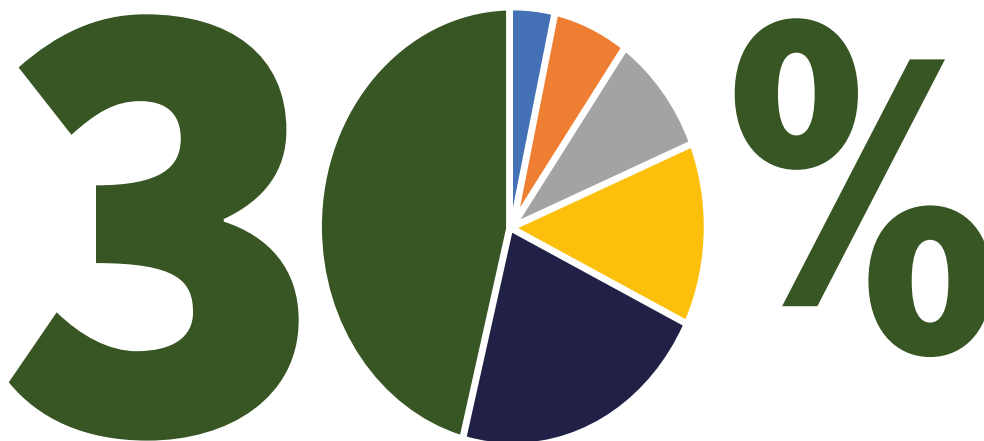


The 2019/20 financial year was Sight Support West of England's first full year of operation, and Wiltshire Sight's first year working under the umbrella of Sight Support West of England. This brief report gives a flavour of who we work with, what we did, and what we achieved over the year.

**55% increase in new clients**



over the past 12 months



of our clients have significant additional physical impairments

UNDER 25s 26-39 40-54 55-70 70-80 over 80s (e.g. mobility, hearing)



**1795** clients supported in 2019/2020



**657** new clients over the past 12 months



**2442** information and advice sessions provided




**837** attendances at social groups




**47** people attended training courses - since Nov 2019

*"The support has given me so much more confidence - it has opened my eyes to what I can do, a 100% improvement to my life. I can now get out and about and have even been able to go fishing again!"*

All of our information, advice and guidance work with clients is focussed on one or more of the eight following areas:



Understanding your eye condition



Someone to talk to



Making the best use of your sight



Health and wellbeing




Managing at home



Getting out and about



Finances and planning for the future



Work, learning and having your say

## We've just started .... .... but look what we've already done

From June 2019 we started measuring clients' progress against these 8 outcome areas. Although progress takes time, we can already see significant results coming out of our Sight Loss Assessments:

**94.9%** report an increase in confidence

**71.4%** say they feel less isolated

**93.3%** say they are better able to manage day-to-day

**91%** of clients showed improvements against at least one outcome

**38%** of clients showed improvement against 3 or more outcomes

**100%**



**98.6%** of clients rated our services good or excellent



**What we Spent**  
Sight loss Support Services £342,500  
Fundraising costs £47,400