



Summer / Autumn
2024

Keeping you informed of local sight loss news

Welcome

Welcome to the latest issue of Visible, our first edition since joining forces with Insight Gloucestershire – this magazine now covers the work of three local sight loss charities. Writing one magazine between us helps all three charities save time and money.

In this edition, we delve into the world of gardening with sight loss, offering tips on how you can continue to enjoy this rewarding hobby. We also explore the common reluctance many people face when considering the use of a cane and have practical suggestions to help shift your perspective. Additionally, we shine a spotlight on our amazing and dedicated volunteers; we really couldn't do what we do without them.

As always, we welcome any feedback you have on this magazine. If you would prefer to receive it by email or on a USB stick, please just ask. Our contact details are on the back page.

Best wishes,
Mike Silvey



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Meet The Volunteer

Name: Penny Stanbury

Volunteer Role: Office and social group support

Date Started: Approximately two years ago



I returned to my hometown of Cheltenham 20 years ago after 33 years away and am lucky enough to live adjacent to Pittville Park with my two cats, Rosie and Bella.

I am 67 and retired several years ago from a lifetime of administration and secretarial roles.

I have helped with coffee mornings, theatre trips, stuffing envelopes and doing ring around reminders regarding social events.

I had previously volunteered at a local hospice for five years, a role which sadly ended at the outset of Covid. I was looking for a new volunteering opportunity and was lucky enough to get into a conversation with Mary from Insight who I knew from the local bridge club. She invited me to help at a coffee morning, and the rest is history.

I absolutely love chatting to the clients and feel very lucky to have met some lovely and very interesting people. It's uplifting to see the enjoyment people get from talking over a coffee or from the Insight Gloucestershire theatre trips. I feel I have also learned something about living with sight loss, and it has certainly made me much more aware of the importance of getting your eyesight checked regularly.

My main hobby is playing bridge several times a week at Cheltenham Bridge Club, which I love. I also walk round the park on a regular basis, go swimming a couple of times a week and read lots of books.

I advise potential and new volunteers that they will love it, especially when they get to know some of the lovely clients, who I know really appreciate all the work done by the volunteers. The team at Insight Gloucestershire are so friendly, and I love working with them.

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 – now 2,730.
- **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; **131** different people supported.

What People Said:

You opened my eyes to the things that I can do.

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. There's a lot to know. 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 years.

Oh, I see what you are saying!

So much of what we enjoy in our leisure time is visual: TV, films, theatre, art and sport. If you are living with sight loss, you might think this is now something you can't enjoy. However, the development of audio description (AD) has become a valuable tool to make the arts and sport more accessible.

In the 1960s, efforts emerged to improve TV enjoyment for blind and partially sighted people by the creation of audio cassettes to listen to whilst viewing. By the 1970s, US radio stations began broadcasting narrated cinema films, while in 1981, Dr. Margaret Pfanstiehl pioneered live theatre description in Washington, DC. Today with the rapid development of technology and increasing awareness of equality, AD events are much more commonplace.

Audio description is, in essence, the service of narrating key visual information. It might be a description of what's happening in a film, TV show or live performance, often given in between dialogue, or a verbal description of an image, object or other live action.

- **Theatre** – At a performance, AD is live and describes all the action taking place on stage, as well as details about costume, the set and any visual effects. Usually, these performances are described to audience members through infrared headsets, hearing loops or smartphone apps (currently on trial in the UK). In many venues, touch tours also take place before the performance. These sensory tours allow you to explore the set and touch key props and costumes.
- **Enjoying Art** – In many art-related venues, such as galleries and museums, you may see events listed as “audio described”. These events are where a curator or artist will offer a detailed description of an artwork or exhibit and then encourage questions and comments that enable everyone to bring forward their own perspective. Sometimes the artist will give permission for participants to be able to handle the object or specific materials that have been used in its creation.



- **TV** – You can enable AD on your TV; it is available on many TV programmes. This can mean you don't miss out on what is happening on screen. Our Advisors can offer you information on how to use this.
- **Sporting events** – can also be enjoyed with the addition of AD. Commentary services are offered at professional football and rugby league clubs, as well as some non-league clubs. Information is available from [Level Playing Field](#) on 01923 545 370.



For cricket lovers, at Lord's Cricket Ground, spectators can enjoy commentary on every ball and boundary, with advance headset booking recommended on international match days. Call 020 7616 8500 for their [Ball by Ball commentary service](#).

Another option is to use radio stations such as BBC Radio 5 Live, who along with local stations, frequently cover games, allowing fans to listen to commentary on their phones or portable radios whilst at a live match.

Different venues will offer different services, so it is important to check what is available. You can find information about local AD events in our monthly What's On e-newsletter. But many venues, especially those with live performances, are dependent on the production company for how the performance is described, so providing feedback is a helpful way of supporting and developing these services.

Audio Description Association

www.audiodescription.co.uk/



The Audio Description Association (ADA) is a charity dedicated to advancing and enhancing audio description services. Through training sessions, venue consultations, quality monitoring, workshops and informative content, ADA actively promotes accessibility for the visually impaired community. Their website is a valuable hub of resources.

For those interested in contributing to training and evaluation efforts, ADA would love to hear from you. Email them at info@audiodescription.co.uk.

Retail Volunteers: The heart of our charity shops

A few years ago, we successfully opened our first charity shop. Now, three years later, we have four fantastic shops in place and are searching for our fifth. Our charity shop managers are the driving force behind generating income to support people living with sight loss, giving great service and inspiring creativity. But they cannot do it alone. Although our shop managers are supported by part-time shop supervisors, they also rely greatly on a team of wonderful volunteers in each store to support them with daily tasks.

We have more than 25 volunteers supporting our charity shops in various ways. Volunteers welcome customers, sell items, keep our shops clean and well-presented and help with our displays. They also work behind the scenes preparing stock, sorting donations and even occasional repairs to our shops.

Our volunteers are indispensable, and our shops couldn't run without them. We wanted to spotlight their dedication and fantastic contributions.

Rhonaugh volunteers in our Thornbury shop:

“I volunteer with Sight Support to help the local community in Thornbury and assist the shop manager with her daily tasks. It also gives me a good opportunity to get out of the house and be sociable with the public and other volunteers.”

Shirley volunteers in our Thornbury shop:

“I volunteer for Sight Support West of England because it is a wonderful cause and I feel as if I am supporting my local high street in these difficult times. I like to give back what I can to the community and enjoy the benefits of working in such a beautiful shop!”



“Rhonaugh and Shirley have supported our newest shop and manager brilliantly over the past few months.

We are so grateful for their support getting the shop established.”

— Jo Hindle, Head of Retail

Brenda volunteers in our Salisbury shop:

“I love to meet new people and help customers. Learning new skills and enjoying the social aspect of volunteering is a huge benefit for me.”

Ron volunteers in our Devizes shop:

“I really enjoy giving back to the community and going all out with our fantastic window displays, giving the local community something to really look forward to and enjoy at Christmas. It’s really rewarding seeing the reactions from all ages within the town when they take part in our festive competitions.”

“Ron is a multi-skilled volunteer who is a great help with any creative window ideas and DIY tasks in store, even re-hanging the shop’s front door!”

— Jo Hindle, Head of Retail

Sarah volunteers at our Trowbridge shop:

“I have been with our Trowbridge shop since opening day. I love to meet the customers, chat and make them smile. I like working for Wiltshire Sight as I feel like I am giving back to our local community.”

“Sarah is such a fantastic energy in the shop, she is wonderful with our customers and always helps people find things they didn’t know they wanted!” — Jo Hindle, Head of Retail



If you would like to volunteer, have some free time, or would like the opportunity to meet new people and gain new skills, we have four fantastic shops looking for volunteers. Contact volunteering@sightsupportwest.org.uk for more information or **pop in store** for a chat.

23 Catherine St,
Salisbury
SP1 2DQ

36 Market Pl,
Devizes,
SN10 1JG

18 High St,
Thornbury,
BS35 2AH

27B Fore St,
Trowbridge,
BA14 8EW

Eye Can Exhibitions

Sight Support and Wiltshire Sight have been hosting large-scale sight loss exhibitions since 2022, designed to be a one-stop shop for people living with sight loss. The events aim to be a great day out, showcase all the support and innovations available and leave people feeling empowered and inspired. With Insight Glos joining our partnership in 2023, our most recent event was held in Gloucestershire in June this year.

At an Eye Can exhibition, you will find a wide range of exhibitors. We have a host of suppliers demonstrating equipment and assistive technology designed to make life easier for anyone living with sight loss. The technology available is impressive, and our exhibitions offer an amazing chance to get up to date and find out about the latest innovations and the difference they can make. National and local organisations attend, offering services that can assist you in your day-to-day life in various ways. It really is a one-stop shop to keep up to date with what is currently available and find out what works best for you.



Each exhibition includes a program of talks covering a diverse range of topics. Our renowned Q&A sessions, led by professionals, provide valuable insights and answers to even the trickiest of questions.

Beyond the informative talks and diverse exhibitors, there is a warm and welcoming atmosphere - an opportunity to meet up with friends or make new acquaintances. Amidst it all, our dedicated Community Sight Loss Advisors are available at our stand to provide guidance, information and support.

Upcoming Eye Can dates for your diary:

- Eye Can Bristol – 9th October 2024
- Eye Can Salisbury – 2nd April 2025
- Eye Can Bath – 16th October 2025
- Eye Can Swindon – 15th April 2026

Our Hubs and Social Groups

We have many places across the region where you can access information and advice from one of our Advisors on anything related to sight loss. We also provide opportunities to socialise with others living with sight loss at our many friendly social groups. See overleaf for all the places you can currently find us.

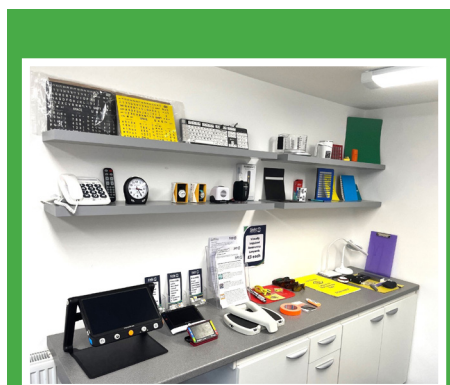
Resource Centres

Discover a wide range of daily living aids and assistive technology at our Resource Centres. You can test out products firsthand and find out what suits you. Additionally, our advisors are available to provide you with information and support. Please contact us in advance to arrange an appointment with your advisor.

- Fishponds, Bristol
- Cheltenham, Gloucestershire
- Devizes, Wiltshire
- Salisbury, Wiltshire
- Thornbury, South Glos
- Trowbridge, Wiltshire

Social Groups

We currently run social groups in 24 locations across the region. Sometimes these run alongside our advice hubs, and sometimes on different days. Please call us to find locations and times of the social groups closest to you.



Hubs

Meet with a Community Sight Loss Advisor at many locations across the regions we cover for support and guidance. There will be a selection of equipment to trial. Additionally, many hubs have social groups taking place at the same time. Some hubs allow drop-ins during designated times, or have appointment slots available, while others are appointment only hubs. Please check with us for details or to book your appointment.

- Bishops Cleeve
- Bourton on the Water
- Cheltenham
- Chipping Campden
- Cirencester
- Dursley
- Gloucester
- Moreton in Marsh
- Stroud
- Tewkesbury

- Bath
- Bedminster
- Bradley Stoke
- Chew Valley
- Fishponds
- Henleaze
- Keynsham
- Kingswood
- Midsomer Norton
- Thornbury
- Whitchurch
- Yate

Gloucestershire

Insight
Gloucestershire

South Gloucestershire

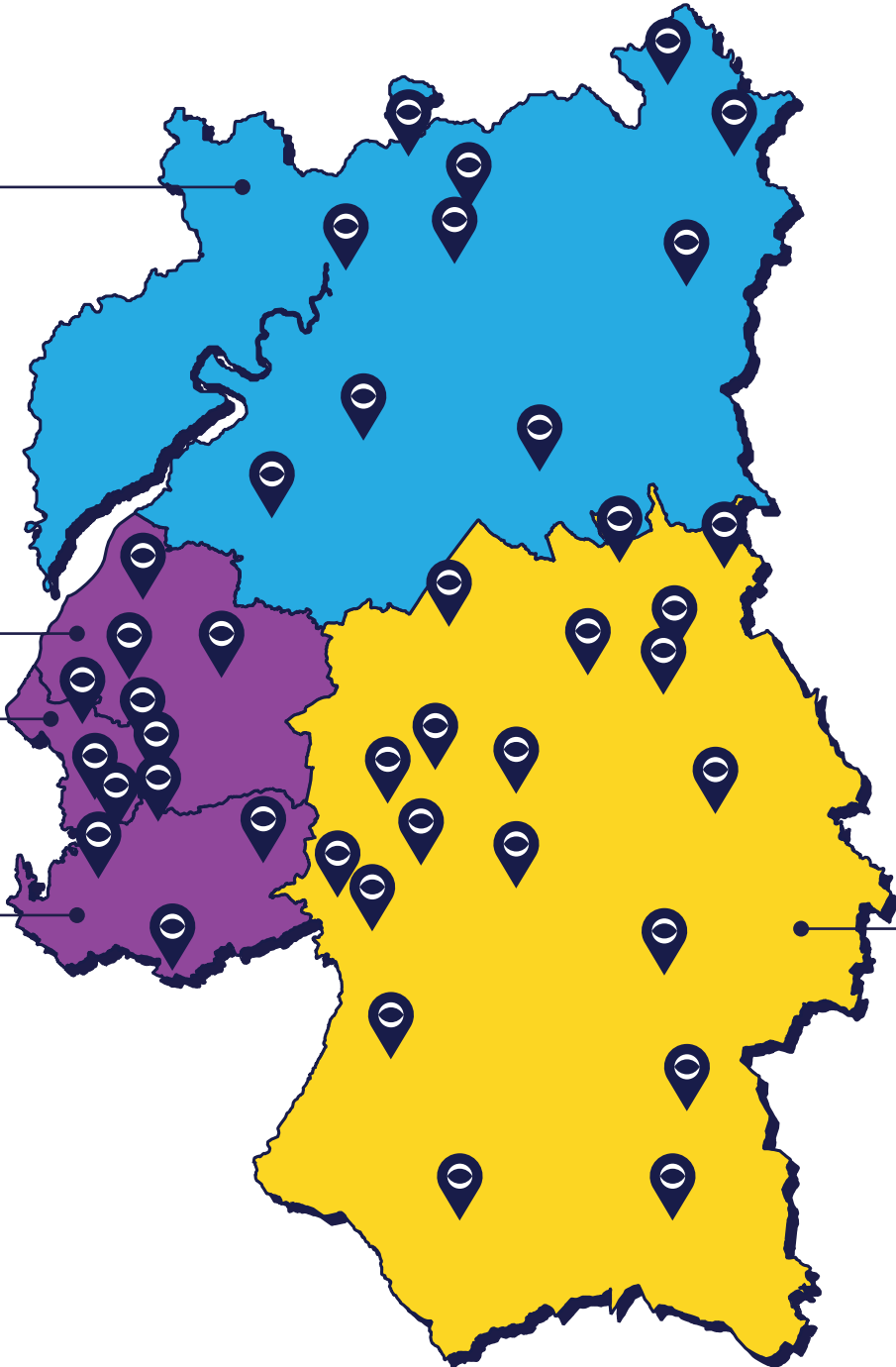
Bristol

Bath and NE Somerset

Sight
SUPPORT 



- Amesbury
- Bradford on Avon
- Calne
- Chippenham
- Corsham
- Cricklade
- Devizes
- Highworth
- Malmesbury
- Marlborough
- Melksham
- Pewsey
- Royal Wootton Bassett
- Salisbury
- Swindon Central
- Tisbury
- Trowbridge
- Warminster
- Wroughton



Wiltshire

WILTSHIRE
Sight

I could be using a cane but....

Karen, our Comms Officer, reflects on the struggle many (including herself) face in accepting the need for a cane, and shares insights into her changing perspective.

There was a time I really struggled to get around safely. As someone with progressive sight loss, this crept up on me slowly. There would be the odd fall, a step missed, a collision with someone, and once I said “Hi” to myself in the mirror, but, luckily, only my pride was hurt!

As these incidents became more frequent, going out caused me anxiety. Would I navigate the bus or shops without incident? Despite knowing a cane would help, I refused. I just avoided going out or relied on my partner. I dreaded being seen as visually impaired, feeling embarrassed and vulnerable. Eventually, tired of losing my independence, I decided to reclaim it, but looking back, there are some things I wish I had known.



Things I wish I had known:

- **It's very common.** Although you might feel as if you are alone in this, many people delay using a cane even though it would benefit them. It's not unusual and is understandable.
- **I am not a mind reader.** My main concern was worrying about what people would think of me if I used a cane. But the truth is twofold. Firstly, people are mostly unconcerned with how you are getting from A to B, they are just in their own bubble. Secondly, in my experience, those who do want to talk about it are usually just curious, making conversation or wanting to be helpful. Unpleasant interactions with the public are rare. Now; unless someone directly expresses their opinion on my mobility aid, I don't assume I know what they're thinking.

I've found having a few prepared phrases useful, a skill I've honed over the years. Practice makes perfect, and maintaining an open attitude and a desire to educate are essential.

- **I can only change me.** I feared being treated differently by wearing my sight loss on my sleeve, so to speak. But I realised I can only control my perspective and, really, it's just a new chapter: I'm still me, just using a cane. I had to choose not to see myself as inferior but to embrace being a different variety of human. So being comfortable using a cane depends on an internal perspective shift.

“ **I was really embarrassed to use a cane because it's a very overt sign of disability, but now that I've shifted my thinking, it's actually a sign of freedom.** — Yahya ”

- **I can feel proud to use a cane.** I think a big change took place for me when I realised it was something I could be proud of. Living with sight loss has its challenges, and I think it is something to be proud of to be doing the best you can and making the most out of any situation. I have let go of any sense of shame I once had.
- **There are perks.** Using a cane brought surprising benefits. Feeling safer and experiencing fewer accidents were great. But also, others understanding I had a visual impairment was helpful. People became more accommodating, sparing me from explaining my needs in depth, for example, they might offer to tell me the number of the bus approaching or understand why I wasn't moving forward in a queue. A further unexpected perk I found was that now others apologise to me, relieving me of constantly apologising for my latest VI mishap!

“ **The best thing of all is that you could be walking along a busy street and, just like the Red Sea did for Moses, the people part for me. It's actually quite amazing.** — Marc ”

The biggest perk for me, however, is the independence I have reclaimed. This has boosted my self-esteem and given me confidence to pursue my interests again.

- **It takes time.** It's also important to know that accepting your sight loss and being OK with using a cane is a gradual process. It varies for each person and can't be rushed. Allow yourself time and patience while staying open to the possibility of change.

“ It was approximately seven years until I bought my first guide cane and signed up to mobility training. I didn't want that outward sign that there was something 'wrong' with me and I was different, but overall, it has made life so much easier. — Jane ”

- **I can make a difference.** I've also realised I can influence societal perceptions of sight impairment, even in tiny ways. Though some days I would prefer to be anonymous, I'm generally open to answering questions or correcting misconceptions about my sight loss. Society still has progress to make in inclusion for those with sight loss, but change won't happen unless we advocate for it.
- **I can take ownership.** Some people find that it's helpful to have a fun sense of ownership of their cane. Some people name their canes, Claire Sisk (canseecantsee_ on Instagram) names hers Rick the Stick. Other names I have heard people use are Twiggy, Candy and Turbo! There are also different coloured canes available (pink, blue, yellow, etc) which some people love.



I hope that this article has offered some insights into the reasons it can be difficult to start using a cane and some of the ways to reframe your thinking, but remember our Advisors are also here to offer support and advice. They can refer you to mobility training if this would be helpful and advise on the use of a cane. Just call us to make an appointment.

Meet The Team: Sam Edwards

A brief interview with Sam, Digital Inclusion Project Coordinator based in Bristol.

Hi Sam. Tell us about your role at Sight Support.

My role is to support people to get to grips with new technology. I do one-to-one training on phones, tablets, digital magnifiers and other devices. Most people I work with are new to the technology and need some intensive support to get started.

In a world which relies so much on technology day-to-day, it can be scary for someone with sight loss. My role requires patience and repetition – going over things as many times as people need until they get that epiphany moment and just get it. It's incredibly satisfying when that happens.

What attracted you to the role?

I was previously teaching art and design at an FE college for 16 years, and I was looking for a change. I had been diagnosed with Diabetic Retinopathy 20 years ago – it knocked me off my feet at the time, and I didn't know about any support services available back then. Learning about the work of Sight Support made me want to get involved and help ensure others like me had access to the support they badly need.

I love working with people. I get immense satisfaction from sharing knowledge and seeing people develop confidence in themselves.

What do you like to do outside of work?

I love being creative. I still sew and paint. I also get a lot of joy from visiting art exhibitions – from the Arnolfini to the V&A. I enjoy playing rounders with my friends and family, although my coordination is not what it used to be! It's still great fun to be involved though.



Get into the Garden!

Whether you're a seasoned gardener or just beginning, and regardless of your garden's size, gardening offers numerous benefits for your health and wellbeing. If you have sight loss, adapting your space, techniques and tools can ensure you continue to enjoy being outside. We have gathered some helpful tips, and there are also some fantastic resources which we will reference at the end of this article.

If you are just starting to garden with sight loss, you may want to get comfortable moving around your garden first and get your tools in order.

- Adding a white painted line to the edge of pathways or the bottom of your fence will increase the contrast and help you navigate your garden if you have low vision.
- Leaving a radio playing at one end of the garden, having windchimes or installing a water fountain are all audible ways to help you locate where in the garden you are.
- Keep your tool storage tidy to help you find things.
- Putting brightly coloured tape over the handles of your tools can help you locate them more easily.



There are ways that planting can be made easier and help you to watch out for those weeds!

- Fix a brightly coloured string line across your plot to help with planting in a straight line.
- Put plant labels in a consistent place, such as in front of each plant. You could also plant in blocks or lines so it's easier to tell the plants you want to keep from the weeds you don't.
- Use a hula hoop if you wish to plant in a circular shape.

Your choice of plants and planting schemes can make a huge difference when it comes to making your garden accessible and enjoyable.

- Choose flowers in colours that you find easier to see - yellow, white and orange flowers might stand out more. Explore what works best for you.
- You might find pale-coloured flowers beside a dark shrub or fence stand out more.
- Exploring sensory plants may be of interest. Lambs ear or angel wings are soft to touch for example.
- Planting for sound effects can also be enjoyable. Grasses offer a lovely swish, and lavender attracts the hum of bees.
- Roses, honeysuckle, lavender, viburnum and sweet peas all have lovely scents.



Identifying plants and knowing what is what can be difficult in an abundant garden and with sight loss. There are some great free apps available for smart phones that can identify different plants. Just open the app, point the camera at the plant you want to identify and take a photo. It will let you know what the plant is along with some core information. Free apps include:

Picture This



Pl@ntNet



PlantSnap



Everyone can get enjoyment out of gardening, with any degree of vision loss, with some adaptations, new skills and clever tweaks. If you would like a more in-depth dive into accessible gardening, RNIB have great articles and the charity Thrive have some publications in different formats that have some great advice and ideas.

RNIB

See differently

RNIB — 0303 123 9999

[RNIB Gardening articles](#)



Thrive — 0118 988 5688

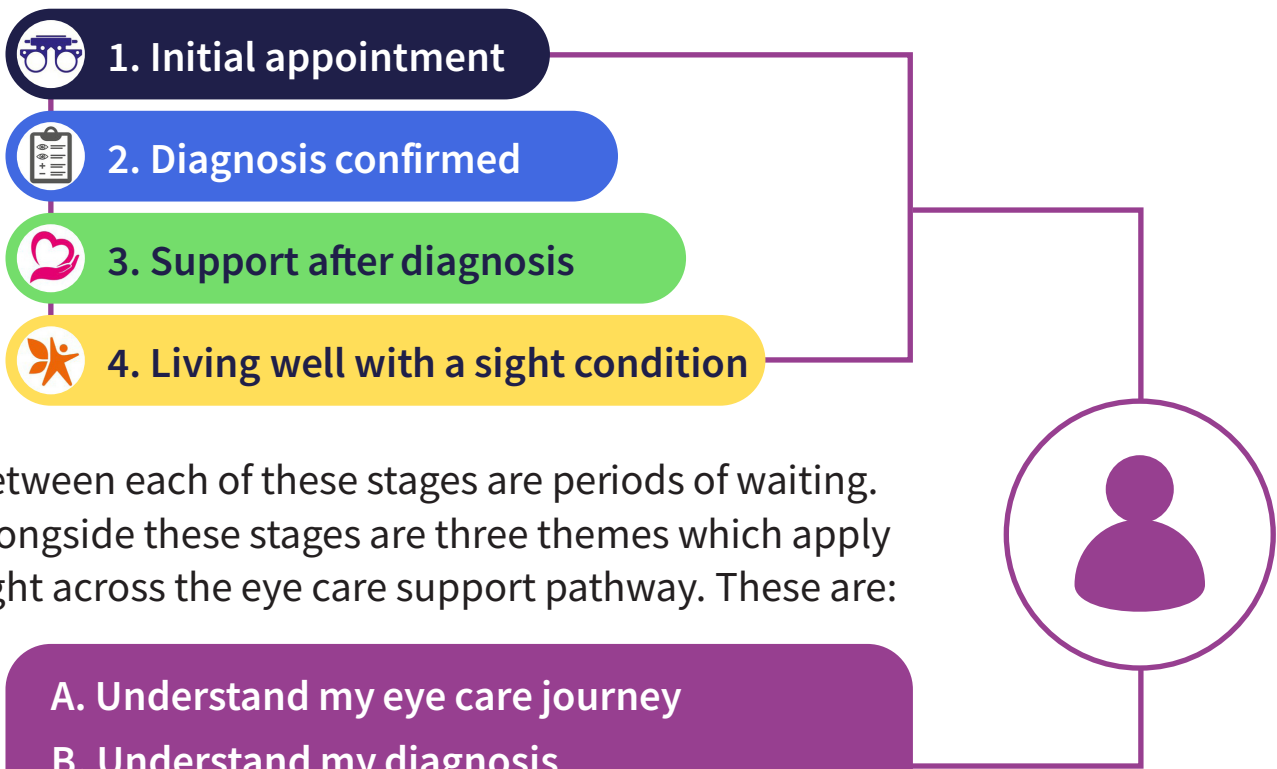
[Thrive - gardening with sight loss publications](#)

“I wish I’d heard about you sooner”

Have you heard about our Day One campaign? We are highlighting our aim to be there for people as soon as they are diagnosed, throughout their treatment and consistently as they learn to live with sight loss.

In November 2023, the Eye Care Support Pathway Report was published after individuals and groups - including patients, organisations across eye care, and a number of sight loss charities - worked together to ensure people get better access to information, advice and support throughout their eye care journey.

There are four stages to the eye care support pathway:



Between each of these stages are periods of waiting. Alongside these stages are three themes which apply right across the eye care support pathway. These are:

- A. Understand my eye care journey
- B. Understand my diagnosis
- C. Access to emotional and practical support

The report emphasises that non-clinical services should be embedded at each stage so that people with sight loss receive the treatment and support they need and can progress to live full and independent lives.

Hearing the news that you’re losing your sight can be devastating. Too often, we hear of people being told “there’s nothing more that can be done”. This of course can leave people feeling abandoned and hopeless. But we know that even though people may have reached the end of clinical treatments, that doesn’t mean there is no further support and help available.

Using the Eye Care Support Pathway as a framework, we are working closely with professionals in hospitals, eye clinics and opticians with the aim of ensuring that people leave their appointments with details of the ongoing support available to them.

We also put up posters in community settings – supermarkets, pharmacies and GP surgeries - to try and reach people and their friends and families.

But we are a small charity, so we do rely on help to spread the word.

Want to get involved?

Huge thanks to the many of you that have supported our campaign already. We are so grateful for your donations and support.

If you want to get involved, then please consider:

- Following us on Facebook – please share and like our posts to help them reach more people.
- Tell friends or family members about us.
- Volunteer for us as a local representative or even a speaker. Put up posters in your local areas, make sure the local opticians have our cards and leaflets or give talks to local organisations like Scouts, church groups, Lions or Women’s Institutes.
- Donate to support our work.

Our aim is that all people with sight loss will hear about support services as soon as they receive their diagnosis. The type of practical or emotional support needed will vary from person to person. Our support helps people to understand their diagnosis and the process, provides opportunities for peer support, helps people to manage at home and builds confidence to get out and about again.



Playing from the rough

Losing your sight can mean it is more difficult to take part in your favourite interests and hobbies. This can have a huge knock-on impact on your overall wellbeing, sense of self and possibly your friendships.

Our Community Sight Loss Advisors can work with you to find a way to keep doing what you love – whatever that may be! As well as our socials, cooking and gardening tips, and audiobook library, we have helped people get back into swimming, hiking and visiting the theatre, amongst other things.

And we're thrilled to have met recently with England and Wales Blind Golf, to discuss how we can increase participation in the West of England. Blind golf is a team game comprising of a visually impaired player and a sighted guide or caddy. They follow the same rules that all golfers follow with a few minor adjustments.

The player, once set up, gets comfortable and makes the swing or putt. The guide is the player's eyes and describes how the ball is sitting, the distance to the hole, hazards, bunkers and direction. They line up the player and club. Once the ball is hit, they describe how the ball flies and the result. On the putting surface they line up the putt.

If you could help our fundraising team put on a blind golf taster day at your local club, please do get in touch. And whatever your passion is, do let your local Sight Loss Advisor know, and we'll see what might be needed to get you taking part.

Learn more about blind golf at ewblindgolf.co.uk/



Update on the Client Advisory Group

The purpose of the CAG is to ensure the voice of people with lived experience of sight loss is represented in the decisions made by both the Board of Trustees and the management team.

Despite having been operational for less than two years, the group has already proved invaluable in shaping the development of a wide range of our services. They were instrumental in the design of our successful Digital Inclusion Project, which we hope to extend to more people soon, and they are currently helping us develop a deeper understanding of our clients' experiences while exploring ways we can manage the increasing demand we have for our services.



“ Consultation with service users is crucial to our development, and the CAG is a valuable resource in developing our thinking and aiding decision-making. — Glenda Prall, Head of Services ”

The CAG has also been consulted on our volunteering activities and on fundraising and communications, having helped us choose the focus of the last two Spring Appeals and advised on the accessibility of our monthly What's On bulletin.

“ Knowing that our fundraising messages resonate with our clients is so important. I hugely appreciate the input from the CAG to make sure that all our communications reflect our clients' priorities. — Jen Hall, Head of Fundraising, Marketing and Communications ”

If you have ideas, suggestions or feedback on the work of the charity, you can send these to the CAG by email:

ClientAdvisoryGroup@sightsupportwest.org.uk

If you or someone you know is losing their sight or living with sight loss, we can help.

Our Community Sight Loss Advisor team are here to help you adjust to living with sight loss and to give you the tools you need to live your life the way you want to. Our support includes:

- Information, advice and guidance on living with sight loss, remaining independent and getting the most from life.
- Demonstration and training on a range of useful resources to help with daily living, including making the best use of magnification and lighting aids to support reading and writing.
- Advice and training in how to use smart phones, tablets and other devices to minimise the impact of your sight loss.
- Social activities and opportunities to meet others living with sight loss.

Bristol, Bath and South Gloucestershire



Call us:
0117 322 4885



Email us:
info@sightsupportwest.org.uk



The Vassall Centre,
Gill Avenue, Fishponds,
Bristol, BS16 2QQ



www.sightsupportwest.org.uk


Registered Charity - 1178384



Wiltshire and Swindon



Call us:
01380 723 682



Email us:
info@wiltshiresight.org



Wiltshire Sight, St Lucy's
Sight Centre, Bath Road,
Devizes, SN10 2AT



www.wiltshiresight.org

Registered Charity - 1119462

