having fun in a safe environment. After the games, everyone came together for a delicious lunch, a lively raffle, and even some Bollywood dancing, a true celebration of activity, culture, and community.



"A fabulous way to start the New Year, full of warmth, laughter, and inspiration. The food, dancing, and exercises reminded us how important it is to stay fit and healthy. We hope Croydon Vision runs more events like this!" **Croydon Vision Member**

Tackling Health Inequalities

Our commitment goes beyond celebration. We host health and wellbeing events designed to tackle health inequalities, promote long-term management across a range of comorbidities, inform members about vital services, research and connect them with NHS teams and social prescribers. We believe it's important to educate and empower so we all take control of our health and wellbeing and enhance quality of life while exploring strategies to ease the pressure on public services wherever possible.

Staying Warm in the Winter ❄️

Staying Warm in Winter offered practical tips for energy efficiency and promoted local pharmacy services, helping members stay healthy and supported during the colder months.

Bowel Cancer Prevention 🌀

Bowel Cancer Prevention by the Specialist Health Promotion Team from St George's Hospital dialled up understanding about the fourth most common cancer in the UK.

Developing an Anti-Racist Health and Care System 🤝

This pioneering research and conference, the first of its kind in London, reflects our commitment to tackling systemic inequalities in health and care. By challenging racism and driving change, we're helping shape a more inclusive system. As the NHS stated: *"Let this be the start, not the end, of a collective, sustained movement for change."*

Eye Health Week 👁️

Eye Health Week raised awareness about eye care, provided advice on maintaining vision health, and connected members with specialist services.

Healthy Communities Research Project ❤️

Healthy Communities Research Project provided valuable insights to help the NHS better understand people's experiences and needs. With support from our volunteers, we gathered essential feedback to inform service improvements across patient pathways.

Art and Wellbeing Programme ✨

Through creative expression and reflective writing, our members explore their physical, emotional, and mental wellbeing. The programme promotes healing, confidence, and connection, beautifully captured in their compelling artwork and authentic stories.

Looking Ahead ☀️

Recognising that over 40% of NHS costs go toward preventable conditions, we're committed to promoting self-care and healthier lifestyle choices among our members. Through shared journeys, wellbeing events, and creative gatherings, we've built a community that learns together and supports one another.

Children & Young People: Whole Family Approach

Croydon Vision's CYP programme continues to thrive, offering a safe, inclusive space where visually impaired children and young people build confidence, independence, and friendships. Every activity is rooted in neuroscience and educational research, ensuring meaningful cognitive, emotional, and social development.

Children who were once shy now lead group activities, showing resilience and creativity.

80 workshops delivered to our children and young people this year.

59 visually impaired children and young people engaged in our activities.

24 excursions delivered to children and young people using our minibuses.



"I've seen my son's confidence grow each week, he now explains how computers work to his siblings!"

Parent of CYP Member

Digital Detectives Club

Hands-on tech sessions, from building computers to mastering screen readers, boosting digital literacy and problem-solving.

Creativity Hub

Multisensory art, music, and storytelling sessions encouraging self-expression and spatial awareness.

Mechanics in Motion

LEGO Technic workshops that fostered teamwork, fine motor skills, and mechanical reasoning.

Excursions

Inclusive trips like cycling with Wheels for Wellbeing, Legoland, London Zoo, and audio-described cinema, guided by our SPARK learning model.

Looking Ahead

We plan to introduce Saturday workshops for greater flexibility and deepen family involvement through inclusive events. Our 5-Step Progression Framework will continue to guide impact measurement, blending science-backed methods with joyful learning. Together, we're nurturing the next generation, with creativity, confidence, and care.

Ayeza Faisal – Children and Young People's Officer

"It's been a privilege to see children grow from shy individuals into confident, curious young leaders. Through hands-on programmes, they've gained vital skills, independence, and a strong sense of belonging."



Inclusion & Opportunity: Employment

Employment remains a major barrier for blind and partially sighted people, only **27%** are employed nationally, and just **10%** in Croydon. Croydon Vision tackles this through our Working Age Group Programme, held weekly at Bedford Hall, offering tailored support in CV writing, benefits advice, and confidence-building.

Led by our Employment Officer, Ancella, members receive personalised action plans to pursue work, volunteering, or training. We collaborate with partners like Jobcentre Plus, Croydon Works, and Croydon College to expand opportunities, including inclusive job fairs and wellbeing events.

By focusing on ability over disability, we're shifting perceptions and opening doors for people with sight loss.

Impact this Year

- 12** members who began volunteering at Croydon Vision.
- 11** members who were enabled to enroll in training or courses to advance their careers.
- 5** members who secured employment through our Working Age group sessions.



Looking Ahead 🌞

To increase access and inclusion, we plan to open one evening a week for working-age members, enabling those in employment to engage fully with Croydon Vision. By the end of 2026, we aim to see long-term members securing jobs, launching businesses, and giving back through roles like teaching Braille or becoming Croydon Vision Ambassadors.



Ancella George – Employment Officer

As Employment Officer, I support members to build confidence, learn new skills, and improve their employability. Whether it's IT training, Braille, or preparing for work or education, my role helps bridge the gap between disability and opportunity."

Digital Confidence: Tackling Tech Exclusion

Digital exclusion can deepen isolation and limit independence. At Croydon Vision, we are committed to breaking down these barriers. Our Digital Transformation Lead, Daniel, has played a pivotal role, this year alone, he supported **179 individuals** through over **400 sessions**, helping members build confidence with accessible technology.

Through Daniel's personalised, in-home support, members who had given up on technology found renewed hope. Many learned to use assistive software and features like voice interaction, enabling them to reconnect with loved ones and manage daily tasks more independently. Visits to our resource centre also introduced members and their families to a wide range of assistive gadgets, expanding their options for support. For those living alone, restored access to devices like computers and TVs has been a lifeline, helping to reduce feelings of loneliness and isolation.

"Daniel was wonderful, so patient. Now I can talk to my laptop, and it talks back. I was hesitant at first, but I'm glad I did it." **Croydon Vision Member**

Looking Ahead 🌞

As technology evolves, so does our approach. We want to reach people not just at Croydon Vision, but also in their homes and communities, especially those in harder-to-reach areas. Our vision is to develop a mobile tech unit that can travel across Croydon, bringing accessible technology, training, and support directly to those who need it most. By continuing to innovate, we aim to empower every member to embrace technology with confidence and independence. Together, we go further, bridging the digital divide, one connection at a time.



Daniel Ojobo – Digital Transformation Lead

"As Digital Transformation Lead, I've helped members use tech to connect with loved ones and pursue their interests. This year, we removed fees for tech support, despite financial pressures, which led to increased access, especially for those previously held back by cost. The launch of Tech Buddies has also been a game-changer, with volunteers easing demand and inspiring others."

Outreach: Amplifying our Presence

Outreach is about raising awareness, promoting inclusion, and connecting with our wider community.



Empowering Through Visual Awareness

This year, we delivered Visual Awareness Training to **52 businesses** and **organisations**, equipping them to become more inclusive employers and disability confident. Our training gives staff the practical tools and understanding they need to support people with sight loss, helping to create workplaces where everyone can thrive.

Connecting with the Community

Our Outreach Lead, Shalini, represented Croydon Vision at **117 community events**, reaching **2,389 people** across Croydon. From NHS providers to local groups and businesses, these events raise awareness, build partnerships, and bring our services to new audiences. Shalini also extends her outreach through home visits, promoting Croydon Vision and encouraging prospective new members to join our community.



Looking Ahead

Shalini is leading delivery of our London Marathon funded project, expanding our reach and impact even further. By opening doors and changing perceptions, our outreach work ensures that more people understand sight loss, feel confident supporting others, and know where to turn for help. Together, we are building a more inclusive Croydon, one conversation at a time.

Shalini O’Kane – Outreach Lead

“As Outreach Lead, and someone who’s legally blind, this role is a dream. I support members through home visits, talks, and workshops, connecting them to services and collaborating with colleagues to meet individual needs. I’m especially excited to lead our London Marathon-funded project, aiming to deliver 900 hours of sports and physical activity over two years.”



Advice & Advocacy: Financial Assistance

At Croydon Vision, we believe that financial security is fundamental to living with dignity and independence. This year, our commitment to empowering members has been more vital than ever. Alongside our varied and multi-layered programme of activities and support services, our dedicated Advice & Advocacy Officer generated **£120,268** in financial assistance for our members.

This support, primarily through successful applications for Personal Independence Payment (PIP) and Attendance Allowance, has enabled members not only to live safely, but in some cases, to simply survive during a period of significant socio-economic challenge. By guiding members through complex benefit systems, we have helped ensure their voices are heard and their fundamental, unmet needs are recognised and addressed in a fair and legitimate manner.

Our approach goes beyond securing financial aid. We work collaboratively with members, empowering them with knowledge, confidence, and advocacy skills. Together, we have challenged barriers, navigated bureaucracy, and unlocked vital resources, demonstrating that when we unite our efforts, we can achieve far more than any one of us could alone.

Looking Ahead

The demand for our Advice & Advocacy service continues to grow, reflecting both the complexity of the benefits landscape and the vital role our support plays in members' lives. To meet this need, we are actively seeking funding to expand our service beyond a single part-time post. Our vision is to reach even more people, providing timely, expert guidance to those who need it most.

In the coming year, we are also committed to working towards the Advice Quality Standard, a nationally recognised mark of excellence. Achieving this accreditation will affirm the high standard of support we deliver and strengthen trust with our members, partners, and funders.

Together, we will continue to champion financial empowerment and build a more financially resilient community.

Stella Willow – Advice and Advocacy Officer

"I'm very proud of the Advice & Advocacy service I offer, whether it's a one-to-one meeting at Croydon Vision or visiting a member's home. I feel I bring warmth and understanding whilst offering valuable professional support and knowledge in helping others gain independence. Help may range from benefits applications, travel cards and housing related issues."



Case Study

Background: Life Before Support

NC is an 85-year-old man living with multiple health challenges:

- **Severe sight impairment** due to Diabetic Retinopathy, Macular Degeneration, and Glaucoma.
- **Mobility issues** from arthritis in both knees and a history of falls.
- **Additional health concerns** include seizures, blackouts, and a heart condition requiring a pacemaker.
- **Emotionally and physically dependent** on his wife, who is also managing her own health issues.

NC was largely housebound, unable to enjoy his previous hobbies like reading, and struggled with daily tasks due to his vision loss.

"I need my wife and family to help me with everything and be here if I fall. My wife isn't getting any younger. My wife is diabetic and has health issues too so it's very hard."

Croydon Vision's Involvement

NC was referred to Croydon Vision by the Sensory Impairment Team and Moorfields Eye Clinic. The Advice and Advocacy Officer, Stella, visited NC and his wife at home.

"I was referred to Croydon Vision. Stella came to my home to help my wife with my application as I can't read or fill in forms. My memory isn't always good, so my wife answered most of the questions for me."

Key support provided:

- **Recommended** Talking Books to help NC reconnect with his love of reading.
- **Referred** to the Sensory Impairment Team for home adaptations like grab rails.
- **Assisted** with Attendance Allowance application.
- **Initiated** a 50% discounted TV Licence application.

Impact: Life After Support

The support from Croydon Vision led to meaningful improvements in NC's quality of life:

- **Talking Books** brought joy back into NC's life.
- **Home safety** improved with grab rails installed in key areas.
- **Financial relief:** £104.63 TV Licence refund with an ongoing 50% discount and £72.65 weekly Attendance Allowance.

"NC is absolutely thrilled to be using Talking Books as he had really missed his reading, thank you so much for suggesting this! The money has helped with bills as we don't get the winter fuel payment anymore."

Volunteering: Delivering Impact

Our volunteering programme continues to unlock potential, helping individuals build transferable skills, confidence, and a sense of purpose as engaged citizens. This year, volunteers generated **£112,442 in social value**, a **33% increase** from last year, driven by renewed energy following the King's Award and a wider range of meaningful roles.

Volunteers have contributed across diverse areas: from Group Leaders, Drivers and Braille Support to IT and Digital Transformation, Advocacy, Eye Health Advice, Reception, and Podcast Editing. We are also grateful for the commitment of work experience students from Croydon College and Trinity School, who bring fresh perspectives and enthusiasm.

Our volunteers embody dedication, commitment, and service in the purest form. Their kindness, flexibility and collaborative spirit inspire us every day. Genuine passion fuels open cooperation with members and community partners and helps shape a bolder and more ambitious future while progressively growing our social value and societal impact.

This year volunteers have embraced innovation like never before. Thanks to their entrepreneurial spirit, hard work, and candour, we have expanded and improved existing services and roles while trialling new ideas.

"I have been a volunteer for just over a year. During this time, volunteering has transformed me and invigorated my self-awareness and wellbeing through engagement with staff and members. It is great to work with other volunteers. We all learn from each other. At Croydon Vision, everyone is equal, we work as a team." **Croydon Vision Volunteer**

Looking Ahead

We aspire to set up a global research centre and academy, develop new volunteer opportunities aligned with evolving needs, and widen our network. Our work will support the NHS 10-Year Plan, focusing on community, health equity, digital transformation, and prevention. By taking a holistic approach to health and wellbeing, we aim to enhance quality of life and optimise human potential, together.

Ines Canellas-Jager – Development Lead

"A colleague once said, 'You make us better.' Her words act as a driving force to live up to that expectation. As Development Lead, I'm embracing a dynamic role spanning volunteer and project management, research, innovation, and strategy. I'm driven to help Croydon Vision grow bolder and better. I'm especially proud that research is now central to our work, shaping a stronger, insight-led future."



Operations: Behind the Scenes

Croydon Vision's frontline success is powered by a dedicated team behind the scenes. From maintaining a safe, welcoming space to managing finances and communications, these roles are essential.

Our Operations Coordinator keeps daily activities running smoothly, while the Facilities Coordinator ensures accessibility and safety. The Members Lead plays a key role in building relationships, supporting engagement, and ensuring every member feels seen, heard, and valued.

Our Marketing & Engagement Officer amplifies our voice, and the Finance team ensures accountability and resilience. Fundraising secures vital resources, and our Development Lead drives innovation, sustainability, and strategic growth.

Together, these roles form the backbone of Croydon Vision, quietly enabling the high-impact work that transforms lives every day.

Looking Ahead

As we continue to grow, we are investing in the people, systems, and infrastructure that support our mission. Strengthening these core functions will be essential as we tackle health inequalities and expand our reach. From operational excellence to financial sustainability, these roles will help us go further, together.

Nima Deepu – Operations Coordinator

"As the first person people meet at Croydon Vision, I enjoy connecting with individuals from all walks of life. No two days are the same, and I especially love our celebrations like Easter and Christmas, true team efforts that bring joy to our members."



Sarah Morgan – Member and Facilities Lead

"Becoming Membership and Facilities Lead this year has been a rewarding challenge. I've grown in communication and project management, and it's a privilege to welcome new members and see the impact of our services. While challenges lie ahead, I'm confident in the strength of our community."

Clara Vara Garcia – Marketing and Engagement Officer

"As Marketing and Engagement Officer, I connect people to Croydon Vision through social media, content, and outreach. I love spotlighting events like World Sight Day and Volunteers' Week, they're great for raising awareness and celebrating our community. Career fairs and outreach have also been highlights, reminding me how vital it is to keep sharing our story."



Financial Review

Income

In the twelve months of 2024-25 total income was **£721,506 (2024: £747,895)** and was generated through donations and legacies (**£17,032**), grants funding (**£475,575**), fundraising events (**£10,546**) service users and activity income (**£66,986**), hall hire and rental income (**£143,820**) and other income, including investment income, (**£7,547**).

Expenses

The total expenditure for the year was **£766,182 (2024: £815,677)**. Staff and contract staff costs remain the largest single cost, comprising **55%** of costs at **£423,268 (2024: £458,237)**. Our average headcount was **15 (2024: 15)**. Total direct charitable expenditure was **£697,485 (2024: £713,327)** which includes direct project costs of **£101,321 (2024: £77,696)** and depreciation costs of **£60,204 (2024: £65,217)** the majority of which relates to our vehicle fleet. Fundraising costs have reduced by **33%** which includes the costs of various fundraising events in the year, and the additional resources needed to help us meet the challenges of the current fundraising environment.

Balance Sheet

We had a deficit of **£44,676 (2024: £67,782)**, which can be split into a surplus on unrestricted funding of **£20,280** and a deficit of **£64,956** from restricted funding. This has led to a combined fund balance of **£1,430,948 (2024: £1,475,624)** at the year end. The surplus this year from unrestricted funding has increased Croydon Vision's free reserves to **£62,495 (2024: £37,620)**.

We extend our thanks to MHR Consultancy for conducting the Independent Examination.

To view the full set of accounts, please visit our website:

www.croydonvision.org.uk

Andrea Kibble – Finance Lead

“As Finance Lead, managing cash flow during a period of declining income was a major challenge, especially with rising costs and limited funding. I worked closely with the CEO to prioritise spending and reallocate resources. On a positive note, we passed our Independent Examination with no material findings, thanks to stronger internal controls and improved documentation.”

Acknowledgements

At Croydon Vision, our achievements this year are the result of collective effort. This report is a testament to the dedication, passion, and generosity of so many.

Thank you to our:

Members

Your courage, feedback, and participation inspire everything we do. Thank you for trusting us and for shaping Croydon Vision into a place of belonging and empowerment.

Staff & Volunteers

For your unwavering commitment, creativity, and resilience. Your work transforms lives every day. To our volunteers, drivers, tech buddies, event supporters, and ambassadors, your time and energy are priceless. You are the heartbeat of our community.

Board of Trustees

For your strategic guidance, governance, and unwavering support. Your leadership ensures that Croydon Vision remains strong, accountable, and future-focused.

Partners

For their collaboration and shared vision, including:

- Moorfields Eye Hospital
- Croydon Sensory Impairment Team
- Jobcentre Plus
- Croydon College, Coulsdon College, Woodcote High School, Orchard Hill College
- NHS and local health partners
- VICTA and other sector allies

Funders and Supporters

Your generosity sustains our mission. Special thanks to:

- The National Lottery Community Fund
- The City Bridge Foundation
- Motability
- Edward Gostling Foundation
- Garfield Foundation
- London Marathon Foundation
- King Charles III Charitable Fund
- The Powell Family Foundation
- The Spectacle Makers' Charity
- Wise Music Foundation
- Croydon Voluntary Action
- London Borough of Croydon – Croydon Loves You
- Kingston Race and Equalities Council
- Tutum Bird & Pest Management Ltd ...and all other grant funders, donors, and members who gave so generously.

Together, we go further, thank you for being part of this journey.

Our Year in Numbers

April 2024 - March 2025

5,300+ 
attendances

across fitness, yoga,
cookery & social
events, nurturing
wellbeing and
connection.

**417 digital
skills
training**



to **139** individuals
to build confidence
and promote
inclusion.

£120,268
secured



in financial
assistance through
our Advice &
Advocacy service.

2,389
**people
reached**



through **117**
outreach events
promoting skills and
employment. **52**
businesses trained
in visual awareness
to foster inclusive
workspaces.

613



**counselling
sessions**

provided vital
emotional and
trauma support to
64 individuals.

4,423



**nutritious
lunches**

served to our
members,
improving health
outcomes and
boosting immunity.



£112,442

social value generated
through volunteering and
community impact

