

Charity Number: 1107499  
Company Number: 05206358

**Vision & Hearing Support Gateshead and South Tyneside Ltd**  
(a company limited by guarantee)

Unaudited Trustees' Report and Financial Statements  
for the year ended 31 March 2023

**Vision & Hearing Support Gateshead and South Tyneside Ltd**  
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**Trustee Report**

**For the year ended 31 March 2023**

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**2022/23- Chair of Trustees and Chief Executive Officers Statement**

The 2022/23 period has been a positive year of growth for the Charity, we have welcomed three new members of staff and secured new funding for our work. We have continued to deliver the best possible services for our beneficiaries and have achieved excellent outcomes through our various projects.

Building on the partnership's formed in the previous year, Vision & Hearing Support has secured funding to support several key areas of work. Firstly, the Community Voice project in partnership with Bliss=Ability and Your Voice Counts secured three-year funding from the National Lottery Community Fund. Led by people with lived experience, the project helps people access activities and services in the community through peer support and volunteering. The project is underpinned by learning and information sharing across the partner organisations. In the first eight months of the project, we worked with 150 individuals providing information, advice and guidance; volunteering opportunities; and support to access groups and social activities.

Secondly, in Partnership with ACTS (project lead), Age UK Gateshead and Your Voice Counts we secured five-year funding from the National Lottery Community Fund to deliver digital support. In the first eight months We engaged 162 people in the Digital project with 97% of clients reporting increased digital confidence after receiving our support (versus their response before receiving help).

Finally, our Counselling project, funded by the NENC Suicide Prevention Network, managed by Ways to Wellness, was delivered across Tyne & Wear and Northumberland in Partnership with Newcastle Vision Support, Northumberland Vision Support and Sunderland and Durham Royal Society for the Blind. Vision & Hearing support delivered 121 counselling sessions to 44 individuals during the year. Clients reported an average score change of 4.63 on the PHQ-9 and 4.96 on the GAD-7, which is higher than the minimal clinically important difference (MCID) score for both measures.

Referrals for assessments under our local authority Care Act 2014 contracts have remained steady with 343 support plans being completed. The Team have consistently met Care Act 2014 targets with 97.5% of beneficiaries being contacted within 2 working days and 83.5% of referrals being assessed within two weeks. The number of referring organisations has grown as opportunities for networking and collaboration have increased in the post-pandemic period.

Our work to develop a Transition Pathway between Childrens and Adult Services continues and we have seen an increase in younger people accessing our support as a result. This will remain a priority to ensure people are supported at a time when it is needed most.

We have continued to work with our sight loss sector colleagues across the region and nationally. Through Visionary UK, we have contributed to national working groups for rehabilitation, low vision and cross-sector partnership developments. This network has produced best practice guidance for low vision services and is developing a Rehabilitation workforce plan to ensure specialist skills are readily available. We attended the Visionary UK conference 2022 to meet colleagues and share best practice among the sector.

Through our Partnership work we identified many joint ambitions with Bliss=Ability and, in April 2022, Trustees and Members from both organisations voted in favour of us joining forces. By using resources and knowledge more effectively and efficiently we can increase the number of people we reach and ensure long term sustainability of provision as a charity.

BLISS=Ability is a fully inclusive, user-led specialist provider of accessible information, Care Act advocacy and other services for people with disabilities in South Tyneside.

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This unique opportunity will help us to realise a shared ambition to serve residents of South Tyneside and Gateshead who have a disability, including vision impairment, Deaf, hard of hearing and those with a long-term health condition.

As we move into the next financial year, the Trustees will remain agile and responsive to meet the Charity's objectives. 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.

The Board has worked hard in 2022/23 to build upon the progress made in the previous four years to stabilise the Charity's finances and build appropriate reserves for the future.



Chair – Lin Elder-Atterton MVO



Chief Executive – Sarah French

**Our Vision**

A vision and hearing loss community that is **informed, empowered** and **resilient**.

**Our Mission**

1. **Empower** our community by giving them the tools they need to live independently and make positive decisions.
2. Help our community overcome adversity by increasing **resilience** and wellbeing.
3. Ensure our community are **informed** by providing first class information, advice and guidance.
4. **Influence** positive change locally, regionally and nationally for our community through strong stakeholder and relationship management.

**Our Values**

**Supportive**

We respond and adapt to the needs of the Vision and hearing loss community. We respect and value all our community equally. We are committed to working together to achieve shared goals.

**Trustworthy**

We are accountable. We are open and honest in our approach. We are reliable, act with integrity and do what it takes to support those in need.

**Caring**

We are friendly and warm. We take time to listen and promote inclusivity. We treat everyone with dignity and respect.

**Professional**

We are passionate and strive to be the best. We actively seek new ideas and innovation to bring about positive change. We rely on evidence to make our decisions. We challenge ourselves to be bold and resourceful. We are determined in the face of adversity.

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**Strategic Objectives**

1. Be the **leading** vision and hearing loss service provider
1. **Influence** change locally, regionally & nationally
2. **Diversify** our income generation portfolio
3. **Champion** the interests of members, beneficiaries and sector

**Activities for public benefit**

Vision & Hearing Support strives to be the best for our community. We take time to listen and promote inclusivity, treating everyone with dignity and respect. We actively seek new ideas and innovation to bring about positive change, acting with integrity to do what it takes to support those in need.

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.

We review our aims, objectives and activities each year. This report looks at what we achieved and the outcomes of our work during April 2022 to March 2023.

**OBJECTIVES AND ACTIVITIES**

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 will 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.

To achieve our strategy 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.

Trustee Report

For the year ended 31 March 2023

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**ACHIEVEMENT AND PERFORMANCE – 2022/23**

During 2022/23, we supported **4,731 individuals** resulting in;

- 84% reporting they were able to live more independently
- 82.5% feeling less isolated
- 88% reporting that they felt more confident and empowered
- 88% reporting an improvement in their emotional health & wellbeing

**"I had hit a brick wall and didn't think I could find a way back, but you have lifted me out of my depression and talked me back to having a reason to go on. You have helped me back to living my life again" (Beneficiary, 2022)**

Over 10,650 people in South Tyneside and Gateshead live with moderate sight loss and over 1,640 are diagnosed as severely sight impaired (RNIB, 2023).

Latest estimates indicate that in South Tyneside and Gateshead 67,386 people have hearing loss of 25 dB or more, and of those 7,243 have moderate or severe hearing loss, over 65 dB (NHS England, Hearing Loss data Tool).

Our beneficiaries have increasingly complex health needs, for example 74% of active clients during the year have 2 or more additional disabilities; 50% have more than 1 eye condition; 92% have Arthritis; 93% are hard of hearing; 83% have limited mobility and or high frailty; 89% have osteoporosis; 74% have had a Stroke and 72% have Diabetes. We work collaboratively to target the social determinants of health alongside specific eye care interventions, making sure we provide the right support at the right time for individuals.

**"Having a stroke and being blinded was a massive shock in my lifetime, I felt very lonely and depressed. Your charity is such a massive and worthwhile charity that made my life worth living again. I don't think I could have survived without it." (Beneficiary, 2022)**

Our unique and integrated pathway makes sure we provide the right support at the right time for individuals. We deliver the following activities to support people who are sight impaired, Deaf and hard of hearing across Gateshead and South Tyneside;

- Vision impairment **counselling** – providing one-to one and group counselling sessions, including for friends and family. Delivered by a professional counsellor with lived experience, the service is supported at the start and end points to enable a smooth transition.
- **"Well Connected"** is a partnership project providing digital, one-to-one and peer support, a tech lending library and cyber security information.
- An optometrist and rehabilitation specialist led **low vision** clinic – providing early intervention and magnification advice. This is a unique model that integrates health, social care and community activities to provide a seamless and effective service.
- **"Community Voice"** is a partnership project, led by people with lived experience, that helps people access activities and services in the community through peer support and volunteering.
- **Accessibility audits** and professional Vision Impairment Awareness and Sighted Guide **Training** to raise awareness of sight loss and improve accessibility.
- Our incredible **Volunteers** made over 1000 tele-befriending calls this year, providing essential social support for people living with sensory loss. We connect people to relevant **peer led support** groups including; the weekly Men's Shed Group, the Women's Weekly and Macular and Glaucoma peer support groups.

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These values sit alongside the three core values that underpin our youth offer and reflect the values for our staff:

- **Involve** young people are involved in communities and in quality, positive and inclusive activities
- **Enjoy** young people enjoy their lives and the communities where they live.
- **Achieve** young people feel empowered and valued, are prepared for the future and are recognised for their achievements.

Our statutory funded work includes:

- **Person centred assessments** and planning under the Care Act 2014 to agree goals and actions that will have a positive impact; and **Rehabilitation** and Enablement support – providing independent living skills, orientation and mobility skills and independent travel.

We have directly supported 4,731 individuals across our services during 2022/23. The figures below show the numbers of individuals accessing each intervention by type during the year:

- 434 people have been referred for and received a personal holistic assessment
- 120 people have accessed our intensive rehabilitation service
- 3,129 people benefitted from our Information, Advice and Guidance
- 837 people accessed our low vision service
- 162 people received digital support
- 302 people accessed the Community Voice project
- 6 young people have accessed our enhanced transition support
- 44 people received professional Counselling
- 80 people attended our Living Well with Sight Loss
- 173 people received 1105 tele-support calls from our dedicated volunteers
- Helped 78 people access the benefits they were entitled to, a collective total of £394,149 per annum, plus backdated entitlement of £23,531

## **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. The Gateshead service is for sight impairment only, South Tyneside service includes Deaf and hard of hearing support. We carry out the registration process, although we don't directly hold the register in Gateshead.

In 2019/20 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 and enablement 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.

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2,722 contacts have been received for this service during 2022/23:

- Gateshead - 1304
- South Tyneside – 1418

**Integrated Low Vision Clinic – Gateshead residents only (NHS ICB)**

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. Information, Advice and Guidance is available when needed along with rehabilitation support, triage reviews and equipment advice.

During 2022/23 our key outputs as part of our low vision clinic work included:

- 254 low vision clinics were held
- 465 low vision assessments were carried out
- 1469 people were supported through the service

**ADDITIONAL SUPPORT PROVISION**

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

**Gateshead Walking Groups**

**We secured annual funding from Gateshead Council** to improve the physical, mental and emotional health of people with sight loss and their families across Gateshead by delivering outdoor and online support including: themed walks for people who are blind and partially sighted and their families/ carers with sighted guide volunteers; support from our qualified, vision impaired Counsellor; sighted guide training for volunteers and sighted walks participants and; self-care and healthy lifestyles information, advice and guidance via Peer Support Groups and online networks.

**A Future You**

Funded as a 6 month pilot through the Integrated Care Board Ageing Well programme, A Future You was a new project to reduce the risk of loneliness, social isolation, and frailty. The project was a partnership between Age Concern Tyneside South (ACTS), Vision and Hearing Support (VHS), South Tyneside Council, South Tyneside Public Health, and the Integrated Care Board via the Central Integrated Care Pathway. The project offered a novel approach to healthcare, adopting a preventative care approach to reduce the risk and prevalence of loneliness, social isolation, and resultant frailty among the residents of South Tyneside. An evaluation of the project was produced and the learning will be shared across the Borough to support future interventions.



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**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. 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.

**Training**

Our team of experienced professionals provide **Visual Impairment Awareness, Sighted Guide and Deaf Awareness training** to a wide audience including a number of hospitals, council departments, businesses, charities and care homes.

**Well Connected - Digital & Cyber Security Support**

Our Partnership with ACTS, Age Gateshead and Your Voice Counts is funded through The National Lottery Community Fund and provides a range of support and tuition on how to make the most of digital and online services whilst avoiding online fraud and cyber scams. We engaged 449 clients and provided 162 intensive interventions, leading to 97% of participants reporting feeling more confident and empowered following our cyber security information, advice and guidance.

**Community Voice**

Funded by The National Lottery Community Fund, the project takes a partnership approach, led by people with lived experience, to help people access activities and services in the community through peer support and volunteering.

During the year, 875 people have engaged with the project, 276 of these have sensory impairment or dual sensory loss. 98 individuals have been supported with accessing community based activities, 25 are accessing volunteering pathways, and the Partnership has established 17 new activities in the community to meet the need of beneficiaries.

80% of clients who engaged in this project have said that they have felt increased self-esteem and confidence, feel less isolated and have better well-being.

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**Counselling**

Funded by the NENC Suicide Prevention Network, managed by Ways to Wellness, we delivered 121 counselling sessions to 44 individuals during the year. Clients reported an average score change of 4.63 on the PHQ-9 and 4.96 on the GAD-7, which is higher than the minimal clinically important difference (MCID) score for both measures.

**Telephone Support Service**

Operated entirely by volunteers, all of whom have lived 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. During the year 2022/23 volunteers made 1105 calls to 173 people.

**Activity and Social Groups**

We are delighted that we can once again welcome groups to meet at our premises following the pandemic. 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. 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 the, 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 to meet individual preferences.

**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.

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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 from the Gateshead Walking Project and a selection of quotes received throughout the year, that demonstrate 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;

**GATESHEAD WALKING PROJECT**

We engaged 422 people, with 73 clients continuing to have on-going engagement/activity throughout the project. Initial contact was made to determine client's interest in joining walking groups to increase their confidence and independence post Covid.

73% of clients were female. 75% were aged between 45 & 84 and 52% of clients lived alone. 70% had 2 or more additional health conditions alongside their sight loss, with 44% of those reporting mobility issues.

A Monday walking group was established, and supported 36 people throughout the project, who met for peer support and to increase their confidence, reduce their isolation and increase their physical mobility.

Where people didn't continue with activity in the project, this was influenced by a number of factors including a lack of accessible transport to reach a central meeting point, lack of confidence in travelling independently, reduced mobility due to lack of social opportunities during the Covid-19 pandemic and an increase in co-morbidities alongside their sight loss.

As a result of the barriers above, there was restricted uptake of our planned themed walks. Clients who continued to engage, expressed interest in office-based activities to increase their confidence in the first instance. As a result, we reviewed our existing group provision and identified our well-established peer support group, the 'Men's Shed', as an opportunity to meet some of that need.

Through our post-counselling transition pathway, our counsellor identified there was a need for a women's group and general peer support. As a result, we established a Women's Weekly group that offers weekly peer support and also developed a new monthly peer support group that offers an opportunity for anyone with sensory loss to meet and share experiences and increase social contact. Our counsellor facilitated those referrals in the first instance to ensure that client's expectations and needs were fully met.

These groups continue to meet and are supported by Community Voice volunteers, to ensure their continuation, development and future growth.

Feedback from the groups has been positive, with 84% of clients reporting reduced isolation, improved emotional health & wellbeing and improved confidence. 100% of clients reported improved access to accessible information, with 81.5% reporting improved social inclusion.

**Case study 1**

SA was isolated at home due to their sight loss and loss of confidence post-pandemic. They wanted to improve confidence travelling independently to increase mental health and wellbeing and to explore peer support options available. A collaborative approach between our rehabilitation specialist and our Community Voice project officer agreed a support plan to meet the client's needs. Our rehab officer undertook an assessment and designed a 4-week orientation and mobility plan to map out the best travel options. At the end of this period, the client was able to travel independently from home to the peer support group she wished to join. The impact of this work has increased her confidence and she commented "my quality of life has improved massively, and I never thought I would be travelling on my own in such a short space of time. I love the ladies group and my mental health is so much better now".

**Case study 2**

DM had recently resigned from their employment due to the deterioration in their sight loss alongside other long-term health conditions. They had become isolated at home and had lost confidence in socialising and participating in wider activities. The client had 12 weeks' counselling sessions. As part of the transition post-counselling planning, it was identified that the client would benefit from engaging in peer support to reduce their isolation and increase confidence. Our counsellor facilitated a referral to the newly established ladies group. DM is a regular attendee at this group and during review feedback commented "I don't know what I would have done without the Counselling project. The ladies group has been a lifeline for me after giving up my job due to my sight loss. My mental health and wellbeing have improved so much I no longer rely on medication to improve my low mood".

**Quotes from our Annual Survey 2022;**

"As it is only recently, I have started to use your service I am constantly surprised how helpful people are and have been. The group of people who make up the support team should be very proud at what they have created."

"I am very grateful for all the help and support I have received over the years. Thank you."

"Everyone seems to be doing excellent work and I am so grateful for the help I have received from you all."

"Couldn't thank Helen and Claire enough. Their support was second to none. Very pleased with how it all went, couldn't be happier. Once again Thank you Helen and Claire!!!"

"I recommend this service to others with sight problems."

"They were very helpful and put me at ease."

"I have only met Pauline who spoke to me on the phone and arranged to visit me. She was lovely, caring and supported and told me of people who could help me in the future at Vision & Hearing. She told me that it would be good for me to speak to Karen who might be able to support me further. I have spoken to Karen, and I am looking forward to meeting with her as she sounds so full of life and a great person to work for Vision and Hearing. I do feel I need some counselling as I'm feeling a little anxious of my future and feel I need a little support in this area."

"One of your staff helped me to apply for an allowance which I was awarded and will always be grateful. Thank you."

"For the moment I can't really think of anything that could improve what is an extraordinary service. Just keep up with the great job that all staff are doing."

"I admired the knowledge, enthusiasm and support offered, even down to home visit by keen staff member to check requirements and progress. You do an incredible job for people to help and encourage them at a time when such help is needed and I had lost mobility after 2.5 months in hospital and had lost my right eye due to autoimmune condition, pemphigoid. Two bright bulbs and walking aid are of great benefit, thank you. I can now read print more easily and much mobility has been restored though I still find your walking aid invaluable."

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**FINANCIAL REVIEW**

Financial performance and position

Financial performance in 2022/23 continues to provide stability for the Charity moving forwards. This is largely due to support through cost of living funds grants to support running costs.

Income in 2022/23 was £780,096 - representing an increase of £234,829 to the previous year (£545,267 – 2021/22). This is chiefly because of one-off cost of living support grants and successful Partnership projects securing funding from The National Lottery Community Fund.

Our expenditure has increased by £205,576 on the previous year, in line with growth and delivery of specific grant funded projects. Expenditure in 2022/23 was £464,372.

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
- NHS North East North Cumbria Integrated Care Board
- The National Lottery Community Fund
- Community Foundation Tyne & Wear and Northumberland
- North East North Cumbria Suicide Prevention Network and Ways to Wellness
- VCSE Cost of Living Crisis 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.

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.

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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 2023 the charitable company held total reserves of £365,117 (2022: £254,969).

We will continue to review levels of expenditure.

## **FUTURE PLANS**

The unique opportunity to merge with disability charity Bliss=Ability will help us to realise a shared ambition to serve residents of South Tyneside and Gateshead who have a disability, including vision impairment, Deaf, hard of hearing and those with a long-term health condition.

Working with people with lived experience, our combined charity is determined to:

- leverage further investment to support disability services across South Tyneside and Gateshead, ensuring greater provision for more people,
- enable more people with lived experience to co-create services, improve health pathways and increase access to local services,
- reduce health inequalities and improve outcomes for people facing or living with a disability, are vision impaired, Deaf, hard of hearing, or who has one or more long-term health condition.

The coming year will focus on maintaining our current services: rehabilitation; holistic assessment; low vision service; digital empowerment; mental health & wellbeing; community and volunteer engagement. To support this we will focus our development on:

### **Employability and Transition Pathway**

Following a review of our data at the end of 2020, we found that only 2% of the people we work with are aged between 15 and 44, increasing to only 5.5% at the end of 2023. We recognise that this is not a proportionate reflection of the age profile of people with sight loss in South Tyneside and Gateshead.

During 2021 and 2022 we secured a short grant to support employability for people with sight loss which was successful in engaging younger people in our support. We have also worked closely with Children's Services to improve the transition into adult services, this too has seen a small increase in 15 to 24-year-olds access our services.

We want to take this work further by engaging younger people, up to age 45, in our projects and support services. Working with young people, we will co-design a tailored programme to provide relevant support at a time when it is needed most.

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**Advocacy**

Working with partners and social care providers, the demand for specialist advocacy support for people with sight loss is increasing. As costs of living increase, we have experienced a significant rise in requests for non-statutory advocacy support. This includes help with employment issues; blue badge and concessionary pass applications; mandatory reconsiderations for benefit applications; housing issues including amendments to properties, alongside support with banding applications and providing relevant evidence of the impact of sight loss on individuals.

**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.

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:
  - i) Is signed by two members entitled to vote at the meeting.
  - ii) 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
  - iv) 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 period and will be at the discretion of the Board of Directors.

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.

**Vision & Hearing Support Gateshead and South Tyneside Ltd**  
**(a company limited by guarantee)**

**Trustees' Report (*Continued*)**  
**For the year ended 31 March 2023**

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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, and are actively involved in the Integrated Care System (ICS) and Primary Care Networks (PCN) under the North East North Cumbria (NENC) Integrated Care Board.

We 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.

During the year we have formed effective partnerships with local Charities ACTS, Age UK Gateshead, Your Voice Counts and Bliss=Ability. This has led to emerging projects to support people with disabilities and learn from each other's experiences and approaches as well as the opportunity to merge to form one holistic disability charity with Bliss=Ability.

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 Ltd**  
**(a company limited by guarantee)**

**Trustees' Report (*Continued*)**  
**For the year ended 31 March 2023**

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**REFERENCE AND ADMINISTRATIVE DETAILS**

Registered Charity Number	1107499
Company Number	05206358
Registered Office	The Bradbury Centre for Sight, Unit 2B, Stonehills Business Centre, Gateshead, Tyne and Wear, NE10 0HW

**Trustees**

The trustees who served the charity during the period were as follows;

Ms K Harrison  
Mrs L Elder-Atterton  
Mrs L Rhodes  
Mr Ian Hickson  
Mr Liam Clark-Brown  
Mr Alex Geddes, Co-Opted member  
Mrs Joyce Welsh, Co-Opted member

**Key Management Personnel**

S French	Chief Executive
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**Our advisors**

Independent		
Examiners	Haines Watts	17 Queens Lane, Newcastle upon Tyne, NE1 1RN
Bankers	CafBank	PO Box 289, West Mailing, Kent, ME19 4TA

**Legal Status**

The charitable company is limited by guarantee and therefore has no share capital. In the event of a winding up, every member (who is a trustee) undertakes to contribute to the payment of liabilities such amount as may be required not exceeding the total of £1.

## **STATEMENT OF MANAGEMENT TRUSTEES' RESPONSIBILITIES**

The Management Trustees (who are also directors of Vision & Hearing Support Gateshead and South Tyneside Ltd for the purpose of company law) are responsible for preparing the Management Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

This report was approved by the Management Trustees on 23 November 2023.

Signed on behalf of the Board



.....  
L Elder-Atterton  
Trustee

**Vision & Hearing Support Gateshead and South Tyneside Ltd**  
**(a company limited by guarantee)**

**Independent Examiner's report to the members of Vision & Hearing Support Gateshead and South Tyneside Ltd**

**For the year ended 31 March 2023**

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I report to the charity trustees on my examination of the accounts of the charitable company for the year ended 31 March 2023 which are set out on pages 21 to 33.

**Responsibilities and basis of report**

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

Having satisfied myself that the accounts of the charitable company 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 your charitable company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent examiner's statement**

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, 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 charitable company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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



.....  
**Craig Henderson ACCA**  
**Haines Watts Newcastle**

8 December 2023

**Date**

17 Queens Lane  
Newcastle upon Tyne  
NE1 1RN

**Vision & Hearing Support Gateshead and South Tyneside Ltd**  
(a company limited by guarantee)

**Statement of Financial Activities (Incorporating the Income and Expenditure Account)**  
**For the year ended 31 March 2023**

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
<b>Income from:</b>					
Donations	4	156,773	190,653	347,426	120,095
Charitable activities	5	415,198	14,701	429,899	424,006
Investment income	6	2,771	-	2,771	55
Other trading income		-	-	-	1,111
<b>Total income</b>		<b>574,742</b>	<b>205,354</b>	<b>780,096</b>	<b>545,267</b>
<b>Expenditure on:</b>					
Charitable activities	7	503,534	166,414	669,948	464,372
<b>Total expenditure</b>		<b>503,534</b>	<b>166,414</b>	<b>669,948</b>	<b>464,372</b>
<b>Net Income/(expenditure)</b>		<b>71,208</b>	<b>38,940</b>	<b>110,148</b>	<b>80,895</b>
Transfers	16	( 623 )	623	-	-
<b>Net movements in funds</b>		<b>70,585</b>	<b>39,563</b>	<b>110,148</b>	<b>80,895</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		234,036	20,933	254,969	174,074
<b>Total funds carried forward</b>		<b>304,621</b>	<b>60,496</b>	<b>365,117</b>	<b>254,969</b>

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

**Vision & Hearing Support Gateshead and South Tyneside Ltd**  
(a company limited by guarantee)

**Balance Sheet**  
**As at 31 March 2023**

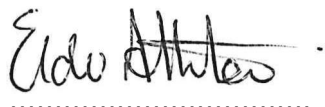
	<b>Notes</b>	<b>2023</b> £	<b>2022</b> £
<b>Fixed assets</b>			
Tangible assets	<b>11</b>	13,400	19,412
		<u>13,400</u>	<u>19,412</u>
<b>Current assets</b>			
Debtors	<b>12</b>	28,136	53,704
Cash at bank and in hand		378,844	288,351
		<u>406,980</u>	<u>342,055</u>
<b>Liabilities</b>			
Creditors: amounts falling due within one year	<b>13</b>	( 55,263 )	( 106,498 )
<b>Net current assets</b>		<u>351,717</u>	<u>235,557</u>
<b>Total assets less total liabilities</b>		<u>365,117</u>	<u>254,969</u>
<b>Funds</b>			
Restricted funds		60,496	20,933
Designated funds		70,000	15,000
Unrestricted funds		234,621	219,036
	<b>16</b>	<u>365,117</u>	<u>254,969</u>

For the year ending 31 March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts

The financial statements were approved by the trustees on 23 November 2023 and signed on their behalf by:



.....  
L Elder-Atterton  
Trustee

**Company Number 05206358**

**Vision & Hearing Support Gateshead and South Tyneside Ltd**  
**(a company limited by guarantee)**

**Cash Flow Statement**

**For the year ended 31 March 2023**

	Notes	2023 £	2022 £
<b>Net cash flow from operating activities:</b>			
<i>Net cash provided by operating activities</i>	19	90,224	79,402
<b>Cash flows from investment activities</b>			
Interest receivable and investment income		2,771	52
Purchase of tangible fixed assets		( 2,502 )	( 4,862 )
<b><i>Net cash flow from investing activities</i></b>		269	( 4,810 )
<b>Net increase in cash and cash equivalents</b>		90,493	74,592
Cash and cash equivalents at the beginning of the year		288,351	213,759
<b>Cash and cash equivalents at the end of the year</b>		378,844	288,351

**1. Accounting Policies**

**1.1 Basis of preparation**

The financial statements have been prepared in accordance with 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) issued in October 2019, Charities SORP (FRS 102), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

Vision & Hearing Support Gateshead and South Tyneside Ltd meets the definition of a public benefit entity under FRS 102. The financial statements are prepared under the historical cost convention or transaction value unless otherwise stated in the relevant accounting policy note(s). The financial statements are prepared in Sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

**1.2 Going concern**

The financial statements are prepared on a going concern basis. The Trustees have reviewed the annual budgets and considered relevant information in response to the external environment. Actual results are monitored against budget. Based on these assessments, given the measures that could be undertaken to mitigate any adverse conditions, and the current resources available, the Trustees have concluded that they can continue to adopt the going concern basis in preparing the annual report and accounts.

**1.3 Funds**

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charitable company and which have not been designated for other purposes.

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

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

**Notes to the Financial Statements (Continued)**  
**For the year ended 31 March 2023**

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**1.4 Incoming resources**

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity has entitlement to the funds, any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions and is recognised as earned. Grant income included in this category provides funding to support performance activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with reasonable certainty. Income received to deliver services over a specific period covering more than one financial year is accounted for over the specific period; related expenditure is accounted when incurred.

Investment income relates to interest earned through holding assets on deposit.

In accordance with the Charities SORP (FRS 102), the general volunteer time is not recognised and refer to the trustees' report for more information about their contribution.

**1.5 Expenditure and irrecoverable VAT**

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged as an expense against the cost for which the expenditure arose.

**1.6 Support cost allocation**

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity.



**Notes to the Financial Statements (Continued)**  
**For the year ended 31 March 2023**

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**1.7 Tangible fixed assets**

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Fixtures & fittings	-	15% reducing balance
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All assets costing more than £1,000 are capitalised, unless paid directly by a grant where capitalisation is not approved.

**1.8 Debtors**

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

**1.9 Cash at bank and in hand**

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

**1.10 Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement after allowing for any trade discounts due.

**1.11 Financial instruments**

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

**1.12 Pensions**

The charitable company contributes to a defined contribution pension scheme for the benefit of its employees. The assets of the scheme are held separately from those of the charitable company. The annual contributions payable are charged to the Statement of Financial Activities.

**1.13 Tax**

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and 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.

**Vision & Hearing Support Gateshead and South Tyneside Ltd**  
**(a company limited by guarantee)**

**Notes to the Financial Statements (Continued)**

**For the year ended 31 March 2023**

**2. Legal status**

The charitable company is limited by guarantee and therefore has no share capital. In the event of a winding up, every member (who is a trustee) undertakes to contribute to the payment of liabilities such amount as may be required not exceeding the total of £1.

**3. Comparative statement of financial activities**

		<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2022</b>	<b>Total 2021</b>
	<b>Notes</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Income from:</b>					
Donations	<b>4</b>	46,508	73,587	120,095	128,253
Charitable activities	<b>5</b>	419,276	4,730	424,006	378,289
Investment income	<b>6</b>	55	-	55	91
Other trading income		1,111	-	1,111	-
<b>Total income</b>		<b>466,950</b>	<b>78,317</b>	<b>545,267</b>	<b>506,633</b>
<b>Expenditure on:</b>					
Charitable activities	<b>7</b>	382,588	81,784	464,372	402,016
<b>Total expenditure</b>		<b>382,588</b>	<b>81,784</b>	<b>464,372</b>	<b>402,016</b>
<b>Net income before transfers</b>		<b>84,362</b>	<b>( 3,467 )</b>	<b>80,895</b>	<b>104,617</b>
Transfers	<b>16</b>	119	( 119 )	-	-
<b>Net movements in funds</b>		<b>84,481</b>	<b>( 3,586 )</b>	<b>80,895</b>	<b>104,617</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		149,555	24,519	174,074	69,457
<b>Total funds carried forward</b>		<b>234,036</b>	<b>20,933</b>	<b>254,969</b>	<b>174,074</b>

**Vision & Hearing Support Gateshead and South Tyneside Ltd**  
**(a company limited by guarantee)**

**Notes to the Financial Statements (Continued)**

**For the year ended 31 March 2023**

**4. Donations**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Donations	7,091	10,761
Grants	340,335	109,334
	<u>347,426</u>	<u>120,095</u>

**Grant income**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
National Lottery	-	47,603
Counselling	5,083	14,917
Suicide Prevention	6,567	6,567
VCSE Transformation	-	4,500
Ways to Wellness	12,765	-
GMBC	8,252	-
National Lottery - Community Voice	147,711	-
National Lottery – Well Connected	15,000	-
ICP Mental Health	17,000	-
Other	127,957	35,747
	<u>340,335</u>	<u>109,334</u>

**5. Income from charitable activities**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Services provided under contract	360,348	375,495
Other income	69,551	48,511
	<u>429,899</u>	<u>424,006</u>

**6. Investment income**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Income from investments	2,771	91

**Vision & Hearing Support Gateshead and South Tyneside Ltd**  
**(a company limited by guarantee)**

**Notes to the Financial Statements (Continued)**

**For the year ended 31 March 2023**

**7. Analysis of expenditure charitable activities**

	<b>Activities undertaken directly £</b>	<b>Support costs £</b>	<b>2023 £</b>	<b>2022 £</b>
Charitable activities	634,565	35,383	669,948	464,372
	<u>634,565</u>	<u>35,383</u>	<u>669,948</u>	<u>464,372</u>

**8. Support & Governance costs**

	<b>2023 £</b>	<b>2022 £</b>
Staff Costs	17,789	13,526
Payroll costs	2,480	40
Depreciation	8,514	3,363
Governance costs	6,600	3,650
	<u>35,383</u>	<u>20,579</u>

**9. Net income/(expenditure) for the year**

This is stated after charging:

	<b>2023 £</b>	<b>2022 £</b>
Depreciation	8,514	3,363
Independent examiners fee	6,600	3,650
	<u>15,114</u>	<u>7,013</u>

**Vision & Hearing Support Gateshead and South Tyneside Ltd**  
**(a company limited by guarantee)**

**Notes to the Financial Statements (Continued)**

**For the year ended 31 March 2023**

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**10. Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel**

Staff costs were as follows:

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Wages and salaries	340,821	286,120
Social security costs	25,077	20,689
Other pension costs	11,839	9,038
	<u>377,737</u>	<u>315,847</u>

The average monthly number of employees during the year was as follows:

	<b>2023</b>	<b>2022</b>
	<b>Number</b>	<b>Number</b>
Chief executive officer	1	1
Support, advice and activities	17	16
Administration	1	1
	<u>19</u>	<u>18</u>

During the year no (2022 – none) employees received total employee benefits (excluding employer pension costs) of more than £60,000.

The charity trustees were not paid or received any other benefits from employment in the year (2022 - £nil). No trustees were reimbursed expenses during the year (2022 - £nil). No charity trustee received payment for professional or other services supplied to the charity (2022- £nil).

**Vision & Hearing Support Gateshead and South Tyneside Ltd**  
**(a company limited by guarantee)**

**Notes to the Financial Statements (Continued)**  
**For the year ended 31 March 2023**

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	<b>Equipment</b>	<b>Total</b>
	<b>£</b>	<b>£</b>
<b>11. Tangible Fixed assets</b>		
<b>Cost</b>		
At 1 April 2022	80,808	80,808
Additions	2,502	2,502
At 31 March 2023	<u>83,310</u>	<u>83,310</u>
<b>Depreciation</b>		
At 1 April 2022	61,396	61,396
Charge for the year	8,514	8,514
At 31 March 2023	<u>69,910</u>	<u>69,910</u>
<b>Net Book Value</b>		
At 31 March 2023	<u>13,400</u>	<u>13,400</u>
At 31 March 2022	<u>19,412</u>	<u>19,412</u>

**Vision & Hearing Support Gateshead and South Tyneside Ltd**  
**(a company limited by guarantee)**

**Notes to the Financial Statements (Continued)**

**For the year ended 31 March 2023**

**12. Debtors**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Trade debtors	4,191	-
Prepayments and accrued income	23,945	9,173
Other debtors	-	44,531
	<u>28,136</u>	<u>53,704</u>

**13. Creditors: Amounts falling due within one year**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Trade creditors	5,962	364
Accruals and deferred income	41,261	79,552
Social security & pension creditor	8,040	6,395
Other creditors	-	20,187
	<u>55,263</u>	<u>106,498</u>

**14. Deferred income**

Deferred income relates to grants received relating to future periods.

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Opening balance	75,902	-
Resources deferred during the year	34,661	75,902
Amounts released from previous years	( 75,902 )	-
	<u>34,661</u>	<u>75,902</u>

**15. Pension costs**

The charitable company operates a defined contribution pension scheme, during the period contributions of £11,839 (2022 - £9,038) were paid into the scheme. At the year end, £2,545 was payable to the pension provider.

**Vision & Hearing Support Gateshead and South Tyneside Ltd**  
**(a company limited by guarantee)**

**Notes to the Financial Statements (Continued)**

**For the year ended 31 March 2023**

**16. Fund reconciliation**

Year ended 31 March 2023

	<b>At 01 April</b>	<b>Income</b>	<b>Expenditure</b>	<b>Transfers</b>	<b>31 March</b>
<b>Unrestricted funds</b>					
General funds	219,036	574,742	( 503,534 )	( 55,623 )	234,621
<b>Designated funds</b>					
Low Vision Clinic	15,000	-	-	-	15,000
Relocation Costs	-	-	-	10,000	10,000
Costs of the Merger	-	-	-	20,000	20,000
Service Development	-	-	-	25,000	25,000
<b>Total unrestricted funds</b>	<b>234,036</b>	<b>574,742</b>	<b>( 503,534 )</b>	<b>( 623 )</b>	<b>304,621</b>
<b>Restricted funds</b>					
Vision Support Lottery	6,545	358	( 6,903 )	-	-
Counselling	5,000	-	( 5,000 )	-	-
Client orders	421	14,701	( 12,946 )	-	2,176
Suicide Prevention	4,467	6,567	( 11,657 )	623	-
VCSE Digital Transformation	4,500	-	( 4,500 )	-	-
GMBC CCF	-	8,252	( 8,252 )	-	-
Ways to wellness	-	12,765	-	-	12,765
National Lottery - Community Voice	-	147,711	( 103,003 )	-	44,708
National Lottery – Well Connected	-	15,000	( 14,153 )	-	847
	<b>20,933</b>	<b>205,354</b>	<b>( 166,414 )</b>	<b>623</b>	<b>60,496</b>
<b>Total of funds</b>	<b>254,969</b>	<b>780,096</b>	<b>( 669,948 )</b>	<b>-</b>	<b>365,117</b>



**Vision & Hearing Support Gateshead and South Tyneside Ltd**  
(a company limited by guarantee)

**Notes to the Financial Statements (Continued)**  
**For the year ended 31 March 2023**

**16. Fund reconciliation (Continued)**

Year ended 31 March 2022

	At 01 April	Income	Expenditure	Transfers	31 March
<b>Unrestricted funds</b>					
General funds	149,555	466,950	( 382,588 )	(14,881 )	279,993
<b>Designated funds</b>					
Low Vision Clinic	-	-	-	15,000	15,000
<b>Total unrestricted funds</b>	149,555	466,950	( 382,588 )	119	243,036
<b>Restricted funds</b>					
Community Foundation	9,000	-	( 9,000 )	-	-
Northumbria Police & Crime Commissioner	15,400	-	( 15,400 )	-	-
National Lottery – Awards for all	119	-	-	( 119 )	-
Vision Support Lottery	-	48,603	( 42,058 )	-	6,545
Counselling	-	14,917	( 9,917 )	-	5,000
Client orders	-	3,730	( 3,308 )	-	422
Suicide Prevention	-	6,567	( 2,100 )	-	4,467
VCSE Digital Transformation	-	4,500	-	-	4,500
	24,519	78,317	( 81,784 )	( 119 )	20,933
<b>Total of funds</b>	174,074	545,267	( 464,372 )	-	254,969
<b>Designated funds</b>					

Low Vision Clinic – Equipment for the Low Vision Clinic

Relocation costs - The lease for our current premises ends in the coming year. To support a potential relocation, the Trustees have designated funds towards relocation and the associated communications.

Costs of the merger - The Trustees have entered into discussions with another Charity about a merge opportunity. Costs to undertake due diligence and the associated professional fees of merging have been designated to support this activity in the coming year.

Service development - From the emerging Business Plan 2023/24, the Trustees recognise that new areas of work will need some initial investment. To support this activity and ensure the Charity meets its aims and objectives, funds have been designated.

**Vision & Hearing Support Gateshead and South Tyneside Ltd**  
**(a company limited by guarantee)**

**Notes to the Financial Statements (Continued)**  
**For the year ended 31 March 2023**

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**16. Fund reconciliation (continued)**

**Restricted funds**

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.

National 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 inclusion and health and economic inequalities through increased access to services and support.

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.

Vision Support – To work in partnership with Newcastle Society for Blind People to develop and expand services creating a more joined up, holistic and inclusive service across a wider region. The project aims to reduce social isolation and health and economic inequalities through increased access to services and support.

Counselling – To support Counselling provision across Tyne & Wear and Northumberland in partnership with Sunderland & Durham Royal Society for the Blind, Northumberland County Blind Association and Newcastle Vision Support.

Client orders – To support information governance, IT security and online accessibility within the Charity.

Suicide Prevention Fund – To support counselling provision across Tyne and Wear and Northumberland in partnership with Sunderland & Durham Royal Society for the Blind, Northumberland County Blind Association and Newcastle Vision Support.

VCSE Digital Transformation – To support information governance, IT security and online accessibility within the Charity.

Ways to Wellness – To support Counselling provision across Tyne & Wear and Northumberland in partnership with Sunderland & Durham Royal Society for the Blind, Northumberland County Blind Association and Newcastle Vision Support.

National Lottery Community Voice – To deliver a community led engagement project in partnership with Bliss=Ability and Your Voice Counts.

National Lottery – Well Connected - To provide digital support to increase independence, confidence and online security.

**Vision & Hearing Support Gateshead and South Tyneside Ltd**  
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**Notes to the Financial Statements (Continued)**  
**For the year ended 31 March 2023**

**17. Analysis of net assets between funds**

<u>Year ended 31 March 2023</u>	<b>Unrestricted funds</b>	<b>Designated funds</b>	<b>Restricted funds</b>	<b>Total 2023</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Fixed assets	13,400	-	-	13,400
Current assets/(liabilities)	266,593	15,000	60,496	351,717
	<u>279,993</u>	<u>15,000</u>	<u>60,496</u>	<u>365,117</u>
	<u><u>279,993</u></u>	<u><u>15,000</u></u>	<u><u>60,496</u></u>	<u><u>365,117</u></u>
<u>Year ended 31 March 2022</u>	<b>Unrestricted funds</b>	<b>Designated funds</b>	<b>Restricted funds</b>	<b>Total 2022</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Fixed assets	19,412	-	-	19,412
Current assets/(liabilities)	199,624	15,000	20,933	235,557
	<u>219,036</u>	<u>15,000</u>	<u>20,933</u>	<u>254,696</u>
	<u><u>219,036</u></u>	<u><u>15,000</u></u>	<u><u>20,933</u></u>	<u><u>254,696</u></u>

**18. Related party transactions**

There have been no related party transactions in the year.

**19. Reconciliation of net movement in funds to net cash flow from operating activities**

	<b>2023</b>	<b>2022</b>
Net income for the period	110,148	80,895
<b>Adjustments for:</b>		
Depreciation	8,514	3,363
Income from investments	( 2,771 )	( 55 )
Decrease / (Increase) in debtors	25,568	( 26,695 )
(Decrease)/ increase in creditors	( 51,235 )	24,894
Net cash used in operating activities	<u>90,224</u>	<u>79,402</u>
	<u><u>90,224</u></u>	<u><u>79,402</u></u>