

Despite being in lockdown for much of the year, Wiltshire Sight and Sight Support 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:

 **4279** one-to-one sessions held with clients

**(75% increase on previous year)**

 **40%** increase in number of individuals receiving support compared to previous year

 **1200** hours of volunteering time given to support clients

WHAT WE DID

 **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."**

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

**"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."**

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

## WHAT WE ACHIEVED

**91%**

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

**90%**

of clients say they feel more able to cope with day-to-day life

**98%**

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

All of 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



Communication and technology



Making the best use of remaining sight



Finances and planning for the future



Managing at home



Health and Wellbeing



Getting Out and About

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**