

# Hearing and Sight Care



Caithness and North West Sutherland

## Annual Report 2026

## CONTENTS PAGE

|            |                                                                                                                                                                                                                                                                  |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Page 1     | Organisation Information                                                                                                                                                                                                                                         |
| Page 2-3   | Chairperson's Report                                                                                                                                                                                                                                             |
| Page 4     | Manager's Report                                                                                                                                                                                                                                                 |
| Page 5-7   | 2025-2026 Business Plan – Progress Report                                                                                                                                                                                                                        |
| Page 8-14  | 2026-2027 Business Plan                                                                                                                                                                                                                                          |
| Page 15    | Outside Memberships                                                                                                                                                                                                                                              |
| Appendices | <ol style="list-style-type: none"><li>1. 2024/25 – 2025/26 Regular Services Provided including referrals and visits</li><li>2. Report and Financial Statement to 31<sup>st</sup> March 2026</li><li>3. Funding Sources</li><li>4. Organisation Profile</li></ol> |

**Company Number**

SC 217561

**Charity Number**

SC 027221

**Board Members** (See Appendices 2 and 4)

**Chairperson**

Mrs Gillian Mitchell

**Vice Chairperson**

**Treasurer/Bookkeeper**

Mrs Dawn Clasper

**Company Secretary & Manager**

Miss Pauline Gibson

**Independent Examiner**

Mr John Cormack  
Victor T Fraser & Company  
Chartered Accountants  
Market Place  
WICK, Caithness  
KW1 4LP

**Bankers**

The Royal Bank of Scotland plc  
Thurso (A)  
11 Orlig Street  
THURSO, Caithness  
KW14 7BL

**Registered Office**

The Sensory Centre  
23 Telford Street  
WICK  
Caithness  
KW1 5EQ

Tel: 01955 606170  
e-mail: [hsc@sensorycentre.org.uk](mailto:hsc@sensorycentre.org.uk)  
Website: [www.sensorycentre.org.uk](http://www.sensorycentre.org.uk)

**Other addresses**

The Sensory Centre  
9 Riverside Place  
THURSO  
Caithness  
KW14 8BZ

Tel: 01847 895636  
e-mail: [hsc@sensorycentre.org.uk](mailto:hsc@sensorycentre.org.uk)  
Website: [www.sensorycentre.org.uk](http://www.sensorycentre.org.uk)

# Hearing and Sight Care AGM 9<sup>TH</sup> July 2026

## Chairperson's Annual Report 2025- 2026

### 1. Governance:

My first year as Chairman started with unexpected promotion and a burst of activity and uncertainty for the charity.

We were sad to lose the outgoing chair and wish to take this opportunity to thank Margaret Brimms for her contribution and hard work over the many years she was a director. Other directors retired, suffered illness, or no longer wished to serve on the Board and we wish them all the very best.

Recruitment of new Directors was our first main priority, and this task was greeted with enthusiasm by our manager Pauline Gibson securing 3 new directors. I thank the new directors for joining and having faith in the charity and the services we provide.

There were no formal complaints against the charity in the last year.

### 2. Contracts:

NHS Highland delayed the tendering process for statutory deaf services/audiology contracted work by a further 12 months. Pauline and I had a constructive quarterly meeting with them in April 2026 and look forward to more regular engagement.

Although it is disappointing not to have the stability of a 3-year contract in place, it has enabled the charity to "line up all our ducks". Ensuring that we are ready to tender when the time comes next March.

Pauline and I have worked on a robust Business Plan over that last 9 months, to ensure we are tendering ready. Policies and procedures have been scrutinised and tightened up.

We continue to have an excellent working relationship with Highland Blind Craft Sensory Services. Delivering these services in Caithness and the north Sutherland area.

### 3. Finance:

The purchase of the grant funding book has enabled us to scope potential funding sources that previously would have been unknown. Pauline has been very active and successful, bringing in extra monies to reduce the deficit in funding. She has reduced the deficit by half this year, a remarkable achievement in this political climate. We recognise this success and fully thank Pauline for her hard work.

#### 4. Growth:

The peer support group in Wick, originally started by The Macular Society, has now come under our administration. The Thurso peer support group are requesting similar talks. We are also assisting the Caithness Talking Newspapers.

Initial talks with Audiology have highlighted an opportunity for additional roles we may undertake. This requires more meetings and an additional contract.

Consideration must be given over the next few months to the tendering process and the opportunity for additional contracts that may arise.

Finally, I wish to thank Pauline and all her staff, it has been a joy working with them this year, seeing their enthusiasm first hand, their dedication and hard work. They have turned around this charity from a state of uncertainty last year into one of promise and hope for the future. Thanks to all our directors, without you we could not operate.

Gillian Mitchell  
Chairperson  
21<sup>st</sup> June 2026

## Manager's Report - Annual Report

2025 to 2026 Has been another busy year for Hearing and Sight Care. Gillian Mitchell has taken over as Chairperson this year. Huge thanks to her for her steady confident professional leadership. Following the resignation of 2 Board members, we have welcomed Deirdre Aitken, Graham Turner and Clare Fraser on to the Board. My thanks to these new members. They bring a broad range of expertise and lived experience. We have retained our volunteer's this year. Many thanks also to them.

Service delivery has been busy in the centres. We continue to hold the outreach clinics, and we have delivered or attended many community events to raise awareness. We continue to work well with our partner agencies to deliver a holistic service.

Funding has been good this year; This is due to Windfarm funding, through Foundation Scotland, both for our core funding and Lip Reading Classes. Dounreay, Baillie Wind Farm and Tesco also funded the Lip Reading Classes.

December saw a local resident holding a raffle which HSC were the recipients of the monies raised. One of our clients also made jewellery which she sold with proceeds going to us. This saw an article in the local paper thanking these ladies for their hard work on our behalf.

We have received several funeral collections this year from former clients, thank you letters were sent for these to express our gratitude.

NHS did not complete the tender process in time, so we received a contract extension at the same funding for the year. We have been advised that the tender will take place next year.

We have completed renewing the Database this year and have started working on the new website. This should be completed and 'Live' soon.

Lip Reading Classes have been successful this year. We had decided to move to Dunbeath from Armadale for the next round of classes, and this had proved a successful and busy class. Thurso and Golspie continue with many returners to these classes. Funding applications are in for the next round of classes.

We have continued to support the Macular Society support group monthly while they do not have a chairperson.

My thanks go to the Karen, Moira and the Board for their support during the year. The support I have received has been very much appreciated.

## BUSINESS PLAN 2025– 2026

| Short Term Aims                                                                   | Implementation                                                                       | progress                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Continue To promote current services in two drop-in centres and the community. | Advertisement in local papers, Facebook and by flyers distributed in outreach areas. | Local community groups joined on Facebook and advertised whenever we have clinics in their area. Rural clinic leaflets left at every venue with posters sent to all shops and Doctors in each area with dates for year. Leaflets on our Service at Doctors, Hospital and other venues. New website is in process of building. |
| 2. To recruit members to Board and retain current volunteers.                     | Approach service users with appropriate backgrounds for joining the Board.           | 3 new Board members joined this year. We had 2 resignations                                                                                                                                                                                                                                                                   |

| Long term Aims                                                                                        | Implementation                                                                | Progress                                                                                                                                                           |
|-------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. To enter into a tendering process to secure longer term Service Level Agreement with NHS Highland. | Join Public Contracts Scotland and have data ready for the Tender going live. | Email received 29.10.25 detailing tender not going ahead. Contract extension offered instead. Agreed by Board. Meeting on 2 <sup>nd</sup> April with contract team |
| 2. To look at fundraising to boost core funding.                                                      | Businesses approached for donations/offer training in return.                 | Letters have gone out to a few local businesses. Will extend this next year                                                                                        |

|                                                                                                                                                                                                      |                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>3. To work with partner agencies, Highland Blindcraft Sensory Services, Audiology and Deaf Services, and locally with agencies in Caithness</p>                                                   | <p>Buy funding 'Bible' and implement a formal approach to applying.</p> <p>To work together to best serve the residents of Caithness and North Sutherland</p>                 | <p>Funding Directory purchased 30.10.25</p> <p>Work with NHS Highland, Highland Blind Craft Sensory services, Deaf Services, Scottish Fire and Rescue Service, OT and Physio. Single Point of Access, Key Housing, Handyman Service, Care at Home and others. Engaged with Audio to develop community partnership working to best serve local needs.</p> |
| <p>4. To continue with Hearing Screening working with NHS Audiology, Inverness.</p>                                                                                                                  | <p>By promoting the availability of this service locally</p>                                                                                                                  | <p>45 Hearing screens carried out in 2025-2026</p>                                                                                                                                                                                                                                                                                                       |
| <p>5. Continuing existing services at current levels including delivery of dual sensory training to our own and other volunteers and statutory groups.</p> <p>Promote this work in the community</p> | <p>Raising our profile by training/attending other local groups to give "Talks/ demonstrations" etc. advising of current working practices. Advertising, flyers, Facebook</p> | <p>Several talks given this year to Air Cadets, PPP lunch club, WRI, Local Macular group among others. Attended NHS community engagement days</p> <p>Assisted with loop instillation to Cancer support centre and CAB.</p>                                                                                                                               |
| <p>6. To recruit and train new volunteers</p>                                                                                                                                                        | <p>Look at ways to attract volunteers by attending community events – local markets, fundraising days etc.</p>                                                                | <p>Promoted volunteering at events attended and in centres. No new volunteers this year but retained all.</p>                                                                                                                                                                                                                                            |

|                                                                                                   |                                                                                                                                                                         |                                                                                                                                                                                                                                                        |
|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7. Lipreading Classes                                                                             | <p>Advertise and promote classes in Gospie, Thurso and Dunbeath.</p> <p>Seek ongoing funding</p>                                                                        | <p>Classes promoted well ahead of starting. Fully funded this year by various grants, and healthy numbers at all classes.</p>                                                                                                                          |
| 8. Use BSL ring fenced money for Online level 1 course for Staff.                                 | <p>Course identified and MP enrolled.</p>                                                                                                                               | <p>Staff member MP took and completed an Online Level 1 BSL course.</p>                                                                                                                                                                                |
| 9. IT Volunteer(s) and staff to develop training schedule for community delivery to service users | <p>Working with partners Highland Blindcraft Sensory Services and Ability. Net to source online training to develop knowledge base. Advertise and promote sessions.</p> | <p>We have used our IT volunteer for service users requiring help. He works 1-1 with people in their own homes at their pace and is very well received. We have promoted IT services at 3 Dedicated sight loss events we have hosted in Caithness.</p> |
| 10. To continue to support Caithness talking newspapers.                                          | <p>Support with delivery of equipment and promotion of the service.</p>                                                                                                 | <p>16 New listeners this year. Tape players delivered to most new listeners.</p>                                                                                                                                                                       |
| 11. To support the Sight loss groups in Caithness                                                 | <p>I have been sourcing speakers for Wick group and securing funding for them. Continue with this while they do not have a chairperson</p>                              | <p>I have been heavily involved with running the Wick group this year. Moved from a costly monthly venue to a free one, organising speakers and attending every monthly meeting.</p> <p>Have attended Thurso group when requested.</p>                 |



# Hearing and Sight Care

## Business Plan 2026- 2027

“This business plan aims to achieve a stable and sustainable platform to enable quality Sensory Service delivery”

### Foreword:

The stability of the Charity is dependent on a continued working partnership with NHS Highland, Highland Blind Craft Sensory Services and the impending tendering process for statutory service provision.

We must remain committed to delivering quality services in this period of uncertainty.

Business direction 2026- 2027

3 pillars of support that will encourage efficiency, effectiveness, diversity and growth.

- 1. Community engagement
- 2. Collaborative working
- 3. Improving the mental health of people with sensory loss

The business plan will be underpinned by a Finance and Volunteer plan

“Hearing and Sight Care has been there for me when I really needed it, and I know it always will be” Quote from Visually impaired service user.

1. Community Engagement

| Short term aims                        | Actions for implementation                                                            | Progress                                                                                                                                                            |
|----------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Promote current services in 2 drop- | Advertising used on Facebook and posters in local areas, shops and Doctors surgeries. | Local community groups joined on Facebook and advertised whenever we have clinics in their area. Rural clinic leaflets left at every venue with posters sent to all |

|                                                                                                                            |                                                                                                                                                                                                                                                 |                                                                                                                                                                 |
|----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| in centres and Rural Clinics                                                                                               | Attend NHS/other community engagement days.<br>Make it easy to access services for the aging population of Caithness and North Sutherland.                                                                                                      | shops and Doctors in each area with dates for year.<br>Leaflets on our Service at Doctors, Hospital and other venues.<br>New website is in process of building. |
| 2. Engage with other community groups.                                                                                     | Offer talks on our service to other Groups to raise awareness of what help/support is available. Build strong partnerships with other community teams.                                                                                          |                                                                                                                                                                 |
| 3. Recruit Board members                                                                                                   | Approach suitable service users and those with lived experience.                                                                                                                                                                                | 3 New Board members                                                                                                                                             |
| 4. Use ring fenced BSL funding for Staff Level one online course.                                                          | Research and sign up staff member for accredited Level 1 course.                                                                                                                                                                                | Weekly 3-hour lesson for 15 weeks started by MP.                                                                                                                |
|                                                                                                                            |                                                                                                                                                                                                                                                 |                                                                                                                                                                 |
| <b>Longer term aims</b>                                                                                                    |                                                                                                                                                                                                                                                 |                                                                                                                                                                 |
| 1. Complete NHS tendering process to secure longer term service level agreement. - This has been cancelled.<br>Engage with | Work with NHS to support development of local models of care.<br>-Person Centred and rights based.<br>-Locality led and place based<br>-Integrated and multidisciplinary<br>-Preventative and proactive<br>-Digitally enabled and data informed |                                                                                                                                                                 |

|                                                 |                                                                                  |                                                                                                                           |
|-------------------------------------------------|----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| discussion regarding funding.                   | -Co-produced with communities.                                                   |                                                                                                                           |
| 2. BSL Level 1 classes in Caithness.            | Monitor tutor availability.                                                      | There are currently no Tutors available in Highland. See Hear Education Learning Services are focusing on NHS staff only. |
| 3. Continue existing services at current level. | Staffing is stable. Secure tender with NHS. Retain Board members and volunteers. | Continue to deliver person-centred, local services. Focus on early intervention.                                          |

## 2. Collaborative Working

| Short term aims                                | Actions for implementation                                                                                                                         | Progress                                                                                                                                                                                                                   |
|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Continue as member of Disabled Access panel | Attend monthly meetings in person or remotely.                                                                                                     | Hearing and Sight Care is an active member of this panel; we are assisting with several projects. Procuring and maintaining a wheelchair for beach use at Dunnet sands. Offering local business's advice on accessibility. |
| 2. Fundraising to boost core funding           | Approach business's offering Deaf Awareness/basic BSL in return for donation.<br>Continue to hand out welcome packs that include info on donating. |                                                                                                                                                                                                                            |

|                                                                                  |                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3. Secure equipment for residents using the housing Adaption Request Form (HARF) | Ensure all customer facing staff can offer this.                                                                                                                                           | Occupational Therapy approached and place will be offered on next course.                                                                                                                                                                                                                                         |
| 4. Support Nursing homes and Day care centres with older residents               | Some staff are trained for self-management of their service users.                                                                                                                         | Visit establishments where required for Hearing aid support. Offer staff training to upskill where required.                                                                                                                                                                                                      |
|                                                                                  |                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                   |
| <b>Longer term aims</b>                                                          |                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                   |
| 1. Work with Partner agencies locally and further afield.                        | Build strong partnerships to holistically best serve the residents of Caithness and North Sutherland.<br>Investigate workforce development with partners to enhance community-led support. | Work with NHS Highland, Highland Blind Craft Sensory services, Deaf Services, Scottish Fire and Rescue Service, OT and Physio, Single Point of Access, Key Housing, Handyman Service, Care at Home and others.<br>Engaged with Audio to develop community partnership working to best serve local needs.          |
| 2. Implement funding strategy for a more structured approach.                    | Purchase funding 'Bible'<br>Apply for 10x£500<br>5x£1000<br>2x£5000 annually, plus windfarms                                                                                               | £1000 received from Voluntary group Sutherland for Information days in their area.<br>£500 received from Wind Farm in Tongue for the clinic there.<br>£4000 Applied for from Nucleus Wick for Lip reading.<br>Stroupster Windfarm (Canisbay) Applied Jan 2026<br>£5060- offered £5000 a year for 10 year-Accepted |

|                                                                |                                                                    |                                                                                                                                                        |
|----------------------------------------------------------------|--------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                |                                                                    | Sabina Sutherland Trust -Lip -reading -£1000 applied Jan 2026<br>Council Ward Discretionary fund Lip-reading £500 applied Jan 2026-received March 2026 |
| 3. Continue working with Audiology offering Hearing Screening. | Promote this service at all engagement days, talks and on Facebook | This work focusses on being person-centred, proactive and place based.                                                                                 |

### 3. Improve Mental Health of People with Sensory Loss

| Short term aims                                     | Actions for implementation                                                          | Progress                                                                                                                                                                                |
|-----------------------------------------------------|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Continue Lip reading classes.                    | Secure funding for the 30-week course annually.                                     | Some applications are in for 2026-27 classes                                                                                                                                            |
| 2. Attend monthly the Macular Society support group | Secure funding for this group and organise speakers while they are without a Chair. | Funding received from Nethercliff Hotel and SSEN. £1350 altogether.<br>Organised change of venue for this group which is free to use.                                                   |
| 3. Promote IT Volunteer where required.             | Offer this to service users.<br>Advertise on Social media site                      | This service meets the commissioning priorities, promoting well-being and empowering self-care. It meets the local care model of promoting being 'Digitally enabled and data informed.' |
| 4. Promote Caithness talking Newspapers             | Offer this to service users.<br>Advertise on Social media site                      |                                                                                                                                                                                         |

|                                                                               |                                                                                                                                     |                                                                                                                 |  |
|-------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|--|
|                                                                               |                                                                                                                                     |                                                                                                                 |  |
|                                                                               |                                                                                                                                     |                                                                                                                 |  |
| <b>Longer term aims</b>                                                       |                                                                                                                                     |                                                                                                                 |  |
| 1. To recruit and train new volunteers, to cope with increased demand         | Advertise in Centre's and on Facebook                                                                                               |                                                                                                                 |  |
| 2. Monitor and evaluate benefits of Lip Reading.                              | Monitor improvements recorded to class participant's recoding change forms.<br>Monitor class numbers for maximum value for funding. | These classes meet the highland local care model in being locality led, proactive and person centred.           |  |
| 3. Chairperson to be sought for Macular Society to ensure longevity of group. | Promote the group to service users. Chair position to be advertised.                                                                | Work in partnership with the Macular Society.<br>Ensure that there is no cost effect to Hearing and Sight Care. |  |

## OUTSIDE MEMBERSHIPS

Members of Hearing and Sight Care are either represented on or linked with the following groups:-

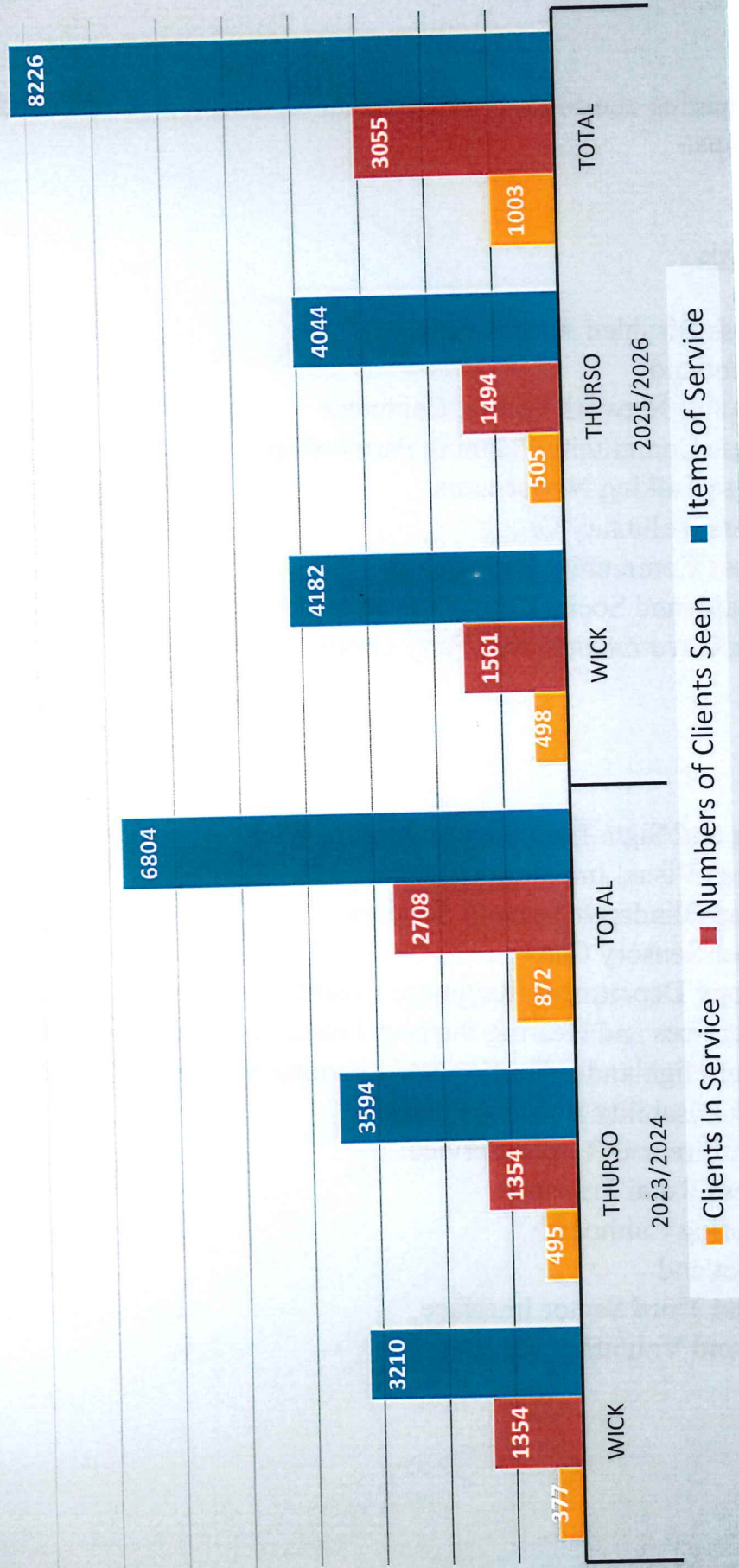
### Represented On:

- Caithness Disabled Access Panel
- Deaf Scotland
- Older Adult Network Forum, Caithness
- Caithness Community Planning Partnership
- Caithness Talking Newspapers
- Caithness Voluntary Group
- Caithness Community Partnership
- The Health and Social Care Alliance
- Scottish Government Cross Party Group on Visual Loss

### Links With:

- Hearing and Sight Loss Support Group, Wick
- Caithness Visual Impairment Group
- Highland Blindcraft Sensory Services
- Lochaber Sensory Care
- Audiology Department, Raigmore Hospital, Inverness
- Deaf Services and Hearing Support Team, Social Work
- See Hear Highland Education and Learning Services, Inverness
- Scottish Disability Equality Forum
- Scottish Fire and Rescue Service
- Caithness Rural Transport
- Befriending Caithness
- Age Scotland
- Highland Third Sector Interface
- Sutherland Voluntary Services

## HEARING AND SIGHT CARE



Clients In Service are people who have actually been seen at least once in this year

Number of Clients Seen repeatedly throughout the year and includes the Clients in Service figure

Items of Service are the provision of tubing, batteries, referrals etc in total (this reflects a more accurate recording method)

## REFERRAL AND VISITS

|                            | 2024/2025 |        |       | 2025/2026 |        |       |
|----------------------------|-----------|--------|-------|-----------|--------|-------|
|                            | Wick      | Thurso | Total | Wick      | Thurso | Total |
| Audiology Repair           | 80        | 63     | 143   | 92        | 55     | 147   |
| Audiology Referral         | 72        | 78     | 150   | 68        | 54     | 122   |
| Deaf Services Referral     | 5         | 8      | 13    | 10        | 14     | 24    |
| HBSS Referral              | 12        | 13     | 25    | 17        | 7      | 24    |
| Other Referral             | 15        | 13     | 25    | 15        | 8      | 23    |
| Home Visits - Audio        | 112       | 70     | 182   | 115       | 118    | 233   |
| Home Visits - Deaf Service | 33        | 37     | 70    | 48        | 64     | 112   |
| Home Visits – HBSS         | 25        | 21     | 46    | 68        | 27     | 95    |
| Home Visits - Other        | 30        | 35     | 65    | 47        | 22     | 69    |
| Hospital/Nursing/Day Care  | 40        | 25     | 65    | 34        | 7      | 41    |
| Community Events           | -         | -      | -     | 13        | 2      | 15    |

In 2025/2026 at 6 Rural Clinics held quarterly 156 people were seen.

**Items of Service include:**      **NHS Battery Exchange**      **Sale of Private Hearing Aid Batteries**      **Cleaning of Moulds**  
                                          **Changing Tubing**      **Visits to Clients**      **Phone Calls**      **Advice**

**Referrals to NHS Audiology, NHS Deaf Services and Hearing Support Team, HBSS, Other Referrals include Befriending Caithness, SFRS, Handyperson Scheme, OT, Caithness Rural Transport, Telecare and Home Care Services**

Statistics were skewed last year. We lost access to our Data base and lost the first 6 months records from April 2024-Oct 2024. We had to start with a new Database, inputting every client's details again. We extrapolated last year's missing figures.

Rechargeable hearing aids are becoming more common, meaning we are issuing less batteries.

More Nursing Homes/Day Care are self-managing.

**Report of the Trustees and**  
**Unaudited Financial Statements**  
**for the year ended 31 March 2026**  
**for**  
**Hearing and Sight Care**

Victor T Fraser & Co Limited  
Chartered Accountants  
3-4 Market Place  
Wick  
Caithness  
KW1 4LP

Hearing and Sight Care

Contents of the Financial Statements  
for the year ended 31 March 2026

|                                      | Page    |
|--------------------------------------|---------|
| Reference and Administration Details | 1       |
| Report of the Trustees               | 2 to 3  |
| Independent Examiner's Report        | 4       |
| Statement of Financial Activities    | 5       |
| Balance Sheet                        | 6       |
| Notes to the Financial Statements    | 7 to 10 |

**Hearing and Sight Care**

**Reference and Administrative Details**

|                           |                                                                                                                                                                                                                                                                                                                    |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Registered Company number | SC217561 (Scotland)                                                                                                                                                                                                                                                                                                |
| Registered Charity number | SC027221                                                                                                                                                                                                                                                                                                           |
| Registered office         | The Sensory Centre<br>23 Telford Street<br>Wick<br>Caithness<br>KW1 5EQ                                                                                                                                                                                                                                            |
| Trustees                  | J M Gregory - resigned 27.11.2025<br>J Morrison<br>M H Brims - resigned 24.09.2025<br>B T Johnston<br>D Leith<br>FM Webster - resigned 24.09.2025<br>G Mitchell, Chair<br>A S Angus - resigned 27.11.2025<br>D Aitken - appointed 10.02.2026<br>C Fraser - appointed 10.02.2026<br>G Turner - appointed 10.02.2026 |
| Company Secretary         | P Gibson                                                                                                                                                                                                                                                                                                           |
| Independent Examiner      | John F Cormack B.Sc. (Hons) CA<br>Victor T Fraser & Co Limited<br>Chartered Accountants<br>3-4 Market Place<br>Wick<br>Caithness<br>KW1 4LP                                                                                                                                                                        |
| Bankers                   | The Royal Bank of Scotland plc<br>11 Orlig Street<br>Thurso<br>Caithness<br>KW14 7BL                                                                                                                                                                                                                               |

## Hearing and Sight Care

### Report of the Trustees For the year ended 31 March 2026

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Governing Document**

The charity, formally called Caithness Deaf Care, is a company limited by guarantee, incorporated on 29 March 2001. The charity is governed in accordance with its Articles of Association, which sets out its objects and powers. In the event of the charity being wound up members are required to contribute an amount not exceeding £1.

##### **Recruitment and Appointment of new Trustees/Directors**

The trustees, who are also directors of the company for the purposes of the Companies Act 2006, are admitted as members of the company on approval of the existing trustees at the Annual General Meeting and hold office until the following Annual General Meeting, when they may stand for re-election. They present their report with the financial statements of the charity for the year ended 31 March 2026. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

##### **Training and Communications**

Regular communication between trustees and staff members facilitates the smooth running of the company on a day-to-day basis. Minutes and newsletters are circulated to trustees and volunteers regularly. Training is held throughout the year to update the skills and knowledge of the staff and volunteers.

#### **OBJECTIVES AND ACTIVITIES**

##### **Nature of Charity's Work**

The nature of the charity's work is the provision of information, advice and practical help for the benefit of people, principally within the North Highland area, who have hearing and sight impairment.

The charity liaises with statutory bodies to ensure up-to-date training of staff and volunteers, and to refer clients. We also keep in close contact with other local voluntary agencies in the Highland Region by attendance at meetings, e-mail, telephone calls and correspondence.

Outreach services and visits to nursing homes, hospitals, residential and day care centres are provided by both staff and volunteers.

The charity also provides deaf awareness and communication tactics training adapted to suit the business needs of various organisations. Lip-reading classes have been provided this year because of the availability of a suitable qualified tutor and adequate funding.

##### **Staffing**

At present three part-time staff are employed by the charity and services are offered at two drop-in centres – one in Wick and the other in Thurso.

##### **Volunteers**

The charity has a dedicated and capable team of volunteers who assist in the day-to-day provision of services to clients.

Training of volunteers is hands-on in both centres with dedicated sessions out with the centres on hearing aid upkeep, referral procedures and specialist equipment.

Volunteers can contact staff by telephone, or mobile phone at work or at home, or by visiting either centre on the designated days of opening.

#### **ACHIEVEMENTS AND PERFORMANCE**

Our services this year have again been extremely busy.

The number of registered clients was 1,406 (2025: 1,152). (Client's "in-service" was 1,003).

Total service hours provided to clients during the year from the two drop-in centres were 1,200 (2025: 1200).

Staffing hours for the year were 3,640 (2025: 3,640).

Volunteering time was 165 hours (2025: 168).

Directors' time at Zoom (virtual) and in person meetings was 256 hours (2025: 45).

Report of the Trustees  
For the year ended 31 March 2026

**FINANCIAL REVIEW**

**Policy on Reserves**

It is the policy of the charity to maintain unrestricted funds at a level which, along with unrestricted income already secured, equates to approximately twelve months of unrestricted expenditure.

Total Reserves of £68,663 (2025: £57,269) were held on 31 March 2026 of which £17,145 (2025: £17,913) were restricted.

The charity this year was well funded by statutory and grant funding to allow it to carry out all its objectives and deliver the high standard of services it offers to its clients. Ongoing running costs, however, are still being kept to a minimum and efforts to economise are always in hand.

**Principal Funding Sources**

The charity relies on several sources of funding to provide support to their clients in the North Highland area, namely:

- NHS Highland.
- Grants from Charitable Trusts, and
- Donations from Individuals, Companies and Organisations.

**Future Plans**

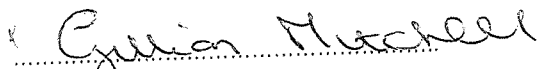
We have continued to work actively with Highland Blind Craft Sensory Services to assist clients with dual sensory loss, and this will continue in conjunction with the Scottish Government See Hear Strategy.

**STATEMENT OF TRUSTEES' RESPONSIBILITIES**

Trustees must

- Ensure the charity is carrying out its purposes for the public benefit
- Comply with the charity's governing document and the law
- Act in the charity's best interests
- Arrange the charity's resources responsibly
- Act with reasonable care and skill
- Ensure the charity is accountable.

Approved by the Board of Trustees on 9 July 2026 and signed on its behalf by:

  
G Mitchell - Trustee

**Independent Examiner's Report to the Trustees of**  
**Hearing and Sight Care**

I report on the accounts for the year ended 31 March 2026 set out on pages five to ten.

**Respective responsibilities of trustees and examiner**

The charity's trustees are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). The charity's trustees consider that the audit requirement of Regulation 10(1)(a) to (c) of the Accounts Regulations does not apply. It is my responsibility to examine the accounts as required under Section 44(1)(c) of the Act and to state whether particular matters have come to my attention.

**Basis of the independent examiner's report**

My examination was carried out in accordance with Regulation 11 of the Charities Accounts (Scotland) Regulations 2006. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

**Independent examiner's statement**

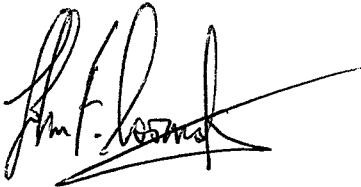
In connection with my examination, no matter has come to my attention :

(1) which gives me reasonable cause to believe that, in any material respect, the requirements

- to keep accounting records in accordance with Section 44(1)(a) of the 2005 Act and Regulation 4 of the 2006 Accounts
- to prepare accounts which accord with the accounting records and to comply with Regulation 8 of the 2006 Accounts Regulations

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



John F Cormack B.Sc. (Hons) CA  
Victor T Fraser & Co Limited  
Chartered Accountants  
3-4 Market Place  
Wick  
Caithness  
KW1 4LP

Date: .....

13th July 2026.

Hearing and Sight Care

Statement of Financial Activities  
for year ended 31 March 2026

|                                        | Notes | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | 2026<br>Total<br>funds<br>£ | 2025<br>Total<br>funds<br>£ |
|----------------------------------------|-------|----------------------------|--------------------------|-----------------------------|-----------------------------|
| <b>INCOME AND ENDOWMENTS FROM</b>      |       |                            |                          |                             |                             |
| Donations and legacies                 | 7     | 7,707                      |                          | 7,707                       | 8,625                       |
| Charitable activities                  | 8     | 89,345                     | 11,901                   | 101,246                     | 68,108                      |
| <b>Total</b>                           |       | 97,052                     | 11,901                   | 108,953                     | 76,733                      |
| <br><b>EXPENDITURE ON</b>              |       |                            |                          |                             |                             |
| Charitable activities                  | 9     | 84,890                     | 12,669                   | 97,559                      | 87,574                      |
| <br><b>NET INCOME/(EXPENDITURE)</b>    |       | 12,162                     | (768)                    | 11,394                      | (10,841)                    |
| <br><b>RECONCILIATION OF FUNDS</b>     |       |                            |                          |                             |                             |
| Total funds brought forward            |       | 39,356                     | 17,913                   | 57,269                      | 68,110                      |
| <br><b>TOTAL FUNDS CARRIED FORWARD</b> |       | 51,518                     | 17,145                   | 68,663                      | 57,269                      |

The notes form part of these financial statements.

Hearing and Sight Care

Balance Sheet as at 31 March 2026

|                                              | Notes | 2026<br>£ | 2025<br>£ |
|----------------------------------------------|-------|-----------|-----------|
| <b>FIXED ASSETS</b>                          |       |           |           |
| Tangible assets                              | 10    | 18,740    | 19,907    |
| <b>CURRENT ASSETS</b>                        |       |           |           |
| Debtors                                      | 4     | 5,053     | 6,039     |
| Cash at bank and in hand                     |       | 64,780    | 72,323    |
|                                              |       | 69,833    | 78,362    |
| <b>CREDITORS</b>                             |       |           |           |
| Amounts falling due within one year          | 5     | (3,432)   | (24,522)  |
| <b>NET CURRENT ASSETS</b>                    |       | 66,401    | 53,840    |
| <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b> |       | 85,141    | 73,747    |
| <b>PROVISIONS FOR LIABILITIES</b>            | 6     | (16,478)  | (16,478)  |
| <b>NET ASSETS</b>                            |       | 68,663    | 57,269    |
| <b>FUNDS</b>                                 |       |           |           |
| Unrestricted funds                           | 11    | 51,518    | 39,356    |
| Restricted funds                             | 11    | 17,145    | 17,913    |
| <b>TOTAL FUNDS</b>                           |       | 68,663    | 57,269    |

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2026.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2026 in accordance with Section 476 of the Companies Act 2006.

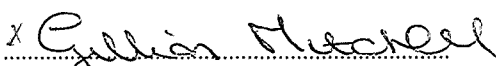
The trustees acknowledge their responsibilities for

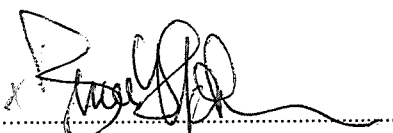
(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 9 July 2026 and were signed on its behalf by:

x   
G Mitchell - Trustee

x   
B T Johnston - Trustee

## Hearing and Sight Care

### Notes to the Financial Statements for the year ended on 31 March 2026

#### 1 ACCOUNTING POLICIES

##### **Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

##### **Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

##### **Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources.

##### **Tangible Fixed Assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Premises - 2% on cost

Equipment - 20% on reducing balance

##### **Capital Grants**

Grants received in respect of the purchase of fixed assets are credited to a Capital Grants Reserve. Depreciation associated with fixed assets which are grant-funded is charged to the Capital Grants Reserve.

##### **Taxation**

The charity is exempt from corporation tax on its charitable activities.

##### **Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

##### **Hire purchase and leasing commitments**

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

##### **Pension costs and other post-retirement benefits**

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

## Hearing and Sight Care

### Notes to the Financial Statements for the year ended on 31 March 2026

|                                             | 2026<br>£     | 2025<br>£     |
|---------------------------------------------|---------------|---------------|
| <b>2 EMPLOYMENT COSTS</b>                   |               |               |
| Wages and salaries                          | 60,662        | 55,414        |
| (Decrease)/increase in redundancy provision |               | (1,069)       |
| Pension                                     | 1,246         | 1,086         |
|                                             | <u>61,908</u> | <u>55,431</u> |

The average monthly number of employees during the year was 3 (2025 - 3).

### **3 TRUSTEES REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2026 (2025 £nil).

#### **Trustees' expenses**

|                                        |            |            |
|----------------------------------------|------------|------------|
| Expenses paid to Trustees' during year | <u>252</u> | <u>136</u> |
|----------------------------------------|------------|------------|

### **4 DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                |              |              |
|--------------------------------|--------------|--------------|
| Prepayments and accrued income | 5,053        | 3,786        |
| Gift Aid due from HMRC         |              | 2,253        |
|                                | <u>5,053</u> | <u>6,039</u> |

### **5 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

|                                    |              |               |
|------------------------------------|--------------|---------------|
| Creditors                          | 1,012        | 2,424         |
| Defined contribution pension costs | 210          | 236           |
| Accrued expenses                   | 2,210        | 1,627         |
| Deferred income                    |              | 20,235        |
|                                    | <u>3,432</u> | <u>24,522</u> |

### **6 PROVISIONS FOR LIABILITIES**

|                          |               |               |
|--------------------------|---------------|---------------|
| Provision for Redundancy | <u>16,478</u> | <u>16,478</u> |
|--------------------------|---------------|---------------|

|                                            | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | 2026<br>Total<br>funds<br>£ | 2025<br>Total<br>funds<br>£ |
|--------------------------------------------|----------------------------|--------------------------|-----------------------------|-----------------------------|
| <b>7 DONATIONS AND LEGACIES</b>            |                            |                          |                             |                             |
| Donations:                                 |                            |                          |                             |                             |
| General                                    | 4,340                      |                          | 4,340                       | 5,648                       |
| Institutional                              |                            |                          |                             | 300                         |
| Fund-raising                               | 3,367                      |                          | 3,367                       | 1,105                       |
| Tax Received under Gift Aid                |                            |                          |                             | 1,572                       |
|                                            | <u>7,707</u>               |                          | <u>7,707</u>                | <u>8,625</u>                |
| <b>8 INCOME FROM CHARITABLE ACTIVITIES</b> |                            |                          |                             |                             |
| Sale of goods                              | 36                         |                          | 36                          | 8                           |
| Rent                                       | 3,250                      |                          | 3,250                       | 2,800                       |
| Training and other services                |                            |                          |                             | 337                         |
| Grants                                     | 86,059                     | 11,901                   | 97,960                      | 64,963                      |
|                                            | <u>89,345</u>              | <u>11,901</u>            | <u>101,246</u>              | <u>68,108</u>               |

## Hearing and Sight Care

### Notes to the Financial Statements for the year ended on 31 March 2026

|                                               | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | 2026<br>Total<br>funds<br>£ | 2025<br>Total<br>funds<br>£ |
|-----------------------------------------------|----------------------------|--------------------------|-----------------------------|-----------------------------|
| <b>9 EXPENDITURE ON CHARITABLE ACTIVITIES</b> |                            |                          |                             |                             |
| Cost of sales                                 | 305                        |                          | 305                         | 98                          |
| Cost of fundraising                           | 73                         |                          | 73                          | -                           |
| Activities                                    | 75                         |                          | 75                          | 20                          |
| Wages                                         | 60,662                     |                          | 60,662                      | 54,345                      |
| Pensions                                      | 1,246                      |                          | 1,246                       | 1,086                       |
| Rent                                          | 3,600                      |                          | 3,600                       | 3,600                       |
| Rates                                         | 350                        |                          | 350                         | 350                         |
| Insurance                                     | 1,404                      |                          | 1,404                       | 1,346                       |
| Heat and light                                | 1,711                      |                          | 1,711                       | 999                         |
| Telephone                                     | 2,852                      |                          | 2,852                       | 2,238                       |
| Mobile telephone                              | 250                        |                          | 250                         | 260                         |
| Printing and stationery                       | 454                        |                          | 454                         | 730                         |
| Advertising                                   | 163                        |                          | 163                         | 96                          |
| Miscellaneous expenses                        | 1,091                      |                          | 1,091                       | 345                         |
| Repairs and renewals                          | 2,498                      |                          | 2,498                       | 679                         |
| Training                                      | 625                        |                          | 625                         | 54                          |
| Room hire and expenses                        |                            |                          |                             | 404                         |
| Travel and expenses                           | 1,930                      |                          | 1,930                       | 2,627                       |
| Lip Reading                                   |                            | 11,901                   | 11,901                      | 12,719                      |
| British Sign Language                         |                            |                          |                             | 146                         |
| Postages                                      |                            |                          |                             | 19                          |
| Petty expenses                                | 350                        |                          | 350                         | 609                         |
| Bookkeeping and payroll                       | 1,638                      |                          | 1,638                       | 925                         |
| Computer costs                                | 1,446                      |                          | 1,446                       | 1,109                       |
| Subscriptions                                 | 268                        |                          | 268                         | 70                          |
| Credit card charges                           |                            |                          |                             | 30                          |
| Depreciation                                  | 399                        | 768                      | 1,167                       | 1,290                       |
| Independent examiners fee                     | 1,500                      |                          | 1,500                       | 1,380                       |
|                                               | <b>84,890</b>              | <b>12,669</b>            | <b>97,559</b>               | <b>87,574</b>               |

## 10 TANGIBLE FIXED ASSETS

### COST

At 1 April 2025

Additions

At 31 March 2026

| Premises<br>Fully Grant<br>Funded<br>£ | Equipment<br>Fully Grant<br>Funded<br>£ | Equipment<br>Not Grant<br>Funded<br>£ | 2026<br>Total<br>£ |
|----------------------------------------|-----------------------------------------|---------------------------------------|--------------------|
| 33,506                                 | 12,814                                  | 15,917                                | 62,237             |
| <b>33,506</b>                          | <b>12,814</b>                           | <b>15,917</b>                         | <b>62,237</b>      |

### DEPRECIATION

At 1 April 2025

Depreciation

At 31 March 2026

|               |               |               |               |
|---------------|---------------|---------------|---------------|
| 16,083        | 12,324        | 13,923        | 42,330        |
| 670           | 98            | 399           | 1,167         |
| <b>16,753</b> | <b>12,422</b> | <b>14,322</b> | <b>43,497</b> |

### NET BOOK VALUE

At 31 March 2026

At 31 March 2025

|               |            |              |               |
|---------------|------------|--------------|---------------|
| 16,753        | 392        | 1,595        | 18,740        |
| <b>17,423</b> | <b>490</b> | <b>1,994</b> | <b>19,907</b> |

## Hearing and Sight Care

### Notes to the Financial Statements for the year ended on 31 March 2026

|                             | Unrestricted<br>funds<br>£ | Restricted<br>funds<br>£ | 2026<br>Total<br>funds<br>£ | 2025<br>Total<br>funds<br>£ |
|-----------------------------|----------------------------|--------------------------|-----------------------------|-----------------------------|
| <b>11 MOVEMENT IN FUNDS</b> |                            |                          |                             |                             |
| At 31 March 2025            | 39,356                     | 17,913                   | 57,269                      | 68,110                      |
| Net Movement in Funds       | 12162                      | (768)                    | 11,394                      | (10,841)                    |
| At 31 March 2026            | 51,518                     | 17,145                   | 68,663                      | 57,269                      |
| <b>Represented by:</b>      |                            |                          |                             |                             |
| Fixed Assets                | 1,595                      | 17,145                   | 18,740                      | 19,907                      |
| Debtors                     | 5,053                      |                          | 5,053                       | 6,039                       |
| Bank                        | 64,780                     |                          | 64,780                      | 72,323                      |
| Creditors                   | (3,432)                    |                          | (3,432)                     | (24,522)                    |
| Provisions                  | (16,478)                   |                          | (16,478)                    | (16,478)                    |
|                             | 51,518                     | 17,145                   | 68,663                      | 57,269                      |

## **12 PENSION COMMITMENTS**

The company operates a defined contribution pension scheme. The defined contribution scheme, which began in November 2015, is a company pension plan operating on a defined contribution basis and is available to all company employees. The cost of the scheme to the company in the year ended 31 March 2026 was £1,246 (2025: £1,086).

## **13 RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2026 nor 2025.

## **14 ULTIMATED CONTROLLING PARTY**

The company is limited by guarantee, having no share capital. It is therefore under the control of its members.

## HEARING AND SIGHT CARE

### FUNDING SOURCES FOR YEAR ENDED 31 MARCH 2026

|                                        | £         | £                |
|----------------------------------------|-----------|------------------|
| <b>General Donations</b>               |           | 4,340.00         |
| <b>Institutional Donations:</b>        |           |                  |
| Fund Raising                           | 3,367.00  |                  |
| Bailie Wind Farm                       | 740.00    |                  |
| Foundation Scotland                    | 9,500.00  |                  |
| Groundwork UK (Tesco)                  | 875.00    |                  |
| NHS                                    | 50,000.00 |                  |
| Nuclear Restoration Service (Dounreay) | 5,000.00  |                  |
| Thistle Wind Partners                  | 300.00    |                  |
| Tongue Community Council               | 500.00    |                  |
| Voluntary Group Sutherland             | 1,000.00  |                  |
|                                        |           | 71,282.00        |
|                                        |           | <u>75,622.00</u> |

## 2026 Organisation Profile



**Mrs Gillian Mitchell, Retired Manager,  
Sight Action, Grantown on Spey  
Chairperson**

7 years



**Miss Pauline Gibson, Keiss  
Manager**

13 years



**Mrs Karen Paul, Halkirk  
Clerical/Sensory Assistant/  
Service user**

32 years



**Mrs Moira Penders, Thurso  
Sensory Support Worker**

2.1 year



**Mrs Jennifer Gregory, Reay  
Director and service user**

21 years



**Mrs Jennifer Morrison, Thurso  
Director**

7.7 years



**Mrs Doreen Leith, Wick**  
Director and service user

4 years



**Mr Brian Johnston, Thurso**  
Director, Volunteer (IT) and service user

7 years



**Mrs Deirdre Aitken, Highland Blindcraft  
Sensory Service, CEO, Wick**  
Director

4 months



**Miss Claire Fraser, Wick**  
Director

4 months



**Mr Graham Turner, Castletown**  
Director and service user

4 months



**Mrs Debbie Miller, Lip-Reader Tutor  
Dornoch**  
Advisor to Board of Directors

8 months



**Mrs Lesley Martin,**  
**Community Service Improvement Practitioner,**  
**Wick**  
Advisor to Board of Directors

2.1 year



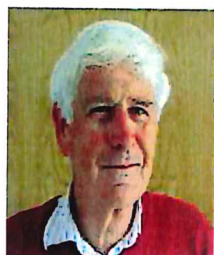
**Mrs Alison Robertson, Audiology Lead**  
Advisor to Board of Directors

7 years



**Mr Roy MacKenzie, Wick**  
Volunteer

9.5 years



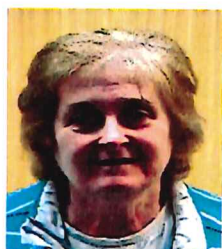
**Mr David Savage, Thurso**  
Volunteer

22 years



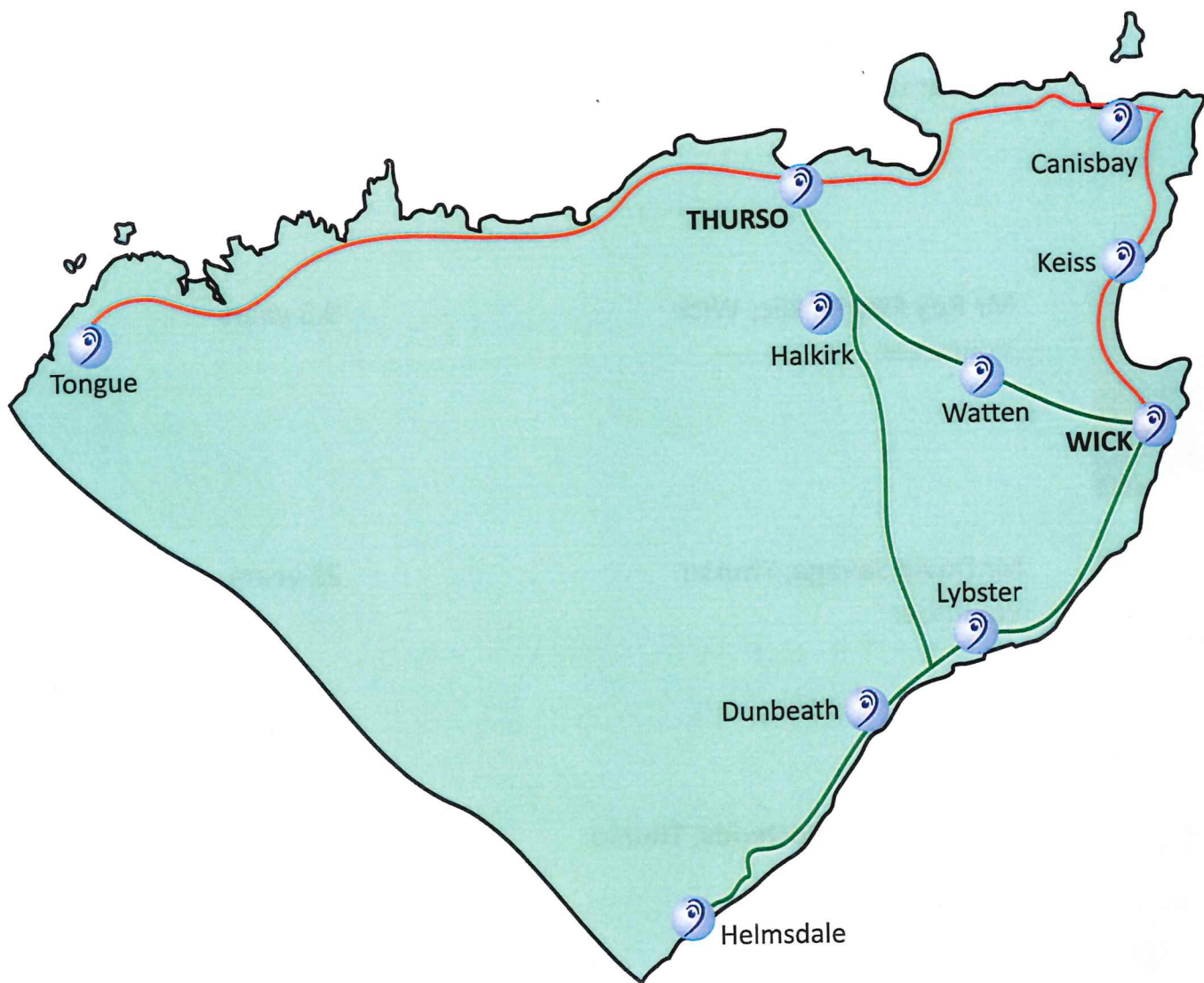
**Mrs Elizabeth Porteous, Thurso**  
Volunteer

13 years



**Mrs Elizabeth Cook, Wick**  
Volunteer and service user

7 years



### Service Provision

Services are accessed at 2 drop-in centres in Wick and Thurso which are both open 3 days a week between 10 am and 2 pm. Outreach clinics are held at the other locations identified above, on a quarterly basis.

Visits to local nursing homes, hospitals, day care centres and residences are made to those service users unable to access any of our services.

### Geography and Locations

Wick to Thurso – 21 miles, Wick to Tongue – 63 miles, Wick to Helmsdale – 37 miles  
Statutory Services are based in Inverness and Dingwall and are 100/110 miles south of Wick and Thurso. (Tongue to Inverness – 95 miles). The area has a low population density, partly served by single track roads and limited public transport.