

# A Year in Summary

At Sight Support and Wiltshire Sight we have been looking back at what we have achieved over the last 12 months to March 2024. We hope you share our sense of pride as we look back at our accomplishments.



## What We Did:

- **3,818** one-to-one sessions held with clients.
- **599** new clients.
- **11%** increase in clients
- **32** hubs; **99%** of all clients now have access to community support within 5 miles from their home.
- **55%** increase in social group attendances.
- **403** people regularly participated in peer support activities (**57%** increase).
- New Digital Inclusion Project – three new courses developed.

## What People Said:

It's so great to be able to have somewhere to go to get help and ask questions with people who understand.

It was brilliant finding new ways around problems I was having. There were lots of tasks I used to do but hadn't done in ages due to my sight loss. We found new ways for me to try them so I can do it for myself.



## Finances - what we spent:

- Sight Loss Support Services **£814,486**
- Fundraising costs **£117,556**.
- Our fundraising costs were just **12.6%** of our total spend.

The digital beginners course has been invaluable since getting my smart phone. I can now call to arrange transport, and when I am out, I can arrange transport home.

## Satisfaction – how people feel:



- Out of **244** evaluations: **98%** of clients rated our services good, with **85%** rating them as very good.
- **93%** of clients told us that they have seen an improvement in their ability to manage day to day.
- **91%** of clients who were struggling with isolation told us that they feel less isolated as a result of our support.

## Volunteering – what people contributed:



- **125** current active volunteers.
- **50** new volunteers during 23-24.
- **6117** hours of volunteering time given (**38%** increase on 22/23).
- **29%** of our volunteers are visually impaired.
- **95%** would recommend volunteering with us.
- **75%** say it has increased their skills, experience and knowledge.
- **85%** say volunteering has increased their sense of wellbeing / makes them feel good.

## Other achievements:



- Eye Can exhibitions were held in Bath and Swindon (attended by **280** people).
- ‘Support from Day One’ Appeal 2024 launched.
- Client Advisory Group is now meeting regularly and contributing to a wide range of topics.
- Growing our high street presence – third and fourth shops opened in Trowbridge and Thornbury, both containing client resource centres.
- New social groups opened in Wroughton, Calne, Marlborough, Pewsey, Bath, Amesbury and Tisbury.

**Note:** This data does not include our new partnership with Insight Gloucestershire, which will be included in future.