

# The impact of our work

We are really proud of our work. This report captures feedback from our clients alongside some of our achievements. We hope it shows why our services are valued so much – by us, our clients and by the wider sector.



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

Without our volunteers we would not be able to offer all our services.  
**68 current volunteers**  
**2,200 hours of volunteering time given to supporting clients**  
**28% of our volunteers are visually impaired**

## The year in numbers

- **3,313** one to one sessions held with clients
- **419** new clients (29% more than 2020/21)
- **29** Consultation hubs re-opened

**“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.”**

Since we introduced our evaluation measures:

- 97% of clients rate our services good.
- 90% rate it as excellent!
- 91% of clients have told us that they feel more able to cope with day-to-day life as a result of our support.

**82% of the clients we have been working with have already recorded significant improvement during the year in at least one outcome area as a result of our support.**



## **Someone to talk to**

Having someone who understands was the first outcome identified in the Seeing It My Way review by UK Vision. We offer a befriending scheme, peer matching, and host 11 social groups around the area.

**“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.”**

**"Talking to Paula was very helpful. It felt like she genuinely cared and she wasn't just asking questions because it was her job. I have found that when new people know I have sight loss they can sometimes talk to me like I'm a bit slow. No one at Sight Support West of England has made me feel that way, they have only ever been supportive."**