

Members, I am writing to you in what are certainly unusual times. I would normally be sending you a summary of our Annual Report, a newsletter with information about our achievements in the previous year and an update on what has been happening more recently at Vista.

Despite the coronavirus pandemic and its impact on us all, Vista has been able to continue to provide essential services to support our residents, the local authorities and NHS as well as our members and many other people affected by sight loss. Thank you to everyone who has helped us to carry on through difficult times.

We are changing how we support people in the current situation. For example, we have a telephone support line, where our community services team have been working through our database to call all our members during this difficult time to offer our help. We also have our volunteers who are making calls through our distant companion line to people who are isolated.

Our partners at Leicester Ageing Together and WorkLiveLeicestershire continue providing remote 1:1 support as well as contacting people with fun activities such as a sunflower seed challenge for some light relief in this time of uncertainty.

In 2019/20 we achieved Good or Outstanding ratings at all of our residential homes – a milestone which we are all immensely proud of, this speaks volumes about the quality of care in our homes and throughout the charity.

We also made progress, appointing Architects, and starting design work for our new home in Leicester Forest East.

In addition, we launched our digital hub, an online network where you can connect with other people who have sight loss. It is also an area for people who support somebody living with sight loss, care for them or are a family member who needs support. Becoming a member is easy, please contact: [Marketing@vistablind.org.uk](mailto:Marketing@vistablind.org.uk) if you have any questions about the hub.

Finally, we've relaunched our weather lottery, for just £1 a week you can sign up and have a chance to win up to £25,000. For more information, please call the Fundraising team on **0116 249 8801**.

### **Our Annual General Meeting (AGM)**

Our AGM is usually held in the autumn. However, the Charities Commission have given us permission to delay the submission of our accounts to ensure that the financial and operational impacts of the coronavirus pandemic can be accurately reflected in the correct financial year. This means that our 2019-20 Annual Report won't be available until the beginning of 2021 so **we are postponing the AGM to March 2021** and will be in touch nearer the time to advise you of the date.

If you are struggling and need help, please call us on **0116 249 8839**.

Stay safe and well everybody.

Best wishes

Susan