

Charity Registration No. 1107499

Company Registration No. 05206358 (England and Wales)

**VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	L Elder-Atterton K Harrison I Hickson L Rhodes	(Appointed 26 November 2020)
Co-opted member	A Geddes	
Chief executive officer	S French	
Charity number	1107499	
Company number	05206358	
Registered office	Unit 2b The Bradbury Centre For Sight Stonehills Business Pelaw Gateshead Tyne and Wear NE10 0HW	
Independent examiner	Haines Watts 17 Queens Lane Newcastle Upon Tyne NE1 1RN	

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

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VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

CHAIRMAN'S STATEMENT

FOR THE YEAR ENDED 31 MARCH 2021

The 2020/21 period has been an exceptional year for all businesses, charities, and individuals. The Coronavirus pandemic (Covid-19) has led to unprecedented challenges across all social care and welfare services, including our own.

At the very start of the calendar year, the country was struck by Covid-19 and on 23rd March 2020 lockdown measures were enforced. The virus control measures had a significant impact on Vision & Hearing Support's activities which were face to face, often involving close physical contact, and most appointments with people identified by the Government as 'high risk'.

Ahead of the enforced lockdown, the Team were enabled to work from home and appointments were carried out remotely to avoid contact with vulnerable, or 'high risk', people. Throughout the year, Vision & Hearing Support has worked positively with stakeholders, funders, and partners to agree innovative ways to deliver outcomes. This work has been supported by our volunteers who have quickly adapted to new, remote systems and continue to support vision impaired people with telephone befriending. Despite the personal and professional challenges faced by the staff team and volunteers, they have worked tirelessly to ensure our services reached the people who need and rely on them.

We have retained all but one member of staff in productive work to deliver our charitable objectives. Where this was not possible, with one part time cleaning post, we have accessed the Job Retention Scheme to provide stability and security.

During the first lockdown, we carried out two client surveys and two staff surveys.

The first client surveys identified that 75% of those responding reported concerns about their mental health, feeling isolated, loneliness, feeling down and or depressed. 88% were concerned about getting out and about and the impact of not doing so on their safety, confidence, independence, and mental health.

A second survey focussed on the welfare calls and the impact they had on clients since 23rd March 2020. This survey found that 92% reported that our welfare support calls made them feel less isolated. 92% felt that their emotional health & wellbeing had increased because of the calls. 94% wished the calls to continue after lockdown and 94% rated our calls as very important to them during lockdown.

In response to these results, we secured emergency Coronavirus Community Support Funding to deliver increased digital support and befriending volunteers, professional counselling and additional rehabilitation support. This work ran from November 2020 to March 2021 and we received over 90 referrals into the project and contacted over 200 people. Over 50 people have signed up for telephone befriending and 5 for counselling. To help us and our existing volunteers deliver this we have recruited 5 health and social care students from Newcastle College and 4 vision impaired people as volunteers.

Alongside the additional work in response to coronavirus, we are now seeing the impact of limited hospital, GP and optometrist access over the last year as our assessment referrals escalate as services open up. We anticipate this trend will continue as we better promote the service and raise our profile across the area.

Our staff surveys were undertaken to learn lessons from our COVID-19 response and to understand what parts of our new delivery model could and should continue beyond the pandemic. The feedback to the COVID-19 response was positive and will be incorporated into our Business Continuity Plan.

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

CHAIRMAN'S STATEMENT

FOR THE YEAR ENDED 31 MARCH 2021

The financial impact of Covid-19 and the virus control measures has been mostly felt in our ability to fundraise and financially forward plan. The Trustees and Staff Team continue to work closely with our funders, commissioners, and donors to ensure our services are relevant and we have been supported both strategically and financially.

Alongside the operational challenges brought by Covid-19, the Board has worked hard in 2020/21 to build upon the progress made in the previous two years to stabilise the Charity's finances and build appropriate reserves for the future. This will be increasingly important as we predict a steep rise in referrals and demand for our service in the coming year as restrictions are lifted and the full impact of the pandemic is revealed.

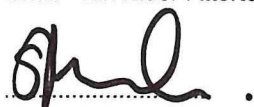
To augment our recent success and organisational review, the Trustees and Members reviewed the name and brand of the Charity to ensure it fully reflects the future purpose and strength of our ambition. As a result, from 1st March 2021 Sight Service was renamed as Vision & Hearing Support. This name change reflects our purpose and recent incorporation of services for people who are deaf and hard of hearing and tinnitus support. The name Vision and Hearing Support allows us to present ourselves as a holistic sensory service with a clear and concise brand.

To strengthen our Governance the Trustees have sought to recruit new Board Members to drive forward the next phase of Vision & Hearing Support. To this end Ian Hickson, Optometrist, joined the Board in November 2020. Ian brings a range of skills to the Board including his professional Optometrist knowledge alongside business acumen gained through running his own local practice for several years. Recruitment is ongoing, supported by a skills audit to ensure Trustees contribute to the development and stability of the business.

As we move into the next financial year, the Trustees will remain agile and responsive to meet the Charity's objectives within the constraints of ongoing virus control measures. This will be underpinned by our ambition to innovate and work collaboratively to achieve the best possible outcomes for people who are sight impaired, severely sight impaired, deaf or hard of hearing.



Chair - Lin Elder-Atterton MVO



Chief Executive - Sarah French

Dated: **25 NOV 2021**

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2021

The trustees present their report and financial statements for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's [governing document], 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)".

Objectives and activities

We are a local Charity working with people who are sight impaired, deaf or hard of hearing on their journey to independence. We ensure people have choice and control over their lives and help others better understand the needs of people with sensory loss.

In South Tyneside and Gateshead over 11,700 people are sight impaired and over 1,800 are registered blind (severely sight impaired). Over 65,500 adults in this area are deaf or hard of hearing.

We deliver early intervention, crisis prevention and integrated social activities to reduce preventable sensory loss, maintain independence and mental wellbeing and reduce social isolation. Our interventions ensure that people;

- can live more independently,
- are less socially isolated,
- are more confident and empowered,
- experience improved wellbeing.

Vision & Hearing Support is an organisation run for charitable purposes. We want to be around today and into the future to support people who are sight impaired, Deaf or hard of hearing. To achieve this, we recognise that there is a need to supplement our strategic aims with business aims that will deliver long term sustainability:

- Diversify our income sources to increase financial sustainability.
- Develop the profile of Vision & Hearing Support, so that more people know about the services we provide, to increase the numbers of people accessing services and the number of people willing to donate and volunteer.
- Engage people with lived experience and with people from a variety of ethnic backgrounds so that we learn from the strengths they bring in their diversity.

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

The aims of the organisation are embedded within our pathway to independence which incorporates the following stages of intervention;

- Early help
- Lets make a plan
- Independence matters
- Friendship matters

Early Help includes preventative work with communities, health professional and businesses. This activity is supported by regional and national collaborations to harmonise key messages and awareness raising campaigns.

At the point of referral, we work with individuals to create a Personal Plan based on an assessment under the care Act 2014. The plan is person centred to ensure the agreed actions will achieve the persons desired outcomes.

Independence does matter and our services are all designed with independence at the fore. We promote independent living through our integrated approach combining low vision, rehabilitation, enablement, and digital support. These services combine traditional orientation and mobility services with enhanced optometry consultations, enablement advice and guidance, and digital empowerment.

We promote friendship and social activities through Peer support and our connections with local interest groups. Our quality assured Living Well with Sight Loss programme provides information and specialist support through a network of professionals and individuals with lived experience. We facilitate introductions to local community groups and support group leaders to make sessions inclusive and accessible.

Vision & Hearing Support achieves its charitable purpose by delivering a range of services in Gateshead and South Tyneside which are available to people who are sight impaired, severely sight impaired, deaf or hard of hearing and those who are deaf/blind.

We review our aims, objectives and activities each year. This report looks at what we achieved and the outcomes of our work during April 2020 to March 2021.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Vision & Hearing Support aspires to a world in which sight impaired, Deaf or hard of hearing people have choice and control over their lives and no-one experiences avoidable sight or hearing loss.

We are a progressive, enabling charity committed to ensuring that people have:

- Dignity and Respect as a unique individual
- Privacy in their own home
- Protection from harm
- Independence
- Choice and empowerment
- Rights, as for all people in society

We will work with colleagues in a supportive environment of mutual respect and empowerment to achieve the best possible outcomes for clients. We will follow the principles set out in the Visionary Sight Loss Charter 2020 and promote collaboration, integrity, and accountability in all we do.

Vision & Hearing Support must continue to work with its Members and beneficiaries to evidence our lived experience input. This is becoming ever more important to funders and society who expect Charities to engage with, listen to and respond directly to those it is there to support. Alongside this, the Board has already recognised the need to diversify Trustee and staff representation to better reflect the communities in which we work.

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance

In South Tyneside and Gateshead over 11,700 people live with sight loss and over 1,800 are registered blind. Over 65,500 adults in this area are deaf or hard of hearing.

Our unique integrated Pathway to Independence makes sure we provide the right support at the right time for individuals. Our interventions include specialist Counselling, Enablement Assessments, Rehabilitation, Social and Peer Support, Employment, Welfare and Advocacy and Digital support.

Despite the challenges of Coronavirus, our services were adapted to enable us to provide the support, information, advice & guidance our clients needed. The pandemic brought major changes to our lives, yet the Team and Volunteers adapted and worked effectively and efficiently from home. They seized the opportunities and challenges presented, and continued to work together as enthusiastically, providing a personal, caring, and professional service.

As a result, we have;

- Made over 8,500 calls providing professional Information, Advice and Guidance
- Carried out 299 Assessments for personalised support plans
- Delivered over 2,700 pieces of equipment to help people live independently
- Ensured that benefits of £9,525 per week, or £495,300 per annum, are being claimed by those entitled to them

Our dedicated Volunteers made over 4100 befriending calls to those isolated during the pandemic. These activities have led to;

- 97% of our clients experiencing improved wellbeing
- 96% can live more independently
- 95% are more confident and empowered
- 91% feel less socially isolated

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

CORE CONTRACTED PROVISION

Specialist person centred needs assessment and Rehabilitation Services – Gateshead Council and South Tyneside Council

We assess what needs people have due to their sensory condition and put in place the services, support, equipment, concessions etc to meet those needs. We carry out the registration process, although we don't hold the register in Gateshead.

We secured the South Tyneside Sensory Support contract for a further five years which includes equipment provision and support for those with hearing loss.

Our rehabilitation workers provide training on independent living skills, mobility and orientation, viewing techniques, communications, electronic low vision aids such as video magnifiers and new technology such as audio description, e-readers, accessible mobiles etc. They also carry out lighting assessments in people's homes and they issue small aids such as white sticks, canes and symbol canes, liquid level indicators, talking clocks and signature guides. We issue daylight bulbs as many people are struggling with the light provided by traditional low energy bulbs.

3,635 new referrals made to this service during 2020/21:

- Gateshead - 2,203
- South Tyneside – 1,432

Integrated Low Vision Clinic – Gateshead residents only (Newcastle and Gateshead CGG)

We assess people's residual vision and prescribe optical low vision aids such as magnifiers, telescopes, high add readers etc. to help maximise use of residual vision. We also consider viewing techniques (such as eccentric viewing), lighting, colour contrast and posture all of which will again help people make best use of remaining vision. We provide a two-year review, although people can re-refer themselves sooner if they feel their sight is deteriorating.

During 2020/21 our key outputs as part of our low vision clinic work included:

- 69 appointments were delivered
- 16 remote low vision assessments were conducted

ADDITIONAL SUPPORT PROVISION

The following activities contribute to the overall success of Vision & Hearing Support's work by complementing statutory provision:

Joint Newcastle/Gateshead Sight Loss Community Empowerment Project – funded by the National Lottery Community Fund

The five-year project came to an end in July 2020 and, due to the unprecedented circumstances, a six month extension to December 2020 was granted.

The project evaluation confirmed that the project had significantly exceeded the expected outcomes and had delivered excellent outcomes for people. During the lifetime of the project 1529 people engaged with the activities against a target of 500, with 100% of those reporting a tangible improvement on the target outcomes:

- Visually impaired people experience improved health and well-being that helps them to maintain their independence.
- Visually impaired people report feeling less isolated as a result of accessing a range of social activities.

Project indicators are available upon request.

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Welfare Rights and Advocacy

We provide advice and support on disability benefits such as DLA/PIP, Attendance Allowance, Employment Support Allowance as well as Universal Credit. Help is provided from completion of the initial application, support when attending assessments all the way through to representation at Tribunal if the application isn't successful.

Equipment Library

At The Bradbury Centre for Sight in Gateshead people can call us or visit for specialist advice and information on a wide range specialist equipment. Funded by the Coronavirus Community Support Fund the library contains various pieces of digital and analogue equipment which we lend to people on a short-term basis so that they can try them out at home before deciding whether they would like to buy one (either they can buy it themselves if they can afford to do so or we can help to find funding).

Living Well with Sight Loss Programme

This course is for people who are newly visually impaired or new to our services. It runs for 3 weeks with 1 half-day session per week looking at the various aspects of visual impairment and help that is available. As well as providing lots of information and advice it also provides invaluable peer support.

Visual Impairment Awareness Training (VIAT)

Our team of experienced sight loss professionals provide VIAT to a wide audience including a number of hospitals, council departments, businesses, charities and care homes.

Information Communication Technology (ICT) Support

Through a short term grant we provided a range of support and tuition on how to make the most of ICT and how this can assist those living with a visual impairment. This focussed on helping people learn to make the most of voice activated and controlled devices such as the Amazon Alexa and Google home devices. This project is being developed to include cyber security and online safety.

Telephone Support Service

Operated entirely by volunteers, all of whom have direct experience of sight loss, our Telephone Support Service calls service users whom we are aware are particularly isolated due to other mobility issues or whom we haven't had recent contact. The support offered includes simply being a friendly voice to talk to, we promote the activities and services offered by Vision & Hearing Support and if anyone called shares any concerns then the volunteer team refer them to our sight loss support team.

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Activity and Social Groups

We will continue to provide a space for service user groups to meet as the pandemic restrictions ease. We will continue to work closely with independent groups to share information, provide support as required and to introduce new members.

British Wireless for the Blind (BWFTB) and RNIB Talking Books

We are the agents for BWFTB and issue radios, CD players etc on their behalf to people who are eligible (they must be registered either Sight Impaired (SI) or Severely Sight Impaired (SSI) and be in receipt of a qualifying means tested benefit (such as housing benefit or council tax benefit amongst others). We also help people with their initial applications for the RNIB talking book service.

Volunteers

We have a dedicated team of volunteers who support our work. Unfortunately many of these activities ceased due to Covid-19 restrictions but we will reinstate this essential support as soon as possible. Volunteers cover many different roles at Vision & Hearing Support from reception, telephone befriending and administration support. A team of volunteer drivers are also a vital resource who transport service users to and from medical appointments, as well as enabling them, to access a range of support services provided by Vision & Hearing Support.

Newsletter

We have produced a regular newsletter promoting both Vision & Hearing Support services and other issues of interest and relevance to people who are sight impaired, Deaf or hard of hearing. This is available in various formats i.e. large print, CD, and electronically.

Responding to Covid-19

141 surveys were asked between 18th May and 19th June 2020 to determine how people with sight loss were being affected by coronavirus and what their main concerns for the future were.

The results were used to inform our activities, services and strategy to ensure people who are sight impaired, severely sight impaired, Deaf or hard of hearing have the support they need coming out of lockdown and into the future. The full report is available upon request.

We have seen a substantial rise in the number of calls relating to mental health since the pandemic began in March 2020. Social isolation, loneliness and low mood have been exacerbated by COVID-19 and measures to reduce infection rates – disproportionately so for people with sight loss who have lost confidence and the ability to get out and about.

Our telephone survey (May/June 2020) identified;

- 79% re worried about 'getting out and about' and reduced 'confidence'. Many are struggling with social distancing and are fearful of public places.
- 80% are feeling "down", "depressed", "lonely" or "anxious" because of coronavirus and isolation.
- Access to medical appointments (52%) and worsening eye conditions (43%) were significant concerns for many people.
- 65% did not receive emergency information in an accessible format.
- 57% of respondents were worried about their physical health and lack of mobility.

This data along with information through befriending calls, regional and national networks and local partnerships informed our immediate priorities to support people through the pandemic.

We secured emergency Coronavirus funding from the Community Coronavirus Support Fund to deliver digital support and telephone befriending to reduce isolation and loneliness, and a professional counselling service and additional rehabilitation support to improve mental and physical wellbeing and increase independence.

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Case Studies and Impact

Identifying, measuring and reporting upon the impact had by the wide range of support activities provided by Vision & Hearing Support is not straight forward. We continue to work with our funders and commissioners to not only supply the contractual monitoring information they require, but to also evidence the case for continued further investment in Vision & Hearing Supports work.

We are also continuing to work with Visionary, the national umbrella body for local sight loss charities, as they develop shared output, outcome and impact measurement tools for the sight loss sector.

However, there is nothing more powerful than hearing real life examples of the work and impact delivered by our dedicated team of sight loss professionals, supported by our volunteer team.

We have shared below a case study, provided directly by the client, that demonstrates the work we do. This example, along with many cases we haven't shared, shows that our personal and thorough approach delivers tangible outcomes for people and a lasting impact on their lives and the lives of those around them;

"My name is Peter Brown, now almost 65 years old. I came upon VHS by sheer accident after visiting the Patient Liaison Officer in the Eye Department at the RVI Hospital, shortly after my surgery in October 2016. I am very partially sighted after losing an eye due to sinus/brain cancer and my right eye has Age Related Dry Macular, which has been made worse by radiotherapy.

From the onset, VHS have been amazing and both my wife and I don't know how we would have managed without their help and guidance. Losing your sight suddenly at my age has been incredibly upsetting and after being able to see to drive, play sports, do my job as a Building Surveyor, I suddenly had nothing.

I made an appointment initially, hoping they could give me ideas of enhancing what little sight I have left. They did much more. My wife and I had a 6 week course in aids and adaptations, talking to other people and gaining an insight on how they coped with sight loss and trying different aids out before we spent money on them. Little things like coloured table mats so that a white cup/plate is easier to see, coloured trays to eat off so the white plate is more visible.

They also gave me a guide stick and lessons in using it, both at their unit and at home, up and down steps etc. My wife had guiding lessons, so she could help while we are out and about. Other items I received were, a buzzer that sits on the side of a cup that goes off when the tea was up to level and then again when milk was added. Also dark glasses and yellow tinted ones to fit over my spectacles to help with glare.

In 2019 they tested my eyes and wrote a letter to my GP and the RVI requesting an appointment with the view to being registered Partially Sighted. Just recently I met Stephanie Cairns, who had picked up my file and rang to see if I needed any more help. I can honestly say, that after seeing several eye specialists at the RVI, Stephanie has been more help and given me more information regarding my sight loss and Dry Macular than anyone else. She also gave me a large hand magnifier, which has been invaluable, and I use it constantly. She showed me that things like light, that you take for granted, is very important, and by using a 'Daylight Lamp' in close proximity you can distinguish words and read large print.

She has now written to the RVI to ask them to review my status to Severely sight impaired after taking a photograph of my eye. This was the most informative thing we have seen, and she explained the photo completely, no one else has ever done this and I am very grateful to understand why I have the sight loss I have. All I can do is thank all the staff profoundly, Mike who did the cane lessons and Stephanie for all her insight and help. I recommend that anyone who experiences sight loss of any kind to get in touch with Vision and Hearing Support, they are amazing."

Dictated by Peter Brown

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Financial review

Financial performance and position

Financial performance in 2020/21 has improved and delivered some stability for the Charity moving forwards. This is largely due to support through emergency Coronavirus funds which will secure our services to meet future demand by increasing our reserves.

Income in 2020/21 was £506,633 - representing an increase of £10,616 to the previous year (£496,917 – 2019/20). This is chiefly because of one-off emergency coronavirus support grants that will stabilise our activities into the future years enabling us to respond to demand.

Our expenditure has continued to decrease, by £40,818 on the previous year, as changes made in the previous year have been realised and better value operating systems have been adopted. In addition, operational savings have been made as our activities were restricted by the impact of Covid-19 and related lockdowns. Expenditure in 2020/21 was £402,016 compared to £442,834 the previous year (2019/20).

Reserves policy

The Board has reviewed the reserves of the Charity and concluded that to allow the Charity to be managed efficiently and to provide a buffer for uninterrupted services, attempts should be made to increase general reserves.

It is the policy of the Charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between six and nine month's expenditure. The directors consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the Charity's current activities while consideration is given to ways in which additional funds may be raised.

The Charity has several restricted funds for identified projects, which have specific budgets and timescales. In order to reach the agreed level of reserves the charitable company intends to continue to look for increased income from our own fundraising efforts, as well as obtaining additional grant funding to increase unrestricted income.

At 31 March 2021 the charitable company held total reserves of £174,074 (2020: £69,457).

We will continue to review levels of expenditure and further savings are planned for 2021/22.

Principal funding sources

Our main core contracted income has remained stable and we have performed well against this income achieving all the required performance indicators.

Key income streams:

- Gateshead Council
- South Tyneside Council
- Newcastle and Gateshead CCG
- National Lottery Community Fund

The receipt of this funding enables the charitable company to meet its charitable objectives to provide support advice and activities to people who are Sight Impaired, Severely Sight Impaired, Deaf, hard of hearing or Deaf/blind.

Investment policy and objectives

Under the memorandum and articles of association, the Charity has the power to make any investment which the Trustees see fit.

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Risk management

The Board of Trustees reviewed the major risks to which the Charity is exposed. A risk register is in place and is updated regularly and at least annually.

Where appropriate, systems and procedures have been established to mitigate the risks the Charity faces.

The Risk Management process itself is periodically reviewed to ensure that they continue to meet the needs of the Charity.

Risks are minimised by the implementation of internal controls with procedures for authorisation of all transactions and projects.

Services continued to be externally evaluated and inspected by funders.

The excellent outcomes from these evaluations point to the excellent quality of delivery for all operational aspects of the Charity.

Significant external risks to funding have led to the development of the new Strategic Direction which allows for the diversification of funding.

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Future plans

The strategic aims of Vision & Hearing Support remain the same, but our work has adapted to meet the needs identified by clients during and resulting from Covid-19 and the associated restrictions. The coming year will focus on;

Digital Empowerment and Cyber Security

VHS has been working with blind and partially sighted people throughout the pandemic to enable them to use online resources for essential services.

The Vision Support Project will deliver a Digital Enablement programme to support B/PS people access information, technology, and cyber security advice. The Digital activity will be centred on a digital library (established through the CCSF project) and volunteer peer support. Personalised digital assessments will be undertaken by our professional lived experience team to ensure people receive relevant and appropriate advice for their needs. The assessment will form part of our Pathway to Independence and a personal plan will be developed to record the aims and outcomes. Cyber security will be embedded into all activities to keep those most vulnerable safe.

Employability and Transition Pathway

We want to support sight impaired, Deaf and hard of hearing people into sustainable employment and engage with them at a younger age, ideally as they leave children's services. This Transition pathway will help build relationships and inform personalised support plans. Alongside this we will work closely with employers to help them make their organisation accessible for people who are sight impaired, Deaf or hard of hearing.

Mental Health and Wellbeing

We have seen a substantial rise in the number of calls relating to mental health since the pandemic began in March 2020. Social isolation, loneliness and low mood have been exacerbated by COVID-19 and measures to reduce infection rates – disproportionately so for people who are sight impaired, Deaf or hard of hearing.

We will continue to deliver professional counselling support and embed the service into our Pathway to independence. We will grow the service to include friends and family sessions, staff and volunteer training and group peer support.

Community and Volunteer engagement

We will recruit volunteers to provide one-to-one peer mentoring and facilitate people accessing the right support at the right time. Activities will come from our existing interventions/ activities but also from wider partnerships within the voluntary and public sector.

This work will enhance the support provided through statutory contracts and ensure the needs of our clients are met.

Structure, governance and management

Governing document

The Charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Trustees

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

L Elder-Atterton

K Harrison

I Hickson

L Rhodes

(Appointed 26 November 2020)

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Recruitment and appointment of new Trustees

The Charity may by ordinary resolution appoint a person who is willing to act as trustee and determine the rotation in which any additional Trustees are to retire. No person other than a trustee retiring by rotation may be appointed a trustee at any general meeting unless:

- He or she is recommended for re-election by the Trustees or
 - Not less than fourteen nor more than thirty-five clear days before the date of the meeting, the Charity is given notice that:
 - Is signed by two members entitled to vote at
 - States the members' intention to propose the appointment of a person as a trustee.
- iii) Contains the details that, if the person were to be appointed, the Charity would have to file at Companies House, including the names and details of two referees who have not proposed their election; and
- Is signed by the person who is to be proposed to show his or her consent - full election to the Board will be at the end of a six month probationary

Organisational structure

The Board of directors meet quarterly and administer the Charity. The Board of directors may delegate any of their powers to sub-committees consisting of such members of their body and/or Charity as they think fit.

Any sub-committee so formed shall in the exercise of the powers so delegated conform to any regulations imposed on it by the directors.

Induction and training of new Trustees

New Trustees undergo an induction to brief them on:

- their legal obligations under charity and company law;
- the Charity Commission on public benefit;
- inform them of the content of the memorandum and articles of association;
- the committee and decision making processes;
- the business plan; and - recent financial performance of the charitable company.

During the induction they meet key employees and other Trustees.

Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

Key management remuneration

The Trustees consider the Board of Trustees as comprising of the key management personnel of the charitable company in charge of directing, controlling and operating the charitable company. All Trustees give their time freely and no trustee remuneration was paid in the year.

Partnerships and Collaborations

We continue to work in close co-operation with both Gateshead and South Tyneside Councils, Newcastle Gateshead Clinical Commissioning Group (CCG) and also have effective partnerships with Royal National Institute for the Blind, Newcastle Vision Support, RNID, Visionary and several voluntary sector organisations with whom we are working with in both Gateshead and South Tyneside, and our wider network both regionally and nationally.

The trustees' report was approved by the Board of Trustees.



L Elder-Atterton

Trustee

Dated: **25 NOV 2021**

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

report to the trustees on my examination of the financial statements of Vision & Hearing Support Gateshead and South Tyneside (the charity) for the year ended 31 March 2021.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

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

Independent examiner's statement

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

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

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

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



Donna Bulmer BA (Hons) ACA
For and on behalf of Haines Watts

17 Queens Lane
Newcastle Upon Tyne
NE1 1RN

Dated: 9 December 2021

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

Current financial year

		Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Total 2020 £
	Notes				
Income from:					
Donations and legacies	2	17,391	110,862	128,253	145,005
Charitable activities	3	378,289	-	378,289	351,858
Investments	4	91	-	91	54
Total income		395,771	110,862	506,633	496,917
Expenditure on:					
Charitable activities	5	285,241	116,775	402,016	442,834
Net income/(expenditure) for the year/ Net movement in funds		110,530	(5,913)	104,617	54,083
Fund balances at 1 April 2020		39,025	30,432	69,457	15,374
Fund balances at 31 March 2021		149,555	24,519	174,074	69,457

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 & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

Prior financial year

		Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
	Notes			
Income from:				
Donations and legacies	2	27,941	117,064	145,005
Charitable activities	3	351,858	-	351,858
Investments	4	54	-	54
Total income		379,853	117,064	496,917
Expenditure on:				
Charitable activities	5	318,016	124,818	442,834
Gross transfers between funds		(2,034)	2,034	-
Net income/(expenditure) for the year/ Net movement in funds		59,803	(5,720)	54,083
Fund balances at 1 April 2019		(20,778)	36,152	15,374
Fund balances at 31 March 2020		39,025	30,432	69,457

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 & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Fixed assets					
Tangible assets	9		17,913		12,078
Current assets					
Debtors	10	24,009		28,387	
Cash at bank and in hand		213,756		103,599	
		<u>237,765</u>		<u>131,986</u>	
Creditors: amounts falling due within one year	11	<u>(22,172)</u>		<u>(19,000)</u>	
Net current assets			215,593		112,986
Total assets less current liabilities			233,506		125,064
Creditors: amounts falling due after more than one year	12		(59,432)		(55,607)
Net assets			<u>174,074</u>		<u>69,457</u>
Income funds					
Restricted funds	13	24,519		30,432	
Unrestricted funds		149,555		39,025	
		<u>174,074</u>		<u>69,457</u>	

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2021

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021.

The directors acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on **25 NOV 2021**



L Elder-Atterton
Trustee

Company Registration No. 05206358

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Cash flows from operating activities					
Cash generated from operations	17		117,998		55,893
Investing activities					
Purchase of tangible fixed assets		(7,932)		-	
Investment income received		91		54	
Net cash (used in)/generated from investing activities			(7,841)		54
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			110,157		55,947
Cash and cash equivalents at beginning of year			103,599		47,652
Cash and cash equivalents at end of year			213,756		103,599

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

Charity information

Vision & Hearing Support Gateshead and South Tyneside is a private company limited by guarantee incorporated in England and Wales. The registered office is Unit 2b, The Bradbury Centre For Sight Stonehills Business, Pelaw, Gateshead, Tyne and Wear, NE10 0HW.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's [governing document], 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 charity is a Public Benefit Entity as defined by FRS 102.

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 £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

The financial statements have been prepared on a going concern basis. The trustees have reviewed and considered the level of funds and forecast income and expenditure for 12 months from the date of approving the accounts. The budgeted income and expenditure is sufficient considering the level of reserves for the charity to be able to continue as a going concern.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Donated services or facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of the economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. On receipt, donated services and facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of the receipt.

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

Income from grants, including capital grants, is included within income when communication has been received in writing of both the amount and the period to which they relate. In the event that the grant was received in advance of the period to which it relates, the grant is therefore deferred and included within creditors. When the grants are for a particular restricted purpose, this income is included in incoming resources of restricted funds when receivable.

Income from other trading activities is recognised when the amount of income can be measured reliably and when it is probable that future economic benefits will flow to the entity. The charitable company recognises this income once goods or services have been sold, and are stated net of trade discounts and value added tax.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Expenditure on charitable activities includes the costs of providing services to the visually impaired to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Support costs have been differentiated between governance and other support costs. Governance costs comprise all costs involving the public accountability of the charitable company and its compliance with regulation and good practice. These costs include costs related to independent examination and legal fees.

All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on a staff time basis.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	15% on reducing balance
-----------------------	-------------------------

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.

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

If an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but not in excess of the amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised immediately in the statement of financial activities.

1.8 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.

1.9 Financial instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

1.10 Taxation

The charity is exempt from corporation tax on its charitable activities.

1.11 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.12 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2021 £	2021 £	2021 £	2020 £	2020 £	2020 £
Donations and gifts	2,927	-	2,927	12,941	-	12,941
Grants receivable	14,464	110,862	125,326	-	117,064	117,064
Donated goods and services	-	-	-	15,000	-	15,000
	<u>17,391</u>	<u>110,862</u>	<u>128,253</u>	<u>27,941</u>	<u>117,064</u>	<u>145,005</u>

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

2 Donations and legacies

Grants receivable for core activities

National Lottery Community Fund	-	71,142	71,142	-	105,384	105,384
Gateshead Council	10,000	-	10,000	-	11,680	11,680
Northumbria Police & Crime Commissioner	-	15,400	15,400	-	-	-
Thomas Pocklington Community Foundation - Bernicia Foundation	-	10,000	10,000	-	-	-
The William Leech Charity	-	9,000	9,000	-	-	-
Other	-	3,500	3,500	-	-	-
	4,464	1,820	6,284	-	-	-
	<u>14,464</u>	<u>110,862</u>	<u>125,326</u>	<u>-</u>	<u>117,064</u>	<u>117,064</u>

Included within grants receivable are government grants of £2,454 relating to the Coronavirus Job Retention Scheme.

3 Charitable activities

	Total 2021 £	Total 2020 £
Services provided under contract	354,321	343,173
Other income	23,968	8,685
	<u>378,289</u>	<u>351,858</u>

4 Investments

	Unrestricted funds 2021 £	Unrestricted funds 2020 £
Interest receivable	91	54

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

5 Charitable activities

	Total 2021 £	Total 2020 £
Staff costs	234,234	234,039
Depreciation and impairment	2,097	2,131
Other expenditure	143,536	184,422
	<u>379,867</u>	<u>420,592</u>
Share of support costs (see note 6)	18,609	16,420
Share of governance costs (see note 6)	3,540	5,822
	<u>402,016</u>	<u>442,834</u>
Analysis by fund		
Unrestricted funds	285,241	318,016
Restricted funds	116,775	124,818
	<u>402,016</u>	<u>442,834</u>

6 Support costs

	Support costs £	Governance costs £	2021 Support costs £	Governance costs £	2020 £
Staff costs	14,344	-	14,344	12,921	12,921
Depreciation	2,097	-	2,097	2,131	2,131
Professional and consultancy fees	2,168	-	2,168	3,650	3,650
Legal and professional	-	3,540	3,540	-	3,540
	<u>18,609</u>	<u>3,540</u>	<u>22,149</u>	<u>18,702</u>	<u>22,242</u>
Analysed between					
Charitable activities	18,609	3,540	22,149	16,420	22,242
	<u>18,609</u>	<u>3,540</u>	<u>22,149</u>	<u>16,420</u>	<u>22,242</u>

Governance costs includes payments to the independent examiner of £3,540 (2020 - £3,540) for the independent examination.

7 Trustees

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

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

8 Employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
Chief executive officer	1	1
Support, advice and activities	13	11
Administration	1	1
Total	15	13

Employment costs	2021 £	2020 £
Wages and salaries	226,805	224,773
Social security costs	14,212	14,495
Other pension costs	7,561	7,692
	248,578	246,960

There were no employees whose annual remuneration was £60,000 or more.

9 Tangible fixed assets

	Fixtures and fittings £
Cost	
At 1 April 2020	68,014
Additions	7,932
At 31 March 2021	75,946
Depreciation and impairment	
At 1 April 2020	55,936
Depreciation charged in the year	2,097
At 31 March 2021	58,033
Carrying amount	
At 31 March 2021	17,913
At 31 March 2020	12,078

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

10 Debtors

	2021	2020
	£	£
Amounts falling due within one year:		
Other debtors	15,400	26,346
Prepayments and accrued income	8,609	2,041
	<u>24,009</u>	<u>28,387</u>

11 Creditors: amounts falling due within one year

	2021	2020
	£	£
Other taxation and social security	4,677	4,157
Trade creditors	2,419	5,898
Other creditors	6,413	1,365
Accruals and deferred income	8,663	7,580
	<u>22,172</u>	<u>19,000</u>

12 Creditors: amounts falling due after more than one year

	2021	2020
	£	£
Trade creditors	-	31,800
Other creditors	59,432	23,807
	<u>59,432</u>	<u>55,607</u>

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

13 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

Current year

	Balance at 1 April 2020	Movement in funds		Transfers	Balance at 31 March 2021
	£	Incoming resources £	Resources expended £	£	£
The William Leech Charity	-	3,500	(3,500)	-	-
National Lottery - Joint Project	30,432	30,728	(61,160)	-	-
Community Foundation - Bernicia Foundation	-	9,000	-	-	9,000
Northumbria Police & Crime Commissioner	-	15,400	-	-	15,400
Thomas Pocklington Trust	-	10,000	(10,000)	-	-
National Lottery - Awards for All	-	9,687	(9,568)	-	119
National Lottery - Community Coronavirus Support	-	30,727	(30,727)	-	-
Other	-	1,820	(1,820)	-	-
	<u>30,432</u>	<u>110,862</u>	<u>(116,775)</u>	<u>-</u>	<u>24,519</u>

Prior year

	Balance at 1 April 2019	Movement in funds		Transfers	Balance at 1 April 2020
	£	Incoming resources £	Resources expended £	£	£
The William Leech Charity	5,000	-	(5,000)	-	-
Community Foundation - Arts for All	2,460	-	(2,460)	-	-
Gateshead Equipment	-	11,680	(13,714)	2,034	-
Sir James Knott	4,000	-	(4,000)	-	-
National Lottery - Joint Project	24,692	105,384	(99,644)	-	30,432
	<u>36,152</u>	<u>117,064</u>	<u>(124,818)</u>	<u>2,034</u>	<u>30,432</u>

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

13 Restricted funds

The unrestricted fund represents the free funds of the charity, which are not designated for particular purposes.

The major restricted funds as detailed above relate to the following activities carried out by the charity:-

The William Leech Charity

To deliver Vision Support activities providing specialist support for sight impaired people to help them navigate complex and changing systems. We will deliver and increase our telephone befriending and establish a counselling service.

National Lottery - Joint Project (formerly Joint Lottery)

To work in partnership with Newcastle Vision Support to develop and expand services creating a more joined up holistic and inclusive service across a wider region, reducing social isolation and health and economic inequalities through increased access to services and support.

Community Foundation - Bernicia Foundation

To increase employment, skills and training opportunities for sight impaired people and to improve the transition pathway between children's and adult services. The project will work with employers to improve their understanding and awareness of support available to sight impaired employees and candidates.

Northumbria Police & Crime Commissioner

The project will develop resources to increase cyber security for vulnerable adults and collaborate with partners to share the learning. Digital support will be provided with a focus on staying safe online.

Thomas Pocklington Trust

To deliver Vision Support activities providing specialist support for sight impaired people to help them navigate complex and changing systems. We will deliver and increase our telephone befriending and establish a counselling service. Additional rehabilitation was provided to increase people's confidence as restrictions eased.

National Lottery - Awards for All

To support our rebrand and name change, this grant funded the design work for the new logo and a new website.

National Lottery - Covid Support

To deliver Vision Support activities providing specialist support for sight impaired people to help them navigate complex and changing systems. We will deliver and increase our telephone befriending and establish a counselling service. Additional rehabilitation was provided to increase people's confidence as restrictions eased.

Community Foundation - Arts for All

This project delivered art workshops aimed to reduce isolation and celebrate achievement. A mixed craft event was held focussed on Christmas activities and was very well attended. The feedback was extremely positive and we hope to repeat this activity in the future.

Gateshead Equipment

Council funding for the provision of specialised equipment.

Sir James Knott

The project delivered digital support to people who are sight impaired with a focus on the Alexa home device. Activities helped with the initial set up, communication functions, alerts and reminders alongside connected apps and systems to maximise the benefits of home devices.

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

13 Restricted funds

14 Analysis of net assets between funds

Current year

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Fund balances at 31 March 2021 are represented by:			
Tangible assets	17,913	-	17,913
Current assets/(liabilities)	190,074	25,519	215,593
Long term liabilities	(59,432)	-	(59,432)
	<u>148,555</u>	<u>25,519</u>	<u>174,074</u>

Prior year

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Fund balances at 31 March 2020 are represented by:			
Tangible assets	12,078	-	12,078
Current assets/(liabilities)	112,986	-	112,986
Long term liabilities	(55,607)	-	(55,607)
	<u>69,457</u>	<u>-</u>	<u>69,457</u>

15 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2021 £	2020 £
Within one year	15,765	13,252
Between two and five years	19,512	41,215
	<u>35,277</u>	<u>54,467</u>

16 Related party transactions

There were no disclosable related party transactions during the year (2020 - none).

VISION & HEARING SUPPORT GATESHEAD AND SOUTH TYNESIDE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

17 Cash generated from operations	2021 £	2020 £
Surplus for the year	104,617	54,083
Adjustments for:		
Investment income recognised in statement of financial activities	(91)	(54)
Depreciation and impairment of tangible fixed assets	2,097	2,131
Movements in working capital:		
Decrease/(increase) in debtors	4,378	(1,572)
Increase in creditors	6,997	1,305
Cash generated from operations	<u>117,998</u>	<u>55,893</u>
18 Analysis of changes in net funds		
The charity had no debt during the year.		