



NCBI

**Working for People
with Sight Loss**



**ANNUAL
REPORT
2022**

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Chairman's introduction

The work of the NCBI continues to amaze me as what was achieved in 2022 was nothing short of remarkable. We continued to support and engage people who are blind or vision impaired right across Ireland as well as modernise our retail chain. I'm delighted to report that our strategic plan, Your Ambition Our Mission 2021 – 2023, continued to be on track in 2022.

Responding to people's needs through our service delivery will always be a top priority for NCBI so it's important the range of services on offer remain of high standard and constantly evolve as service user' needs change. In 2022, this has been evident in the expansion of our Workplace Partners Programme, through which service users had the opportunity to gain experience with a variety of employers around Ireland. The launch of The Possibility Lab was a huge milestone for the organisation as it positions us as leaders in promoting greater accessibility in the built environment. In 2022 we also expanded the ECLO service, which had previously only been available at acute hospital settings in Dublin. This hugely successful service, which connects NCBI with patients at the time of their diagnosis, is now available at Cork University Hospital and we hope will be further expanded in 2023.

Another key aspect of NCBI's work over the last year has been our mission to change perceptions about sight loss among the public. This was achieved in a number of ways including leading public awareness campaigns such as Debunking Myths About Sight Loss which was run on our social media channels and the Clear Our Paths campaign, which received double the media coverage than it had in 2021. Also the research and publication of the Equitable Education report highlighted the challenges affecting pupils who are blind or vision impaired in the education system. The success of all these campaigns was the involvement of NCBI's advocates who generously shared their time and stories which grounded the campaigns in real life experience.

NCBI's staff remains one of our key assets in supporting people in communities around Ireland. The HR and People Team have steadily increased investment in staff training opportunities, the most recent of which saw 11 future leaders within NCBI take part in the Leaders of Tomorrow programme, which will continue into 2023.

Achieving digital accessibility for people who are living with sight loss is a core objective of NCBI and is an innovative leader in this space. The launch of IA Labs in April was a huge success and the team involved are already working with education, business, and Government leaders to push forward our digital accessibility agenda.

All the work we did in 2022 was exceptional so I wish to commend each and every member of staff and every volunteer who continue to push the boundaries to support people who are blind or vision impaired. I also wish to thank the members of NCBI Board and its subcommittees for their commitment and for lending their expertise to the organisation to help us continue to flourish.



Paul Ledwidge
Chairman NCBI Group Board

A handwritten signature in blue ink, appearing to read 'Paul Ledwidge', with a long horizontal flourish underneath.

CEO introduction

2022 has been a busy year for NCBI as all involved will attest to! I'm proud of the level of commitment we have shown to our service users and because of that commitment we have made significant gains as an organisation.

This year, NCBI had the highest ever number of referrals for our range of services and supports. We saw a 23% increase in the number of new referrals compared to 2021. This significant jump is as a result of our ability to meet potential service users earlier in their sight loss journey through services like ECLO. Because we're seeing people sooner, we can help them through every step of what can be a hugely challenging time.

It was inspiring to see some of our core services such as the Children and Young People's Team, Adult Team, Library and Vision Sports grow in membership and engagement throughout 2022. Also the establishment of NCBI Counselling, Wellbeing and Emotional Support Service was an important step in 2022. The demand for this range of services and events clearly demonstrates the how highly valuable NCBI is to service users.

The Staff Engagement Day in May was one of the highlights of 2022 as we were able to bring all our staff together at the Midlands Park Hotel in Portlaoise in May. The diversity of the workshops on offer was impressive and provided us all with more insight into why we do what we do each day.

I want to recognise the incredible achievements of our NCBI Labs team in 2022, who were worthy winners at the prestigious Spider Awards in April and winners again at the Charity Excellence Awards in September. These awards came off the back of the team's extraordinary investment in, and work across, our digital transformation projects, accessible technology systems and digital technology content.

NCBI Retail had its busiest year in recent memory, opening and relocating several new stores around Ireland. We have also expanded into Northern Ireland this year as we opened three ForSight stores in

Omagh, Enniskillen and Derry. Our Retail team have worked tirelessly to improve areas across our chain, including raising standards for staff and volunteers and pushing forward our hugely important sustainability agenda. They have worked hard to partner with external organisations such as New Look and Clare's Accessories to increase donations and they have been innovative in opening up new markets with the launch of our vintage collection and pop-up stores in universities in Dublin and Galway.

The governance and accountability structures and systems of NCBI are as important to us as ever and restructuring in 2022 has improved this further. We've also begun the process of diversifying our fundraising model to increase the range of activities and income streams over the next three years.

To conclude I'd like to offer a huge congratulations to all NCBI staff and volunteers who have achieved so much as a team this year. By supporting each other and our service users, we have only made this organisation stronger.



Chris White,
CEO NCBI

A handwritten signature in blue ink that reads "Chris White". The signature is written in a cursive, flowing style.

NCBI Vision, Mission and Values



Our Vision

For people who are blind or vision impaired to have the same opportunities, rights and choices as others to fully participate in society.



Our Mission

To enable people who are blind or vision impaired to overcome the barriers that impede their independence and participation in society.



Our Values

NCBI's core values give effect to our vision, permeate our mission and inform all of our actions to ensure that we achieve the highest standards in everything we do.



Inclusive Approach

We listen to people who use our services, staff members, volunteers and all other stakeholders and collaborate with them in the design and delivery of our services and all related activities.



Choice

We know and respect the right of people to make choices about their lives. We will do everything in our power to support people who are blind or vision impaired in exercising this right.



Openness and Accountability

We carry out its work in an open manner and is accountable to all stakeholders for our actions and decisions.



Pursuit of Excellence

We are committed to attaining excellence in everything we do through our policies, procedures and staff.

Your Ambition: Our Mission

NCBI Group Strategy 2021 - 2023

“The challenge is to transform and partner for barrier free futures, whilst constantly refining our services as new research and solutions come to light.” - Chris White, CEO

Over the next three years, NCBI’s work will centre around the following priorities:

- Changing perceptions.
- Scaling excellence.
- Building capacity.
- Ensuring future-focused infrastructure is in place.

The principles of Empathy

- Resilience
- Solutions
- Together guide our work.

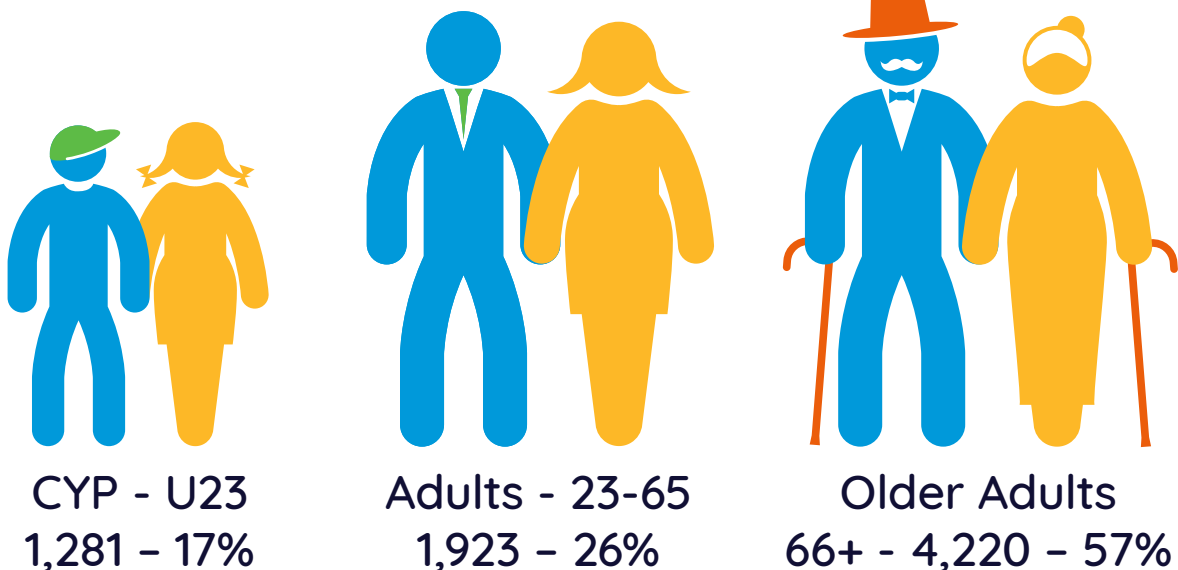


Key Statistics 2022

NEW REFERRALS



Total number of service users worked with in 2022



TOTAL: 2,367

The ECLO Clinician Experience Survey

90%

of clinical team members interviewed strongly believe the ECLO Service provides essential emotional support to patients and their families.

90%

strongly believe the ECLO service improves the overall patient experience.

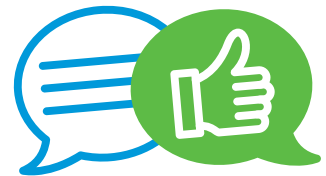
88%

strongly agreed that patients have more information about available support after speaking with ECLO.



“It is a great service, referrals are straight forward and it offers a lot of support to patients in need where we don’t always find time for in clinic.”

Patient Feedback



88%

reported increased emotional wellbeing after contact with the ECLO

100%

stated that the ECLO gave them the support they needed at this time.

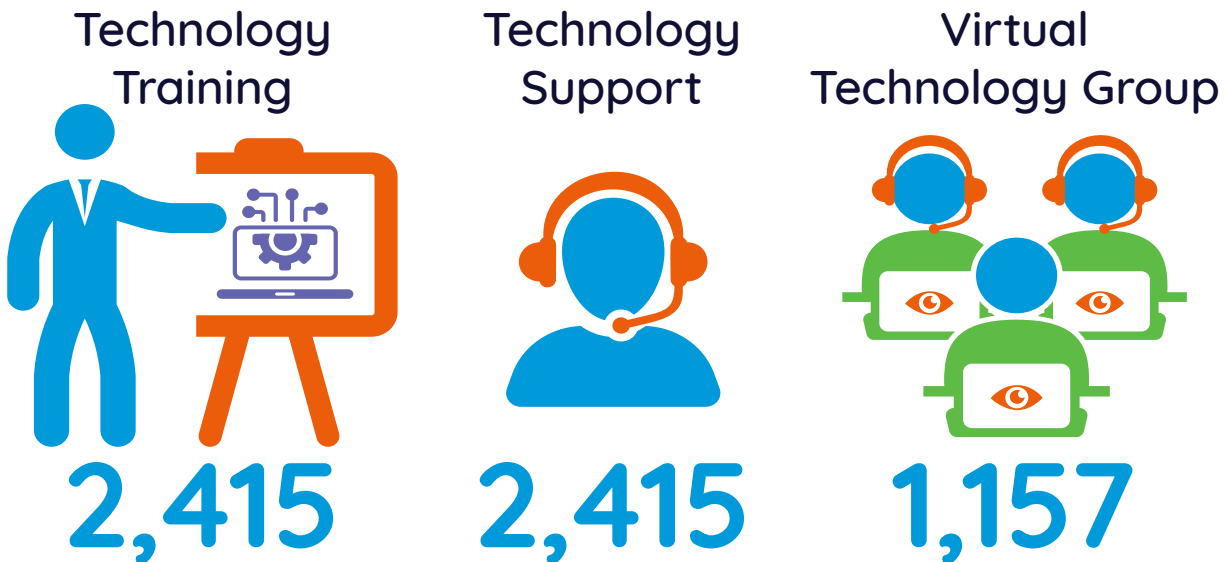
80%

of patients received an onward referral to community based services outside of the hospital.

2 in 3

patients state they would not have sought support provided within the community without the ECLO service

NCBI Laboratory Statistics



Volume of Technology Sales in 2022



By the last week in November retail had hit the full year sales budget of **12 million euro** and are expected to exceed the **13 million** mark by the end of the year. A record sales week of over **€305** came during November and total sales for the month was over **€1,263M**. None of the mentioned could have been achieved without the strength of the Retail team including our **100** strong team of volunteers and **300** plus scheme activation staff.

Employment and Academia Statistics

44



people with a disability progressing to employment

107



engaged in employment activation activities

114



engaged in employment skills training

26



employers created opportunities

70



people receiving assistive technology or equipment

24



people with disability progressed to further education



Aoife Doherty

Aoife Doherty, 30, from Dublin was born with oculocutaneous Albinism, which affects the pigmentation in her skin, hair and eyes. Aoife has a vision impairment as a result of the condition. She is short-sighted and her vision is described as 6/36. She experiences sensitivity to light and she has nystagmus, which is involuntary twitching of the eyes.

Aoife says that she lives well with her vision impairment as she has experienced her condition from childhood. Aoife says she has always been an outdoorsy person as is her partner, which prompts them both to seek adventure, like travelling across Europe in their self-converted campervan in the summer of 2022.

Aoife said some of the highlights from the trip included visiting the town of Courmayeur, which is one of the top skiing destinations in Italy, and visiting Disneyland, which she said was ‘magical’ and she described as one of the most accessible places they visited on their trip through Europe.

Campaigning for and promoting accessibility in the built environment is a core part of what NCBI does, so learning from experiences like Aoife’s is vital. Being a guest on the NCBI podcast, she explained: ‘When I started this and before I left Ireland, I was doing research trying to figure out where is accessible for someone with a vision impairment? Where isn’t? Has anybody got any tips or tricks for travelling around particularly in a van and around campsites? And I didn’t really find a lot, so I thought if I’m looking for it somebody else is probably looking for it so I’ll start it as we’re going around. My Life in the Blurry Lane Instagram page has now become quite popular. I wanted to show the world that just because you have a vision impairment or any kind of sight loss, your life is as rounded and diverse as someone who is fully sighted.’

Priority 1: Changing Perceptions

Influencing Policy, Politicians and Public

It was a busy year for advocates working together to create change. Some of the local campaigns facilitated by the Local Advocacy Networks included a partnership between NCBI Library and public libraries in the Midwest, Cross border travel ticketing, installation of bus stops in the Northeast, bins placement on footpaths through engaging with companies in the Southeast and traffic light audio signals in the South. 2022 also saw the commencement of a Local Advocacy Network group for the East which includes Dublin, Wicklow and Kildare.

National Advocacy Networks - NANs

For many, the first step in getting involved in advocacy is by joining our National Advocacy Network mailing list and we have successfully grown the recipient list to over 500 people. Over 60 advocates participated in different interactive training modules such as advocacy, campaigning, changemaking, media, IT and facilitation and they have played a central role in the development and roll out of NCBI national campaigns such as The Clear Our Paths campaign. The Clear Our Paths public awareness campaign is a core element of the Advocacy activities annually as it is essential to remind the public of the impact that temporary obstacles have on people living with sight loss.

Advocacy events

We hosted 6 events across Ireland to engage with advocates, their families and other organisations who have a similar goal of improving access and inclusion within society. Some of the key issues identified throughout the roadshow events, which were supported by funding secured from IHREC, will be addressed by the local advocacy networks in the year ahead. They include inaccessible transport, inaccessible footpaths, access to information in accessible formats, inaccessible banking and poor planning in the built environment.



Lobbying is key

The Advocacy Department was very proactive in lobbying for improvements in the upcoming legislation regarding the use of E-Scooters in Ireland. We developed a joint position paper with the Irish Wheelchair Association and the Irish Guide Dogs for the Blind which we presented to the Oireachtas Transport Committee alongside advocate Joanne Murphy from Cork. We have lobbied Ministers, TDs, Senators and Government Officials to try to gain their commitment to prioritise safety of people with mobility needs within the legislation.

Following a meeting with Minister Noonan, we were successful in ensuring many elements of our Electoral Reform position paper were included within the remit of the new Electoral Commission which will have a duty to ensure accessible voting and electoral processes into the future.

Equitable Education Report

The Advocacy Department worked with our colleagues in the Children and Young Persons Team to compile the Equitable Education Report. We collaborated with Féach to gather the lived experiences of parents of young people who are blind or vision impaired and the NCBI Youth Forum to ensure their direct experiences were the basis for the report. The report was launched by John Kearney, CEO of the National Council for Special Education and has led to ongoing discussions with the NCSE, Higher Education Authority and the Disability Advisors Working Network in third level colleges with the aim of implementing the recommendations.



Disabled Drivers and Disabled Passengers Scheme

We launched a new Position Paper on the Disabled Drivers and Disabled Passengers Scheme and shared it with Minister Rabbitte with the aim of improving access to the scheme for people who are blind or vision impaired. The paper has been acknowledged by the Minister who has publicly said she feels the scheme has been wrong from the beginning and cited blind people being excluded as an example.

Much work was achieved to strengthen the voice of advocates and for NCBI to proactively lobby for reform in many areas and this work is ongoing.

The Possibility Lab - Access & Mobility Innovation

NCBI's Possibility Lab provides an Inclusive Design consultancy service to organisations who share our vision of a barrier-free, accessible and inclusive society. The Possibility Labs team of access and mobility specialists promote best practice in accessibility and recommend innovative solutions, ensuring organisations have the right tools and resources to make spaces and services accessible for everyone.

The Possibility Lab together with NCBI Advocacy Team successfully launched the Change This Space Seminar in October. Over 400 viewers accessed the event which aimed to scale knowledge about accessibility leadership and designing inclusive spaces for people who are blind or vision impaired across a broad section of organisations. As a result over 33 Government Departments, Agencies and local authorities, 16 Transport Organisations and 38 Built Environment businesses had the necessary tools to provide services and design environments which are accessible to our service users. The event was complimented with the launch of the Possibility Lab webpage which provides a suite of information about the service, access training and position papers.

We saw an increase in demand for access advice with 456 new referrals coming in across the country. The Possibility Lab provided Access Lead Training to 14 staff members across the country and collaborated with 20 Access Ambassadors across our access consultancies, ensuring that lived experience is embedded in everything that we do. Lastly, we hosted more than 70 people at Head



Office as part of the Open House Dublin architecture festival with a focus on changing perceptions around accessibility and sight loss. The programme included hourly tours hosted by tour guides who have a vision impairment and a ISL Interpreter.

NCBI Communications

The strategic goal focusing on changing perceptions through increasing brand awareness, executing public awareness campaigns and providing Communications support to all NCBI departments was achieved throughout 2022.

NCBI received more media coverage across print, radio and TV at national and local level than ever before. A key highlight was the Clear Our Paths campaign in which advocates were active spokespersons and received more than 180 media pieces which is double the amount on 2021 and was seen or heard by approx. 16 million people meaning the entire population of Ireland saw or heard about our campaign a few times that week!



A more centralised, consistent and tailored approach to all our social media channels was undertaken that successfully led to increased reach, engagement and followers. Effective use of paid advertising for public awareness campaigns such as Debunking Myths about Sight Loss increased people's understanding of living with sight loss. In addition, the popular NCBI podcast continued with all guests being services users or people working / supporting people who are blind or vision impaired. In 2022, the podcast achieved over 8,000 downloads.

NCBI Comms team coordinated the first ever Staff Engagement Day in Portlaoise. It was hugely successful in bringing all staff together and offering a range of workshops to share learnings across departments. It was the ideal opportunity for long time colleagues to reunite and newer staff to meet their peers. It will be run again in 2023.

NCBI Vision Awards

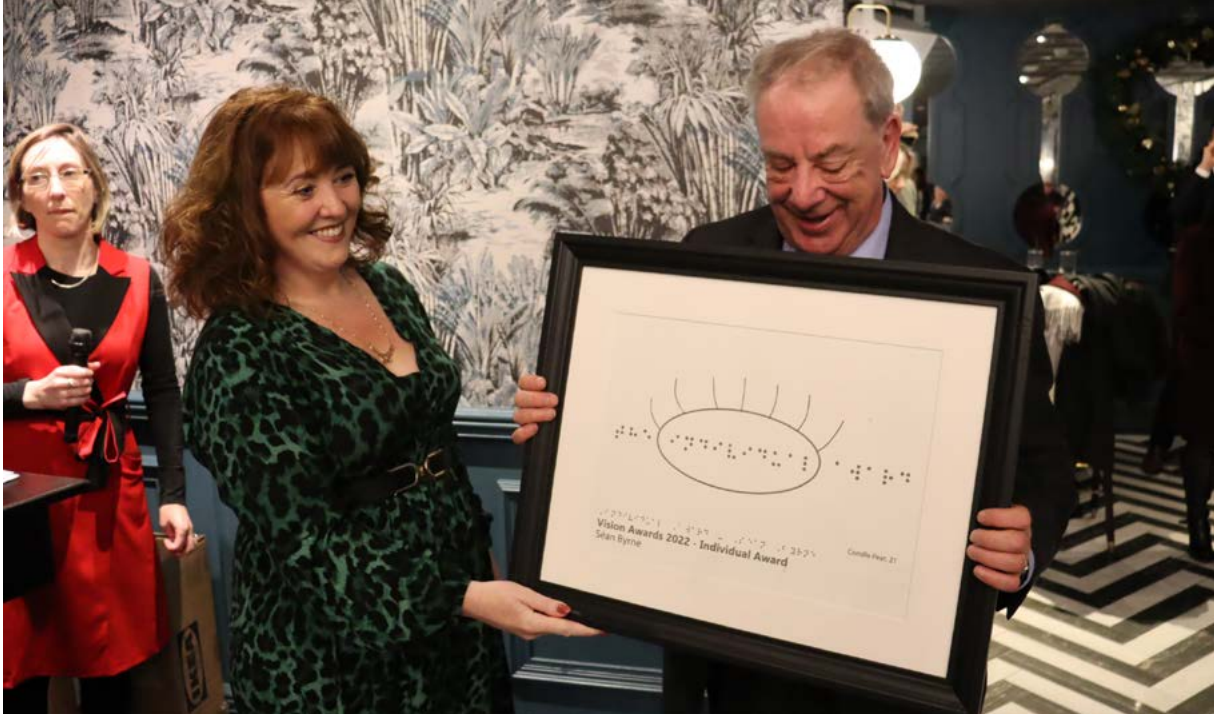
The annual NCBI Vision Awards, which were established in 2021, expanded in 2022 with more categories added including those for staff. The awards aim to recognise individuals and organisations for their leadership and example in helping to establish a more inclusive society for people who are blind and vision impaired. By identifying and celebrating the contribution of pioneers and advocates, NCBI aims to hold up examples of good practice and to invite others to consider how they might extend their own actions in key areas.

Over 50 nominations were received across all categories. An award ceremony was held in Iveagh Gardens Hotel, Dublin 2 where all winners received bespoke piece of tactile art designed by vision impaired artist Camille Peate.

The categories and winners were:

‘Visible Difference’ Industry Award: An Post for undertaking extensive awareness training and amending their recruitment practices to be more inclusive.

Digital Equality and Inclusion Award: SEAI (Sustainable Energy Authority of Ireland) for investing in amending their website to make it accessible to all its users.



Accessibility in the Built Environment Award: Paul O’Rahilly (NCBI Access Ambassador and Service User) for working tirelessly with Kilkenny Co.Co. sharing his insights and recommendations to ensure the new Abbey Quarter is fully inclusive and accessible.

Sustainability Award: Thriftify for partnering with NCBI and other charity shops to sell their stock online thereby lengthening the life cycle of stock and being a realistic alternative source of sustainable fashion.

Society Award: Turnip and Duck, production company for creating Maddie and Triggs, a children’s podcast that features a young visually impaired girl and her dog exploring the world around them through sound.

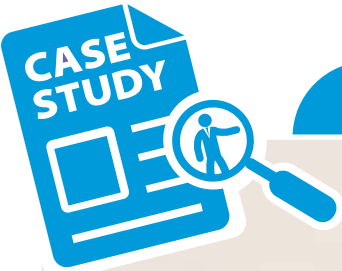
Individual Award: Sean Byrne for being so active in so many NCBI activities from Local Advocacy Networks to peer support to participating in his local Public Participation Network. His ever obliging and positive attitude has proven invaluable to so many.

Team Award:

The NCBI Team Award recognises the work and commitment of a staff Team across the NCBI Group / Services / Retail parts of the organisation.

Winners:

- Services Team: Iona Resource Centre
- Retail Team: Area Managers Team
- Group Team: Reception Team



Robbie Ford

Robbie Ford, 40, is from Dublin. He works as a motivational speaker and a comedian. When Robbie was 13 he began having bad headaches and losing the sight in his right eye. Following a brain scan at that young age, it was discovered that Robbie had a tumour which damaged his optic nerve. Robbie was thankful the tumour was benign but he recalled the situation being ‘terrifying’. He joked there is always a positive to a negative and in this case he was ‘delighted that they found a brain’ when they did his scan!

The tumour did eventually affect his sight in both eyes and Robbie now describes his vision like he is looking through a ‘dense frosted window’. Robbie’s positivity about his position has served him well in life and led to a number of opportunities for him in terms of employment, his surprise career in comedy and his time as a motivational speaker.

Robbie has been linked in with NCBI since 1999 and has remained involved up until the present day, having visited events such as Vision Sports Ireland’s Zero Limits Track Day in Mondello Park in July 2022. His experiences with the organisation have helped him in several ways, as he explained: ‘Pardon the pun, but it really opened my eyes to see that eyesight, no eyesight, little eyesight, whatever it may be, it’s not the end of the world. There are things you can do and other people in NCBI really taught me that.’

Offering advice to someone who is experiencing sight loss for the first time, Robbie added: ‘There are an endless amount of things that you can do. Think about that and look at it like that and then you can do it.’

Priority 2: Scaling Excellence

Children and Young Persons

Introduction

As we emerged from the COVID pandemic the NCBI Children and Young Persons team welcomed the return to face-to-face activity and the delivery of individual and group supports to children with programmes including independent travel, tactile learning, independent living skills and many more. We saw a significant increase in the number of children and young people we supported up to 1568 from 1179 in 2021.

The priority focus areas of the service in 2022 were the early years and preparation for transitions as we are aware of the need to lay good foundations in early years and support the successful transition from secondary education.

Camp Abilities

The welcome return to an in-person Camp Abilities in April was a highlight. A change of venue to Kilfinnan in Co. Limerick was hugely successful because for the first time NCBI independently hosted the



event. This is a great opportunity for children to have the experience of being independently away from home, most for the first time, as well as developing valuable lifelong peer connections while participating in a range of activities.

TY LENS Project

The third year of the highly impactful TY LENS project started end of August 2022 and will run until end of May 2023, with Transition Year students being supported across the development of transitional skills and knowledge areas, on a weekly basis, during the academic year. This approach to supporting transitions was initiated due to the frequency of requests for support for students who were struggling due to lack of skills when moving from secondary school to an independent learning environment. This approach undertaken in Transition Year has the potential to significantly improve the student's ability to manage transitions and provide them with future proofing life skills. We are seeing increasing demand for participation in this programme each year and will seek to scale it up in 2023.

Rise Project funded by The Late Late Toy Show

The work of the Children and Young Persons team was supported throughout 2022 with the RISE project. This project, funded by the RTE Late Late Toy Show focused on wellbeing initiatives such as physical activity, peer and family support and connectedness with



activities threaded into the supports provided by NCBI. Abseiling in Thomond park and NCBI Fittest family events were some of the more notable activities, alongside a host of resource production and events supporting emotional wellbeing.

Gerard Byrne Bursary

Bursary picture in folder

The NCBI Gerard Byrne Bursary in its 6th year, has awarded bursaries to 17 students in total to date. The courses and careers being pursued by people with sight loss continues to be wide and varied and include arts, business, STEM, education, politics, Speech & Language therapy and Law.



Maya Flynn, Rafiat Agbona, Jack Spillane Gerard Byrne Bursary

The recipients for 2022 were:

- Jack Spillane, 19, from Co. Laois who is in his first year studying English Literature and Drama at Trinity College Dublin,
- Maya Flynn, 21, from Co Wicklow who is in third year studying Speech and Language Therapy at University College Cork.
- Rafiat Agbona, 21, from Co. Kildare who is in her fourth year studying Law and Criminology at Maynooth University.

Adult Services Team

The Adult Services team provided a range of interventions aimed at a varied service group: adults and older adults. 2022 saw a significant increase in both the numbers and at times complexity of needs of those accessing services and supports. The Team responded with both energy and commitment to ensure the needs of all were considered and those with most needs were prioritised. This is not an easy task but again the Team were not found wanting.

Adapt Programme

Adapting the service offer continued apace. Services were offered across a range of settings, in our service centres, people's homes as well as online, the Adapt programme being one such example, which ran 6 programmes nationally assisting services users in coping with vision loss. In this way offering as far as is practicable, support and services where people wanted and needed them.

Staff Skills development

Ensuring that staff skills are developed and enhanced is important and in 2022 staff took part in training in assistive technology, Orientation & Mobility and facilitation skills. Some staff also gained accreditation as Certified Low Vision Therapists, further enhancing knowledge and recognising experience.

The Adult Services Series

While the numbers of people accessing our services increased, there are still a significant number of individuals who either do not know of NCBI or if they do, feel that their level of vision or particular eye condition does not warrant support from NCBI. With this in mind we developed a series of short information videos entitled, 'Adult Services Series' which cover referrals, assessments, interventions, information and advice and the various types of training and supports available.



The videos help to inform individuals, their families and other health professionals of the referral and assessment process while also removing some of the ‘mystery’ of what happens when a person is referred, assessed and receives service interventions.

Voluntary Safeguarding Charter

All of our staff are trained in Adult Safeguarding and our policies ensure that we are equipped as individuals, Teams and as an organisation to help assist those who are vulnerable to or experiencing any type of abuse or neglect. We further enhanced our commitment to the rights and protections of people with whom we work when we signed up the ‘Voluntary Safeguarding Charter’ which outlines a series of principles and actions which will be reviewed annually. This Charter was devised by Safeguarding Ireland. While currently a voluntary Charter it is the intention that it will evolve over time as Government policy, underpinned by legislation.

Feedback from the people we work with

We’ve implemented a review system of support plan objectives, which are a series of agreements, or plans of action between the service user and staff, under the quality system. We engage with services users who have completed their interventions to ascertain their satisfaction with the outcomes of their engagement with NCBI. Here’s a selection of feedback received:

‘very exceptional, supportive service’

‘staff were so courteous, patient, thorough, professional and helpful to my mother’

‘just to say thank you for including me in the ADAPT Programme, really appreciate the great work and support to me’

‘thank you most sincerely for all your help and support towards our mother and ourselves as a family throughout 2022, you have been a lifeline for all’

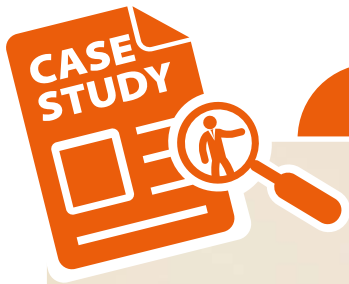
The National Employment, Training & Academia Team

Martina and Shane at employment event picture in folder

The 18 month VisAble project, run by the Employment, Training and Academia (ETA) team at NCBI, ended in 2022 with overall results exceeding the proposed targets in almost all outputs. The project has seen 44 people with a disability progressing to employment, a further 107 engaged in employment activation activities and 114 engaged in employment skills training. In addition to that, 26 employers created opportunities for people with disabilities, and 70 people were receiving assistive technology or equipment. Finally, additional 24 people with disability progressed to further education or formal education at the end of the project.

Throughout 2022, the ETA team worked to raise awareness of visual impairment through external collaborations with AHEAD, Irish Guide Dogs, Towards Work, Employers for Change and the Business Disability Forum. This work included the development of a sight loss toolkit sponsored by Roche and participation in AHEADs Waminar series. Internally, the team worked closely with Labs, Retail and Foundation teams, building connections within the organisation, by providing internships, work experience opportunities and employment. The team members continue to develop professionally, through Universal Design for Learning digital badge and CPL training on best recruitment practices. The team have also been developing a Barista training program specifically integrating vision-based strategies in collaboration with the Children and Young Persons Team targeting Transition Students to provide more tangible vocational opportunities. The Workplace Integration Partners spent 2022 gathering qualitative data relating to employment experiences for people with low or no vision to inform the teams future work.

Finally, the National Training Centre successfully implemented the QQI Level 4 Employment Skills 4M0857 program, while the new Level 5 in Retail Skills (5M2105) was formally approved and will commence in February 2023. The team also received a grant from the Community Foundation for Ireland to resource a worker to facilitate 40 Ukrainian refugees with pathways to employment.



Eugene Rooney

Aoife Doherty, 30, from Dublin was born with oculocutaneous Eugene Rooney is originally from Belfast, but now lives in Dundalk. Eugene experienced his sight loss following a road traffic accident which happened in May 1988. Eugene lives with Scotomas which are blind spots or partial loss of vision in a person's visual field.

Eugene said that when he was registered blind, he was contacted by a Community Resource Worker from NCBI back in 1992. Eugene has dipped in and out of NCBI for help throughout his life when it came to using a computer, or using a talking watch or just for general guidance.

He said of NCBI: 'They're always there when I need them, they're just a phone call away and they're extremely helpful.'

In recent times, Eugene worked diligently with the NCBI Advocacy team to have changes implemented within Irish Rail to make it easier for people to travel to Northern Ireland.

He explained: 'All I wanted to do was, for myself and for people in my position or elderly people or somebody who is just not used to filling out forms for one reason or another, to be able to just use our travel pass and get a ticket. Plain and simple.'

After exchanges with the NCBI Advocacy team and management in Irish Rail, Eugene achieved his goal. On the first day the new system was introduced he recalled: 'I went up and put my pass against the gates and they opened for me. The attendant said to me that's what you do now. Come up with your pass, hand your pass across and you'll get a ticket.'

Regarding his involvement with the advocacy team, he said: 'I would tell anybody not to be put off if you're not well educated or not to be put off if you can't use computers because the Advocacy team are there to help you.'

Eye Clinic Liaison Officer Service

Supporting over 2,400 patients to date, in 2023, the ECLO Service grew to work in clinical teams nationally across five hospitals - CHI at Temple Street, CHI at Crumlin, Royal Victoria Eye and Ear Hospital, Mater Misericordiae University Hospital, with the new addition of Cork University Hospital.

This year, the ECLO Service has heavily invested into quality service delivery, embedding into clinical hospital teams and care pathways, and raising awareness of support services available from the point of diagnosis. In addition to the development of educational materials for hospital teams, including the launch of the online self-learning modules and training packs, the ECLO Service has worked with other key stakeholders on the development of additional targeted support programmes for patients and their families within the community.

At the end of 2022, over 90% of clinical hospital team members surveyed strongly believed the ECLO Service was key to improving overall patient experience (NCBI, 2022), and 88% of patients surveyed reported increased emotional wellbeing after contact with the ECLO (NCBI, 2022).



In 2022, the ECLO additionally presented a research poster at the ICO Conference in May 2022 and were shortlisted for the Irish Health Care Awards for Best Outpatient Initiative.

Counselling and wellbeing service

In 2022, a dedicated Counselling, Wellbeing and Emotional Support (CEWS) department was established in light of NCBI offering much work in this area already. NCBI knows that adjusting and adapting to life as your vision deteriorates is difficult and that each individual's journey with sight loss is different.

The CWES offers counselling, peer support and the Connection Network programme. All are designed to ensure NCBI are here to support, listen, provide information, and help explore emotions in a confidential, non-judgemental environment. The counselling services is delivered to those feeling overwhelmed and offered over the phone with trained counsellors. In 2022, 140 individuals were supported with counselling sessions. The Connection Network programme began during Covid19 and is a free, confidential, befriending and informative service for our service users who are feeling isolated or lonely who are paired with volunteers for regular phone conversations in a bid to build friendships in difficult times. In 2022, over 100 service users benefited from these calls. NCBI has a number of peer groups operating across the country. These can vary from casual chat groups to those with a focus on providing opportunities to share difficulties and assist each other with finding solutions to a variety of everyday issues.

Day and Hub Services

In 2022 NCBI Day Services continued to thrive and provide high-quality person-centred service that offers diverse and engaging programmes to our service users. As a service we are responsive to the needs and wishes of our services users and implementing new activities on our timetable to support individuals in achieving their goals. Despite the ongoing challenging impact of Covid19 within the social care sector, of particular note for 2022 across both Day Services are the following achievements:

- Community Focus through service users accessing gym and swimming in their local community.



- Service users partaking in VSI Mondello Park track day.
- Continue partnership working with Shamrock Rovers FC for Access4All Audio Description Commentary.
- Manager presented at Vision 2022 conference.
- Growth of service user hours across both centres.
- Successful two-night respite trip for 52 service users

Day and Hub Services are focusing on improving quality and standardisation of day services in preparation for regulation and in 2022 staff undertook a lot of training and development to ensure preparation for the introduction of the Assisted Decision-Making Act and compliance with HSE New Directions and the National Person-Centred Planning Framework, with a focus on quality and maintaining the highest standard of service.

The Library Access Service

The Library Access Service (LAS) based in Dublin is the largest National Library Service for people with sight loss. With over 5,100 members, the main function of LAS is to produce and distribute printed matter in traditional and digital accessible formats.

The success of Bookshare Ireland as the largest digital accessible library continues. Membership for this service grew from 1000 to 1500. Also, the number of titles downloaded and issued from LAS exceeded 28,470 titles.

The main focus continued to be children and young adults in education and achievements in this area included:

- Bookshare Agreements with Irish Education Publishers. These Agreements delivered 730 titles for primary and secondary school students in PDF format on Bookshare Ireland by September 2022.
- Continued collaboration with the NCBI Children's Team to develop an interest in reading and creative writing amongst young library members. Bookworms Bookclub for children nationally.
- Continued collaboration with NCBI LABS and Benetech to develop the Smarthub for Bookshare Ireland.
- Continued delivery of online training and support to teachers using Lego Braille Bricks as a tool for learning Braille.



Other LAS achievements:

- Delivery of all LAS audio magazine recordings via the NCBI Smart hub.
- Continued partnership with the HSE to produce accessible information on the

COVID-19 vaccine programme.

- Continued delivering the Braille Pharmaceutical Training programme online.

Vision Sports Ireland

2022 saw a 101% increase in the participation numbers across all programmes delivered by Vision Sports Ireland when compared to 2021 figures.

Training & Education

Building capacity in the community is key priority for Vision Sports Ireland to maximise opportunities for our members across the country.

200 participants completed the online Vision Sports Awareness Training in 2022 including those in Gymnastics Ireland, Golf Ireland, Swim Ireland, Louth Sports Partnership and Kildare Sports Partnership.

Activity Highlights

Vision Sports Ireland continue to collaborate with over 15 National Governing Bodies for sport across a wide range of sports and activities.

- Official launch of Tandem Pilot Training course.
- Numbers in swimming increased by 95% with the establishment of a second vision impaired swim hub in Portlaoise and the first Open Water Swim programme.
- Home Exercise Series delivered 128 online classes to 811 participants.
- 100% increase in the number of participants at Zero Limits Track Day.



- Over 350 attending MayFest which included a Leaders of Tomorrow banquet with members and Paralympians.
- Launched the first Vision Sports Youth Forum in collaboration with NCBI Advocacy department.
- A new fully accessible website www.visionsports.ie was launched with positive feedback from members on its design and accessibility.
- Increased engagement across all Vision Sports social media platforms in 2022.

NCBI Retail

2022 is the first full trading year since 2019. We started the year with the opening in a new market, ForSight NI. Back in March Omagh was the first store to open followed by Enniskillen and most recently Derry. Heading into early 2023 will see the highest profile opening for the brand in Belfast City centre. We have been well received by the communities in the Northern Ireland market and the feedback from customers around our boutique retail offer has been extremely positive.



March was a busy month for retail as we also saw the launch of our ecommerce business with the donation of a significant amount of designer stock from FarFetch via Thirftify. In August we were lucky enough to receive an ecommerce grant for 80k from Enterprise Ireland, the first grant ever rewarded to NCBI Retail. Since then, we have recently launched with a number of marketplaces, Depop, Haru, and our own NCBI Ebay in Ireland, the UK, Germany, Italy, the US and Australia. E.Comm is one of the main focuses and growth areas for retail in 2023.

In May we got the opportunity to extend our offering with the introduction of Vintage. This is another point of difference for NCBI versus the rest of the charity retail sector in Ireland. Currently the offer is available in 5 stores in the South and 2 in the North with an expansion plan in Q1 of 2023 to another 21 stores. The feedback on the offer has been excellent and has generated extra income as well as a new customer demographic.

During the summer plans were being made on the NCBI POP UP experience. With the new Vintage offering we tested the market in

conjunction with Galway university and Freshers. Once again this allowed us to interact with a younger demographic and expand the knowledge around NCBI. The event was hugely successful which led to another 3 events in Galway, 2 in NCAD and one in TUD. We have more events planned for 2023 the first one being in Trinity in February.

We have continued our store expansion plan not only in NI but also in the South. In the summer we saw the opening of a new store in the West of Ireland in Skibbereen, and in early December we opened in Portarlington. We have also had 2 very successful relocations in Carrickmacross and Fermoy seeing trade double on what we were taking in our original sites. Relocations are a focus in 2023 where we have the customer loyalty, but the space is impacting on the sales potential. In Q1 of 2023 we will see the opening of new stores in Trim and Belfast city centre.

Throughout the year sales have been exceptional, even with challenges around store closures due to varied reasons. By the last week in November retail had hit the full year sales

budget of 12 million euro and are expected to exceed the 13 million mark by the end of the year. A record sales week of over 305k came during November and total sales for the month was over €1,263M. None of the mentioned could have been achieved without the strength of the Retail team including our 100 strong team of volunteers and 300 plus scheme activation staff.





Eleanor Burke

Eleanor Burke is 70 and from Carrick-on-Shannon and she was born with Aniridia. Aniridia is the absence of the iris in the eye and as a result, the pupil is unable to adjust to light which affects people's vision. Eleanor also experiences congenital Cataracts and secondary Glaucoma.

At the age of 10, Eleanor went to St Mary's School for the Blind after her mother, who was member of the Irish Countrywoman's Association, became familiar with NCBI when the Association had a speaker from NCBI attend one of their events. Eleanor's mother then became an honorary secretary of the NCBI branch in Carrick-on-Shannon.

Eleanor explained: 'One thing which struck me immediately even at the age of 10 was to meet visually impaired children like myself and then astonishingly to see how these children could read with their fingers, which was through the medium of Braille. I had been struggling at home - I couldn't read print books, I couldn't do handwriting, and immediately I felt I needed to come to St Mary's for my education.'

Eleanor was one of the first cohorts of students from St Mary's to be able to sit the equivalent of the Junior Certificate exams and then she went on to complete her Leaving Cert. Following this, Eleanor applied for third level education in London and was accepted into a physiotherapy course. She said: 'That left me in the history books as the first person to leave St Mary's and go on to a third level education. Now, what really interests me is looking at and reading and hearing the achievements of young visually impaired people through the NCBI website and even hearing about academic grants being given to people to help them in their studies.'

Most recently, in 2022 Eleanor took up swimming with Vision Sports Ireland and attended their Mayfest festival.

Priority 3: Building Capacity

People Development

Development of the NCBI People Team

2023 saw the modernisation of the HR team with the recruitment of additional roles and appointment of our first Chief People Officer. This expanded team reflects and supports the 400 staff in employment, 450 Social Activation Staff and the 1,000 volunteers who work in NCBI.

People Values

Further to our people values workshop at the Staff Engagement Day an extensive review of everyone's feedback took place. We identified core people values that encompass what we stand for as an organisation. A cross functional behaviours workshop took place with team members who volunteered their time to share their views on what behaviours should be best associated with the people values which were selected by the people, for the people! We also rolled out a people values survey to get further insight around the specific initiatives that are important to staff and see how we can add even more value throughout this transformational project.

We are determined to instil the values of Positivity, Collaboration, Teamwork, Innovation & Diversity and Inclusion within the organisation and we are very mindful in ensuring that we take the time to implement initiatives accordingly.

Leaders of Tomorrow

The people team recognise that our employees are NCBI's greatest asset and so the Leaders of Tomorrow Programme was born to ensure we are providing stimulating and thought provoking supports to really challenge our leaders of tomorrow. The objective is to harness the talent of some of our key staff, get them out of their comfort zones so that they push their boundaries and work towards reaching their potential! The course is getting some really amazing



feedback with the participants learning a lot about themselves as leaders but also getting exposure to different theories and models of practice so that they can reflect and adapt their leadership approach for the best results!

HR Awards

This was another exciting year for the people team having been finalists in a number of awards programmes under several different categories.

It was our first time entering the HR Leadership & Management Awards in 2022 and we were blown away to be finalists in the categories below:

- IITD awards for best diversity and Inclusion programme
- CIPD Awards for 2022 for people team of the year
- Irish HR champion awards

People Awards at the Vision Awards

Debbie Vision Awards picture in folder

We also premiered our first ever people award as part of the Vision Awards celebrations. Though in its infancy, the engagement with this category was phenomenal. We received 43 nominations across the



board from some very worthy candidates. Adare Human Resources kindly volunteered their time to review all of the nominations, adjudicate proceedings with the Chief People Officer and select the worthy winners. We were delighted to celebrate the fantastic achievements of the winners and all that they contribute to making NCBI a fantastic environment to work in. Well done again to our Reception Team, Iona Resource Centre & the Retail Field Team.

Diversity & Inclusion Bronze accreditation

We were very proud to be awarded our Bronze accreditation for Diversity and Inclusion from the Irish Centre for Diversity. We couldn't be prouder to be categorised as a People Team who are investors in diversity.

Skillnet

2022 saw the beginning of a fantastic relationship with Skillnet. We have partnered with the Skillnet team to provide our employees with access to participate and benefit from retail apprenticeship and degree programmes and look forward to growing this partnership over the years.

Priority 4: Future Focused Infrastructure

NCBI LABS

Introduction External recognition

In March 2022 NCBI Labs were shortlisted for 5 Spider Awards. It was rare for a charity to be shortlisted for a Spider Award, let alone to be nominated in 5 categories. NCBI Labs won “Best Remote Team”. This was a special award for NCBI to win considering the NCBI Labs implementation of new hardware and software in our Digital Transformation of NCBI which was not only needed to bolster and modernise NCBI’s technology but allowed staff to continue to deliver services during a challenging time: period of lockdowns, restrictions on working with the public, and travelling distances to deliver services. This work was further recognised with NCBI Labs being nominated and winning the Digital Transformation Award in the Charity Excellence Awards.

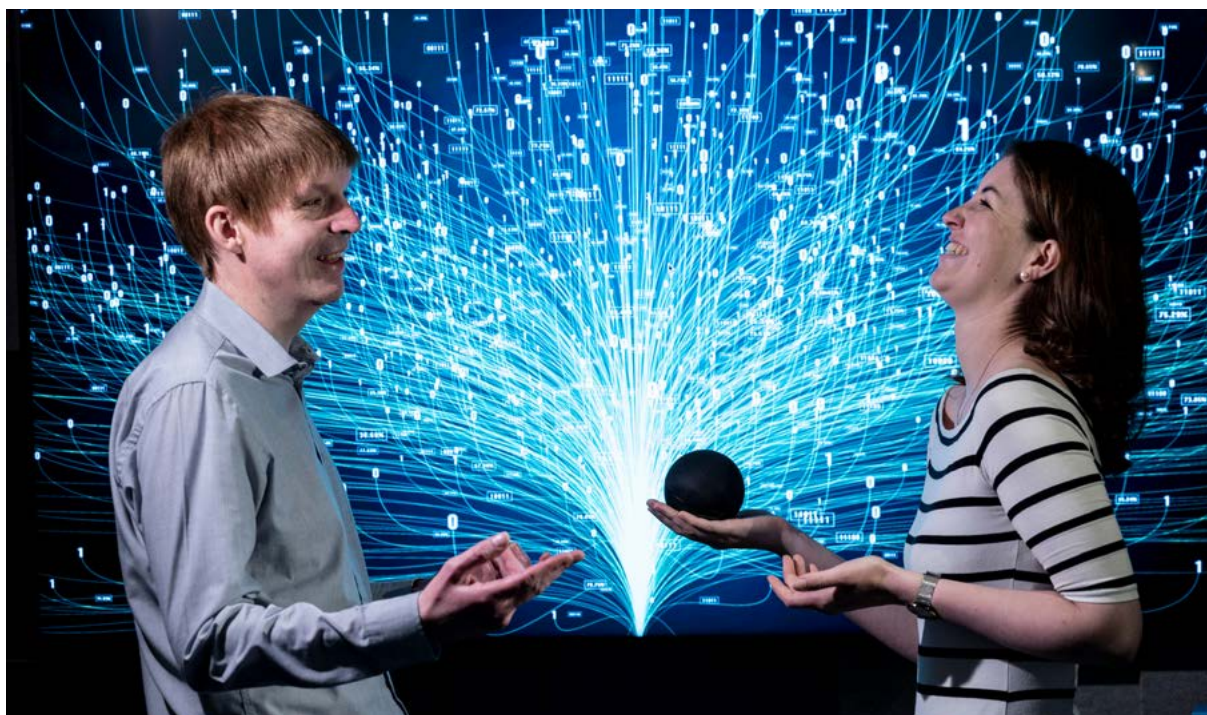


Braille Groups & ongoing Digital Braille Development

NCBI Labs are critically aware of the importance of Braille in the lives of people living with sight loss. In addition to the supports offered by other NCBI departments, we have created groups and clubs dedicated to Braille users to train, promote, and support the use of digital Braille.

MyNCBI Smart Hub Official Go Live

In 2022 NCBI Labs implemented and released the myNCBI Smart Hub. Smart Hub provides NCBI service users with instant access to all information pertaining to NCBI through their smart speakers. It performs this function via AI in a conversational manner. This allows service users to interact and learn all about the available services. The project was funded by Rethink Ireland and part of the funding was used to purchase and distribute Amazon Alexa devices for free to



service users. Amazon also donated some free devices to NCBI Labs for distribution.

NCBI Live

NCBI Labs worked with the Communications department in curating and launching NCBI Live, Ireland's first dedicated radio station for people who are blind or vision impaired that broadcasts 24 hours a day, 7 days a week. NCBI Labs facilitated a new webpage and integration with the myNCBI Smart Hub to provide as many listening avenues as possible. The listenership figures show 6,253 total listeners and 4,683 unique listeners since its launch in July 2022.



Technology Fundamentals to frontline staff

Throughout 2022, NCBI Labs delivered training sessions to NCBI Community Resource Workers detailing how service users engage with technology, all the appropriate software and hardware used and upskilling them on how to demonstrate devices such as CCTVs, Digital Handheld Magnifiers and Native Mobile Phone accessibility features so service users can make informed choices on what would suit their needs best.

Learning Management System (LMS) – Vision Academy

NCBI Labs have been working with other NCBI Departments to upload training content to the new LMS, aptly named Vision Academy. A Course Catalogue was created consisting of over 50 courses across several departments within NCBI. This will go live in Q1 2023 and will offer an extensive range of e-learning courses to both service users and staff.

Volume of training, support, downloads

2022				
	Technology Training	Technology Support	Podcasts	Virtual Technology Group
	Participants	Instances	Views	Participants
Jan	218	261	370	77
Feb	630	380	399	147
Mar	210	213	558	175
Apr	240	179	135	89
May	196	232	442	175
Jun	202	252	353	126
Jul	148	188	373	29
Aug	232	182	204	49
Sep	156	224	413	158
Oct	183	236	292	132
Total	2,415	2,415	3,539	1,157

Volume of technology sales in 2022

2022		
	Number of Orders	Number of Orders
Jan	43	€22,587
Feb	37	€49,661
Mar	35	€56,094
Apr	33	€21,801
May	28	€16,733
Jun	59	€52,477
Jul	24	€20,993
Aug	30	€25,801
Sep	37	€40,187
Oct	33	€28,266



Barry and Katie Ryan – Parents of Maggie and Rosie

Barry and Katie Ryan are parents of Maggie and Rosie, both of whom have Chromatopsia. For the girls, this affects their sight by making them both photosensitive and colour deficient which poses a number of challenges for them, but Barry and Katie say the girls are ‘flying it’. For both girls the condition is not degenerative.

Maggie is nearly four years old and Rosie is two. The family became connected with NCBI when Maggie was first diagnosed when she was one-and-a-half. Following the diagnosis, Katie, Barry and Maggie were introduced to NCBI’s ECLO, Hillary Devlin, who is based in Temple Street Children’s Hospital.

Speaking of the importance of the ECLO service, Katie said: ‘We found it to be an absolute God send. Because the girls were the first on either side of our families to have any kind of eye condition, understandably for us it was quite a shock and it took a long time for us to understand what that would really mean for the girls. So it was great to have Hillary there to be able to run through possibilities, things that might help as they are growing up, services and supports that were available as they were going through the different stages. Maggie is just into her first year of pre-school, so it was great to go in and get a quick assessment of Maggie’s eyesight and just get a judge about whether she might be better sitting at the front of the class. It was great to be able to let the teachers know and have a report to give them to be able to say that they had a better understanding as well.’

The family are embedded now with NCBI and have fundraised as part of the 2022 Dublin City Marathon following their experiences with organisation.

NCBI Foundation

2022 saw a change of leadership within the Foundation team and an opportunity for explore additional revenue streams into the future. A strategy document for the period 2023- 2025 will be presented to the Group Board in early 2023 for their consideration.

The WayFinding Centre

This initiative represents a significant capital investment by NCBI and its partners on the project. The Foundation have identified the securing of these capital funds as a major priority in 2022/2023. We are pleased to confirm an application for these funds is currently being considered by the Department of Justice under the Immigrant Investor Programme.

Thanks to all involved, especially the Smurfit Kappa group for their support and to Frank O Hagan, Aircap and the team in Eirtrade for the donation of the Airbus 300, which will be a phenomenal addition to the centre.



Corporate Partnership

Our two corporate events in 2022 were very successful, raising funds and building our corporate connections.

- 1) The inaugural World Sight Day golf event was hosted by Liverpool legends Ronnie Whelan and Michael Owen and held at the K Club, Co.Kildare. Delighted to have Shane Byrne, our master of ceremonies, who has supported the charity for many years. Next year's event will build on 2022 success and further cement awareness of the work of NCBI with our corporate colleagues.
- 2) Victoria Smurfit and her daughter, Evie Baxter, hosted a fundraising dinner in London for us. On the night, in partnership with Fighting Blindness we launched the Caroline Smurfit bursary, in memory of Victoria's mum who passed away in early 2022. Specific thanks to our host on the night, James Nesbitt, who continues to generously support the sight loss community both North and South.

Philanthropy

2022 saw a very significant donation by Dr.Terry Cross OBE, to purchase sight saving equipment for the Royal Victoria Hospital, Belfast. This amazing generosity represents an the difference the now established ForSight charity under the umbrella of NCBI, can make in the North.

Building on this, the Foundation established an advisory board to



develop the major gift and philanthropy opportunities for NCBI. This has led to attending the Clinton Global Initiative Conference in New York, which has resulted in creating potential for further philanthropic giving to NCBI.

Community

Radio Bingo was successful throughout the year across the 3 radio stations Shannonside, Highland & LMFM raising over €300,000. The HolmPatrick & Granard Cup competitions grew by over 20% compared to the previous 5 years. Our network of community fundraisers also showed growth with particular outstanding performances from The Plunkett Family, with a Tractor Run in Cavan raising €28,600 and the O’Sullivan family with a Pedal for Grace Cycle in Kerry raising €26,250.

Legacy

NCBI was fortunate to receive over 46 legacies in 2022 equating to income in excess of €900,000. Our sincere thanks to the individuals and families who wished to ensure that their legacy would assist in NCBI realising its ambitious plans for those we serve.



Legacy donors during the year included Mary Denagher

William Gibson

Maureen LeMass

Maureen Holmes

Mary Clune

Teresa (Terry) Claxton

Mary Redmond

Mary Roverie

Fitzgerald Nixon

Sighle Dunn

Mary Cosgrove

Irene Shelley

Margaret Melsom

Noreen McAuley

Corrigan

Margaret O'Brien

Francie Larkin

Phyllis Switzer

Maura Floyd

Mary Gilmartin

Nancy (Anne) Creane

Mary Hussey

Helen Dunne

Joan Heney

Paul I Read

Colm O'Donoghue

Violet McCarrick

Janine Montefiore

Francie Larkin

Brendan McKenna

Michael Behan

William Cranny

Tommy Kenny

Erill Dermot O'Connor

Noreen Walsh

Carmel Moran

Noelle Breen

Michael Fitzmaurice

Pauline Redmond

Emily Mullen



Conclusion

We are very excited about the opportunities to explore in 2023 and are particularly grateful to the Foundation Board for their ongoing commitment and support. In order for the Foundation to be as successful as possible we need to hold dear our philosophy that, awareness drives understanding and understanding drives action.

Finance and Governance

The Group Board met 6 times in 2022

Paul Ledwidge	5/6
David Hickson	4/6
Sean Costello	2/6
David Keegan	1/6 (left GB in July 2022)
Nancy Holland	3/6 (left GB in Sep 2021)
Anne Troy	4/6 (left GB sept 2021)
Martin Conway	6/6
Roddy Feely	4/6
Anthony Murray	5/6
Donnacha McCarthy	3/6
Eithne Walsh	5/6
Aidan Gavin	4/6
Jason Smyth	0/6 (left GB in May 2021)
Paul Kelly	1/6 (joined GB in Sep 2021)
Decan Delanty	1/6 (joined GB in Dec 2021)
Kristen Foran	1/6 (joined GB in Dec 2021)

Finance committee met 6 times in 2021

Retail Board met 3 times in 2021

Services committee met 6 times in 2021

Foundation Board met 5 times in 2021

Nominations and Governance Committee met 4 times in 2021

NCBI (NATIONAL COUNCIL FOR THE BLIND) GROUP

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 DECEMBER 2022

		2022	2021
	Unrestricted	Restricted	
	Funds	Funds	Funds
			Total
			Total
			Restated
	Notes	€	€
Income from:			
Donations and Legacies	6	1,904,884	67,002
Trading activities	8	14,758,474	-
Charitable activities	7	-	7,536,552
Other income	7	3,323,013	382,814
Rental income	9	169,835	-
Investment income	9	(444,054)	-
Total Income		<u>19,712,152</u>	<u>7,986,368</u>
Expenditure on:			
Raising funds	10	1,522,062	-
Trading activities	8	12,709,530	-
Charitable activities	11	552,377	11,977,792
Governance costs		90,000	-
Total Expenditure		<u>14,873,969</u>	<u>11,977,792</u>
Net income/(expenditure)		4,838,183	(3,991,424)
Total funds brought forward		6,418,422	5,027,305
Net transfers between funds		(5,329,404)	5,329,404
Total funds carried forward	22	<u>5,927,201</u>	<u>6,365,285</u>
		<u>12,292,486</u>	<u>11,445,727</u>

There are no recognised gains or losses other than the surplus or deficit for the above two financial years.

The notes on pages 20 to 44 form an integral part of these financial statements.

On behalf of the board


Paul Kelly
Director


Anthony Murray
Director

Date: 7/2/24

NCBI (NATIONAL COUNCIL FOR THE BLIND) GROUP

CONSOLIDATED BALANCE SHEET

AS AT 31 DECEMBER 2022

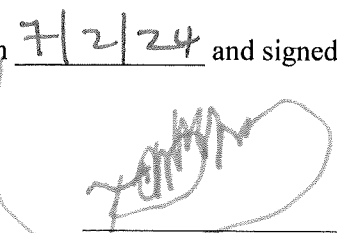
	Notes	Consolidated 2022 €	Consolidated 2021 Restated €
Fixed assets			
Tangible assets	13	6,703,639	4,861,874
Financial assets	14	3,315,864	3,759,918
		<u>10,019,503</u>	<u>8,621,792</u>
Current assets			
Stocks	15	255,727	216,090
Debtors	16	653,787	1,141,256
Cash at bank and in hand		5,917,610	6,362,276
		<u>6,827,124</u>	<u>7,719,622</u>
Creditors: amounts falling due within one year	18	(2,487,630)	(2,294,079)
		<u>4,339,494</u>	<u>5,425,543</u>
Total assets less current liabilities		14,358,997	14,047,335
Creditors: amounts falling due after more than one year			
Long term liabilities	19	(978,639)	(995,897)
Capital Grants	20	(1,087,872)	(1,605,711)
Net Assets		<u>12,292,486</u>	<u>11,445,727</u>
Funds of the charity:			
Unrestricted funds	22	5,927,201	6,418,422
Restricted funds	22	6,365,285	5,027,305
Total charity funds		<u>12,292,486</u>	<u>11,445,727</u>

The notes on pages 20 to 44 form an integral part of these financial statements.

The financial statements were approved by the Board on 7/2/24 and signed on its behalf by



Paul Kelly
 Director



Anthony Murray
 Director

**If you or somebody you know,
is experiencing significant
difficulties with their eyesight,
NCBI can help.**

**Call us on:
1800 911 250**

**NCBI
Whitworth Road
Drumcondra
Dublin 9**

**NCBI Group: CHY 20902
NCBI Services: CHY 4626
NCBI Retail: CHY 20619
NCBI Charitable Foundation: CHY 12673**

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