



Monitoring Form – Voluntary Organisation Support Grant

As part of your application to the Council's Voluntary Organisation Support grant, you agreed that in the first twelve months of funding, your organisation would meet the achievements detailed below.

Part of the application process was an agreement to provide evidence in relation to what you are doing to achieve these targets. We therefore require you to complete this simple monitoring form on a quarterly basis. The sheets are to be returned to us no later than ten days after the end of the following periods:

Q1 April – June 2017

Q2 July – September 2017

Q3 October – December 2017

Q4 January – March 2018

Please demonstrate how you are achieving:-

Support 4 Sight will operate its Resource Centre, Monday to Friday each week, offering high quality support and advice to people with sight loss in Uttlesford.

Support 4 Sight's resource centre has been operating Monday to Friday each week throughout July, August and September. During this period we have had 208 callers to our resource centre, of which 70 were blind and partially sighted and 53 were carers.

During this period of the 70 people with sight loss::

19 people reported having better health

22 people reported being more socially included

28 people demonstrated an improvement in their emotional wellbeing

37 people reported having increased independence

4 people reported an improvement to their financial wellbeing

42 people gained information, advice and guidance

Please demonstrate how you are achieving:-

Support 4 Sight will offer volunteering roles and training to our team of 88 Volunteers.

Currently have 12 new recruits in process. We currently have a drive on information desk volunteers, as we have been given authority to provide a service at several hospitals where we do not currently have a presence. So volunteers are needed to support us in all of the areas our services cover.

Training has been delivered to volunteers on magnifiers and lighting. This has been given by Optelec Ltd and additional training support has been provided by Support 4 Sight staff. Feedback received so far indicates that the volunteers found it exceptionally informative and

very useful in going forward and feel that they have further skills to be able to support our beneficiaries.

Volunteers will be able to help with equipment and assessments within the resource centre, on home visits and at hospital eye clinics.

There will be further training planned for volunteers in respect of sighted guiding, hospital information desks and home visiting in the next quarter.

Please demonstrate how you are achieving:-

Support 4 Sight will work with local organisations, community groups, facilities and businesses to launch a befriending service to isolated elderly people with sensory loss (sight, hearing and deafness), which we anticipate will support approximately 200 people in Uttlesford

Support 4 Sight has launched its befriending service, which has continually grown since its first day and will likely keep expanding. To date, 75 visually impaired people in Uttlesford are being supported through the befriending service. Is this true as it's across Essex and not just Uttlesford?

We have three volunteers, two whom are Visually impaired and who are acting as peer-mentors carrying out approx. 10- 15 telephone calls per week to isolated people on the befriending service. The understanding and experience that the peer-mentors bring to the service is invaluable. Beneficiaries can often be quite closed off with the thought that the person they are speaking to will never understand what they are going through. Upon finding out the volunteer calling them also has sight loss, they become less guarded and open up much more than they would have speaking to a sighted volunteer.

Beneficiaries are also encouraged to take part in social activities. By coming along to a coffee morning or social trip, they have the chance to socialise with others with sight loss and build up a network of peer support and make additional friends. One of our new volunteers who is visually impaired herself is interested in helping to set up an audio book club, where visually impaired people can meet together socially and talk about the recent nominated book that they had listened to, similar to the conventional model of a book club

Through this project we have been working with other organisations including Royal Association for Deaf people, Hearing Help Essex, Community Agents and Frontline to handle referrals into telephone befriending as well as supporting with other services.

Case Study of a Befriender:

Mr H was referred to us by Essex Social Care Direct. He had just been registered severely sight impaired and wanted support to try equipment that may help him. Mr H attended an employment research group Support 4 Sight was running and found it really useful being able to talk to other visually impaired people. He had received some long cane training from Essex Cares Ltd but he was reluctant to use it.

Mr H had received a call from one of our visually impaired telephone befrienders. Mr H expressed he was finding his sight loss frustrating, particularly getting his family to

understand his vision loss. During the call they spoke about all sorts of adaptations and equipment that Mr H might find useful.

Mr H made an appointment to visit Support 4 Sight's resource centre to look at equipment as well as meet with visually impaired staff and volunteers.

During his visit to the resource centre, Mr H talked about using a symbol cane but was embarrassed to carry it. The visually impaired staff and volunteers who met with Mr H all emphasised how useful a symbol cane can be. Also discussed Guide Dogs, carers allowance, electronic video magnifiers, talking news, sky audio description and other equipment.

Mr H later visited one of our exhibitions and was using a symbol cane. He is now much more aware of the services and equipment available to him, is attending a coffee morning and is receiving a monthly telephone befriending call.

In addition, can you please supply us, by the end of May, with quarterly and yearly targets so your achievements can be monitored and reported to Councillors throughout the year. As your achievements will be monitored in a formal manner, can you please ensure you meet the reporting deadlines stated above. Failure to do this may jeopardise further funding opportunities for your organisation.

Completed by:

Name Michael Lovell _____

Date 23/10/17 _____

Position in organisation Funding and Technology Coordinator

Signed  _____