**Impact Report 2021 / 2022**

# 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.

# 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

68 Volunteers

# Outcomes

In early 2021 we refined our outcome measurements down to six key outcome areas:

* Understanding sight condition and registration
* Communication and technology
* Managing at home
* Moving around
* Health and wellbeing
* Finances and employment

Through our Sight Loss Assessment process, we can show that over the past year **82%** of the clients we have been working with have already recorded significant improvement during the year in at least one of outcome area as a result of our support.

# Volunteering

Like most local charities, we are incredibly grateful to our volunteers – without whom we would not be able to offer all our services.

* **68** current volunteers
* **1950** hours of volunteering time given to supporting clients (55% increase on 20/21)
* **28%** of our volunteers are visually impaired

**Finances - what we spent**

Sight Loss Support Services £401,800

Fundraising costs £57,700

Our fundraising costs were just 14% of our total spend.

“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."

# Satisfaction – how people feel

Since we introduced our evaluation measures to enable clients to provide feedback on our services, **97%** of clients have rated our services good, with **90%** rating 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.

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