

## 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 October, November and December. During this period we have had 399 callers to our resource centre, of which 201 were blind and partially sighted and 99 were carers.

During this period of the 201 people with sight loss::

20 people reported having better health

24 people reported being more socially included

47 people demonstrated an improvement in their emotional wellbeing

83 people reported having increased independence

1 people reported an improvement to their financial wellbeing

120 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.

As part of our partnership working with Hearing Help Essex, they have very kindly facilitated training places for our volunteers to receive Dementia training by Alzheimer's UK. The training was very worthwhile and will be useful in determining how to better support some of the visually impaired people that we befriend.

As the deadline for GDPR approaches we will be holding training sessions for our volunteers on data protection and helping them to understand the new data protection regulations and the rights of both themselves and the beneficiaries we support. This in turn will allow us to

support beneficiaries to understand their rights regarding their data with both Support 4 Sight and other organisations.

**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

We are now supporting 87 Visually impaired people through our befriending service and a further 35 people with sensory loss (hearing, deafness or dual sensory loss) have been signposted for befriending to partner organisations. We have recently sent out leaflets of the befriending service to over 100 residential homes across Essex of which we have just started receiving a response too.

Since the beginning of this year, we have 2 new volunteers who are very IT specialised and have been supporting Visually Impaired people within our communities to access technology within their homes. This can be anything from helping someone to use an iPad, or to supporting someone to get internet access within their home. These type of requests for technology support are becoming more regular at the moment following telephone befriending calls.

**Case Study of a Befriender**

Mr M's Cleaner came into Support 4 Sight to ask what services we could provide for Mr M.

He lived locally, was registered Sight impaired and has ongoing medical problems which he receives regular treatment for.

She said that he would very much like to have a befriender visit him on a regular basis, as she is only able to go in once a week to support and clean for him and his daughter is only able to go once a month to take him for his regular monthly medical appointments as she lives in Northampton. Mr M is now unable to leave the house unaccompanied due to his eyesight and mobility problems. This means that he can sometimes feel very isolated and lonely. His interests are classical music and he did used to paint. Sadly, he was no longer able to participate due to his failing eyesight. A volunteer befriender was recruited, she is an artist and still paints. An assessment was made at the befriender's home and an introduction was made. The volunteer visits every fortnight, they have mutual interests and they are both benefitting from the arrangement. The befriender is planning to help Mr M re-start his painting with some extra magnification and lighting.

During the home assessment, it was established that Mr M's DVD player on which he played his audio books had broken and he no longer was able to listen to his books. It was suggested that he could possibly be eligible for a concerto 2 which is a radio/USB/CD and tape player from the British Wireless for the Blind. It was established that Mr M did meet the criteria and arranged for a concerto to be delivered and demonstrated by the befriender. Mr M also said that he misses hearing about local news within the Uttlesford area, and therefore a referral was made for him to receive the local reporter newspaper.

Mr M is also now receiving monthly telephone calls from our telephone befrienders.


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\_\_\_ 10/01/18\_\_\_\_\_

Position in organisation\_\_\_Funding and Technology Coordinator

Signed  \_\_\_\_\_