

VISION ENHANCEMENT SERVICES

CONSOLIDATED ANNUAL REPORT AND FINANCIAL STATEMENTS

for the year ended

31 March 2024

CHARITY REGISTRATION NO. 1068565

COMPANY REGISTRATION NO. 03512340

VISION ENHANCEMENT SERVICES

Legal and Administrative Information

Company name	Vision Enhancement Services (known as Vision Support)		
Registered Charity No	1068565		
Company Registration No	03512340		
Principal Address and Registered office	Units 1 and 2 The Ropeworks Whipcord Lane Chester CH1 4DZ		
Governing Document	Memorandum and Articles of Association		
Honorary Opthamologist	M K Tutton BSc, FRCS, FRCOphth, DO		
Directors and Governors	Alan Allman (Chair) Geoffrey Homer (Deputy Chair) Sandra Massey Claire Caws Mark Thorp Miles Tutton Valery Ashbrook		
Chief Executive Officer	Lowri Bartum		
Company Secretary	Lowri Bartum		
Bankers	Bank of Scotland 33 Old Broad Street London BX2 1LB		
Solicitors	Hempsons 100 Wood Street London EC2V 7AN		
Auditors	Mitchell Charlesworth (Audit) Limited 24 Nicholas Street Chester CH1 2AU		
Investment Advisors	Investec Wealth & Investment Limited 2 nd Floor, 3 Hardman Street Spinningfields Manchester M3 3HF		

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Structure, Governance and Management

Governing Document

Vision Enhancement Services, which operates under the name of Vision Support, is a charitable company limited by guarantee, incorporated on 17th February 1998 – company number 3512340. The company is a registered charity – number 1068565.

Its objectives and powers and other constitutional matters are set out in its Memorandum and Articles of Association.

The charity has a wholly owned subsidiary 'Vision Support Trading Limited' which is a Private Limited Company, incorporated on 20th August 1999 – Company Number 3828782.

The objectives and powers of the company are set out in its Memorandum and Articles of Association.

Recruitment and Appointment of Board of Governors

The Directors of Vision Support are also charity Trustees and for the purposes of charity law and under the company's Articles are known as members of the Board of Governors. In rotation one third of the members of the Board must offer themselves for re-election each year at the Annual General Meeting. Under the Articles there is a facility to co-opt Board members during the year and such members offer themselves for election at the next possible AGM, the Board may consist of no more than 12 members.

Every effort is made to maintain a broad mix of skills on the Board and there is a requirement that at least 2 members of the Board are people who have lived experience of vision impairment (VI) thus ensuring service user needs are represented.

Vision Support Trading operates with a Board of Directors made up of three Non-Executive Directors nominated from the parent board and three Executive Directors, namely the Managing Director and Deputy Managing Director of Vision Support Trading and the CEO of Vision Support.

Board of Governor's Recruitment, Induction and Training –

Ensuring that the Board of Governors has a good mix of skills, knowledge and experience is fundamental to the safe governance of Vision Support. On an annual basis, a skills analysis is undertaken to ensure that all areas of governance can be met and decision making, and strategic leadership is of a high quality.

When recruiting Governors to the Board, we analyse the gaps in the skill set of the existing Board and tailor the role description and advertising strategy to enable us to meet the skills gap.

All Governors are required to provide details of 2 referees and a satisfactory DBS check to ensure their suitability.

All new Governors and Directors of Vision Support are offered a full induction, including:

- Time spent with the Chief Executive/Managing Director and staff to learn about the range of work undertaken by Vision Support and Vision Support Trading.
- The opportunity to meet informally with other Board members prior to their first meeting.
- An induction pack containing information on the organisation's policies and procedures, a copy of the Memorandum and Articles and information on the legal obligations of a charity Trustee and/or company Director.
- The opportunity to meet with staff to fully understand the different services and roles within the organisation.

VISION ENHANCEMENT SERVICES

Report of the Directors and Governors
For the year ended 31 March 2024

All members of the Boards are offered opportunities for ongoing support and training. This may include attendance at relevant internal and external conferences, Board strategy days and formal governance seminars.

Organisational Structure and Management

The Board of Governors is responsible for the strategic direction and policy of Vision Support and in the last 12-month period, the Board has remained stable with no new additions or resignations. Members have a variety of professional backgrounds relevant to the work of the charity and some with lived experience of VI. Skills include accountancy, business management, Quality Assurance, NHS management, Information Technology, Local Authority Commissioning, and personal experience of sight loss. The Company Secretary also sits on the Board but has no voting rights. Some of the Board of Governors are experienced Trustees and have been involved in other organisations previously.

The Board meet on a bi-monthly basis and oversee all aspects of the charity. During 2023/24 all meetings have been held at the charity head office in Chester, whilst retaining the ability for members to attend online if necessary. The Finance Sub-committee, take responsibility for the scrutiny of the charity's finances, they have oversight of the group finances and are equipped with the detail needed to make recommendations to the wider Board of Trustees.

The Vision Support Board is responsible for appointing key management personnel in Vision Support and Vision Support Trading. They also set and review pay levels across both organisations.

The operational responsibility for the provision of the charitable services is delegated to the Chief Executive Officer and the staff team at the charity.

Detailed responsibility for the strategic direction and operation of Vision Support Trading Limited is delegated to the Vision Support Trading Board who report back to Vision Support's Board on decisions taken.

The day-to-day operation of Vision Support Trading is delegated to the Managing Director and the staff team.

Risk Management

Detailed consideration of major risks faced by the charity are undertaken by the Senior Managers and consequent policies/procedures are reviewed by the Board.

The key controls used by the charity include:

- A Risk Register used for planning purposes and supported by management plans and KPI's
- Fraud Risk Assessment
- Clear authorisation and approval levels for all decision making through a formal Scheme of Delegation
- Comprehensive planning, budgeting and management accounting
- Established organisational structure and lines of reporting
- Formal written policies, including fully updated Health and Safety Policy
- Vetting procedures as required by law for the protection of children and vulnerable adults
- Health and Safety advice/support is provided by a professional consultancy
- HR advice/support is provided by a professional consultancy
- Formal agendas and minute taking for all Committee and Board activity
- Data Control Matrix
- IT Systems work, including cyber security, is provided by a professional consultancy
- Social Media Policy

Objectives

Vision Support exists to provide services and support to people across Cheshire, North Wales and Halton who have a sensory impairment. We are a regional charity working closely within the communities we serve and are led by the needs of our service users. We work to a mission statement as follows:

'Vision Support exists to provide services for people with a VI that aim to increase independence and wellbeing, and reduce social isolation, across North Wales, Cheshire and Halton.'

The charity's values are:

- We are committed to standing side by side with people who are vision impaired, ensuring that people's voices are heard, in order to support wider positive change.
- We work together ensuring that our services are developed jointly and focused on making a real difference to the lives of people with VI.
- We work with honesty and integrity, providing support in a person-centred way to ensure everyone can achieve their outcomes, develop their independence, and maintain their dignity.
- We are always caring, reliable, respectful, and we work with empathy.
- We are inclusive, we value diversity and equality, and we lead by example.

Activities

The charity currently provides the following services:

Vision Rehabilitation Services

We hold vision rehabilitation contracts with Wrexham and Conwy and a sensory service including vision rehabilitation in Denbighshire. During the reporting financial year, Wrexham County Council tendered in partnership with Flintshire County Council, and we are delighted to have won the contract which will commence on 1st May 2024.

Over the last 12 months, the quality of the support provided to people with vision impairments has been consistently high. Across the three Local Authorities, the Vision Rehabilitation team supported over 1,000 people who said they received either excellent or very good support consistently.

The team continue to enjoy very positive working partnerships with commissioners, our delivery partners in Denbighshire under the sensory contract there, as well as with colleagues in other parts of the Local Authorities Social Care teams. The collaborative approach helps us to provide a very positive and holistic service. We currently employ 7 qualified Vision Rehabilitation Specialists and we have sponsored a trainee to attend university to complete the qualification and we anticipate his successful completion in June 2024.

The support provided to people ranges in complexity from low level pieces of equipment to more complex and in-depth support depending on the needs of the person. The support provided is determined in partnership with people with sensory loss to ensure we are working hard to meet their individual outcomes and needs. The delivery model is asset based and rooted in co-production, ensuring that people are engaged with identifying their own solutions and support needs.

Whilst our service is provided to a high standard, people are waiting for the service across all areas.

The waiting times are due to several reasons, the provision of rehabilitation takes time to complete with a small workforce and we have had some vacancies for qualified staff. There is a national shortage of qualified Vision Rehabilitation specialists, exacerbated by there being just one university that provides the qualification for England and Wales, which is based in Birmingham.

The Chief Executive sits on the Wales Vision Forum and the Vision Rehabilitation Task and Finish group feeding into the group's reports and actions led by Wales Council for the Blind to influence change and support for the Vision Rehabilitation profession at government level with the aim to raise the profile of the shortage in qualified specialists and improve service standards.

Our contract starting with Wrexham and Flintshire in the coming months, does contain funding for us to employ trainee Vision Rehabilitation Specialists. This will help in the coming years, however, the qualification is 2 years and therefore, waiting lists will continue to be a challenge.

We have developed an internal pathway through our services to ensure that people with Vision impairments are getting some support whilst they wait for vision rehabilitation. The pathway is in the early stages of implementation and we will continue to build on this. This support will directly support people with Vision impairments whilst also supporting the wellbeing of our team of Vision Rehabilitation Specialists who do feel the burden of their waiting lists.

Tech Resource Sessions

We know that technology and assistive technology is a large investment for people with VI. Technology that is specific for VI is very costly so can be a big decision. We want to support people to be able to make decisions in a way that is not pressured by sales pitches and with support to make the right decision for themselves. To this end, we set up taster sessions for people to trial different equipment from suppliers such as Optelec, so they can make informed decisions. We ensure there is a knowledgeable member of staff available as well so that they can offer assistance and support.

Mobile Information Vehicles

We have two mobile information vehicles who travel around Cheshire and North Wales providing an outreach service. The vehicles enable us to travel around to more rural areas as well as to towns, providing information about avoidable sight loss and eye conditions. The vehicles are well attended by the public and the Spotlight Sessions have proven to be a good opportunity for people to gain more information about technology, vision rehabilitation and other services and organisations that are operating in different areas.

Digital Inclusion

We have a team of 3 Digital Inclusion Officers who have specialist knowledge around using technology to reduce the impact of vision impairment. Over the last 12 months, the team have streamlined their processes and included the introduction of an initial triage call with one of the team. This has reduced the need for some face-to-face sessions where issues can be resolved over the phone. The team provide advice and information about turning on accessibility features on phones and tablets, as well as informing people about helpful apps, how to use Alexa and how to make Smart TVs accessible. They will also provide advice on specialist technology.

The service is available either over the phone or in person at home visits and is invaluable for people who may otherwise struggle to stay connected with their loved ones or who feel very isolated. In addition to supporting connection, tech can also be used to improve quality of life through improved connectivity and having easier access to audio books and music. The team are also hosting monthly tech forums which are well attended, and the feedback is very positive.

Welfare Rights and Financial Wellbeing service

This service has been incredibly helpful to people throughout the financial year where the cost of living has increased rapidly. The service continues to be well used and people are seeking help with benefit checks and applying for benefits, as well as for support with budgeting and applying for grants, and we are signposting to debt organisations where needed for more specialist support. This year we have had a 100% success rate with supporting people to claim their appropriate benefits, as well as supporting people to receive backdated benefits of over £21,000.

Home Visiting Service in Cheshire and North Wales

We continue to provide home visiting services to people living in Cheshire West and North Wales. The support provided by our dedicated and compassionate team of Home Visitors provides a vital service to people who are vulnerable and living with sight loss. The team visit people who are often very isolated, and some people who receive support have no other face-to-face contact with anyone else between visits.

The Home Visitors provide support around managing correspondence, arranging appointments and NHS transport, and providing other practical support that people may need. They are also able to make referrals, support people with applying for benefits and provide companionship. The Home Visitors will also observe people for any signs of a decline in health, wellbeing, and how they are coping at home, resulting in timely referrals to health service, additional rehabilitation and other services that will support people to continue to live safely. One person said:

"I was feeling very low when I was diagnosed with severe sight loss, but since I have been getting home visits from Vision Support, I have felt more confident when going out of the house on my own. I can now go on the bus by myself to do shopping etc. I was introduced to Talking Newspapers and Talking Books from The RNIB by my Home Visitor and I have enjoyed listening to them very much. My Home Visitor was also very helpful with sorting out my Attendance Allowance forms for me."

In the last 12 months, the manager of the service has implemented a new referral pathway and process, ensuring that the most vulnerable people are identified earlier and are prioritised. The team of Home Visitors do a wonderful job, enabling people to increase connections and to reduce isolation and loneliness.

Community Engagement

We have 2 Community Engagement Coordinators who are instrumental in providing additional support to people with sight loss. They organise a range of regular and one off socials and provide support to activity groups, and develop networks in their areas looking to promote VI awareness. The Community Engagement Coordinators recruit and support volunteers who are active across Cheshire, Halton and North Wales. Groups are supported to run as independently as possible which frees up the time of the Community Engagement Co-ordinators to set up different groups and offer additional opportunities. This has included a new weekly gym session, craft group, indoor curling, walking and other trips through the year.

The groups are held in very high regard by all who attend, not only because the activities are important to them but also because they are able to provide and receive invaluable peer support. The shared experience enables people to talk freely about their feelings and the emotional impact of losing their sight, which is always valued highly by everyone we speak to. The emotional impact of sight loss can be devastating and the act of supporting one another is heartening and brings a sense of wellbeing and community to the groups.

The team have also delivered VI Awareness training to different organisations and cohorts including at a SEN college, for local authority employees and in primary schools. The feedback from the training is always very positive and people report that the sessions are engaging, informative and do help to raise awareness.

In North Wales, we were involved in appointing the new RNIB Eye Clinic Liaison Officer in Abergele Eye Hospital, this has supported a close partnership and an improved pathway from clinicians into Vision Support. The ECLIO shadowed all aspects of the work we carry out in the area to enable them to have good conversations with people with VI about the support we provide.

Halton Sensory Services

We are contracted by Halton Borough Council to provide a Sensory Service which is based in Widnes. We work in partnership with Deafness Resource Centre who provide specialist skills and knowledge around hearing loss which complements the work of our VI team.

We provide a range of services from the Widnes Sensory Centre which includes digital skills, Rehabilitation Assistants and social groups. Throughout the financial year, the team continued to provide invaluable support to the people of Halton. The staff team are a consistent presence in people's lives with the manager achieving a 100% retention rate across the team in the last 12 months, thus ensuring continuity of support increasing trust and strong relationships between the team and stakeholders in Halton.

Overall

Vision Support's services are delivered by 39 members of Vision Support staff and 56 volunteers. All staff have the appropriate professional qualifications/skills to fulfil their posts or are being supported by the charity to complete the qualifications needed. All staff and volunteers undergo an induction programme on taking up their roles and receive ongoing supervision, development training and support. DBS checks are carried out at the appropriate level to the role. The impact that Vision Support has is only made possible by the hard work and commitment of the staff and that fabulous team of volunteers who commit to support the organisation on a regular basis. During this financial year, the volunteers have provided 3,999 hours of support to the charity. The number of hours provided by the volunteers have enabled us to carry out more work and provide more support for people. If volunteers were working in a paid capacity, even at minimum wage, the financial contribution to the charity in the last year would be a minimum of £41,669. We have a wonderful team of volunteers who give their time and skills generously to support the charity.

Achievements and Performance

Over the last 12 months, we have seen many achievements through the organisation including the completion of the Complex Needs Assessment qualification for two of our Vision Rehabilitation Specialists and two managers have successfully completed leadership qualifications. We have also had 5 members of our team complete the Deaf Blind Communicator Guide qualification enabling more people to be able to support people with dual sensory loss, both out and about and through the deaf blind manual communication.

Our team has grown a little in the last 12 months and we are employing more people with Vision Impairments than previously. Our colleagues with Vis bring much more value to the organisation than just their ability to do their jobs. Our Vision Impaired team members offer their feedback and guidance around what we do and how. The team have also provided us with insight into the accessibility of our processes and systems and we have done a lot together over the year to formalise our commitment to provide accessible communication internally and externally. The team also worked closely with our CRM provider to ensure that the system was fully accessible for all of our team.

We are a learning organisation and feedback from the team is very important to ensure that we are always working to be our best.

There have been several developments across the area during the last 12 months, we received some funding to run an arts project in Ellismere Port. One of the ladies who attended the group said:

"I was diagnosed with dry macular 25 years ago at the age of 42. Although it didn't really affect my life until many years later, I had a good job, I could drive and had a good social life. Five years ago, I developed wet macular in both eyes. The news was devastating I could no longer drive, my independence has gone, I had to rely on my husband to help me. We were both retired at this time so we were doing lots of things together, several gym sessions a week, salsa dancing, husband became ill and died 12 months ago. My world fell apart, I was overwhelmed with social isolation and anxiety. There are organisations to help with isolation such as the RNIB which have helped but these mainly are meeting people and talking. When the service manager from Vision Support contacted me about a creative art course I immediately said yes. These sessions have been a GAME CHANGER! The VS team are very organised, transport is provided and an artist who runs the sessions is very professional, and the sessions are aimed at every age group and ability. Everyone is able to produce a lovely piece of artwork. For me it was nice to meet new people, but I could completely immerse myself in the art which took my mind off my present situation, although I feel mental health is perhaps an overused term, it certainly helped mine. I found the sessions very therapeutic and a wonderful sense of achievement at the end. I would say to anyone who is offered these sessions to go for it! They were different and fun, I will miss them very much."

There are similar stories of the valuable impact that art has had on people and we are looking for more funding to run a similar project in the new financial year.

Other key developments have been an indoor curling group which came as a result of people in our bowling group asking for winter activities. This was also very well attended and people have thoroughly enjoyed being able to maintain their competitive edge during the colder months.

Key strategic objectives for 2023/2024

- To implement new IT processes to bring the charity up to date including a new website and CRM.
- To continue to develop governance with a particular focus in the coming year on anti-fraud policies and processes and cyber security.
- To develop a social media and website strategy to promote the charity's services to people of a working age with Vis.
- To develop services in-line with what our stakeholders tell us is important to them.
- To carry out more VI awareness sessions.
- To promote positive eye health and carry out some sight loss prevention work streams.

Objective Set - To implement new IT processes to bring the charity up to date including a new website and CRM.

Progress -

We are making good progress with these objectives however, we are recognising the value in taking our time and getting things right. We have learned a lot from our colleagues with a VI over the last year around the accessibility of websites and databases and we have realised that at times, things marketed as accessible are not quite as accessible as they could be. The CRM provider who we chose to go with for our database had marketed their database as accessible, however, our screen reader using staff found it tricky to navigate. We were delighted when we fed this back to the provider, and they worked directly with our Visually Impaired colleagues to make improvements and to ensure that the system is fully accessible. Whilst this took a bit longer than we had hoped, we are now delighted that we have a system that is fully inclusive for all our team to use.

We took our learning from the database process and went out to tender for a web developer to design and develop our website. We intentionally opted for a local company who had little experience of developing accessible websites, understanding that it would take more time to get it fully accessible and working well. By choosing a local developer, we hope they will be able to implement what they are learning with our website and go on to make more websites more accessible locally which will have a much greater impact in our local area. Our colleagues and members of our steering group have also helped with providing feedback on the website and working closely with the developers in the early stages to ensure that our website will be fully accessible. It is still a work in progress, however, we anticipate its completion in the first quarter of the next financial year.

Objective Set - To continue to develop governance with a particular focus in the coming year on anti-fraud policies and processes and cyber security.

Progress - We have made good progress with this objective in the last 12 months. One of our Trustees is passionate about cyber security and has been able to support the charity to develop robust processes and systems to ensure we are working safely and securely online. We have also moved to a new server in the last 12 months with more of our information being accessible remotely from the cloud. This has been a learning curve for our team working in slightly a different way however, it is supporting collaboration and joint working.

We have had a focus on our anti-fraud policy. The majority of the key risks were covered in other documentation however, due to the increase in charity fraud over recent years, we felt it was important to bring the information together. The Anti-Fraud Policy sits alongside a Fraud Risk Assessment and a range of additional supporting documentation to enable us to have very clear processes around managing the charity well and mitigating the risks from donor fraud to employee fraud to fundraising.

Objective Set -	To develop a social media and website strategy to promote the charities services to people of a working age with a VI.	
Progress -	<p>We are proud of our achievements in the past 12 months around our social media. Whilst the new website isn't quite ready, so enacting our plans to use Google Ads funding has been delayed, the input and the commitment that has been made to our social media is brilliant. In the past 12 months, our Content Designer and Communications officer together with the Internal Operations Manager have worked hard to build up the followers. Our content has changed and evolved over the year and it now looks much more fresh and appealing. The progress made with our refreshed approach have resulted in our reach extending across all platforms as well as the engagement increasing.</p> <p>We have developed a written strategy for our social media and we have developed a social media policy which addresses all of the potential concerns that may arise with increased online visibility. The policy supports transparency and addresses areas of risk that could befall the charity around using social media and it provides guidance to the team managing our social media to ensure that they are able to be creative and innovative safely. The contributions of our team to our social media efforts has also had an impact through our colleagues with VI providing Blog posts as well as ideas for social media being shared by the teams.</p>	
Objective Set -	To develop services in-line with what our stakeholders tell us is important to them.	
Progress -	<p>We have spent time this year hearing what people are telling us about our services. We regularly ask people what has been important to them about the service they have received and how it was delivered. We are hearing that people appreciate the range of services we are currently delivering and as such, our focus has been on trying to attract funding for our existing projects. Despite applying for many grants over the last 12 months, we have been largely unsuccessful. We continue to be committed to delivering our existing services in the coming 12 months and we will use the next year to look at our long term plans in partnership with people who use access our support.</p> <p>We were fortunate to receive some large legacies in the last 3 years which has resulted in us ending the years in a positive financial position. The work we will undertake in the coming year will help us plan our finances providing financial security for the charity long term.</p>	
Objective Set -	To carry out more VI awareness sessions.	
Progress -	<p>This year we have provided VI awareness training within Local Authorities, the 3rd sector and in primary schools through our Mission for Vision. This is an area we will continue to focus on, following hearing from people who use our services, how important they feel it is for members of the public to be more aware of Vision impairment and for them to have a better understanding of how people navigate and how to offer help.</p>	

Objective Set - Promote positive eye health and carry out some sight loss prevention work.

Progress -

This is a primary focus for our community information vehicle service. Our team spend time in public spaces, talking to people about eye health and encouraging people to have their eyes checked regularly. One of the aims of our Mission for Vision project in schools was to encourage children to get into positive eye health habits early by going and having their eyes tested regularly, we encouraged children to take their parents along with them. We provided information to the schools about what children could expect at eye tests as well as information about costs for adults, including adults who were receiving benefits as a reassurance about the financial implication of eye tests.

Other significant achievements include:

- Running a very successful arts group which has supported wellbeing and connection whilst giving people the opportunity to harness their creativity in accessible inclusive ways.
- Successfully responded to a tender for rehabilitation during this financial year to begin early in the next financial year enabling us to provide vision rehabilitation across the whole of North East Wales. The new contract for Wrexham and Flintshire runs for 5 years with the option to extend for a further 2 years.
- Halton Council have agreed a new 5 year contract with Vision Support for the sensory services we deliver there. The team are excited to see what else they may be able to develop in the area to support people with VI.
- One of the team have successfully completed the majority of the Foundation Degree in Rehabilitation Studies and is anticipated to qualify in the summer.
- We have worked closely with other 3rd sector organisations, supporting national campaigns and empowering people with VI to get involved in campaigning to improve awareness, accessibility, and the environment.
- The value that the team at Vision Support brings to the organisation is second to none. In the past 12 months, the team have adapted to a lot of change in processes and systems, and they have all embraced the changes. Our best achievement is the sense of teamwork within the organisation and the individual desires of every single member of the team to make a difference to people with a VI. Bringing the team together helps us to do more and be bold and brave in our work.
- The work our Rehab Assistants in Halton has ensured that people are receiving the right support around their finances. This year, one of our assistants was asked to support someone with a 'little bit of paperwork here and there'. Through this support, the person was able to obtain a £3,000 tax rebate that he hadn't been able to access previously, a £1,000 rebate on his TV license and he was supported with the sale and purchase of his new property. All of these processes were reliant on being able to access written information.
- Our digital skills team have extended their offering by providing regular tech talks online and in person. These sessions enable people to get some additional support around using their technology whilst also having the added benefit of being able to spend time with peers and learn from each other.
- Our welfare rights continues to be a well used service and we have supported people to receive over £20,000 in backdated benefits.
- We have developed a Vision Support wide Volunteer newsletter which has been well received. The newsletter supports communication between the charity and our volunteers as well as keeping people informed of what is happening in other parts of the organisation.
- Partnership working has enabled us to provide more opportunities for people with VI. For example, a theatre session at Theatre Clwyd and setting up new groups, drawing on the experience of other organisations and professionals has supported us to provide more opportunities that are inclusive for people with Vision impairments as well as increasing choice of how people spend their time. We are looking to increase this more over the coming years.
- We have continued to work alongside our partners within the VI sector, enabling us to keep up to date with what is happening in the sector. Our connections with Wales Council of the Blind and Visionary and the Wales Vision Forum have been especially helpful over the last year.
- Two of our qualified Rehab Specialists have successfully completed their complex needs module, increasing the capacity in the team to be able to provide assessments and support for people with complex needs and one of our team successfully completed the Foundation Degree in Rehabilitation Studies (Visual impairments) and we have another member of the team who will finish his year.

Financial Review

In accordance with the Charity Commission's Statement of Recommended Practice Vision Support's accounts are consolidated, which means that they include the income (and the costs) of its wholly owned subsidiary Vision Support Trading Limited (VST), which is a private limited company, incorporated on 20th August 1999 – company number 3828782. VST provides a fast, cost-effective and accurate transcription service that enables companies to support its blind and vision impaired customers with alternative format materials of the highest quality including Modified Large Print, Audio and Braille Transcription. VST have a flexible approach to meet the needs of any customer, including increasing font size, providing Moon print system of reading or using different colour papers as requested.

VST generate significant income, however, their costs of doing so is considerable. Their costs include, significant payroll costs, rent, electricity, maintenance of their premises as well as the equipment required to carry out the work. When viewed at a gross level only, this can make it appear that the charity has far more income available to spend on charitable activities than it does.

With the unrestricted income from VST, Vision Support can support more people with vision impairments to increase their independence, promote wellbeing, and reduce social isolation throughout Northeast Wales, Cheshire and Halton.

Vision Support is indebted to a substantial contribution made by Vision Support Trading Limited. In 2023/24 its covenanted contribution to the unrestricted funds of Vision Support amounted to £678,127 (2022/23: £504,621) or 47% of the charities income in the year.

Due to market volatility and uncertainty related to income being linked to contracts, income from Vision Support Trading Limited can fluctuate and income is not guaranteed. Managing this risk and uncertainty is reflected in the charity's reserves policy.

The Consolidated Statement of Financial Activities as set out on page 19 illustrates that in the year ended 31st March 2024 net incoming resources before other recognised gains and losses total £220,114 (2023: £155,315).

Grants amounting to £152,373 (2023: £60,809) are for specific services and as such are treated as restricted funds. The individual grants are listed in Note 3 to the accounts.

Major financial risks to the charity are identified in an organisational Risk Register, the risks are attributed a numerical score with actions and responsibilities for mitigation of the risks clearly set out. The Risk Register is reviewed on an annual basis with no significant changes identified in 2023/24.

Significant risks are recorded as:

- Loss of income from Vision Support Trading.
- Loss of income from Local Authority Contracts.
- Difficulty raising income from other grant giving organisations therefore reduced diversification of funding leaving a limited funding stream for income.
- Staff retention. Our staff team are the charity's biggest asset. The team are knowledgeable and they have a wide range of expertise relating to their job roles and vision impairments and their links and relationships developed with partner organisation and services.
- Vision Support (and by extension, Vision Support Trading) sustaining any reputational damage. Our services and relationships with people with vision impairments and our funders are based on trust and therefore, we need to ensure that we maintain our positive reputation.

Management of financial risks includes:

- Close management of relationships with commissioners/ customers across Vision Support and Vision Support Trading to support contract retention.
- IT solutions developed to support competitive pricing within Vision Support Trading.
- Participation in partnerships and consortiums to facilitate future developments in regional and sensory tendering.
- Continuing to build an evidence base for grant applications including impact of support and the voices of people with vision impairments.

- Holding appropriate amounts in reserve to protect the charity's activities in the case of any fluctuating income from VST.
- Continue to promote a positive work life balance within the organisation, supporting staff and volunteer wellbeing inside, as well as outside of work.
- We support staff retention through providing additional opportunities for employees to develop their skills, knowledge and expertise through funding courses and supporting continued professional development to enhance job satisfaction.
- Maintaining high quality services is key to supporting our positive reputation through supporting our teams, listening to people with vision impairments and responding quickly to any complaints or concerns raised and putting things right.

Further actions to address these risks in the coming year include:

- Completing a Theory of Change, in line with our organisational values to identify the long term change we want to affect within the region. This will support our messaging, communications and give us a springboard to explore other funding streams.
- Exploration of alternative corporate structures to reassure the board we have the appropriate structure in place. Taking advantage of current (and appropriate) tender opportunities and ensuring that we view such opportunities forensically, to ensure that the costs of provision are covered.
- Developing legacy literature.

Fundraising

The charity had no fundraising activities requiring disclosure under S162A of the Charities Act 2011.

Investment Policy

Funds that are surplus to immediate needs have been invested in accordance with the powers available to the Trustees. The current Investment Policy is to invest via professional managers to produce income to support the charity's activities whilst limiting risk to the capital value of funds. Ethical constraints are monitored, and the Investment Manager has been instructed and has agreed not to invest directly into stocks in a number of sectors, in particular, companies involved in the production and distribution of tobacco products.

The performance of the portfolio is measured against a composite index set by the Investment Manager in agreement with the Finance Sub-Committee. The yield on the investment portfolio is 8.4% which is within the targets agreed. Therefore, the Board approved the renewal of the mandate for the investment portfolio with no changes made.

Reserves Policy

The Vision Support reserves policy is reviewed at least annually by the Board of Trustees.

The Board continues to monitor the finances of the charity and in particular, the security of its income streams. The charity is currently heavily reliant on the income from Vision Support Trading. Vision Support Trading's work is contract based for a range of Utilities and Financial Institutions and as a result, includes a significant level of volatility in the level of its profits. Therefore, the Board feel it is prudent to protect the charity and its current service delivery by holding at least 12 months of operating costs (including potential redundancy costs and notice periods) in reserves. Currently the sum required to cover this is £1,320,345 (2023 £1,114,928)

At 31st March 2024 the consolidated free reserve position was £571,463 (2023: £1,826,293) The charity free reserve position was £475,964 (2023: £1,570,556).

Free reserves are calculated as being the available cash and bank balances plus the value of the investment portfolio less any designated reserves.

Plans for Future Periods

Following the introduction of the new CEO and Board members, there have been strategic planning days in the charity and new objectives have been set.

Key strategic objectives for 2024/25

- Review our mission statement to incorporate societal change as well as individual change.
- Remain the provider of choice for rehabilitation contracts across North East Wales.
- Respond to the priorities of people living with a VI and increase our reach to people who are currently underrepresented within our database (e.g. people of a working age and children and young people and their families) and to develop new services in-line with our values and mission.
- Ensure that people with VI have their voices heard and that they are supported to share their views and experiences to influence positive change across our area.
- Continue to strengthen governance within the charity.
- Focus on bringing all services within the organisation together to improve service delivery and meet people's needs in a more structured way with a focus on early intervention support to improve outcomes.

Plans to achieve this include:

- Complete a Theory Of Change, identifying the impact we want to make on a personal and societal basis to benefit the lives and experiences of people with Sensory Impairments.
- Continue to communicate with transparency with Commissioners and work with them to find solutions to any issues that may arise. Sponsor trainee Rehabilitation Specialists to continue to meet needs in the near future and plan for the more distant future.
- Continue to develop our social media plans and our available services so that they are more appealing to adults of a working age.
- Continue to provide VI Awareness sessions across different sectors to increase opportunities for people with VI to be able to access other services more easily.
- Engage with national organisations ensuring that we are informing people with VI about the opportunities available for their voices to be heard.
- On a local level, continue to support people with VI to have opportunities to speak to decision makers about local issues that are important to them.
- Keep up to date with recommendations from the Charity Commission.
- Develop a more robust recruitment strategy for Trustees, including developing a process for keeping Trustees engaged and informed about both the charities services and their responsibilities.
- Ensuring that we are capturing the impact of our services through the voices of people with VI and identifying more robust measures around impact.
- Focussing on providing early support and people having this in place whilst waiting for Rehabilitation and health treatment.

Public Benefit

The Directors confirm that they have referred to the guidance in the Charity Commission's general guidance on public benefit when reviewing the Charity's objectives and aims and in planning future activities for the year. They consider that the Charity's aims are clearly to the public benefit and in keeping with Vision Support's purpose.

VISION ENHANCEMENT SERVICES

Report of the Directors and Governors
For the year ended 31 March 2024

Statement of Directors' responsibilities

The Directors are responsible for preparing the Directors' 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 Directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the group and of the incoming resources and application of resources, including the income and expenditure, of the group and charitable company for that year.

In preparing these financial statements, the Directors are required to:

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

The directors are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the group 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 group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Provision of information to auditors

Each of the persons who are Directors at the same time when the Directors' Report is approved has confirmed that:

- So far as that Director is aware, there is no relevant audit information of which the company's auditors are unaware, and
- That Directors have taken all the steps that ought to have been taken as a Director in order to be aware of any information needed by the company's auditors in connection with preparing their report and to establish that the company's auditors are aware of that information.

Auditors

During the current year, Vision Support has appointed a new auditor to undertake the auditing of Vision Enhancement Services (Vision Support) and Vision Support Trading. The new auditors voted to carry the audit by the Board of Directors and the member of Vision Support are Mitchell Charlesworth (Audit) Limited, and a resolution proposing that they be re-appointed will be put at a General Meeting.

The Directors and Governors' report was approved by the Board.

ON BEHALF OF THE BOARD

ALAN ALLMAN

Chairperson of Trustees



Date: 21/01/2025

Opinion

We have audited the financial statements of Vision Enhancement Services (the 'charity') and its subsidiaries (the 'group') for the year ended 31 March 2024 which comprise the Group Statement of Financial Activities, the Charity Statement of Financial Activities, the Group Balance Sheet, the Charity Balance Sheet, the Group Statement of Cash Flows and the notes to the accounts, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and the charitable company's affairs as at 31 March 2024 and of the group's incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the Trustees' Report, which includes the Directors' Report prepared for the purposes of company law, for the financial year for which the accounts are prepared is consistent with the accounts; and
- the Directors' Report included within the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Trustees' Report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the accounts are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the accounts in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the group and charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Extent to which the audit was considered capable of detecting irregularities, including fraud

We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

Identifying and assessing potential risks related to irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

- the nature of the industry and sector, control environment and business performance;
- the charity's own assessment of the risks that irregularities may occur either as a result of fraud or error;
- the results of our enquiries of management and trustees of their own identification and assessment of the risks of irregularities;
- any matters we identified having obtained and reviewed the charity's documentation of their policies and procedures relating to:
 - identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations; and
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud in the following areas:

(i) The presentation of the group's Statement of Financial Activities, (ii) revenue recognition and (iii) the charity's use of restricted funds. In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the company operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the UK Companies Act, and the Statement of Recommended Practice - 'Accounting and Reporting by Charities' issued by the joint SORP making body.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the company's ability to operate or to avoid a material penalty. This includes regulations concerning Data Protection Regulations.

Audit response to risks identified

As a result of performing the above, we identified the valuation of investments and revenue recognition as the key audit matters related to the potential risk of fraud.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with relevant laws and regulations described above as having a direct effect on the financial statements;
- enquiring of management and members of the Board of Trustees concerning actual and potential litigation and claims;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reading minutes of meetings of those charged with governance and reviewing correspondence with relevant authorities where matters identified were significant;
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

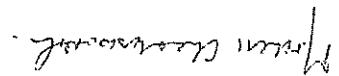
VISION ENHANCEMENT SERVICES

Independent Auditor's Report (continued) To the Members of Vision Enhancement Services

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Robert Hall (Senior Statutory Auditor)

for and on behalf of Mitchell Charlesworth (Audit) Limited

21/01/2025

Accountants

Statutory Auditor

24 Nicholas Street
Chester
CH1 2AU

VISION ENHANCEMENT SERVICES

Group Statement of Financial Activities (including Income and Expenditure Account) For the year ended 31 March 2024

	Unrestricted funds 2024	Restricted funds 2024	Total 2024	Total 2023
	£	£	£	£
Income from:				
Donations and legacies	203,962	190	204,152	4,345
Grant income	-	152,373	152,373	60,809
Charitable activities	392,406	-	392,406	386,805
Other trading activity	1,241	-	1,241	461
Investments	17,192	-	17,192	14,962
Trading company income	4,177,481	-	4,177,481	3,462,841
Other income	4,285	-	4,285	11,533
Total income	4,796,567	152,563	4,949,130	3,941,756
Expenditure on:				
Charitable activities	1,187,656	127,556	1,315,212	1,114,928
Investment costs	5,133	-	5,133	-
Trading company expenses	3,408,671	-	3,408,671	2,671,513
Total resources expended	4,601,460	127,556	4,729,016	3,786,441
Net (losses)/gains on investments	31,640	-	31,640	(48,099)
Net income/(expenditure)	226,747	25,007	251,754	107,216
Gross transfers between funds	-	-	-	-
Net movement in funds	226,747	25,007	251,754	107,216
Total funds brought forward	2,653,710	1,411	2,655,121	2,547,905
Total funds carried forward	2,880,457	26,418	2,906,875	2,655,121

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

VISION ENHANCEMENT SERVICES

Group Statement of Financial Activities (including Income and Expenditure Account) For the year ended 31 March 2024

Comparative information in respect of the preceding period is as follows:

	Unrestricted funds	Restricted funds	Total
2023	2023	2023	2023
£	£	£	£
Income from:			
Donations and legacies	4,345	-	4,345
Grant income	-	60,809	60,809
Charitable activities	386,805	-	386,805
Other trading activity	461	-	461
Investments	14,962	-	14,962
Trading company income	3,462,841	-	3,462,841
Other income	1,379	10,154	11,533
Total income	3,870,793	70,963	3,941,756
Expenditure on:			
Charitable activities	1,044,880	70,048	1,114,928
Investment costs	-	-	-
Trading company expenses	2,671,513	-	2,671,513
Total resources expended	3,716,393	70,048	3,786,441
Net gains/(losses) on investments	(48,099)	-	(48,099)
Net income/(expenditure)	106,301	915	107,216
Gross transfers between funds	-	-	-
Net movement in funds	106,301	915	107,216
Total funds brought forward	2,547,409	496	2,547,905
Total funds carried forward	2,653,710	1,411	2,655,121

VISION ENHANCEMENT SERVICES

Company Statement of Financial Activities (including Income and Expenditure Account) For the year ended 31 March 2024

	Unrestricted funds 2024	Restricted funds 2024	Total 2024	Total 2023
	£	£	£	£
Income from:				
Donations and legacies	882,089	4,190	886,279	508,966
Grant income	-	148,373	148,373	60,809
Charitable activities	392,406	-	392,406	386,805
Other trading activities	1,241	-	1,241	461
Investments	17,192	-	17,192	14,962
Other income	4,285	-	4,285	11,533
Total income	1,297,213	152,563	1,449,776	983,536
Expenditure on:				
Investment costs	5,133	-	5,133	-
Charitable activities	1,187,656	127,556	1,315,212	1,114,928
Total resources expended	1,192,789	127,556	1,320,345	1,114,928
Net (losses)/gains on investments	12	-	31,640	(48,099)
Net movement in funds	136,064	25,007	161,071	(179,491)
Fund balances at 1 April 2023	1,796,667	1,411	1,798,078	1,977,569
Fund balances at 31 March 2024	1,932,731	26,418	1,959,149	1,798,078

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

VISION ENHANCEMENT SERVICES

Company Statement of Financial Activities (including Income and Expenditure Account) For the year ended 31 March 2024

Comparative information in respect of the preceding period is as follows:

	Unrestricted funds	Restricted funds	Total
2023	2023	2023	2023
£	£	£	£
Income from:			
Donations and legacies	2	-	508,966
Grant income	2	60,809	60,809
Charitable activities	3	-	386,805
Other trading activities	4	-	461
Investments	5	-	14,962
Other income	6	10,154	11,533
Total income		70,963	983,536
Expenditure on:			
Investment costs	11	-	-
Charitable activities	7	70,048	1,114,928
Total resources expended		70,048	1,114,928
Net gains/(losses) on investments	12	-	(48,099)
Net movement in funds		915	(179,491)
Fund balances at 1 April 2022		496	1,977,569
Fund balances at 31 March 2023		1,411	1,798,078

VISION ENHANCEMENT SERVICES

Group Balance Sheet
As at 31 March 2024

	2024	2023	
	£	£	Notes
Fixed assets			
Tangible assets	379,266	392,380	14
Investments	571,430	527,731	15
	950,696	920,111	
Current assets			
Stocks	48,086	55,357	16
Debtors	1,402,464	1,010,283	17
Cash at bank and in hand	1,275,033	1,298,562	
	2,725,583	2,364,202	
Creditors: amounts falling due within one year	(769,404)	(629,192)	18
	1,956,179	1,735,010	
Net current assets			
Total assets less current liabilities	2,906,875	2,655,121	
Income funds			
Restricted funds	26,418	1,411	19
Unrestricted funds			20
Designated funds	1,275,000	-	
General unrestricted funds	1,605,457	2,653,710	
	2,880,457	2,653,710	
	2,906,875	2,655,121	

The accounts were approved by the Trustees on 21/01/2025

Alan Alliman

Chairperson of Trustees

Mark Thorp

Chairperson of Finance Committee

VISION ENHANCEMENT SERVICES

Company Balance Sheet
As at 31 March 2024

	2024	2023	
	£	£	Notes
Fixed assets			
Tangible assets	14	231,776	
Investments	15	827,731	
		1,059,507	
Current assets			
Stocks	16	4,300	
Debtors	17	73,101	
Cash at bank and in hand		742,825	
		820,226	
Creditors: amounts falling due within one year	18	(81,655)	
		1,090,477	
Net current assets		868,672	
Total assets less current liabilities		1,959,149	
		1,798,078	
Income funds			
Restricted funds	19	26,418	
Unrestricted funds	20	1,411	
Designated funds		-	
General unrestricted funds		1,796,667	
		1,932,731	
		1,959,149	
		1,798,078	

The accounts were approved by the Trustees on 21/01/2025.

Alan Allman

Alan Allman

Chairperson of Trustees

Mark Thorp

Mark Thorp

Chairperson of Finance Committee

Company Registration No. 03512340

VISION ENHANCEMENT SERVICES

Group Statement of Cash Flows
For the year ended 31 March 2024

	2024	2023
Notes	£	£
Cash flows from operating activities		
26	90,195	333,316
Investing activities		
Dividends, interest and rents from investments	17,192	14,962
Purchase of Property, Plant and Equipment	(118,856)	(155,668)
Net proceeds from movement on investments	(12,060)	14,504
Net cash (used in)/generated from investing activities	(113,724)	(126,202)
Change in cash and cash equivalents in the reporting period	(23,529)	207,114
Cash and cash equivalents at beginning of year	1,298,562	1,091,448
Cash and cash equivalents at end of the year	1,275,033	1,298,562

1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:-

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the charity's Memorandum of Association, the Companies Act 2006 and "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 statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

Vision Enhancement Services meets the definition of a public benefit entity under FRS 102. The accounts have been prepared under the historical cost convention, modified to include the revaluation of certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Company information

The charitable company is a company limited by guarantee (registered number 03512340) incorporated in England and Wales. The address of the registered office is Units 1 and 2, The Ropeworks, Whipcord Lane, Chester, CH1 4DZ.

1.3 Consolidation

The statement of financial activities (SFA) and balance sheet consolidate the financial statements of the charity and its subsidiary undertaking being Vision Support Trading Limited. Subsidiary financial statements are made up to 31 March 2024 and accounting policies used therein are in line with those used by Vision Enhancement Services. The results of the subsidiary are consolidated on a line by line basis after elimination of intra-group transactions.

1.4 Going concern

The charity relies on contracts and grants for income. Should any contracts which are up for tender over the next year be lost the organisation would look to reduce their costs accordingly. Staff directly employed on the contracts would be subject to TUPE leaving management and administration costs to be reviewed. In addition, the charity relies on income received via gift-aid from its trading subsidiary. The income of the trading company also relies on contracts with customers. The income from the trading subsidiary is not restricted which enables the organisation to respond flexibly to any changes of income from other sources however, we do not subsidise statutory services.

In the 12 months to 31 March 2024, Vision Support has continued to thrive and grow. Delivery is mostly face to face however, we did take learning from the pandemic and we have a hybrid approach to our work to best meet the needs of people with Vision impairments. The charity's relationship with funders remain positive and income is stable in addition, the trading company performed better than their planned budget consistently throughout the year.

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1. Accounting policies (continued)

1.5 Incoming resources

Income is recognised in the financial statements as follows:-

Grants are recognised in the period for which they are awarded.

Specific grants and allowances

Recognised in the period that the specific activity or project is completed and matched to corresponding expenditure. Excess income is carried forward to fund the activity in subsequent periods.

Donations, legacies, covenants, fundraising

Recognised when receivable.

Income and other income

Investment income

Recognised in the period when receivable.

Gift aid from trading subsidiary

Recognised on receipt.

1.6 Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs relating to the category.

Charitable expenditure

Includes all expenditure incurred on the activities run in pursuance of the charity's objectives.

Governance costs

Includes those costs incurred in the governance of the charity and are associated with constitutional and statutory requirements.

Support costs

Central costs incurred in support of charitable activities are apportioned over the appropriate cost centres and charged to charitable expenditure as support costs.

Support costs are allocated to charitable activities on the basis of total expenditure.

1.7 Provisions

Provisions are recognised when the charity has a present legal or constructive obligation as a result of a past event and it is probable that a transfer of economic benefits that can be reliably estimated will be required to settle the obligation.

1. Accounting policies (continued)

1.8 Tangible fixed assets

Tangible fixed assets are initially measured at cost to the charity. Tangible fixed assets are capitalised at a cost where their acquisition value is greater than £500.

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Leasehold property	2% straight line
Visual aids	25% reducing balance
Computer equipment	25% reducing balance
Machinery, tools and equipment	25% reducing balance/25% straight line
Vehicles	25% reducing balance
Furniture, fittings & office equipment	25% reducing balance, 25% and 33% straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset and is recognised in net income/(expenditure) for the year.

1.9 Stocks

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow moving items. Cost includes all direct expenditure in bringing the stock to its condition and location at the balance sheet date. Cost is determined on a first-in, first-out basis. Net realisable value is based on estimated selling price less any further costs of realisation.

1.10 Investments

Investments are stated at market value at the balance sheet date. The SOFA includes the net gains and losses arising on revaluations and disposals throughout the year.

1.11 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.12 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.

The charity also benefits from property rates relief.

1.13 Pensions

The charity operates one pension scheme for the benefit of employees. The scheme is a defined contribution scheme and the contributions are debited to expenditure in the year to which they relate.

Refer to note 24 for information on this scheme.

1. Accounting policies (continued)

1.14 Operating leases

Rentals applicable to operating leases where substantially all the benefits and risks of ownership remain with the lessor are charged against profits as incurred.

1.15 Funds

The charity's funds consist of restricted and unrestricted amounts. The charity may use unrestricted amounts at its discretion. Restricted funds represent income contributions which are restricted to a particular purpose, in accordance with the donor's wishes. Transfers arise between restricted and unrestricted funds where funds are required from unrestricted funds to support activities using restricted funds.

1.16 Financial instruments

The group has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at the transaction value and subsequently measured at amortised cost using an effective interest method. Financial assets are held at amortised cost comprising cash and bank in hand, together with trade and other debtors. Financial liabilities held at amortised cost comprise bank loans and overdrafts, trade and other creditors.

1.17 Critical accounting judgements and estimation uncertainty

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The group makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are addressed below.

In the view of the Trustees, no assumptions concerning the future or estimation uncertainty affecting assets and liabilities at the balance sheet date are likely to result in a material adjustment to their carrying amounts in the next financial year.

VISION ENHANCEMENT SERVICES

Notes to the Financial Statements
For the year ended 31 March 2024

2. Donations and legacies – Company and Group	Unrestricted funds 2024	Restricted funds 2024	Total 2024
	£	£	£
Donations and gifts	882,089	190	882,279
Grant income	-	152,373	152,373
	882,089	152,563	1,034,652
Donations and gifts	10,588	190	10,778
Donations and gifts	193,374	-	193,374
Legacies	678,127	-	678,127
Gift aid from trading subsidiary	882,089	190	882,279
	203,962	190	204,152
Consolidated total without donation from subsidiary			
Grants receivable for core activities	-	4,000	4,000
Halton VRC	-	-	-
Mobile Info Services (East Cheshire Eye Society)	-	-	-
Welfare and Benefits (Brighter Outlook)	-	-	-
People and Places	-	20,622	20,622
N Wales Com Dev	-	6,000	6,000
Access to Work	-	29,854	29,854
Wrexham Council Project 65 Worker Grant	-	21,972	21,972
Cheshire Sight Loss Information Project	-	66,010	66,010
Other Grants	-	3,915	3,915
	-	152,373	152,373

VISION ENHANCEMENT SERVICES

Notes to the Financial Statements
For the year ended 31 March 2024

2.

Donations and legacies – Company and Group

Comparative information in respect of the preceding period is as follows:

	Unrestricted funds 2023	Restricted funds 2023	Total 2023
Donations and gifts	508,966	-	508,966
Grant income	-	60,809	60,809
	<u>508,966</u>	<u>60,809</u>	<u>569,775</u>
Donations and gifts	4,345	-	4,345
Legacies	-	-	-
Gift aid from trading subsidiary	504,621	-	504,621
	<u>508,966</u>	<u>-</u>	<u>508,966</u>
Consolidated total without donation from subsidiary	<u>4,345</u>	<u>-</u>	<u>4,345</u>
Grants receivable for core activities	-	4,000	4,000
Halton VRC	-	4,552	4,552
Mobile Info Services (East Cheshire Eye Society)	-	12,073	12,073
Welfare and Benefits (Brighter Outlook)	-	20,022	20,022
People and Places	-	3,021	3,021
N Wales Com Dev	-	13,086	13,086
Access to Work	-	-	-
Wrexham Council Project 65 Worker Grant	-	4,055	4,055
Other Grants	-	60,809	60,809

VISION ENHANCEMENT SERVICES

Notes to the Financial Statements
For the year ended 31 March 2024[illegible]

5.	Investments – Company and Group	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
	Dividend income receivable	15,633	-	15,633
	Deposit interest receivable	1,559	-	1,559
		<u>17,192</u>	<u>-</u>	<u>17,192</u>
	Comparative information in respect of the preceding period is as follows:			
	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	
	Dividend income receivable	14,612	-	14,612
	Deposit interest receivable	350	-	350
		<u>14,962</u>	<u>-</u>	<u>14,962</u>
6.	Other income – Company and Group	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
	Other income	4,285	-	4,285
		<u>4,285</u>	<u>-</u>	<u>4,285</u>
	Comparative information in respect of the preceding period is as follows:			
	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	
	Other income	1,379	10,154	11,533
		<u>1,379</u>	<u>10,154</u>	<u>11,533</u>

VISION ENHANCEMENT SERVICES

Notes to the Financial Statements
For the year ended 31 March 2024

7. Charitable activities (expenditure) – Company and Group

Comparative information in respect of the preceding period is as follows:						
	Community Services 2023 £	Rehab Services 2023 £	Technology Assistance 2023 £	Volunteer-ing 2023 £	Access to Work 2023 £	Total 2023 £
Staff costs	-	-	-	-	-	-
Charitable expenditure	285,959	449,190	78,465	88,198	13,086	914,898
Share of support and governance costs (see note 8)	62,521	98,209	17,155	19,284	2,861	200,030
	348,480	547,399	95,620	107,482	15,947	1,114,928
	278,432	547,399	95,620	107,482	15,947	1,044,880
Unrestricted funds	70,048	-	-	-	-	70,048
Restricted funds	348,480	547,399	95,620	107,482	15,947	1,114,928

VISION ENHANCEMENT SERVICES

Notes to the Financial Statements
For the year ended 31 March 2024

8. Support costs – Company and Group			
	Support costs	Governance costs	Total
	2024	2024	2024
	£	£	£
Staff costs	188,868	-	188,868
Personnel and training costs	22,609	-	22,609
Depreciation	17,295	-	17,295
Property and office costs	28,839	-	28,839
Computer costs	20,261	-	20,261
Repairs & maintenance	1,295	-	1,295
Insurance	8,209	-	8,209
Sundry costs	2,112	-	2,112
Utilities	3,454	-	3,454
Non-recoverable VAT	6,420	-	6,420
Legal & professional fees	-	-	-
Staff costs	-	6,731	6,731
Professional fees	-	22,029	22,029
Committee expenses	-	267	267
Audit fees	-	5,000	5,000
	299,362	34,027	333,389
Auditors remuneration for the audit of the charity was £5,000 (2023: £7,320) other fees payable to the auditors for other services were £1,995 (2023: £1,155).			
Comparative information in respect of the preceding period is as follows:			
	Support costs	Governance costs	Total
	2023	2023	2023
	£	£	£
Staff costs	97,160	-	97,160
Personnel and training costs	6,132	-	6,132
Depreciation	19,544	-	19,544
Property and office costs	15,865	-	15,865
Computer costs	9,976	-	9,976
Repairs & maintenance	4,438	-	4,438
Insurance	7,364	-	7,364
Sundry costs	6,765	-	6,765
Utilities	8,733	-	8,733
Non-recoverable VAT	1,772	-	1,772
Legal & professional fees	6,056	-	6,056
Staff costs	-	5,417	5,417
Professional fees	-	10,527	10,527
Committee expenses	-	281	281
Audit fees	-	-	-
	183,805	16,225	200,030

VISION ENHANCEMENT SERVICES

Notes to the Financial Statements
For the year ended 31 March 2024

9. Trustees
- None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

10. Employees	Number of employees			
	2024	2023	2024	2023
	Group	Group	Company	Company
	Number	Number	Number	Number
Number of paid employees	96	92	38	34

Employment costs	2024	2023	2024	2023
	£	£	£	£
Wages and salaries	2,482,520	2,045,971	907,928	761,202
Social security costs	188,271	169,952	55,340	61,162
Other Pension costs	72,883	55,577	16,605	18,124
	2,743,674	2,271,500	979,873	840,488

The number of employees whose annual remuneration was more than £60,000 is as follows:-

Number of employees	2024	2023	2024	2023
	Number	Number	Number	Number
£60,001 - £70,000	1	-	1	-
£70,001 - £80,000	1	1	-	-
£80,001 - £90,000	1	1	-	-

The key management personnel of the group comprise the CEO, the Internal Operations Manager, the Planning and Performance Manager, the Rehabilitation Services Manager, and the MD and deputy MD of the trading subsidiary. The total employee benefits of the key management personnel of the group were £643,817 (2023: £443,006). The FTE for key management personnel during the year was 7.2 (2023: 7.6).

The key management personnel of the charity comprise the CEO, the Internal Operations Manager, the Planning and Performance Manager, the Rehabilitation Services Manager, the Halton Operations Manager, the Cheshire Operations Manager and the North Wales Operations Manager. The total employee benefits of the key management personnel of the group were £291,904 (2023: £268,884).

11. Investment management costs – Company and Group	Unrestricted funds	Restricted funds	Total
	2024	2024	2024
	£	£	£
Investment management costs	5,133	-	5,133
Comparative information in respect of the preceding period is as follows (included in charitable expenditure):	2023	2023	2023
	£	£	£
Investment management costs	5,185	-	5,185

VISION ENHANCEMENT SERVICES

Notes to the Financial Statements For the year ended 31 March 2024

12. Net gains/(losses) on investments – Company and Group			
Unrestricted funds	Restricted funds	Total	
2024	2024	2024	
£	£	£	
31,640	-	31,640	Gain/(loss) on sale of investments
Comparative information in respect of the preceding period is as follows:			
2023	2023	2023	
£	£	£	
(48,099)	-	(48,099)	Gain/(loss) on sale of investments
13. Trading subsidiary			
Vision Support Trading Limited			
2024	2023		
£	£		
4,177,458	3,462,758	Turnover	
(2,225,045)	(1,761,483)	Cost of sales	
1,952,413	1,701,275	Gross profit	
23	33	Other operating income	
-	50	Interest receivable and similar income	
(1,183,626)	(910,030)	Administrative expenses	
768,810	791,328	Profit before tax	
-	-	Tax on profit/(loss) on ordinary activities	
768,810	791,328	Profit for the financial year	

Vision Support Trading Limited is a wholly owned subsidiary of the charity which provides accessible information formats such as Braille, modified large prints and audio files.

VISION ENHANCEMENT SERVICES

Notes to the Financial Statements
For the year ended 31 March 2024

14. Tangible fixed assets						
Group	£	Leasehold land and buildings	£	Leasehold improvements	£	Machinery and tools and equipment
At 1 April 2023	298,529	55,546	2,633	312,011	47,059	-
Additions	-	-	-	-	-	-
Disposals	-	-	-	-	-	-
At 31 March 2024	298,529	58,179	359,070			
Depreciation						
At 1 April 2023	107,471	38,988	202,504	55,153	-	-
Charge for the year	5,971	14,542				
Eliminated on disposal	-	-				
At 31 March 2024	113,442	53,530	257,657			
Carrying amount						
At 31 March 2024	185,087	4,649	101,413			
At 31 March 2023	191,058	16,558	109,507			
Tangible fixed assets - continued						
Group	£	Furniture, fittings and office equipment	£	Visual aids and computers	£	Motor vehicles
Total	£					
At 1 April 2023	281,099	40,712	60,825	1,048,722	-	-
Additions	64,598	4,566	-	118,856	-	-
Disposals	(63,739)	-	-	(63,739)	-	-
At 31 March 2024	281,958	45,278	60,825	1,103,839		
Depreciation						
At 1 April 2023	240,658	32,398	34,323	656,342	131,963	(63,732)
Charge for the year	46,449	3,222	6,626			
Eliminated on disposal	(63,732)	-	-			
At 31 March 2024	223,375	35,620	40,949	788,305		
Carrying amount						
At 31 March 2024	58,583	9,658	19,876	379,266		
At 31 March 2023	40,441	8,314	26,502	392,380		

14. Tangible fixed assets	Company	£	Leasehold land and buildings	£	Leasehold improvements	£	Machinery tools and equipment	£	Continued below
	Cost	At 1 April 2023	298,529	-	-	-	8,278	-	
	Additions		-	-	-	-	-	-	
	Disposals		-	-	-	-	-	-	
	At 31 March 2024		298,529	-	-	-	8,278	-	
	Depreciation	At 1 April 2023	107,471	-	-	-	8,058	-	
	Charge for the year		5,971	-	-	-	55	-	
	Eliminated on disposal		-	-	-	-	-	-	
	At 31 March 2024		113,442	-	-	-	8,113	-	
	Carrying amount	At 31 March 2024	185,087	-	-	-	165	-	
		At 31 March 2023	191,058	-	-	-	220	-	
Tangible fixed assets - continued	Company	£	Furniture, fittings and office equipment	£	Visual aids and computers	£	Motor vehicles	£	Total
	Cost	At 1 April 2023	24,692	40,712	60,825	433,036	4,566	-	
	Additions		-	4,566	-	-	-	-	
	Disposals		-	-	-	-	-	-	
	At 31 March 2024		24,692	45,278	60,825	437,602	-	-	
	Depreciation	At 1 April 2023	19,010	32,398	34,323	201,260	17,295	-	
	Charge for the year		1,421	3,222	6,626	-	-	-	
	Eliminated on disposal		-	-	-	-	-	-	
	At 31 March 2024		20,431	35,620	40,949	218,555	-	-	
	Carrying amount	At 31 March 2024	4,261	9,658	19,876	219,047	-	-	
		At 31 March 2023	5,682	8,314	26,502	231,776	-	-	

VISION ENHANCEMENT SERVICES

Notes to the Financial Statements
For the year ended 31 March 2024

15. Investments – Company and Group	Listed investments	Cash in portfolio	Other investments	Total
	£	£	£	£
Cost or valuation				
At 1 April 2023	482,468	45,263	300,000	827,731
Additions	187,528	(187,528)	-	-
Valuation changes	31,639	-	-	31,639
Income received	-	12,060	-	12,060
Disposals	(145,340)	145,340	-	-
At 31 March 2024	556,295	15,135	300,000	871,430
Carrying amount				
At 31 March 2024	556,295	15,135	300,000	871,430
At 31 March 2023	482,468	45,263	300,000	827,731

100% of the investments are held by Vision Enhancement Services, therefore none relate to Vision Support Trading Ltd. The group investments are made up of listed investments and cash in portfolio listed above.

Other investments comprise:
Investment in subsidiaries

2024	2023
£	£
300,000	300,000

16.	Stock								
		Group	2024	2023	Company	2024	2023		
		£	£	£	£	£	£		
		48,086	55,357	3,453	4,300				
	Stock								
17.	Debtors								
		Group	2024	2023	Company	2024	2023		
		£	£	£	£	£	£		
		1,292,608	900,267	28,305	46,053				
	Trade debtors								
	Other debtors								
		9,231	2,426	9,231	2,426				
	Prepayments and accrued income								
		100,625	107,590	27,104	24,622				
		1,402,464	1,010,283	64,640	73,101				
18.	Creditors:								
		Group	2024	2023	Company	2024	2023		
		£	£	£	£	£	£		
		301,342	172,064	23,064	6,355				
	Trade creditors								
	Owed to group companies								
		-	-	364	-				
	Other taxation and social security								
		191,753	163,618	19,026	15,087				
	Other creditors								
		33,202	23,430	25,490	15,543				
	Accruals								
		243,107	270,080	11,011	44,670				
		769,404	629,192	78,955	81,655				

VISION ENHANCEMENT SERVICES

Notes to the Financial Statements
For the year ended 31 March 2024

19. Restricted income funds	Movement in funds				
	Balance at 1 April 2023	Income resources	Resources expended	Transfers	Gains & losses
Current Financial Year	£	£	£	£	£
Halton VRC	-	4,000	-	-	-
Mobile Info Services	-	-	-	-	-
(East Cheshire Eye Society)	-	-	-	-	-
Welfare and Benefits	-	-	-	-	-
(Brighter Outlook)	-	66,010	(66,010)	-	-
People and Places	-	20,622	(20,622)	-	-
N Wales Com Dev	-	6,000	(6,000)	-	-
Access to Work	-	29,854	(29,854)	-	-
Educational Training Income	-	-	-	-	-
Wrexham Council Project	-	-	-	-	-
65 Worker Grant	-	21,972	-	-	-
Other Grants	1,411	4,105	(5,070)	-	-
	1,411	152,563	(127,556)	-	-
	26,418				
Balance at 31 March 2024	£	£	£	£	£

The charity provides services through four resource centres and a number of other projects including Rehabilitation Services, Digital Inclusion Training and Community Engagement.

All grants and relevant donations are set up as separate restricted funds. Further details of these funds are included below the prior year comparatives.

The above schedule illustrates the income and expenditure of each fund and the amount by which each is supported from the unrestricted funds of the charity. Transfers to and from unrestricted funds indicate the extent to which money from unrestricted funds is required to support these restricted activities.

Movement in funds	Movement in funds				
	Balance at 1 April 2022	Income resources	Resources expended	Transfers	Gains & losses
Prior Financial Year	£	£	£	£	£
Halton VRC	-	4,000	(4,000)	-	-
Mobile Info Services	-	4,552	(4,552)	-	-
(East Cheshire Eye Society)	-	-	-	-	-
Welfare and Benefits	-	-	-	-	-
(Brighter Outlook)	-	12,073	(12,073)	-	-
People and Places	-	20,022	(20,022)	-	-
N Wales Com Dev	-	3,021	(3,021)	-	-
Access to Work	-	13,086	(13,086)	-	-
Educational Training Income	-	10,154	(10,154)	-	-
Other Grants	496	4,055	(3,140)	-	-
	496	70,963	(70,048)	-	-
	1,411				
Balance at 31 March 2023	£	£	£	£	£

19 Restricted income funds (continued)

Vision Resource Centres

The charity operates resource centres, each of which provides support to people with vision impairment. The amounts by which costs exceed donations and grants are met from the unrestricted funds of the charity.

Mobile Info Services (East Cheshire Eye Society)

Funding to take the charity's mobile information service over to the Macclesfield area to engage with people with sight loss. The purpose of this service is to provide an outreach service giving support, information and signposting to people who are anywhere on their sight loss journey. The funds for the service were applied for by East Cheshire Eye Society and they commissions the charity to provide the service.

Welfare and Benefits (Brighter Outlook)

Service providing Welfare and Benefits advice and support, funded through the National Lottery. The project is designed to support people in all aspects of their wellbeing. The funding started in November of 2021 and finished in November 2022

People and Places

The project is to provide additional funding to increase the number of days for the mobile information unit to be on the road in North Wales. The project had originally been running for 3 days a week and with the additional funding, the charity has been able to expand to provide the service over 5 days to also cover Gwynedd and Ynys Mon. This means that the charity is able to reach more people in all areas of North Wales. The funding began in May 2021 and is a four-year grant.

Royal Society for Blind Children

Funds from the Big Lottery have been awarded to the Royal Society for Blind Children (RSBC) to deliver the Minds in Sight project in Wales and Kent. Vision Support are working in partnership with RSBC to deliver a therapeutic support service to families who have a child with vision impairment in North Wales. Other partners in the project are Wales Council of the Blind, North Wales Society for the Blind and Kent Association for the Blind.

Access to Work

Access to work is funding that staff with a disability can apply for in order for them to be able to carry out their work. The application is approved by Access to work and then the charity invoices for the funding on behalf of these staff. This covers any agreed travel, equipment or support that people need in order to be able to complete their job. The money is then paid out to staff through their expenses. There is no financial benefit to the charity from the arrangement.

Educational Training Income

The educational training income which is funding that the charity received from East Cheshire Eye Society to provide one day per fortnight of Digital inclusion support to the people of East Cheshire.

Other grants

Other grants include funding received during the year to purchase equipment for service users to meet needs arising during the COVID 19 pandemic. £446 of this funding was unspent at the year end.

VISION ENHANCEMENT SERVICES

Notes to the Financial Statements
For the year ended 31 March 2024

20.	Unrestricted income funds	Movement in funds					
	Balance at 1 April 2023	Income resources	Resources expended	Transfers	Gains & losses	Balance at 31 March 2024	
	£	£	£	£	£	£	
Current Financial Year							
Designated funds:							
Lease dilapidation fund	-	-	-	75,000	-	-	
General contingency fund	-	-	-	1,200,000	-	-	
General funds	1,796,667	619,086	(514,662)	(1,275,000)	31,640	657,731	
Trading company	857,043	4,177,481	(4,086,798)	-	-	947,726	
reserves	2,653,710	4,796,567	(4,601,460)	-	31,640	2,880,457	

Comparative information in respect of the preceding period is as follows:

Comparative information in respect of the preceding period is as follows:

Movement in funds						
Balance at 1 April 2022	Incomeing Resources	Resources expended	Transfers	Gains & losses	Balance at 31 March 2023	Prior Financial Year
£	£	£	£	£	£	
Designated funds	-	-	-	-	-	
	-	-	-	-	-	
General funds	1,977,073	407,952	(540,259)	-	(48,099)	1,796,667
Trading company	570,366	3,462,841	(3,176,134)	-	587,043	
reserves						
	2,547,409	3,870,793	(3,716,393)	-	(48,099)	2,653,710

Lease dilapidation fund

The board have decided to designate £75,000 per year for the next 5 years to secure the charity's position when VST move premises at the end of their current lease.

General contingency fund

The board have also decided to hold reserves equivalent to approximately one year's operating costs to provide stability for the charity, in case of any fluctuations to income from the trading subsidiary.

VISION ENHANCEMENT SERVICES

Notes to the Financial Statements For the year ended 31 March 2024

- 21. Company limited by guarantee**
The charity is limited by guarantee and as such has no share capital. In the event of the charity being wound up, each member may be called upon to contribute a sum not exceeding £10 towards the liabilities of the charity.
- 22. Related party transactions, including trustees' remuneration**
There were management recharges from Vision Support Trading Limited to Vision Enhancement Service for the service of administration and accountancy duties. The total recharge for the period was £12,000 (2023: £12,000). Vision Support Trading also paid £678,127 (2023: £504,621) in respect of donations under gift aid. In accordance with the Memorandum and Articles of Association, one trustee has been reimbursed for expenses incurred of £12 (2023: £12) in attending board meetings throughout the period. The trustees received no remuneration from Vision Enhancement Services during the period.
- 23. Operating leases**
The group had future minimum lease payments under non-cancellable operating leases as follows:
- | | 2024 | 2023 |
|----------------------------|----------------|----------------|
| £ | £ | £ |
| Within one year | 111,150 | 71,124 |
| Between two and five years | 395,923 | 159,366 |
| In over five years | 846 | 72,417 |
| | <u>507,919</u> | <u>302,907</u> |
- 24. Pension costs**
The group operates a defined contribution pension scheme for the benefit of its employees. The assets of the scheme are held separately from those of the company in an independent administered fund. The contributions are charged to the income and expenditure account as they fall due. The charge for the year was £72,883 (2023: £39,479).
- 25. Controlling party**
The group and charity are controlled by the charity's board of directors and governors.

VISION ENHANCEMENT SERVICES

Notes to the Financial Statements
For the year ended 31 March 2024

26. Cash generated from operations	2024	2023	£
Surplus/(deficit) for the year	251,754	107,216	
Adjustments for:			
Depreciation charges	131,963	102,959	
Dividends, interest and rents from investments	(17,192)	(14,962)	
Loss/(profit) on the sale of fixed assets	7	1,192	
Fair value losses/(gains) on investments	(31,639)	24,167	
Movements in working capital:			
(Increase)/decrease in stocks	7,271	(51,044)	
(Increase)/decrease in debtors	(392,181)	63,850	
(Increase)/decrease in creditors	140,212	99,938	
Cash generated from/(absorbed by) operations	90,195	333,316	
27. Analysis of net assets between funds			
Group – current year	Unrestricted	Restricted	Total
Fund balances at 31 March 2024 are represented by:			
Tangible assets	379,266	-	379,266
Investments	571,430	-	571,430
Current assets/(liabilities)	1,929,761	26,418	1,956,179
	2,880,457	26,418	2,906,875
Company – current year	Unrestricted	Restricted	Total
Fund balances at 31 March 2024 are represented by:			
Tangible assets	219,047	-	219,047
Investments	871,430	-	871,430
Current assets/(liabilities)	842,254	26,418	868,672
	1,932,731	26,418	1,959,149

VISION ENHANCEMENT SERVICES

Notes to the Financial Statements
For the year ended 31 March 2024

27. Analysis of net assets between funds (continued)

Comparative information in respect of the preceding period is as follows:

Group – prior year				Company – prior year			
Fund balances at 31 March 2023 are represented by:				Fund balances at 31 March 2023 are represented by:			
Tangible assets				Tangible assets			
Investments				Investments			
Current assets/(liabilities)				Current assets/(liabilities)			
Unrestricted				Unrestricted			
£				£			
392,380				231,777			
527,731				827,731			
1,733,599				737,159			
2,653,710				1,796,667			
1,411				1,411			
2,655,121				1,798,078			
Restricted				Restricted			
£				£			
392,380				231,777			
527,731				827,731			
1,735,010				738,570			
Total				Total			
£				£			
Group – prior year				Company – prior year			
Fund balances at 31 March 2023 are represented by:				Fund balances at 31 March 2023 are represented by:			
Tangible assets				Tangible assets			
Investments				Investments			
Current assets/(liabilities)				Current assets/(liabilities)			
Unrestricted				Unrestricted			
£				£			
1,298,562				231,777			
527,731				827,731			
1,733,599				737,159			
2,653,710				1,796,667			
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Restricted				Restricted			
£				£			
392,380				231,777			
527,731				827,731			
1,735,010				738,570			
Total				Total			
£				£			
Group – prior year				Company – prior year			
Fund balances at 31 March 2023 are represented by:				Fund balances at 31 March 2023 are represented by:			
Tangible assets				Tangible assets			
Investments				Investments			
Current assets/(liabilities)				Current assets/(liabilities)			
Unrestricted				Unrestricted			
£				£			
1,298,562				231,777			
527,731				827,731			
1,733,599				737,159			
2,653,710				1,796,667			
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Group – prior year				Company – prior year			
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