**IMPACT REPORT 2020/2021**

**Despite being in lockdown for much of the year, Sight Support and Wiltshire Sight stayed open to provide support to people across the West of England. Although it’s been a challenging year, we have much to be proud of.**

**Here is a flavour of what we achieved over the 12 months to March 2021:**

**What We Did**

4279 one to one sessions held with clients (75% increase on previous years)

40% Increase in number of individual clients receiving support compared to previous year

1200 hours of volunteering time given to supporting clients

324 New clients

46 New volunteers recruited

**What You Said**

“The support has given me so much more confidence. It has opened my eyes to what I can do.”

“The biggest difference has been to my confidence. I will now do things around the house like washing up and making breakfast which I wouldn’t have tried before. I am able to go out to the shop and feel confident crossing the road.”

“Connecting to people who are going through the same as me has made all the difference. I feel happier about having sight loss. Sight Support has made me feel equal.”

"Fantastic! - You're an excellent model of how a support service should work."

**What We Achieved**

98% of clients rated our services good, with 79% rating it as excellent

90% of clients say the feel more able to cope with day-to-day life as a result of our support

91% say that they feel more confident about living with sight loss as a result of our support

All our information, advice and guidance work with clients is focussed on one or more of the following seven outcome areas:

* Understanding eye condition and registration
* Making best use of remaining sight
* Communication and technology
* Managing at home
* Getting out and about
* Health and wellbeing
* Finances and employment

Over the past year, although the pandemic has had a huge impact on people’s wellbeing, our monitoring data shows that as a result of our support:

**88%** of clients showed improvement in at least one of the areas above

**67%** of clients showed improvement in three or more of the areas above

**What we spent**

Sight Loss Support Services £401,800

Fundraising costs £57,700