

Support 4 Sight

The logo for Support 4 Sight features the text "Support 4 Sight" in a bold, blue, sans-serif font. A large, blue, curved swoosh arches over the text, starting from the right side of "Sight" and extending to the left, framing the text.

2022-23 has largely been a year of rebuilding and rescoping in a post-lockdown landscape.

The pandemic certainly had a huge impact on expectation and working practices, which the charity has readily embraced, listening to what service users, volunteers and staff have to say, and shaping emergence and delivery accordingly.

The charity was delighted to be recognised nationally for the second consecutive year when our Support 4 Employment service won the Visionary Connect Award. We were also pleased to be recognised locally, as one of the Mayor of Saffron Walden's chosen charities.

The year has brought significant changes, most notably the move out of our admin base in Saffron Walden, and a commitment to delivering more community-based services across the town and surrounding areas whilst embedding ourselves at our renovated offices in Chelmsford.

We have focused on developing a Roaming Resource Centre which offers participants the chance to view and receive demonstrations of vision aids at each of our coffee mornings across the region, as well as establishing a monthly Resource Drop-In at Cornell Court, and regular activities at our Social Hub in Chelmsford. We also launched our Support 4 Technology service in Saffron Walden and Chelmsford, aimed at introducing the wealth of accessible technology and building digital confidence to the less technology adept members of our community

In a drive to combat the social isolation exacerbated for many by the pandemic, we have encouraged people to attend our social activities, and incorporated 1:1 appointments for equipment demonstrations/ needs assessments around them wherever possible, whilst continuing to provide home visits where necessary. We have also built up our volunteer pool and are delighted to say that 30% of our volunteers also use our services and have lived experience of sight loss.

It has been heartening to see the difference we have made over the past year:

"You've been wonderful, you've kept me alive. I have been indoors for years, now I'm coming out and have come alive again."

"OH Wow! thank you so much for your help. Not only showing me how to use my new iPhone but showing me all the apps. There is so much to learn but thank you for being patient with me. I know where you are if I need you."

In 2022-23 we supported with:

- 2380 visits and calls to our offices
- 533 befriending calls
- 44 home visits
- 14,621 visits to our website
- 10,283 reach on social media
- 22 people received our weekly Uttlesford Talking News

We had:

- 279 people attend a coffee morning
- 109 people attend a social trip
- 369 attend an online social group

Our Support 4 Employment service saw:

- 29 new clients join the programme
- 19 people start a new job
- 6 people retain their existing job

Our Low Vision Service at Princess Alexandra Hospital, Harlow

- Saw 464 patients
- Delivered 196 magnifiers

Our Autumn 2022 survey showed that:

- 89% of respondents said the services they receive from us are Excellent or Very Good
- 68% of respondents said our interventions made a 'big difference' to them

All our services are measured against 5 outcomes

- The biggest impact was in Social Inclusion where 80% of respondents said our interventions made a 'big difference'.
- This was followed by Emotional Wellbeing (71%), 'Understanding my eye condition' (70%), Financial Wellbeing (65%) and Independence (55%)