

Registered number: 03469264  
Charity number: 1067245

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**VOCALEYES**  
(A Company Limited by Guarantee)

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**UNAUDITED**  
**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**VOCALYES**  
**(A Company Limited by Guarantee)**

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REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS  
FOR THE YEAR ENDED 31 MARCH 2025

Trustees	Mr S J Hilton, Chair Ms R C di Corpo, Interim Chair until 20 May 2024 Mr P A Reiff-Musgrove, Treasurer Mr J M Abro (resigned 5 October 2024) Ms L K Alston Ms V J Harrison Ms K A Hunter Mr E Matthies Ms T J Nichols (resigned 25 November 2024) Ms M Ali (appointed 7 November 2024) Ms A Ayrapetyan (appointed 7 November 2024) Ms S Boud (appointed 7 November 2024) Ms A J Bulmer (appointed 11 November 2024) Mr E R Green (appointed 7 November 2024) Mr C Lewis (appointed 7 November 2024) Ms A J McEwan (appointed 7 November 2024) Mr S J Taylor (appointed 7 November 2024) Mr L McHugh (appointed 6 June 2025)
Company registered number	03469264
Charity registered number	1067245
Registered office	Thomas Pocklington Trust 3 Queen Square London WC1N 3AR
Company secretary	Natasha Bucknor MBE (until 3 April 2024) Claire Saddleton (appointed 1 May 2024)
Chief executive officer	Natasha Bucknor MBE (until 3 April 2024) Claire Saddleton (appointed 1 May 2024)
Independent Examiner	MHA Chartered Accountants Charter Court Phoenix Way Swansea Enterprise Park Swansea SA7 9FS
Bankers	CAF Bank Limited 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ

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**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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The Trustees present their annual report together with the financial statements of the charity for the year 1 April 2024 to 31 March 2025. The Annual Report serves the purposes of both a Trustees report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Since the charity qualifies as small under section 382 of the Companies Act 2006, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing document**

VocalEyes was established as a company limited by guarantee on 21 November 1997 and is both a registered charity and a registered company. Its affairs are governed by its Memorandum and Articles of Association and the liability of the members in the event of the company being wound up is limited to a sum not exceeding £1.

**Appointment of trustees**

The Trustees of the charity are also directors of the company for the purposes of company law, and any reference to Trustees is, therefore, also a reference to directors. Those who served during the year, and up to the date of this report, were:

Mr S J Hilton, Chair (appointed Interim Chair on 20 May 2024; confirmed as Chair on 17 February 2025)  
Mr P A Reiff-Musgrove, Treasurer  
Ms L K Alston  
Ms R C di Corpo Trustee (served as Interim Chair until 20 May 2024)  
Ms V J Harrison  
Ms K A Hunter  
Mr E Matthies  
Mr J M Abro (resigned 5 October 2024)  
Ms T J Nichols (resigned 25 November 2024)  
Ms A Masuma (appointed 7 November 2024)  
Ms A Ayrapetyan (appointed 7 November 2024)  
Ms S Boud (appointed 7 November 2024)  
Ms A J Bulmer (appointed 11 November 2024)  
Mr E R Green OBE (appointed 7 November 2024)  
Mr C Lewis (appointed 7 November 2024)  
Ms A J McEwan (appointed 7 November 2024)  
Mr S J Taylor (appointed 7 November 2024)

None of the Trustees has any beneficial interest in the charitable company. All Trustees serve in a voluntary capacity and receive no remuneration for their role, although they may be reimbursed for reasonable expenses incurred in the course of their duties.

Trustees are appointed by an ordinary resolution. Whenever the number of Trustees is fewer than three, new Trustees must be appointed to bring the number up to three. Until otherwise determined by a General Meeting, the number of Trustees shall not exceed 30.

At every Annual General Meeting, the longest-serving Trustees (chosen alphabetically if necessary), to the extent of one-third of the Trustees for the time being, shall retire and become eligible for reappointment. Trustees may serve for an initial period of three years, and a retiring trustee may serve for one further term of three years. Exceptionally, Trustees who have served two terms may be asked to continue.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**Methods adopted for the recruitment, induction and training of new trustees**

Trustees are recruited through various networks within the arts and charity sectors. Before appointment, a prospective Trustee meets with the Chair and Chief Executive for a full briefing and attends a Board meeting as an observer before formally joining.

New Trustees receive an induction that may include: an organisational briefing with the Chief Executive, attendance at a team meeting, access to governance training, participation in visual awareness and guiding training, and attending an audio-described (AD) theatre performance or an AD tour at a museum or heritage site.

Where relevant, new Trustees may also be assigned an existing Trustee as a peer support contact during their first year.

**Organisational structure**

The Board of Trustees administers the charity. All major decisions are made by the Trustees, who usually meet four times a year, as well as attending an annual Board and Staff awayday. In between Board meetings, the Chief Executive Officer meets with individual Trustees or groups of Trustees, as appropriate, to discuss issues or make decisions. A scheme of delegation is in place, and day-to-day responsibility for the affairs of the charity (including operational matters) rests with the Chief Executive Officer.

Natasha Bucknor MBE stepped down as Interim Chief Executive Officer on 3 April 2024, remaining in a freelance capacity to support the handover to a new Chief Executive. The Trustees note their sincere thanks to Natasha for her leadership during this period. Claire Saddleton joined the charity on a permanent contract as Chief Executive Officer from 1 May 2024, following a phased handover period during April.

**Related parties**

There are no related or connected parties. However, VocalEyes maintains a close relationship with Stagertext, a charitable company that provides captioning for cultural events to support people who are deaf, deafened, or hard of hearing. VocalEyes also has a positive relationship with the Thomas Pocklington Trust (TPT), a charity that supports blind and partially sighted people. TPT generously provides access to office facilities at the TPT Hub in central London, which the VocalEyes team uses on a hybrid basis for regular in-person meetings and collaborative working.

**Governance**

Stephen Hilton was appointed Interim Chair on 20 May 2024 and confirmed as Chair at the Board meeting on 17 February 2025, following an internal recruitment process. He is the founder and Director of City Global Futures Ltd, with a background in Fine Art and extensive experience in creative technologies. Stephen brings a strong commitment to accessibility and inclusion, alongside expertise in sustainable and equitable urban development.

"I'm delighted to take on the role of Chair at VocalEyes, a charity that plays a vital role in ensuring access to theatre, museums, and galleries for blind and visually impaired people. As someone with lifelong experience of severe sight impairment, a deep passion for the arts, and a background in technology and innovation, I'm committed to ensuring that VocalEyes continues to evolve to meet the needs of the communities it serves. The arts should be for everyone, and I look forward to working with the team to expand our impact and reach."

The Board extends its sincere thanks to Rebecca di Corpo, who served as Interim Chair until 20 May 2024, for her dedicated leadership and guidance during a significant period of change for the organisation.

With several trustee terms concluding over the coming years, the Board and the new Chief Executive Officer initiated an open recruitment process for new VocalEyes Trustees. The opportunity was widely advertised, resulting in a high volume of interest. All applicants who identified as disabled were guaranteed an interview under the Disability Confident Scheme. A total of 16 candidates were interviewed, and in recognition of their strength and suitability, the Board resolved to appoint eight new trustees, facilitating a period of handover and knowledge sharing with the existing Board.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**New trustees appointed:**

- **Masuma Ali:** An RNIB professional with experience in organising accessible activities for blind and partially sighted individuals, bringing both professional and lived experience to the Board.
- **Anna Ayrapetyan:** Chartered FCSI wealth management specialist with a strong passion for socially accessible initiatives, cultural engagement, and inclusion—committed to enhancing accessibility within the arts sector.
- **Sarah Boud:** An experienced fundraising manager with over 20 years in the sector, committed to making the arts more inclusive through various fundraising strategies.
- **Alex Bulmer:** A Canadian-born blind writer, theatre maker, actor, and educator with over 35 years of experience, known for founding numerous Deaf and Disability Arts programmes.
- **Ed Green OBE:** An experienced civil service leader who has been totally blind all his life, bringing a deep understanding of accessibility and organisational governance.
- **Chris Lewis:** A telecoms industry analyst for 40 years, offering insights into the telecoms world and emerging digital landscapes and based on his lived blind experience, advocating for inclusive design and accessibility.
- **Alex McEwan:** An internationally exhibited interdisciplinary artist and founder of Albatross Arts CIC, focusing on inclusive arts practices and social change.
- **Stephen Taylor:** An experienced professional in audio description production and accessibility regulation, having joined Ofcom in 2014 with a commitment to ensuring high standards of inclusive practice in broadcasting

Trustee Jonathan Abro stepped down in October 2024, and Trustee Timandra Nichols stepped down in November 2024. Both made significant contributions to VocalEyes during their terms, and the company thanks them for all their work and support.

Following the Board and Staff awayday in June 2024, and the appointment of new Trustees in October, the Board agreed to establish three new sub-groups to support the organisation in delivering its strategic priorities:

- Finance and Risk
- Access and New Technology
- Data, Audiences and Communications

Each group meets regularly and includes both Trustees and staff members, fostering collaboration and shared responsibility across the organisation.

**OBJECTIVES**

The objectives and purpose of the charity as per its governing document are to promote, maintain, improve and advance education particularly for blind and visually impaired people by the development and provision of, and increasing access to, audio description (AD) services for the arts and heritage.

**Belief**

VocalEyes believes that blind and visually impaired people should have the best possible opportunities to experience and enjoy art and heritage.

**Mission**

Our mission is to support the arts and heritage sectors to welcome blind and visually impaired people as a core audience. We work with arts and heritage venues to increase the opportunities that they provide for blind and visually impaired audiences and visitors at performances, events in galleries, special exhibitions, heritage sites, and online. We believe that cultural participation enriches people's lives and brings a range of positive outcomes:

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improved individual health and well-being; enhanced social interaction self-esteem and confidence. Blind and visually impaired people have as much a right to these as any UK citizen resident or visitor.

**Staff**

Claire Saddleton joined the charity as Chief Executive Officer on a permanent contract from 1 May 2024, following a phased handover in April. Claire previously spent over a decade at Arts Council England, most recently as a Senior Relationship Manager in the London Theatre Team, where she focused on audience engagement, strategic partnerships, and placemaking. Her earlier roles include leading the See-A-Voice project, delivered by VocalEyes and Stagertext, and serving as Access Manager at Graeae Theatre Company, where she helped pioneer inclusive theatre practice.

Following a structural review, the core responsibilities of the Programme Officer role were reconfigured and divided between two new part-time positions, each working three days per week. In December 2024, Matthew Walker was appointed as Administrator and Projects Coordinator, and Jasmine Cole was appointed as Theatre Programme Coordinator. Both appointments have brought valuable capacity, skills, sector knowledge, and lived experience to the team. Emma Toko's fixed-term contract as Programme Officer concluded in December 2024.

**ACTIVITIES AND ACHIEVEMENTS DURING 2024 to 2025**

The activities undertaken by the charity in relation to its purpose, as set out in the governing document, and in furtherance of public benefit are outlined below. In planning and delivering current and future work, the trustees have had due regard to the Charity Commission's guidance on public benefit.

The trustees would like to thank all funders and individuals who supported the work of VocalEyes throughout the year. The collaboration and generosity of many Trusts and Foundations, both large and small, remain essential to the organisation's continued resilience and social impact.

The year 2024–25 marked VocalEyes' second year as an Arts Council England Investment Principles Support Organisation (IPSO), following its previous designation as a National Portfolio Organisation. During this period, we were invited to apply for extension funding to cover the 2026–27 financial year. In June 2025, we received confirmation of continued funding, which included a 1.16% inflationary uplift.

As one of 34 IPSO organisations funded from 2023-2026, VocalEyes supports the sector to engage with Arts Council England's four investment principles. Our mission is closely aligned to the Inclusivity and Relevance principle, and alongside delivering services with, by, and for blind and visually impaired people, we continue to play an advocacy and leadership role, shaping attitudes and building sector capacity.

**Our communities**

VocalEyes collaborates with three interrelated communities to fulfil its mission. First and foremost, we work with and for blind and visually impaired people, who are our primary community and central focus. Secondly, we engage with the arts and heritage community to support, promote, and advocate for the inclusion of blind and visually impaired people in a wide range of cultural activities. Thirdly, we collaborate with and are supported by a community of freelance describers, trainers, technicians, and support workers, both sighted and visually impaired, who help us deliver a consistent and high-quality service.

**Audience development and engagement**

Alongside our core audio description and training services, VocalEyes promotes opportunities for blind and visually impaired people to access a wide range of arts and heritage events, from local museum tours to West End productions. We share both our own and partner-led accessible events through our website, social media, and regular subscriber communications.

Our audience development work during the year focused on expanding our digital reach across social media platforms, particularly Facebook and Instagram. By adopting a more person-centred approach to our content, we have been able to better engage with blind and visually impaired audiences, as well as professionals working in

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**TRUSTEES' REPORT (CONTINUED)**  
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the sector.

Through our content, we have highlighted different elements of the audio-described experience for example, touch tours at English National Ballet's *The Nutcracker*; how to access introductory notes via our website listings; and live audio-described tours such as one delivered at the London Wetland Centre. We have also encouraged our audience to share their own testimonies of attending audio-described events.

Over the year:

- Our **Facebook** following grew by **14.1%** reaching a total of **1,810**. The page received **32.8k views**.
- On **Instagram**, we saw a **123.7%** increase in followers to reach **897**. The page received **15.6k views**.
- Our **LinkedIn** professional network also expanded, ending the year with **1,314 followers**.

We also maintained a strong presence at exhibitions within the sight loss sector. These included **Sight Village** events in Birmingham, Leeds, and London, as well as smaller regional events such as the **Low Vision Day** at St Thomas' Hospital. These exhibitions provide valuable opportunities to introduce accessible arts events to new audiences and to network with professionals from the sector.

Following connections made at Sight Village, we attended RNIB Visual Impairment Forum meetings in Peterborough and Cambridge. At the Leeds exhibition, we shared a stand with Mind's Eye, helping attendees learn about a wider range of audio description services beyond VocalEyes.

"Since losing my sight in my twenties, which was unexpected, it's been wonderful to discover an organisation like VocalEyes. They make it possible for me to attend theatre, museums, galleries and much more alongside my sighted family and friends."

- Theatre patron and Eye Matter Trustee.

Through exhibition attendance, community engagement, and increased social media visibility, our mailing list has grown to 1,762 subscribers, an increase of 337 from the previous year. Subscribers receive a monthly "What's On" email newsletter with updates and upcoming audio-described performances. We also distribute a quarterly "What's On" guide by email, with accessible formats available in clear print, braille, and audio via USB drive.

Our peer support group for blind and visually impaired people working in the cultural sector was renamed VIVID (Visual Voices in Diversity), a name chosen by members to reflect its inclusive values. The group continues to grow, with plans to raise its profile and expand support in the coming year. The VocalEyes User Group, made up of blind and visually impaired audience members who advise on our services, also met regularly throughout the year.

#### **Museums, galleries and heritage programme**

VocalEyes continued its involvement in The Sensational Museum partnership during 2024–25. This £1 million project, funded by the Arts and Humanities Research Council, builds on the concept of *Sensory Gain*, developed by Professor Hannah Thompson (Royal Holloway, University of London). The project brings together partners from academia, the museum sector, and access organisations to explore how access provision can be redesigned to benefit all museum audiences. Eleven pilot museums across the UK are testing Sensational Museum models for co-created exhibition interventions and for incorporating sensory experiences into collections management.

During 2024–25, the Museums, Galleries and Heritage Programme delivered 22 training courses, supporting organisations to improve the accessibility of their collections and venues for blind and visually impaired visitors.

A highlight of the year was an enquiry from a museum professional in Norway who had attended VocalEyes training a decade earlier and requested a refresher. We subsequently delivered two courses in Kristiansand for approximately 20 museum staff from venues across South Norway. Closer to home, we delivered training for clients across England and Scotland, including the Black Country Living Museum, Vindolanda, Petersfield Museum, the V&A, and Turner's House.



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**TRUSTEES' REPORT (CONTINUED)**  
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"The session was both informative and fun. The trainers were really welcoming, they put the group at ease, encouraging questions, and left us fizzing with ideas."

- Museums, Galleries and Heritage training client.

Recorded guides remain in demand: this year we produced 21 audio-described guides for venues including Tate Modern, the Grant Museum of Zoology, and Science Gallery London.

Our work with the V&A extended into consultation and editorial support for an upcoming recorded AD guide for their Design and Disability exhibition (opening June 2025). A similar collaboration was completed with the National Gallery, where we supported staff in scripting 37 new artwork descriptions.

We also worked with several natural heritage-focused clients, including a live tour at the London Wetland Centre, and training delivered for the Highland Wildlife Park (Royal Zoological Society of Scotland) and the University of Cambridge Botanic Garden.

The number of live audio-described tours delivered this year was six, reflecting a planned shift towards training and recorded formats. This strategic move supports venues to develop in-house expertise and deliver their own tours, creating a more sustainable model for long-term access.

**Theatre and live performance programme**

In 2024–25, VocalEyes delivered 269 live audio-described performances, an all-time high for the organisation. This achievement was made during a year that also saw a restructuring of the staff team, reflecting the team's adaptability and commitment to service delivery, and the resilience of our freelance network.

A standard VocalEyes audio-described performance includes a recorded audio introduction (also available in print), a pre-show touch tour offering access to the set, props, and costumes, live introductory notes, and the live audio description itself, delivered by one or two professional describers and broadcast through headsets during the performance.

Technical setup support is also provided to venues as needed.

Audience attendance increased slightly compared to the previous year. The average number of blind and visually impaired audience members per show rose from 5.2 to 5.4, and average companion attendance increased from 4.9 to 5.2. The highest-attended individual performance was *Fiddler on the Roof* at London's Regent's Park Theatre, which attracted a combined audience of 66 blind and visually impaired individuals and their companions.

Highlights from the year included large-scale and high-profile productions such as *Spirited Away* at the London Coliseum, *MJ The Musical* at the Prince Edward Theatre, *Fiddler on the Roof* at Regent's Park Open Air Theatre, and *Les Misérables: The Arena Spectacular* at AO Arena, Manchester. These events demonstrated both the breadth of VocalEyes' reach and the growing demand for accessible performances at venues of all scales.

"I've just attended the touch tour for *Tina the Musical*... I'm totally blind, can't see at all... I've attended a lot of VocalEyes performances in the past and really enjoyed them. I think that without the audio description, there'd be no point in me going to the theatre - it would just be too difficult."

-Theatre audience member

In addition to delivering audio description services, VocalEyes continued to provide both formal and informal advice and consultancy to venues, independent artists, and producers, while also advocating for improved access for blind and visually impaired audiences across digital platforms, professional networks, and sector events.

"It was so lovely chatting with you today. It has already made my brain pop off with ideas! Thank you so much for

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**FOR THE YEAR ENDED 31 MARCH 2025**

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all this information, this is really helpful!"  
- Individual artist and choreographer

## **FUTURE PLANS**

This remains a time of transition for VocalEyes, as we continue to evolve under new leadership and take the opportunity to refine our priorities and processes. With generous support from the National Lottery Heritage Fund, we are preparing to deliver a significant national project that will deepen engagement, expand access, and drive innovation across the heritage sector.

Key priorities for 2025–26 include:

- Co-creation of audio description in Heritage: Through our national project, we will bring together participants from heritage venues and local partners such as Sight Loss Councils. Working in collaboration, they will co-create, script, and record descriptions of objects or artworks from museum collections. These will be shared online and through pop-up exhibitions at participating venues. Up to 120 new audio descriptions will be created, increasing access to a wide range of cultural items and spaces.
- Diversifying the workforce: In partnership with the National Theatre, we will train a cohort of new describers from Black and global majority backgrounds, with the aim of broadening representation within the field and better reflecting the diversity of stories and audiences we serve.
- Expanding audience development: We will place particular focus on reaching less engaged or underrepresented communities, working in partnership with local networks, particularly in London, to strengthen cultural inclusion and participation.
- Enhancing digital access and infrastructure: We will create new resources and develop a new website to improve user experience and increase the accessibility and reach of our services.
- Exploring innovation and technology: We will work with partners to explore how artificial intelligence (AI) and emerging technologies can be integrated into our services to enhance the user experience and deliver sustainable, high-quality access solutions.
- Internal development: We will continue to review and streamline internal processes to improve efficiency and free capacity, while developing our consultancy, advocacy, and training services in the UK and internationally to embed inclusive, high-quality access as a right for all disabled people.

## **FINANCIAL REVIEW**

Total income for the year was £751,612 (2024: £788,598), and total expenditure was £749,850 (2024: £832,904), resulting in a net outcome of £1,762 (2024: £44,306 deficit).

The leadership transition and interim arrangements during 2023–24 affected the organisation's ability to replenish both unrestricted and restricted reserves. While significant efforts were made during 2024–25 to refresh and expand fundraising activity, the financial impact of this work will be more visible in 2025–26.

Costs associated with delivering activities across all programme areas have continued to rise. Although client fees are reviewed annually, there remains a clear imperative to keep services affordable and accessible.

The ahead of budget unrestricted financial result for 2024–25 was largely due to the strong performance of the Theatre Programme, improved results in Museums, Galleries and Heritage, and cost savings across the organisation.

The positive variance in the Museums programme was supported by the receipt of a significant payment early in the year for a long-running project, the majority of costs for which had already been recognised in the previous financial year.

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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Debtor balances remain low due to tight credit control.

**Designated funds**

During the year, the Trustees reviewed the charity's designated funds. The Board resolved to undesignate funds that were no longer required for their original purpose, and to designate new funds to support planned activities in the period 2025–2027.

As a result of these decisions, there was a net decrease of £58,691 in designated funds, as shown in the Statement of Funds (see note 15).

**Reserves policy**

The Trustees maintain a target level of free reserves to protect the charity against unexpected reductions in income or unforeseen expenditure, ensuring continuity of core services during periods of uncertainty. The reserves policy has been reviewed during the year in line with Charity Commission guidance.

For 2025–26, the target level of free reserves is set at £100,000. At year end, unrestricted reserves stood at £185,700, comprising designated funds of £35,001 and free reserves of £150,699. The current level of free reserves is above the target, placing the charity in a stable financial position as it enters the next financial year.

**Fundraising**

VocalEyes is registered with the Fundraising Regulator and the charity has 'committed to follow the Code of Fundraising Practice and the Fundraising Promise.

To help ensure the availability of ongoing funds to support its work, VocalEyes aims to maintain a diverse and sustainable funding base. This includes seeking donations from the public via the VocalEyes email newsletter, a JustGiving link on our website, and participation in targeted match-funding campaigns such as the Big Give.

We also apply for grants from charitable trusts and foundations, as well as from arts and heritage sector funding bodies, including Arts Council England and the National Lottery Heritage Fund.

VocalEyes does not engage any professional fundraisers or commercial participators to raise funds from the public on its behalf. The charity received no complaints about its fundraising activities, or those carried out on its behalf, during the year.

**Remuneration of key management personnel**

The Charity considers the Trustees and Chief Executive Officer (CEO) as its Key Management Personnel.

Where affordable, salary increases may be awarded annually, based on benchmarking, inflation, and the organisation's financial position. Changes usually take effect in April, following review by the Finance & Risk Subgroup and approval by the Board. The CEO's salary is proposed and agreed by the Board.

The Board may also approve off-cycle increases for significant changes in role or responsibilities.

**Going concern**

The Trustees have reviewed the charity's financial position and future plans and have a reasonable expectation that VocalEyes has adequate resources to continue operating for the foreseeable future. Accordingly, the financial statements have been prepared on a going concern basis. Further details regarding this assessment can be found in the accounting policies.

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**TRUSTEES' REPORT (CONTINUED)**  
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**RISK MANAGEMENT**

The Board of Trustees is responsible for overseeing the management of risks faced by the charity. Risks are regularly reviewed and assessed, with appropriate controls put in place to mitigate them where possible. The Trustees are satisfied that the charity has effective systems in place to manage its current level of risk.

**Principal risks and uncertainties**

The most significant risk remains the need to diversify income streams and ensure that client fees are sufficient to support service delivery while remaining affordable. To manage this risk, VocalEyes continues to actively apply for funding from trusts, foundations, and public bodies, and to generate income through consultancy and training services.

The Board also recognises the broader challenges facing the sector, including rising costs, staffing pressures, and uncertainty in public funding, all of which continue to inform the charity's strategic and financial planning.

**TRUSTEES' RESPONSIBILITIES STATEMENT**

The trustees (who are also directors of VocalEyes for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under company law, the trustees must not approve the financial statements unless they are satisfied they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the relevant Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In preparing this report, the trustees have taken advantage of the small companies exemptions provided by section 415a of the Companies Act 2006.

**DISCLOSURE OF INFORMATION TO INDEPENDENT EXAMINER**

Each of the persons who are trustees at the time when this Trustees' report is approved has confirmed that:

- in so far as that trustee is aware, there is no relevant information of which the charitable company's independent examiner is unaware; and
- that trustee has taken all the steps that ought to have been taken as a trustee in order to be aware of any information needed by the charitable company's independent examiner in connection with preparing their report.

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TRUSTEES' REPORT (CONTINUED)  
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APPOINTMENT OF INDEPENDENT EXAMINER

MHA were appointed as independent examiner to the company.

Approved by order of the members of the board of Trustees and signed on their behalf by:



Mr S J Hilton  
Chair

Date: 11 October 2025



Mr L McHugh  
Treasurer

12 October 2025

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**INDEPENDENT EXAMINER'S REPORT  
FOR THE YEAR ENDED 31 MARCH 2025**

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**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF VOCALYES ('the Charity')**

I report to the charity Trustees on my examination of the accounts of the Charity for the year ended 31 March 2025.

**RESPONSIBILITIES AND BASIS OF REPORT**

As the Trustees of the Charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**INDEPENDENT EXAMINER'S STATEMENT**

Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed: *Rachel Doyle*

Dated: 13 October 2025

Rachel Doyle

ACA DChA

MHA House, Charter Court, Swansea, SA7 9FS

MHA is the trading name of MHA Audit Services LLP, a limited liability partnership in England and Wales (registered number OC455542)

**VOCAL EYES**  
(A Company Limited by Guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2025**

	Note	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
<b>INCOME FROM:</b>					
Donations and grants	3	17,975	242,620	260,595	310,248
Charitable activities	4	-	486,514	486,514	474,019
Investments	5	-	4,503	4,503	4,331
<b>TOTAL INCOME</b>		<b>17,975</b>	<b>733,637</b>	<b>751,612</b>	<b>788,598</b>
<b>EXPENDITURE ON:</b>					
Raising funds	6	-	21,420	21,420	20,599
Charitable activities	7	37,836	690,594	728,430	812,305
<b>TOTAL EXPENDITURE</b>		<b>37,836</b>	<b>712,014</b>	<b>749,850</b>	<b>832,904</b>
<b>NET MOVEMENT IN FUNDS</b>		<b>(19,861)</b>	<b>21,623</b>	<b>1,762</b>	<b>(44,306)</b>
<b>RECONCILIATION OF FUNDS:</b>					
Total funds brought forward		46,201	164,049	210,250	254,556
Net movement in funds		(19,861)	21,623	1,762	(44,306)
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>26,340</b>	<b>185,672</b>	<b>212,012</b>	<b>210,250</b>

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 16 to 38 form part of these financial statements.

**VOCALYES**  
**(A Company Limited by Guarantee)**  
**REGISTERED NUMBER: 03469264**

**BALANCE SHEET**  
**AS AT 31 MARCH 2025**

	Note	2025 £	2024 £
<b>FIXED ASSETS</b>			
Tangible assets	12	<b>2,001</b>	2,689
<b>CURRENT ASSETS</b>			
Debtors	13	<b>64,207</b>	92,484
Cash at bank and in hand		<b>259,457</b>	212,010
		<b>323,664</b>	304,494
<b>CURRENT LIABILITIES</b>			
Creditors: amounts falling due within one year	14	<b>(113,653)</b>	(96,933)
<b>NET CURRENT ASSETS</b>		<b>210,011</b>	207,561
<b>TOTAL NET ASSETS</b>		<b>212,012</b>	210,250
<b>CHARITY FUNDS</b>			
Restricted funds	15	<b>26,340</b>	46,201
Unrestricted funds	15	<b>185,672</b>	164,049
<b>TOTAL FUNDS</b>		<b>212,012</b>	210,250

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

  
**Mr S J Hilton**  
**Chair**

Date: 11 October 2025

  
**Mr L McHugh**  
**Treasurer**

12 October 2025

The notes on pages 16 to 38 form part of these financial statements.



VOCALYES  
(A Company Limited by Guarantee)

STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 31 MARCH 2025

	Note	2025 £	2024 £
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Net cash from/(used in) from operating activities	17	43,484	(43,988)
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Interest receivable		4,503	4,331
Purchase of tangible fixed assets		(540)	(855)
<b>NET CASH PROVIDED BY INVESTING ACTIVITIES</b>		3,963	3,476
<b>CHANGE IN CASH AND CASH EQUIVALENTS IN THE YEAR</b>		47,447	(40,512)
Cash and cash equivalents at the beginning of the year		212,010	252,522
<b>CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR</b>	18	259,457	212,010

The notes on pages 16 to 38 form part of these financial statements

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**VOCAL EYES**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**1. GENERAL INFORMATION**

The Charity is a charitable company limited by guarantee, registered in England and Wales. The members of the Charity are the trustees named on page 1. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member. The address of the registered office and principal place of business is Thomas Pocklington Trust, 3 Queen Square, London, WC1N 3AR.

The functional and presentational currency is GBP.

**2. ACCOUNTING POLICIES**

**2.1 BASIS OF PREPARATION OF FINANCIAL STATEMENTS**

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

VocalEyes meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

**2.2 GOING CONCERN**

The Charity meets its day to day working capital requirements through the utilisation of its own funds. Since its inception in November 1997, the Charity has been principally funded by Arts Council England who are currently funding the charity by providing grant support. The trustees have prepared updated forecasts and projections based on a number of potential scenarios and these, together with reserves held, cost savings made and government assistance indicate that the Charity has adequate resources to continue its operations, albeit at a potentially lower level. It is, however, difficult to determine the assumptions that will prove to be most appropriate and therefore there is an element of uncertainty existing. After reviewing the forecasts and projections, at the time of approving these financial statements, the trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the next 12 months. The trustees therefore consider it appropriate to continue to adopt the going concern basis in preparing the Charity's financial statements.

**2.3 INCOME**

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Donations are accounted for when received. Performance fees are accounted for on an accruals basis with regard to the date of performance. Grants, including government grants, and investment income are accounted for on an accruals basis.

**2.4 INTEREST RECEIVABLE**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

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**VOCALYES**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**2. ACCOUNTING POLICIES (CONTINUED)**

**2.5 EXPENDITURE**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources.

Cost of raising funds: this comprises all costs incurred by the Charity associated with attracting voluntary income to finance its charitable objectives.

Charitable expenditure: this comprises all expenditure incurred by the Charity in the delivery of its activities and services for its beneficiaries and includes commissioning costs, production expenses and research and development and comprises commission paid to describers, technical support costs, the cost of producing audio tracks with advance information and other costs associated with the incoming resources under the same heading.

Support costs: this comprises central costs including salaries, costs related to marketing, printing, website maintenance and other expenses necessary to support the activities. These costs have been allocated to activities on a basis consistent with the use of resources.

Governance costs: this comprises all costs associated with meeting the constitutional and statutory requirements of the Charity.

**2.6 TAXATION**

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

**2.7 TANGIBLE FIXED ASSETS AND DEPRECIATION**

Tangible fixed assets costing £250 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

**VOCALYES**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**2. ACCOUNTING POLICIES (CONTINUED)**

**2.7 TANGIBLE FIXED ASSETS AND DEPRECIATION (CONTINUED)**

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

Office furniture	-	25% Straight line
Computer equipment	-	25% Straight line

**2.8 DEBTORS**

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**2.9 CASH AT BANK AND IN HAND**

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**2.10 LIABILITIES AND PROVISIONS**

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

**2.11 FINANCIAL INSTRUMENTS**

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

**2.12 PENSIONS**

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

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**VOCALYES**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**2. ACCOUNTING POLICIES (CONTINUED)**

**2.13 FUND ACCOUNTING**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

**2.14 CRITICAL ACCOUNTING ESTIMATES AND AREAS OF JUDGEMENT**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the reporting date and the amounts reported for revenues and expenses during the year. However, the nature of estimation means that actual outcomes could differ from those estimates.

**Accruals**

The Charity makes an estimate of accruals at the year end based on invoices received after the year end and work undertaken which has not been invoiced based on quotations or estimates of amounts that may be due for payment.

**Tangible fixed assets**

All assets are depreciated over their useful lives taking into account residual values where appropriate. The actual lives of the assets and residual values are assessed annually and may vary depending upon a number of factors.

**Grant income recognition**

Grant income is recognised when the charity has entitlement, receipt is probable and the amount can be measured reliably. These three conditions, particularly the probable condition, necessitate the exercise of judgement.

**VOCALYES**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**3. INCOME FROM GRANTS AND DONATIONS**

	<b>Restricted funds 2025 £</b>	<b>Unrestricted funds 2025 £</b>	<b>Total funds 2025 £</b>
Arts Council England	-	227,929	<b>227,929</b>
Kirsh Foundation	18,000	-	<b>18,000</b>
National Lottery Heritage Fund	(5,561)	-	<b>(5,561)</b>
Scott Eredine Charitable Trust	-	5,000	<b>5,000</b>
Royal Holloway London	3,536	-	<b>3,536</b>
Other donations	-	691	<b>691</b>
Fight for Sight	-	9,000	<b>9,000</b>
The Spectacle Makers' Charity	2,000	-	<b>2,000</b>
	<u>17,975</u>	<u>242,620</u>	<u><b>260,595</b></u>

	<b>Restricted funds 2024 £</b>	<b>Unrestricted funds 2024 £</b>	<b>Total funds 2024 £</b>
Arts Council England	-	227,584	227,584
National Lottery Heritage Fund	66,346	-	66,346
Mackintosh Foundation	1,000	-	1,000
Scott (Eredine) Charitable Trust	-	5,000	5,000
Royal Holloway London	8,667	-	8,667
Other donations	-	1,651	1,651
	<u>76,013</u>	<u>234,235</u>	<u>310,248</u>

Government grants of £227,929 (2024: £227,584) were received in the current year from Arts Council England. There were no unfulfilled commitments or other contingencies associated with this income at the year-end date.

VOCALYES  
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025

4. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Fees for the provision of audio description services	447,987	<b>447,987</b>	412,510
Other income including training	38,527	<b>38,527</b>	61,509
	<u>486,514</u>	<u><b>486,514</b></u>	<u>474,019</u>

In the prior year, all income from charitable activities was unrestricted.

5. INVESTMENT INCOME

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Bank interest	4,503	<b>4,503</b>	4,331
	<u>4,503</u>	<u><b>4,503</b></u>	<u>4,331</u>

In the prior year, all investment income was unrestricted.

**VOCALYES**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**6. EXPENDITURE ON RAISING FUNDS**

**COSTS OF RAISING VOLUNTARY INCOME**

	<b>Unrestricted funds 2025 £</b>	<b>Total funds 2025 £</b>	<b>Total funds 2024 £</b>
Other staff related costs	225	<b>225</b>	158
Marketing and communications	11,734	<b>11,734</b>	10,195
IT services and equipment	188	<b>188</b>	232
Board expenses (governance)	103	<b>103</b>	206
Examination & accountancy (governance)	1,753	<b>1,753</b>	1,542
Rent, services and utilities	124	<b>124</b>	579
Office running costs	450	<b>450</b>	344
Sundry costs	10	<b>10</b>	-
Depreciation	49	<b>49</b>	113
Staff costs	6,784	<b>6,784</b>	7,230
	<u>21,420</u>	<u><b>21,420</b></u>	<u>20,599</u>

In the prior year, all costs of raising voluntary income were unrestricted.

**7. ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES**

	<b>Restricted funds 2025 £</b>	<b>Unrestricted funds 2025 £</b>	<b>Total funds 2025 £</b>
Audience Development & Marketing	12,548	69,464	<b>82,012</b>
Audio Description Services	24,460	502,938	<b>527,398</b>
Training & Other Services	828	86,920	<b>87,748</b>
Research & Development	-	31,272	<b>31,272</b>
	<u>37,836</u>	<u>690,594</u>	<u><b>728,430</b></u>



VOCALYES  
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £
Audience Development & Marketing	14,999	63,956	78,955
Audio Description Services	72,740	514,566	587,306
Training & Other Services	13,300	92,384	105,684
Research & Development	6,990	33,370	40,360
	108,029	704,276	812,305

8. ANALYSIS OF EXPENDITURE BY ACTIVITIES

	Activities undertaken directly 2025 £	Support costs 2025 £	Total funds 2025 £
Audience Development & Marketing	48,583	33,429	82,012
Audio Description Services	416,961	110,437	527,398
Training & Other Services	64,652	23,096	87,748
Research & Development	11,936	19,336	31,272
	542,132	186,298	728,430

	Activities undertaken directly 2024 £	Support costs 2024 £	Total funds 2024 £
Audience Development & Marketing	37,585	41,370	78,955
Audio Description Services	452,216	135,090	587,306
Training & Other Services	79,526	26,158	105,684
Research & Development	17,808	22,552	40,360
	587,135	225,170	812,305

**VOCALYES**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**8. ANALYSIS OF EXPENDITURE BY ACTIVITIES (CONTINUED)**

**ANALYSIS OF DIRECT COSTS**

	Audience Development & Marketing 2025 £	Audio Description Services 2025 £	Training & Other Services 2025 £	Research & Development 2025 £	Total funds 2025 £
Staff costs	24,606	55,095	17,223	11,936	<b>108,860</b>
Audio description services	-	361,704	-	-	<b>361,704</b>
Consultancy and training	-	-	47,405	-	<b>47,405</b>
Marketing and communications	23,955	-	-	-	<b>23,955</b>
Office running costs	22	162	24	-	<b>208</b>
	<u>48,583</u>	<u>416,961</u>	<u>64,652</u>	<u>11,936</u>	<u><b>542,132</b></u>

	Audience Development & Marketing 2024 £	Audio Description Services 2024 £	Training & Other Services 2024 £	Research & Development 2024 £	Total funds 2024 £
Staff costs	18,445	80,199	15,892	10,818	125,354
Audio description services	-	371,855	13,300	-	385,155
Consultancy and training	-	-	50,310	-	50,310
Marketing and communications	19,118	-	-	-	19,118
Office running costs	22	162	24	-	208
Research and development	-	-	-	6,990	6,990
	<u>37,585</u>	<u>452,216</u>	<u>79,526</u>	<u>17,808</u>	<u>587,135</u>

**VOCALYES**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**8. ANALYSIS OF EXPENDITURE BY ACTIVITIES (CONTINUED)**

**ANALYSIS OF SUPPORT COSTS**

	<b>Audience Development &amp; Marketing 2025 £</b>	<b>Audio Description Services 2025 £</b>	<b>Training &amp; Other Services 2025 £</b>	<b>Research &amp; Development 2025 £</b>	<b>Total funds 2025 £</b>
Staff costs	25,924	39,837	14,998	18,390	<b>99,149</b>
Other staff related costs	562	19,113	619	-	<b>20,294</b>
Consultancy and training	140	465	-	946	<b>1,551</b>
Marketing and communications	133	999	147	-	<b>1,279</b>
IT services and equipment	470	3,527	517	-	<b>4,514</b>
Board expenses	257	1,924	282	-	<b>2,463</b>
Independent examiner & accountancy (governance costs)	4,382	32,865	4,820	-	<b>42,067</b>
Rent, services and utilities	310	2,326	341	-	<b>2,977</b>
Office running costs	1,103	8,275	1,214	-	<b>10,592</b>
Depreciation	123	920	135	-	<b>1,178</b>
Sundry costs	25	186	23	-	<b>234</b>
	<b>33,429</b>	<b>110,437</b>	<b>23,096</b>	<b>19,336</b>	<b>186,298</b>

**VOCALYES**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**8. ANALYSIS OF EXPENDITURE BY ACTIVITIES (CONTINUED)**

**ANALYSIS OF SUPPORT COSTS (continued)**

	Audience Development & Marketing 2024 £	Audio Description Services 2024 £	Training & Other Services 2024 £	Research & Development 2024 £	Total funds 2024 £
Staff costs	32,948	61,578	17,180	20,795	132,501
Other staff related costs	394	14,391	434	-	15,219
Consultancy and training	259	864	-	1,757	2,880
Marketing and communications	241	1,809	265	-	2,315
IT services and equipment	580	4,349	638	-	5,567
Board expenses (governance)	515	3,863	567	-	4,945
Independent examiner (governance)	3,855	28,913	4,241	-	37,009
Rent, services and utilities	1,448	10,857	1,592	-	13,897
Office running costs	839	6,290	922	-	8,051
Depreciation	283	2,119	311	-	2,713
Sundry costs	8	57	8	-	73
	<u>41,370</u>	<u>135,090</u>	<u>26,158</u>	<u>22,552</u>	<u>225,170</u>

**9. INDEPENDENT EXAMINER'S REMUNERATION**

The independent examiner's remuneration amounts to an independent examiner fee of £3,000 (2024 - £2,850).

**10. STAFF COSTS**

	<b>2025 £</b>	<b>2024 £</b>
Wages and salaries	<b>186,822</b>	230,465
Social security costs	<b>14,114</b>	17,656
Contribution to defined contribution pension schemes	<b>13,857</b>	16,964
	<u><b>214,793</b></u>	<u>265,085</u>

VOCALEYES  
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025

10. STAFF COSTS (CONTINUED)

The average number of persons employed by the Charity during the year was as follows:

	2025 No.	2024 No.
AD and training	2	3
Support	3	4
	<u>5</u>	<u>7</u>

No employee received remuneration amounting to more than £60,000 in either year.

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £67,839 (2024: £72,304).

11. TRUSTEES' REMUNERATION AND EXPENSES

During the year, no Trustees received any remuneration or other benefits (2024 - £NIL).

During the year ended 31 March 2025, expenses totalling £789 were reimbursed or paid directly to 3 Trustees (2024 - £1,194 to 2 Trustees). Expenses relate to travel and subsistence.

**VOCALYES**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**12. TANGIBLE FIXED ASSETS**

	Office equipment £	Computer equipment £	Total £
<b>COST</b>			
At 1 April 2024	2,479	13,603	16,082
Additions	-	540	540
At 31 March 2025	2,479	14,143	16,622
<b>DEPRECIATION</b>			
At 1 April 2024	1,076	12,317	13,393
Charge for the year	620	608	1,228
At 31 March 2025	1,696	12,925	14,621
<b>NET BOOK VALUE</b>			
At 31 March 2025	783	1,218	2,001
At 31 March 2024	1,403	1,286	2,689

**13. DEBTORS**

	2025 £	2024 £
<b>DUE WITHIN ONE YEAR</b>		
Trade debtors	33,584	38,092
Other debtors	188	10,709
Prepayments and accrued income	30,435	43,683
	64,207	92,484

VOCALYES  
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Trade creditors	33,174	39,797
Other taxation and social security	19,812	10,946
Other creditors	464	-
Accruals and deferred income	60,203	46,190
	<u>113,653</u>	<u>96,933</u>
	2025 £	2024 £
Deferred income at 1 April 2024	27,000	15,771
Resources deferred during the year	43,250	27,000
Amounts released from previous periods	(27,000)	(15,771)
	<u>43,250</u>	<u>27,000</u>

Deferred income relates to grants received for the 2025/26 financial year.

**VOCALYES**  
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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**15. STATEMENT OF FUNDS**

**STATEMENT OF FUNDS - CURRENT YEAR**

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
<b>UNRESTRICTED FUNDS</b>					
<b>DESIGNATED FUNDS</b>					
Office closure	3,621	-	-	(3,621)	-
Staff costs	30,000	-	-	(30,000)	-
Tangible fixed assets	2,689	-	-	(688)	2,001
Creative workshops	5,000	-	-	(5,000)	-
Workforce support initiative	5,000	-	-	(5,000)	-
Supporting access and skills development	18,281	-	-	(18,281)	-
Staff and describer CPD	7,035	-	-	(7,035)	-
Training new describers	10,066	-	-	(10,066)	-
Recruitment	12,000	-	-	(12,000)	-
AD Equipment	-	-	-	3,000	3,000
30th Anniversary	-	-	-	10,000	10,000
CRM and Website	-	-	-	10,000	10,000
Innovation, research & development	-	-	-	10,000	10,000
	<b>93,692</b>	<b>-</b>	<b>-</b>	<b>(58,691)</b>	<b>35,001</b>
<b>GENERAL FUNDS</b>					
General fund	<b>70,357</b>	<b>733,637</b>	<b>(712,014)</b>	<b>58,691</b>	<b>150,671</b>
<b>TOTAL UNRESTRICTED FUNDS</b>	<b>164,049</b>	<b>733,637</b>	<b>(712,014)</b>	<b>-</b>	<b>185,672</b>



**VOCALYES**  
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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**15. STATEMENT OF FUNDS (CONTINUED)**

**RESTRICTED FUNDS**

Increased audio description and recordings	19,461	(3,561)	(6,000)	-	9,900
Newsletter project	3,050	-	(3,050)	-	-
Touring funds	-	18,000	(18,000)	-	-
Training new describers project & CPD	334	-	-	-	334
Museums & Galleries programme	145	-	-	-	145
Research and development	6,527	3,536	-	-	10,063
Audience development project	9,498	-	(9,498)	-	-
Training in regional and London's smaller museums	7,186	-	(1,288)	-	5,898
	<u>46,201</u>	<u>17,975</u>	<u>(37,836)</u>	<u>-</u>	<u>26,340</u>
<b>TOTAL OF FUNDS</b>	<u>210,250</u>	<u>751,612</u>	<u>(749,850)</u>	<u>-</u>	<u>212,012</u>

**VOCALYES**  
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**NOTES TO THE FINANCIAL STATEMENTS  
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**15. STATEMENT OF FUNDS (CONTINUED)**

**STATEMENT OF FUNDS - PRIOR YEAR**

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
<b>UNRESTRICTED FUNDS</b>					
<b>DESIGNATED FUNDS</b>					
Office closure	9,500	-	-	(5,879)	3,621
Tangible fixed assets	4,659	-	-	(1,970)	2,689
Creative workshops	5,000	-	-	-	5,000
Workforce support initiative	5,000	-	-	-	5,000
Supporting access and skills development	20,000	-	-	(1,719)	18,281
Staff and describer CPD	10,000	-	-	(2,965)	7,035
Training new describers	12,000	-	-	(1,934)	10,066
Recruitment	-	-	-	12,000	12,000
AD Equipment	-	-	-	30,000	30,000
	<u>66,159</u>	<u>-</u>	<u>-</u>	<u>27,533</u>	<u>93,692</u>
<b>GENERAL FUNDS</b>					
General fund	<u>110,180</u>	<u>712,585</u>	<u>(724,875)</u>	<u>(27,533)</u>	<u>70,357</u>
<b>TOTAL UNRESTRICTED FUNDS</b>	<u>176,339</u>	<u>712,585</u>	<u>(724,875)</u>	<u>-</u>	<u>164,049</u>

**VOCALYES**  
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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**15. STATEMENT OF FUNDS (CONTINUED)**

**RESTRICTED FUNDS**

Increased audio description and recordings	23,655	67,346	(71,540)	-	19,461
Newsletter project	5,000	-	(1,950)	-	3,050
Training new describers project & CPD	14,834	-	(14,500)	-	334
Museums & Galleries programme	145	-	-	-	145
Research and development	4,850	8,667	(6,990)	-	6,527
Audience development project	22,547	-	(13,049)	-	9,498
Training in regional and London's smaller museums	7,186	-	-	-	7,186
	<u>78,217</u>	<u>76,013</u>	<u>(108,029)</u>	<u>-</u>	<u>46,201</u>
<b>TOTAL OF FUNDS</b>	<u>254,556</u>	<u>788,598</u>	<u>(832,904)</u>	<u>-</u>	<u>210,250</u>

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

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**15. STATEMENT OF FUNDS (CONTINUED)**

**RESTRICTED FUNDS**

**Touring funds**

Kirsh Family Trust: Touring Fund - Towards the costs of providing AD services for theatre productions touring to theatres around the UK, allowing us to reduce the cost for individual venues and towards the cost of delivering Professional Development opportunities for specialist freelance audio describers and other practitioners.

**Increased AD and recordings**

Persula Foundation - Towards the costs of creating recorded Audio Introductions for our AD service for theatre performances, and the costs of maintaining up to date access information for theatre venues.

The Lawson Trust - Towards the costs of creating recorded Audio Introductions for our Theatre AD service.

Coral Samuel Charitable Trust – Towards the cost of creating recorded Audio Introductions for our Theatre AD Service.

Sobell Foundation – Towards the cost of creating recorded Audio Introductions for our Theatre AD Service.

Clothworkers' Foundation – Towards the cost of theatre AD equipment.

Worshipful Company of Spectacle Makers – Towards the cost of providing audio described tours for buildings featured in the annual Open House Series.

The Edward Gostling Foundation – Towards the cost of creating recorded Audio Introductions for our Theatre AD Service.

Peskin Charitable Trust – Towards the cost of creating recorded Audio Introductions for our Theatre AD Service.

Haberdashers' Benevolent Foundation London Theatre – Towards the costs of delivering our AD service for theatre performances in London, specifically the recorded audio introductions for these events.

London Freemasons's Charity – Towards the cost of our AD services delivered in London (theatre or museums, galleries or heritage sites).

National Lottery Health Fund - Museum and Heritage Access 2022 - to build a network of digital volunteer researchers recruited primarily from the deaf, disabled and neurodivergent community. The volunteer researchers will run an information audit of the website access information of 3,000-3,500 UK heritage venues / sites. We will use this to underpin increasing awareness in the sector of the importance of structured, detailed and descriptive online access information to D/deaf, disabled and neurodivergent visitors.

Mackintosh Foundation - Towards the cost of theatre audio description.

**Research and development**

Thomas Pocklington Trust - Towards the costs of a consultant to help improve our technological capabilities, through accessible software options appraisal and requirements development for an updated or new system to manage VocalEyes' activity and contacts.

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**VOCALYES**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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**15. STATEMENT OF FUNDS (CONTINUED)**

The Sensational Museum - Towards the cost of transforming access and inclusion within the museum sector by reshaping the role of senses in museum experiences.

**Training in regional and London's smaller museums**

The Catherine Lewis Foundation - Towards the costs of training museum, gallery and heritage staff in UK regions (not London).

The Annie Tranmer Charitable Trust - Towards the costs of training museum, gallery and heritage staff in UK regions (ideally in the Suffolk area).

Vision Foundation (formerly Greater London Fund for the Blind) - Towards the costs of training staff at small museums, galleries and heritage sites in London.

The Weinstock Fund – Towards the cost of audio description and visual awareness hub training courses.

**Museums and Galleries programme**

Barchester Foundation - Towards the cost of equipment and resources to create Tactile Diagrams for use in museums, galleries and heritage sites.

**Audience Development Project**

John Ellerman Foundation - Towards costs of marketing and Audience Manager salary costs and other marketing costs.

**Newsletter project**

Ulverscroft Foundation - Towards the cost of our quarterly What's On guide in clear print, braille and audio which promotes accessible events to the blind and visually impaired community.

Scott (Eredine) Charitable Trust - Towards the cost of our quarterly What's On guide in clear print, braille and audio which promotes accessible events to the blind and visually impaired community.

**Training new describers project & CPD**

The D'Oyly Carte Charitable - The D'Oyly Carte Charitable Trust - Towards the cost of delivering training for new Audio Describers.

**DESIGNATED FUNDS**

Office-related costs, including dilapidations - Reserved for potential costs – e.g. access alterations or dilapidations / making good at end of lease, planned spend during the year 2024- 25. The balance on this fund has been transferred to the General Fund because the office move has been completed.

Fixed assets – represents the value of funds tied up in fixed assets.

Creative workshops and other initiatives supporting the individual creativity of blind and visually impaired people. After a review of designated funds, the Trustees have decided to transfer the balance on this fund to the General Fund.

Initiative supporting blind and visually impaired people in the arts and heritage workforce - Planned spend during the years 2022-23 to 2025-26. After a review of designated funds, the Trustees have decided to transfer the balance on this fund to the General Fund.

Supporting access and skills development at small arts and heritage venues - planned spend during the years 2022-23 to 2025-26. After a review of designated funds, the Trustees have decided to transfer the balance on this fund to the General Fund.

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**15. STATEMENT OF FUNDS (CONTINUED)**

Staff and describer CPD - Planned spend during the years 2022-23 to 2025-26. After a review of designated funds, the Trustees have decided to transfer the balance on this fund to the General Fund.

Training new describers - Planned spend during the years 2022-23 to 2024-25. After a review of designated funds, the Trustees have decided to transfer the balance on this fund to the General Fund.

Recruitment - Fund to cover the cost of planned staff recruitment. After a review of designated funds, the Trustees have decided to transfer the balance on this fund to the General Fund.

Staff costs - Fund to cover the cost of increases in staff costs. After a review of designated funds, the Trustees have decided to transfer the balance on this fund to the General Fund.

AD equipment - Fund to cover cost of AD Equipment.

30th anniversary - Fund to cover expenditure on the 30th anniversary.

CRM and website - Fund to cover the cost of the new CRM and website.

Innovation, research and development - Fund to cover cost of research and development activities.

**16. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

**ANALYSIS OF NET ASSETS BETWEEN FUNDS - CURRENT YEAR**

	<b>Restricted funds 2025 £</b>	<b>Unrestricted funds 2025 £</b>	<b>Total funds 2025 £</b>
Tangible fixed assets	-	2,001	<b>2,001</b>
Current assets	68,901	254,763	<b>323,664</b>
Creditors due within one year	(42,561)	(71,092)	<b>(113,653)</b>
<b>TOTAL</b>	<b>26,340</b>	<b>185,672</b>	<b>212,012</b>

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**16. ANALYSIS OF NET ASSETS BETWEEN FUNDS (CONTINUED)**

**ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR YEAR**

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	-	2,689	2,689
Current assets	64,201	240,293	304,494
Creditors due within one year	(18,000)	(78,933)	(96,933)
<b>TOTAL</b>	<b>46,201</b>	<b>164,049</b>	<b>210,250</b>

**17. RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	2025 £	2024 £
Net income/(expenditure) for the year (as per Statement of Financial Activities)	<b>1,762</b>	(44,306)
<b>ADJUSTMENTS FOR:</b>		
Interest receivable	<b>(4,503)</b>	(4,331)
Depreciation	<b>1,228</b>	2,825
Decrease in debtors	<b>28,277</b>	7,370
Increase/(decrease) in creditors	<b>16,720</b>	(5,546)
<b>NET CASH PROVIDED BY/(USED IN) OPERATING ACTIVITIES</b>	<b>43,484</b>	(43,988)

**18. ANALYSIS OF CASH AND CASH EQUIVALENTS**

	2025 £	2024 £
Cash in hand	<b>259,457</b>	212,010

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NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025

19. ANALYSIS OF CHANGES IN NET DEBT

	At 1 April 2024	Cash flows	At 31 March 2025
	£	£	£
Cash at bank and in hand	212,010	47,447	259,457
	<u>212,010</u>	<u>47,447</u>	<u>259,457</u>

20. PENSION COMMITMENTS

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the Charity to the fund and amounted to £13,857 (2024: £16,964). At the year-end, contributions due to the scheme amounted to £464 (2024: £17 from the Scheme).

21. OPERATING LEASE COMMITMENTS

The Charity had no commitments under non-cancellable operating leases at 31 March 2025.

22. RELATED PARTY TRANSACTIONS

The Charity has not entered into any related party transactions during the year, nor are there any outstanding balances owing between related parties and the Charity at 31 March 2025 (2024: no balances or transactions).