

Volunteering

We rely very much on our volunteers. This year has seen a boom in the number of people volunteering for us - the hours of time have doubled since last year! This rise is partly due to the opportunities to volunteer in our new charity shops. But our volunteer roles also include running social groups, befriending, supporting events, managing the audio library, fundraising, gathering feedback from clients and being part of our Advisory Group.



I would like to congratulate the lady who does the audio books. I gave her a huge list of books and she's slowly ticking them off. They arrive so quickly and are always the perfect book selection.



93 current volunteers
48 new volunteers recruited
4,414 hours of volunteering time
28% of our volunteers are visually impaired

Our volunteer survey tells us:



say volunteering has increased their sense of wellbeing / makes them feel good



say it's increased their skills, experience and knowledge



would recommend volunteering with us

The impact of our work 2022/23



Sight Support is brilliant and helpful in so many ways. The organisation is perfect for people living with sight loss.



We are really proud of our work.

This report captures feedback from our clients alongside some of our achievements for the year 2022/23.

We hope it shows why our services are valued so much by our clients and by the wider sector.



My life feels like it is back up to scratch and I'm happy with life again. The support has made a major difference. All the things I thought I was losing I am able to do again.



Sight Support West of England and Wiltshire Sight are two separate charities but we work closely together, saving time and money while providing excellent services across the region.

Most information in this report is combined for the two charities.

THANK YOU!

The year in numbers

504

new **clients**

(20% more than 2021/22)

31

hubs

+17%

increase in **social group** attendances

3,919

one to one **sessions** held with clients

9

sight loss awareness **training sessions** (training organisations and companies including sheltered accommodation)

Finances

We spent **£620,837** on our Sight Loss Support Services.

And we spent **£73,153** raising this money and securing pledges for future years.

Fundraising costs were just 10.5% of our total spend.



Outcomes

96%

of clients told us they feel more able to cope with day-to-day life as a result of our support

88%

of clients who conducted a final assessment recorded significant improvement during the year

88%

of clients who were struggling with isolation told us they feel less isolated after our support

100%

of clients reviewed our service as 'good', with 89% rating it 'very good or excellent'

Other achievements

- Launched our **Eye Can exhibitions** - attended by over 300 people.
- Our first **public awareness campaign** "See it My Way".
- Expanded our team, so that we now have 7 Community **Sight Loss Advisors**.
- Created our **Client Advisory Board**.
- Opened our **2nd hub charity shop**, growing our high street presence and retail operation.



“ I would recommend Sight Support West of England to anyone. I think I'm very lucky to have heard of you. ”