

Impact Report

“I really valued Sight Support being there and providing lots of information when I was initially blind. It makes such a difference to have such practical advice.”

We are really proud of our work. This report uses outcome data and service user feedback to show some of our achievements for the year 2024/25.

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

Across the region, we continue to see increased demand. More people are coming to us while waiting for statutory services. A growing number of people are losing their sight. And whilst it is great that people are hearing about our services, it means the numbers needing our support are higher than ever. Our challenge is to meet this rise in demand against a background of rising costs and increasing competition for funds. Through our innovative collaborative working model with Insight Gloucestershire and Wiltshire Sight, we are determined to meet this challenge. We are so grateful to our many volunteers and supporters who, alongside our dedicated staff team, help to make this possible.



“I feel there is a way forward now. I was facing a brick wall before.”

In partnership

Insight
Gloucestershire

WILTSHIRE
Sight

Sight
SUPPORT 

We work across the West of England, in collaborations with two other local charities: Insight Gloucestershire and Wiltshire Sight.

We now have an integrated service meaning that people can access support at one of 44 different locations across the region. Sight loss advisors from our three charities work as a coherent and integrated team to offer high quality and comprehensive services through our shared sight loss assessment process and our hub model.



**of clients felt better able
to manage day to day
after working with us**



**863 new clients
+25% from last year**



**of clients rated
our services as
good or excellent**

We share a central team, including fundraising, finance, governance and admin, IT and HR, meaning a significant reduction in costs. Working together means that we have been able to do more to ensure people hear about the support available, we are better able to share lessons and experience. And our evaluation data shows that this is working - our satisfaction ratings remain very high, and our outcomes demonstrate the real impact we have on people's daily lives.

Our impact

In BANES, Bristol and South Glos

2,937 one to one sessions held with clients

This includes 330 digital technology support and training sessions
360 new clients, we now have 1,583 registered with us - up 13% on last year

203 people attended our Eye Can event in Bristol.

347 people attended one of our hub social groups

In Bristol, BANES and South Glos, our satisfaction rating is even higher than the rest of our group. 98% rate our service “good” or higher, with 78% rating it “very good” or “excellent”.

Measuring outcomes

89% of people made progress in at least one area that they had struggled with previously.

82% of people progressed in all of the areas they were previously not confident in.

This includes three quarters of people who told us at their first appointment they didn't have enough information to understand their eye condition and how to manage it. Through our support, we have been able to reduce this number to just 10%. And only 3% of people who come to us for support were comfortable with communication and technology. The support of our sight loss team and digital skills advisors means this increases to 87% by the time people finish working with us.

89%

**of people
made progress**

“All the little things that Sight Support have helped me with have added up to make a huge difference.”

Social connections

“My wife has started to gain confidence from the social group, enough that she braved going out with some old school friends to a pub. She was so pleased as she won't usually go out without me as she is so scared of everything.”

676 unique individuals attended one of our social groups. Each person attended an average of 3.5 times. That means a brilliant 3,663 visits to social groups. Plus, we support people to keep doing the things they love, or to try new things. We introduce people to groups, or even help them find a “buddy”. We find book clubs, or helped an artist to get back into painting after losing most of their sight.

Our What's On newsletter tells 1600 people every month about things going on across the area - including audio described performances and exhibitions, audio-book groups, and accessible activities including sailing, driving, bowls and table tennis.

91%



**feel less
isolated**

We've had a
47% increase
in people attending
our social groups
from the previous
year



Finances

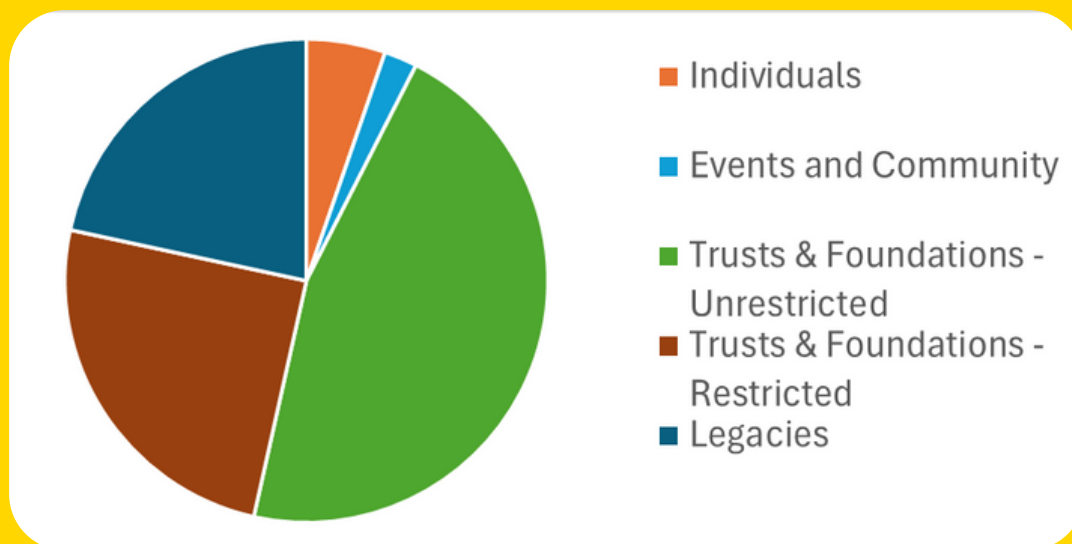
We spent £863,174 on our Sight Loss Support Services and £74,396 raising this money and securing pledges for future years.

We get most of our money from trusts and foundations, including the Thomas Pocklington Trust who helped found our charity in 2018. But income from individuals and community is growing.

Fundraising costs were

8.6%

of our total spend



In addition to our fundraised income, we have one statutory contract (providing rehab services in South Glos) and our small but growing network of charity shops generated a net profit of nearly £60,000. We sell a range of daily living aids for people with sight loss, but we do this at cost, so we don't consider it an income source.

Our fundraising strategy is to keep growing income from individuals, community groups and corporates to ensure a broad base of support and improve our resilience. Trust funders remain - and will always remain - vital to our services.

Volunteering

We are so grateful to the 243 people who volunteered for us in the last year. Volunteers gave an incredible 8,000 hours. Volunteers work in our offices, at our social groups, make our exhibitions run smoothly, and ensure our shops stay open. We really couldn't do without them and are so grateful. We work hard to make sure they feel the impact of what they do too.



“The Sight Support befriending service is brilliant. I always feel happier after speaking to my befriender Jasmine. Even though I am 90 and she is in her 30s, it doesn't matter, we can talk for ages. A befriender is a beautiful thing, and that's what she, Jasmine, is to me.”

- 28% of our regular volunteers have a visual impairment themselves
- 100% of volunteers who responded to our survey this year said they are proud to volunteer with us.
- 91% said they would recommend volunteering with us to others

“I usually leave my volunteering sessions with a glow of satisfaction and feeling that I have achieved something whilst having the knowledge that my simple efforts have also been well received by our service users.”

What's next?

At a time when several of the large national sight loss charities are undergoing restructuring and reducing their direct services, we continue to step up.

Reaching even more people

Already this year we've opened 4 new hubs, particularly reaching areas of Bristol with poor transport links and isolated communities. We are planning another two hubs and three new social groups in the next few months. We welcome the news that local sight loss charities will soon be an integrated part of the NHS certification process.

Face to Face, local support

Our aim is to ensure our network of hubs provide local support accessible to everyone living with sight loss in our region. Our commitment is to ensure that 95% of potential clients live within a 5-mile radius of one of our hubs. We are currently at 98% in BANES, Bristol and South Glos and will be looking this year how to meet this commitment across Wiltshire and Gloucestershire.



Technology

There are exciting new developments in technology to support visually impaired people and this year we're expanding our training services, to make sure that everyone in our area has access to new technology and support to understand and use it.

Fundraising under pressure

We know the fundraising environment will continue to be tough. We are impacted by national changes such as the new rate of National Insurance.

We are working on improvements to our website, including more opportunities for funders to read stories about our work, and get even more information about how they can help. We are also developing more videos - especially short clips that funders can share on their social media accounts. We know the huge impact these can have, and want to ensure that funders can hear directly from our service users.

“Thank you so much for all your help today, we really didn't expect to get the service you have given us and I am so amazed at the amount of information and help. I have taken down so many notes and we seem to have covered so much.”

And we keep working on diversifying our income. We are at more community events than ever before - giving us the opportunity to raise awareness and let people know about our services - as well as raising much-needed income. Our charity shops continue to do well - and we now have a new shop in Gloucestershire to support

The fundraising environment is tough. But feedback from funders and service users shows that we're doing the right things to meet these challenges.