

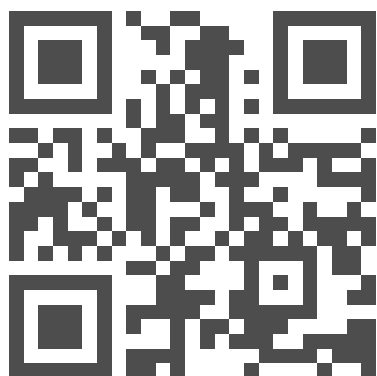
Impact report

For the year ended 31 March 2026

Foreword from our CEO Sonia Baker

I am so pleased to share with you another year of impact, brought to you by our fabulous team of staff, volunteers and trustees.

The data we've collected continues to demonstrate that we are filling a vital gap in support for those living with or newly experiencing sight loss. We aim for a collaborative approach where we involve our clients at all levels of our work, from strategy to delivery, and we are committed to building a user-led organisation that takes an important place in the wider community network. I'd like to give a particular thanks to National Lottery Community Fund and its players for supporting our specialist counselling service; a thank you to the People's Postcode Lottery and its players for a wonderful unrestricted grant that helps keep us and charities like us running; thank you to the Worthing CIL Neighbourhood fund for the grant towards extra accessible transport for our clients; and another thanks to Adur & Worthing Council for the award of their Thriving Together grant, which will enable us to deliver visual impairment awareness training to many more businesses and organisations in 2026.



Check us out!

We have lots to shout about!

sswcharity.org.uk

Impact report

For the year ended 31 March 2026

Foreword from our CEO Sonia Baker (continued)

This year we re-designed our volunteer service, developed our sustainability strategy, and formed partnerships with even more local businesses. We are also improving our governance and compliance and ensuring we remain a transparent, accountable, and valued-based organisation. Ultimately it always comes back to the client, and everything we do is in service to them.

Headline Service Figures



Demand for our services continued to grow this year, with our core services accessed 1,570 times and membership increasing by 17%.

These figures reflect the trust our community places in us and the dedication of our staff, volunteers, trustees, funders, and partners. Together, we are helping more people with visual impairments access the support, information, and connections they need to live independently and confidently.

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Assistive technology, advice & support - year in review

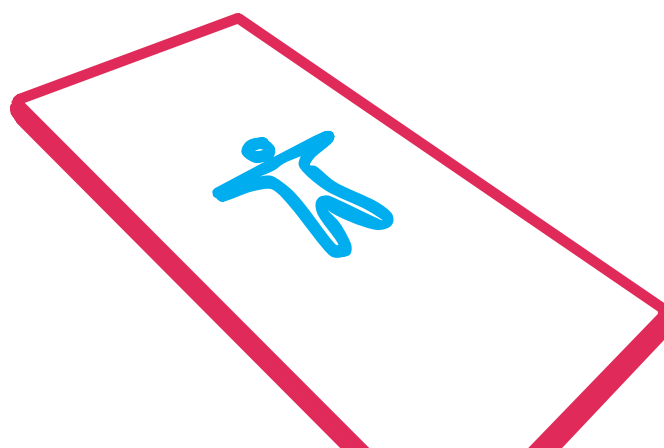
Technology can be a powerful tool for living independently with a visual impairment, and this year our team delivered 335 support sessions, helping 93 people build confidence and make better use of the technology available to them.

Every person we support has different goals, so our approach starts by listening. Whether it's making devices easier to use, solving practical challenges or finding new ways to stay connected, we tailor support around what matters most to the individual.

One member asked for help integrating their calendar with their home assistant technology. Working together, we created a solution that allowed appointments and events to be accessed across multiple devices, making everyday organisation simpler and more accessible.

As demand continues to grow, we are exploring ways to expand the service through volunteer involvement, helping even more people use technology to maintain independence and stay connected to the world around them.

Using technology
to unlock
independence



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For the year ended 31 March 2026

Benefits service - year in review

We provided 141 benefits support sessions, helping 70 people access advice and guidance, with 49 successful benefit applications. These outcomes have helped individuals gain greater financial stability, reduce uncertainty and feel more in control of their future.

Our support is tailored to each person's circumstances. By taking time to listen, adapting how we work and completing applications in the environment where people feel most comfortable, we help ensure that every application reflects the real impact sight loss has on daily life.

One member, a single parent who had experienced sight loss and left employment, was struggling to manage financially and relied on support from friends and local food banks. Together, we worked through a complex Personal Independence Payment application at a pace that suited her needs. When her application was successful, it provided much-needed financial security and helped her regain confidence in planning for her family's future.

Access to the right benefits does more than increase income. It restores choice, strengthens independence and reduces reliance on others, helping people live well with sight loss.

Financial agency and stability

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For the year ended 31 March 2026

One to one service - year in review

Our one to one driving service supported 209 appointments, helping 38 members get to the places that matter most to them. Building on the success of the service, we expanded support beyond medical appointments to include a wider range of activities and commitments, giving people greater choice in how they live their lives.

The service offers an affordable and reliable transport option that reduces reliance on family and friends. Members benefit from familiar, trusted drivers who understand visual impairment and can provide practical assistance and guiding, helping people travel with greater confidence and peace of mind.

For many members, knowing who will be driving them makes a significant difference. Having trusted drivers who understand visual impairment helps remove barriers that can make other forms of transport feel daunting or inaccessible.

The continued commitment of our volunteer drivers has been essential to the service's growth and success. Looking ahead, we will continue building on this successful model to help more people affected by visual impairment stay active, connected and independent.

Choice, confidence and mobility

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For the year ended 31 March 2026

Events and activities - year in review

3,352 attendances were recorded across 443 events and activities, with 173 unique attendees taking part. Our programme continued to provide opportunities for people affected by visual impairment to socialise, try new experiences and build meaningful connections with others.

We are particularly proud of the growing diversity of ages represented within our Uncharted group, bringing different generations together to share experiences and build new friendships. By listening to members' ideas and interests, we continue to shape activities that reflect what people want and enjoy.

Accessible activities, transport support and strong partnerships with local venues help remove barriers to participation, enabling more people to get involved with confidence. This year also saw the introduction of our 'Insight' events, covering topics such as accessible cooking, guide dogs and understanding VRS, helping to share knowledge and increase understanding among members, volunteers and staff.

Looking ahead, we will continue to develop a varied and inclusive programme that helps people stay active, connected and engaged in community life.

Creating opportunities to
connect and belong

Impact report

For the year ended 31 March 2026

Training and awareness - year in review

386 people attended our CPD certified Visual Impairment Awareness training across 17 sessions. The programme continued to help organisations, community groups and professionals better understand visual impairment and the barriers that people can face.

Our training goes beyond information about eye conditions. By challenging misconceptions, promoting person centred approaches, and encouraging people to think differently about accessibility, we educate delegates in how adjustments whether big or small can help their visually impaired stakeholders feel more understood, included and able to fully participate.

Working with a variety of local organisations has enabled us to extend this impact across the wider community. Looking ahead, we will continue to broaden the reach of our training and support organisations to turn awareness into meaningful action, creating more accessible services, spaces and opportunities for everyone.



Changing perceptions and removing barriers



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For the year ended 31 March 2026

Wellbeing service - year in review

We provided 493 wellbeing sessions, aimed at helping people manage their mental health when they are newly experiencing sight loss or living with vision impairment.

The service offers specialist counselling where people can talk openly, explore their experiences and develop strategies to help them move forward with confidence. Many people told us they felt less isolated, more emotionally supported and better able to cope with the impact of change.

Over the past year, we have continued to broaden our approach, recognising that wellbeing can be enhanced through a range of activities. Alongside one to one therapy, engagement in social groups, clubs and other services provide holistic support and a means of connecting with others who have shared lived experiences.

We are building stronger partnerships with local services and organisations to deliver more efficient signposting and mutual referrals, ensuring people can access the right help at the right time. Looking ahead, we will continue to embed wellbeing into new opportunities for clients, helping more people feel connected, supported and confident about the future.

Providing support when it matters most



Impact report

For the year ended 31 March 2026

Volunteer network - year in review

Our volunteers have contributed an average of 75 hours every week and attended 695 events in the last year. We are hugely grateful for their time, without which we would not be able to deliver the volume of activities, such as bus trips, sports clubs, and public fundraisers, to name a few.

To improve the volunteer experience, we have continued to improve our processes and communication channels, creating clearer roles and opportunities that better reflect the skills, interests and availability of individual volunteer. This has helped build a more sustainable and responsive service while ensuring volunteers feel valued and supported.

Volunteers play a vital role in reducing barriers for people affected by visual impairment, whether through direct assistance to clients or charity operational support. Their dedication helps people build connections, access services, and participate more fully in their community.

Looking ahead, we will continue to invest in volunteer development and engagement, creating more opportunities for people to contribute their time, skills and experience to better serve the changing interests and needs of our community.

Making more possible together

Impact report

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Together we achieve more

Thank you to every member, charity lottery player, volunteer, supporter, business and event attendee who chose to support Sight Support Worthing this year.

Your support helps people affected by visual impairment access the services, advice, activities and opportunities that enable them to live independently and stay connected to their community.

Every donation, ticket purchase, volunteer hour and act of support makes a real difference. Together, we are creating a more inclusive community and helping people thrive.

Acre Landscapes

Aviva

Bearded Carpenter

Bird & Blend Tea Co.

Bowers & Wilkins

Brewers Decorator Centres

Broadwater Sports

Carpenter Box

Cash for Clubs

Community Works

DW Energy

Emerald Finance

Hemiko

Hemingway Wills Ltd

Look Sussex

Merriman Grange

National Lottery Community Fund

People Finding Consultancy

People's Postcode Lottery

Runbase

Spring Into Soul

Stanford Legal Services

The David Hunt Trust

The Primary Club

The Screwfix Foundation

Thriving Together Fund

Waitrose Community Matters

Wickes

World of Books

Worthing Business Grant

Worthing CIL Neighbourhood Fund

Worthing Scooter Show