



**sense**  
connecting sight, sound and life



# Annual Report and Financial Statements 2016

**Sense Group:** Sense, Sense International and Sense Scotland





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## Chair's welcome



As Chair, I am delighted to provide an introduction to our annual report and accounts, and to thank the many people who have made another year at Sense such a productive and successful one.

The consolidated accounts include those of Sense Scotland, which continues to develop its work, and of Sense International, which achieves so much in a number of countries across the world.

Our report this year shows that in the midst of huge challenges for the sector, Sense continues to develop new and innovative services. Our new TouchBase Pears service is currently being built in Selly Oak, Birmingham. When it opens in 2017 it will provide both wonderful services for people with disabilities from across the West Midlands and also fantastic facilities for the local community. We are extremely grateful to all those who have responded to our TouchBase Pears fundraising appeal and brought us to this point.

There have been many wonderful moments over the past year. One of the highlights was the event in Birmingham celebrating our 60th anniversary, attended by our Patron, HRH The Princess Royal. It was wonderful to see so many people gathered together for our common cause. There have also been many inspiring fundraising activities, and the well-deserved recognition of staff at our annual Sense Awards.

Sense could not continue its work without the generosity of so many people; those who make donations, those who raise funds for us in so many ways – whether a coffee morning or running the London Marathon – and, of course, the thousands of people who volunteer their support and their services. Our warmest thanks to them all.

Last but not least, I must thank my fellow trustees (who of course are also volunteers) for their care, skill and time in governing this amazing organisation.

A handwritten signature in black ink, appearing to read 'John Crabtree'.

**John Crabtree OBE**  
Chairman

## Chief Executive's introduction



In 2015 Sense celebrated its 60th anniversary. The organisation has grown and continues to offer more services than the small group of parents who established us could ever have dreamed of. We do our best to ensure we stay true to that early vision. Our 'I' statements try to capture those original aspirations and apply them in a modern world. They are embedded in all that we do, from staff recruitment to governance.

I noted in the introduction to last year's report that our sector is facing huge challenges – and these have not lessened in the past 12 months. We face a range of cost increases, growing regulation, reduced funding from local authorities, and challenges in fundraising and trading. This is in addition to the growing need for our services.

Against this backdrop we are achieving remarkable things. We continue to provide people with a safe home, support individuals to live independently, provide support and inspiration for the people who use our community services (read about the climbing group later in this report), and give people of all ages the opportunity to go on holiday and experience new opportunities while their families have a break.

We also continue to develop new services. Our short breaks programme in partnership with local authorities is an innovative service designed to inspire the people we support – as well as their staff. The arts and wellbeing programme continues to thrive and has been boosted by our Sport England-funded Deafblind Active initiative.

Our drive to innovate continues as our trustees (some of our most skilled and committed volunteers) have agreed Sense's new strategic plan for the next three years. The 2016-2019 strategy builds on our previous approach, capturing and developing the things we did well and learning from the less successful activities.

Construction of the new TouchBase Pears service in Selly Oak, Birmingham is well underway and will open in 2017. This has been made possible through the generosity of a number of donors. The vision for the centre is to bring people with disabilities and the wider community together. The Active Citizenship programme will help people from all walks of life to work, learn and support each other. While there will be specialist services for people with sensory impairments, there will also be a dedicated community area with a café, sensory library and a shop. TouchBase Pears will also house a multi-functional performance space, training and conference facilities, as well as studios, a music and editing suite, and garden areas. In this report, you can read about our TouchBase Champions, who are working to ensure that the building really will be designed with the needs of people with sensory impairments at its heart. As our fundraising for the centre continues, we are hugely appreciative of all the interest and support.

Once again, I am immensely grateful to our staff, volunteers, supporters and families who make Sense the wonderful organisation it is.

*Gillian Morbey*

**Gillian Morbey OBE**  
Chief Executive

# Trustees' report

## (Including the Directors' report)

### Sense – **who we are**

#### **Our vision**

A world in which people who are deafblind, have sensory impairments or complex needs, can be full and active members of society.

#### **Our purpose**

To support and promote the interests of people who are deafblind, have sensory impairments or complex needs to enjoy more independent lives.

#### **Our values and the 'I' statements**

Our values underpin our vision and purpose, and guide us in all that we do. We aim to show:

- Honesty in how we behave
- Aspiration in our approach
- Accountability for our actions
- Recognition of people's contribution and worth
- Trust in each other.

#### **The 'I' statements:**

- I will listen to others
- I will understand and respond
- I will respect others
- I will be honest and open
- I will participate and contribute
- I will take informed risks
- I will find things to celebrate
- No decision about me, without me.

The 'I' statements put our values into effect and describe our behaviours and expectations, which apply to staff, trustees, the people we support and their families. They flow into our practice, through induction, training, information materials, policies, quality audits and staff performance reviews. In our staff survey conducted in May 2015, questions in relation to the 'I' statements had a positive average score of 72%.



## 2016: Our seventh decade

Sense was set up in 1955 after Peggy Freeman and Margaret Brock, whose children were born deafblind after they contracted rubella, contacted ten other families with rubella children. Together they set up the Rubella Group with assets of £2.5s.0d (approximately £48 today) to campaign for help at a time when there was little understanding of deafblindness and few services for their children.

Peggy, Margaret and many of the parents who set up the organisation, which became Sense in 1997, continued to actively support us for many years. We owe them a great deal.

In the last 60 years Sense has become an organisation that provides a wide variety of services to people with sensory impairments. There is now a Sense Group, working not only in all the nations of the United Kingdom, but also globally, through Sense International.

## The people who need our support today

- Approximately 356,000 people in the UK have significant hearing and sight impairments.
- Many also have additional disabilities and/or learning and other difficulties.
- The number of older people with both sight and hearing loss will grow significantly in the future.
- This is also a global challenge. Our sister charity, Sense International, is supporting deafblind people in seven countries around the world.

# Sense services – what we do

Sense supports people who are deafblind, have sensory impairments or complex needs, to enjoy more independent lives. Our services are funded through charitable donations, grants and statutory fees. They include:

- **Support for children and young people**, including support for families with young children, such as advice and assessment; support with education, including schools liaison and statutory assessment; support during the transition to adulthood; intervenor and communicator guide services; holiday and activity schemes; and supported living assistance.
- **Community services**, including resource centres that provide developmental and meaningful activities for people; our college where people who are deafblind can learn and develop; and the training and provision of intervenors and communicator guides who assist people to interact with the external world.
- **Accommodation services** that are tailored to the needs of the individual. We provide residential services where a small number of people live together, as well as supported living, where we support people to live in their own homes.
- **Arts and wellbeing activities**, which include: drama and theatre programmes; visual and tactile art; social prescribing; dance; sports programmes; and working with museums and cultural providers. (See the case study on page 18)
- **Specialist information, advice and services** on a range of issues for people who are deafblind, have sensory impairments or complex needs, their families, carers and the professionals who work with them.
- **Undertaking research**, often in partnership with other organisations, to increase understanding of the issues that affect the people we support.
- **Support from our Legal Team** for people with multi-sensory impairments facing problems in accessing health and social care, education or benefits.
- **Campaigning** to ensure that public policy sufficiently recognises the needs of people who are deafblind, have sensory impairments or complex needs. (See the case study on page 20)
- **Increasing public awareness** of multi-sensory impairment and of the ways we help and support people.

## How we provide these services

We work with a range of partners, including local authorities, housing associations, medical staff, schools, art galleries and others, to provide services tailored to the needs of the individual. We also work directly with people who want to use their personal budget on our services.

## The support network

### Sense branches

Sense supports families, giving them a voice and enabling them to share information and support each other. There are currently ten active Sense branches across England and Wales. They provide support for:

- Family members, parents and/or carers of deafblind adults
- Deafblind children and their families
- Deafblind adults, primarily those with acquired deafblindness, including a hearing and sight impaired group and an older adult deafblind group.

Branch activities range from social get-togethers and mutual support activities, including family days and



weekends, to providing information to members, fundraising to support local activities and campaigning to raise awareness.

A new branch started in the West Midlands in early 2016.

## Our volunteers

We are delighted that so many people choose to volunteer for Sense. More than 2,500 people volunteered in 2015/16, giving well over 450,000 hours of their time. We're extremely proud of what our volunteers have helped us to achieve.

Over 1,700 volunteers supported our shops to raise vital funds and awareness of Sense. More than 220 volunteers helped run our holidays programme, short breaks and weekend events. More than 100 people supported fundraising and lobbying events, such as the Play in Parliament campaign and the Virgin Money London Marathon (cheering and supporting the people running for Sense). A further 330 volunteers supported other services, groups and activities across the organisation, making a wide range of other local services, groups and activities possible. Volunteers have also enabled Sense to develop innovative new services for families in a number of local authorities, including Tower Hamlets and Birmingham.

We're grateful for the huge variety of skills, experience and talents each of our volunteers brings to Sense, including the one in ten who themselves have a multi-sensory impairment.

We recently surveyed our volunteers about their overall experience of volunteering with Sense. They told us that Sense offers high quality opportunities to volunteer that meet their needs and that have a clear benefit for the people we support and their families. They were also happy with the support and guidance given by the Sense staff they worked with.

Key results from the survey were that:

- 97% of Sense volunteers were proud to volunteer for Sense
- 94% said they would willingly put in extra effort to help the organisation
- 97% would recommend Sense as a good place to volunteer.

## Our members

Sense is a membership organisation. We have almost 4,500 members and we keep them up-to-date with the latest news and information from across Sense and elsewhere. Our membership scheme, mySense, gives members the opportunity to link up with one another, to share experiences and knowledge, and to find out about the support and services that are available. The scheme offers a strong collective voice and provides support and guidance for the organisation's ongoing work.

## A big thank you to all our donors, volunteers and supporters

We receive financial donations from a wide range of individuals and organisations, and many others give their time and skills. People's generosity in supporting Sense with their money and time is wonderful, and some of the activities they undertake are amazing.

There is a list of our major supporters at the end of the annual report, but we are also extremely grateful to everyone who provides us with financial or other support. This ranges from people who make regular monthly donations, which allow us to plan funding for our activities, to the 400 people who ran a marathon, the 300 people who walked for 24 hours on the RidgeWalk, or those who went on a trek last year. We would also like to thank the 145 people who very generously remembered us in their wills and those who donated articles to our shops – or bought items from them. Last but not least, a big thank you to the more than 2,000 people who volunteered for Sense.

It is absolutely true that without your support we would be unable to provide many services for the people we support. We are extremely grateful to everyone for their generosity.

# Our activities and achievements in 2015/16

## Children, young people and their families

Children born with sight and hearing impairments, and often with other disabilities, need skilled help from a wide range of professionals. Sense specialists provide vital early support to children who are deafblind and multi-sensory impaired, their families and the professionals who work with them. We promote effective multi-agency working, carry out assessments, and develop individual programmes that help each child to fulfil their potential. We also work closely with government and other agencies to ensure that the needs of deafblind children are fully taken into account.

- Our Children's Specialist Services Team worked with 1,238 children and young people across England, Wales and Northern Ireland. This included 178 families who contacted us for the first time and 218 families who received time-limited support for a three- to six-month period.
- We ran 34 family days, which supported over 250 children and young people.
- We worked with the National Sensory Impairment Partnership (NatSIP) to develop specialist training in tactile sign language skills, as well as providing four regional support network events for intervenors (specialist one-to-one support workers).
- We have continued to work on two transition projects, one funded by the Big Lottery Fund in Wales and the other by the City Bridge Trust in London. Both have provided opportunities to support young people as they become adults and raise the profile of their unique support needs.
- We currently work with 120 families in Northern Ireland, providing a range of services. We are delighted to have been awarded two grants from the Big Lottery Fund, which start later this year. These will enable us to work in partnership with other charities and local health and social service trusts to provide services to an additional 250 families – some with children aged under four and others with children under 12 – over the next five years. We will also be working to develop the capacity of other agencies to deliver services to these families.
- In Scotland, our early years service has reached over 100 families, and we continue to hold training events for parents, trainers and professionals. Our Partners in the Community project is embedding communication skills within the local community in Glasgow to ensure that businesses are ready, willing and able to engage with those with communication support needs. This initiative has led to a number of the people we support taking on roles as mystery shoppers.

## Adults

It's fundamental to Sense's approach that we enable people to, as far as possible, live as they want and to achieve their full potential. We offer a range of services to support them to do this, including specialist accommodation and/or independent living support, while our community services offer a range of services to help people to develop their interests and undertake new activities. We also arrange for individuals to receive support so that they can continue their everyday lives with support from an intervenor or communicator guide.

- Over 400 people live in our residential and supported living services across England, Scotland and Northern Ireland.
- New day services were set up for 39 people in 2015/16, and an extra 23 people received new community support services, including intervenor and communicator guide support.
- By the end of the financial year, community services staff were supporting an average of 263 individuals each month, providing an average of 8,041 hours support.
- A new scheme was established to enable people to take part in activities with the support of community services staff, helping families to take a break. An average of 18 activities took place every month.

## Ensuring high quality services

- Compliance with Care Quality Commission (CQC) standards has been consistently over 90% throughout the year, with the current rate of compliant services at 94.6%. Forty-three of Sense's 59 services have been inspected under the new framework.
- Action plans have been submitted to CQC to address areas requiring improvement in the three non-compliant ('Requires Improvement') services. Progress against the action plans is reviewed regularly.
- In December 2015 we received our first 'Outstanding' rating in relation to the caring domain of the CQC framework.
- The Quality Team implemented a revised Quality Framework to provide an integrated approach to quality that encompasses the 'I' statement audits, thematic audits and a programme of self-assessment tools. Processes for monthly compliance audits and mock inspections are currently being piloted within specific services.
- Thematic audits linked to developing friendships and communication were completed during 2015/16, and highlighted good practice in relation to a range of quality areas, including the increased use of technology.
- Processes are being developed for celebrating and sharing good practice (such as that described above) across services.
- Resources have been developed to embed person centred approaches and tools in services. Training has been rolled out to support personalisation. A new practice guide to person centred review facilitation is being developed and training will be delivered to accompany the guide.
- The Sense User Reference Group (SURG) focuses on developing approaches to the involvement and engagement of the people who use our services.
- In Scotland, we received positive external accreditations and verifications from bodies such as the Care Inspectorate (with generally high grades), a variety of accreditations for the work of our Learning and Development Team from Scottish Vocational Qualifications (SVQ), and we were 'Recognised for Excellence' by Quality Scotland. We have also seen a significant rise in the number of people we support being accredited via the externally verified ASDAN scheme.
- The Quality and Safeguarding Boards continue to meet regularly and provide governance on a range of issues, including service compliance, complaints, safeguarding concerns and policy development. The boards are supported by an independent chair and have external expert representation. The Chair reports annually to Sense's trustees, and is able to go directly to them if any major problems arise.

## Older people

As the population ages, the number of older people who have impaired sight and hearing, often to quite a serious degree, will increase. Sense estimates that by 2030 there will be well over half a million people with sensory impairments over the age of 70 in the UK.

- We are involved in a joint pilot project with Hanover Housing Association that identifies tenants who have combined sight and hearing loss and offers them a menu of accessible social and recreational activities. The pilot is based in two areas: Bradford, a large, ethnically diverse, urban city; and Ipswich, a more rural and less diverse area. Both areas provide a range of housing options for those aged over 55. The pilot will be evaluated with the aim of developing similar schemes in other areas if viable, and to establish a model that could be commissioned and delivered jointly by Sense and Hanover.

- We have developed a menu of rehabilitation packages, including group-based support, small group support and bespoke one-to-one support. Each package includes support on developing or adapting daily living skills, dealing with mobility issues and, where necessary, acquiring or further developing communication strategies.
- As a result of the Care Act coming into force in April 2015, some local authorities are now actively recognising the care and support needs of older people with acquired deafblindness – and are commissioning specialist assessments to enable them to continue to live independently in their own homes. This enables the individual to obtain support from a communicator guide or other professionals, and access specialist equipment or technology that may help them both within their home or to keep in touch with what is happening around them. Approximately half of the referrals for adult Specialist Care Act Assessments received by Sense have been for older people.
- Sense’s Café 55 in Exeter hosted an event on Older Person’s Day, and is working closely with local organisations to arrange further activities, including a Christmas lunch and a technology event.

We are exploring the idea of developing Sensory Champions, who would be trained to offer basic support to older people who are deafblind. A model for this service has been developed, based on the very successful Dementia Champions scheme, and we hope to pilot this in collaboration with Able Australia.

Sense’s work with older people is also detailed in the technology, research and arts and wellbeing sections of this report.

## Sense College

Our specialist Sense College is located across nine different sites in the East of England, and offers specifically designed multi-sensory education programmes and everyday living programmes for young people and adults who are deafblind, have sensory impairments or complex needs. These are delivered by staff trained to meet each individual’s specific needs.

The aim of the College is to enable learners to lead fulfilling adult lives, achieve their potential and live with dignity. It does this by:

- Developing their confidence and independence skills
- Developing their communication skills
- Supporting them in making choices
- Helping them to establish and sustain meaningful relationships
- Encouraging them to participate in their local community.

The number of people supported by Sense College in 2015/16 was 214, of which 34 were funded through education. Others were funded through alternative funding streams, such as Continuing Health Care, social services and individual and personal budgets. The last full Ofsted inspection of the College was conducted in June 2014 when it retained its ‘Good’ level 2 rating.



## Supporting people to develop their independence

When Sophie, 23, joined Sense College in September 2012 she had limited expressive and receptive signing skills and found it hard to communicate. She was reluctant to tell staff what she wanted or needed, and so would often ask them to decide for her.

Sophie worked to develop her signing and literacy skills, which has increased her independence and enabled her to express herself. She took a British Sign Language course to increase her vocabulary and is currently following the ASDAN Personal Progress programme.

Sophie has made significant progress since starting at the College, and recently gained a weekly work placement at Hobbycraft. She is a confident communicator and enjoys interacting with other staff and members of the public.

Sophie is excited about the future, and recently moved into Sense accommodation. She has developed her independence and is making great strides in all areas of the curriculum, which will enable her to take an even greater role in shaping her future.

## The holidays programme

Our holidays programme continues to go from strength to strength, building on 42 years of fun-filled summers for children and adults who are deafblind. Last year, 92 people aged from 5 to 88 went on 20 holidays. It is hard to overestimate the value of these holidays, both to the person and their family. They give people a chance to have fun, meet people and try new experiences in a safe and supportive environment. Crucially, they also provide families with a break from their caring responsibilities. Feedback shows that holidaymakers grow in confidence, independence and self-expression, and increase social interactions and make and sustain friendships.

The holidays programme is made possible with the support of 150 volunteers and 30 holiday leaders, including three volunteers who were previously holidaymakers themselves.

Once again, we want to express our gratitude to the Geoff and Fiona Squire Foundation for funding our holidays programme.

## Short breaks programme

Our short breaks benefit both those who take part and their families. They allow children, young people and adults who are deafblind, have sensory impairments or complex needs to take part in fun activities, make choices, develop their independence and take more part in their local community. They also enable parents and carers to take a break from their caring responsibilities.

We have continued to expand the scope of the short breaks we offer across the country. In the last year we have been commissioned by Sandwell Metropolitan Borough Council to run short breaks. We continue to be funded by Birmingham City Council, and local authorities in Cambridgeshire, Warwickshire and Cornwall.

We are running an innovative buddying scheme in Tower Hamlets, which offers young people with sensory, physical and cognitive impairments and complex medical needs a chance to do things they enjoy, come together and develop friendships through shared interests and activities. We have recruited over 30 volunteers from the local community and we are already seeing increased community connections and awareness of disability, which reduces isolation for these young people and their families.

This project builds on our work running short breaks for children and young people with complex needs for Birmingham City Council. In 2015/16, we supported 27 young people on a range of different residential short breaks in the Midlands. Activities during the breaks included music therapy sessions, woodland survival days, drumming, sensory play, cooking and cake decorating, making movies, photo art displays, treasure hunts and

much more. Each young person is given the opportunity to develop their self-help and socialisation skills, and to progress in other areas. As part of the project we have worked with 13 special schools and taken referrals from other organisations, such as Barnardo's. The majority of people involved in the initiative had not been in touch with Sense before.

Using our outcomes tool and collating evidence from across the breaks we know that young people developed new friendships and relationships, grew in confidence and independence, and improved their choice, decision-making and self-expression skills.

This quote from one of the parents gives an insight into what a short break, can offer.

"I think that friendship was probably the most successful aspect of the holiday for Eddie. He was playing/messing about with Tyrese several times over the short break. He laughed really hard many times when they were together. It was really lovely to watch. Several times they sought each other out to communicate something or to start messing about with each other."

## Arts, sports and wellbeing

### Our arts programme

We run a rich and diverse programme of arts and creative opportunities at Sense, which continues to grow from strength to strength. Over the past 12 months we've forged some incredible partnerships with arts organisations, museums, artists, galleries, workshops and events to broaden opportunities and raise the visibility of Sense and inclusive sensory arts practice.

We have seen individuals flourish as their confidence, artistic aspirations, personal growth, friendships and autonomy develop in leaps and bounds through art. As well as these personal gains we know that access to high quality inclusive art opportunities provides the chance to learn new skills, strengthens engagement between staff and the people we support, and brings people closer to their communities.

TouchBase Pears will be the home of inclusive sensory and high quality arts practice, and this will be our central focus in the coming year. We want people to have access to the best inclusive opportunities for art-making and bring people together to share in creativity.

Highlights from the past 12 months include:

- A five-day residency with contemporary dance company, Studio Wayne McGregor, at TouchBase South East. 'Proprioceptional' explored dance in a multi-sensory context, and 17 people who Sense support took part in workshops with professional dancers, exploring touch, rhythm, music and objects.
- A series of highly successful guided tours took place in partnership with the British Library and the Charles Dickens Museum in London. Ten local older people joined the tours, which were part of our community arts outreach programme in collaboration with artist Alex McEwan and St Luke's Community Trust.
- Engaging with a number of local arts organisations to support and upskill them to deliver inclusive and accessible activities for Sense participants across the country.
- A grant from the London Borough of Hounslow enabled us to deliver four programmes of activity (art and exercise) for residents aged over 55 in the borough. These were aimed at reducing isolation and engaging people in creative and active opportunities. The artwork was launched at Waterman's Art Centre.
- A one-month visual and tactile art exhibition was held in association with Glenn Howells Architects in Birmingham, displaying a range of artwork created by Sense participants of all ages.
- The ongoing programme of dance at the Birmingham Hippodrome was showcased at a performance for our Patron HRH The Princess Royal and special guests at Opus Restaurant in Birmingham to celebrate our 60th anniversary.



## New experiences and lots of fun

Andaleeb is 19 years old and lives in Birmingham with her family. She is a happy, confident and inquisitive young woman who communicates through gestures, facial expressions, vocalisations and hands-on tactile communication. She has a severe visual impairment and profound hearing loss, and uses a wheelchair, which she loves to get out of to move and dance. During the day, she attends a specialist arts college.

Andaleeb has been on three short breaks with Sense, exploring fully-accessible venues in Gloucestershire, Derbyshire and Leicestershire. On each of her breaks Andaleeb had the opportunity to try something new – from creating her own animated film to playing musical instruments and singing songs around a campfire. When creating a holiday diary, she included different materials and textures. She particularly enjoyed messy play and couldn't stop giggling when playing games with water.

Her short breaks were led by experienced holiday leaders and supported by a team of volunteers. These volunteers came from a variety of backgrounds, and included speech and language therapists, psychology students and social workers.

Andaleeb said: "The short breaks made me feel independent because I spent time away from home. I also felt secure and safe because Sense knows how to look after me. I liked everything that was organised for the short break. My feelings and moods were recognised and responded to, allowing me to do things which I like. I strummed a guitar, raced a boy in the rain and made a movie. I loved being with the Sense team who all made me laugh and have a great time."



## TouchBase Pears: Sense's innovative new community centre

Building work is well underway on our exciting new community centre, TouchBase Pears, in Birmingham. Set to open in 2017, the centre will provide both specialist services for people who are deafblind, have sensory impairments or complex needs, and facilities for the community – including a café, conference and training facilities, an art and performance area, gardens and community space.

TouchBase Pears will create 130 jobs and support young people and adults into work. In collaboration with Birmingham Children's Hospital, the University of Birmingham and Birmingham City Council,

the centre will be at the heart of the Birmingham Life Sciences campus – and a beacon of best practice both nationally and internationally.

To acknowledge the donation we received from the Pears Foundation, we have named the centre 'TouchBase Pears'. We are also extremely grateful for generous contributions from trusts and foundations, individuals and organisations, including: The Wolfson Foundation, The Eveson Charitable Trust, The Rowlands Trust, The 29th May 1961 Charitable Trust, Birmingham Post and Edward Cadbury Charitable Trust, in addition to £2.1m from the Government's Regional Growth Fund.



## The voice of deafblind people

We are proud to have seven 'Champions' working with us on the TouchBase Pears project. These local people are helping Sense ensure that TouchBase Pears is accessible and meets the needs of disabled people.

The Champions have been involved from the outset of the project, working closely with the team to provide feedback and guidance on all aspects of the design. They have met with the mechanical and engineering team to provide information about how lighting, flooring and acoustics impact on how people who are deafblind navigate around and use the building, and their input has shaped the architects' plans.

The Champions attended a Sense Council meeting in March to talk to trustees about their role, and the importance of having people with sensory impairments directly involved in the planning and progress of the project. They were also guests of honour at the ground breaking ceremony to celebrate construction getting underway, and helped bury a time capsule containing items donated by people who are deafblind and family members.

The TouchBase Champions will continue their work over the next year, helping to raise awareness of TouchBase Pears and the work that we do.

## TouchBase growth in Scotland

One of the keys to strategic growth in Scotland is the development of the TouchBase model across the country. A significant refurbishment of the new TouchBase Lanarkshire took place this year, and we commissioned TouchBase Ayrshire, which will be ready at the end of 2016.



## Our sports programme

Sport and physical activity is an increasingly important area of work for Sense. We believe it plays a key role in improving lives and keeping people fit and healthy.

By participating in an activity, people gain a whole range of social benefits, including increased self-confidence and the chance to make new friends. It is also an opportunity to try new things and take healthy risks.

Through our Deafblind Active project, which was funded by Sport England, we delivered a range of activities, including rock climbing, karate, swimming, football, cycling, yoga and rowing.

As funding for Deafblind Active came to an end, Sport England announced a further £425,000 investment to deliver an exciting new project, Sporting Sense, over two years.

Highlights from the past 12 months include:

- Over 300 people took part in the Deafblind Active project.
- We trained 41 sports coaches to deliver sessions for people who are deafblind.
- We developed new partnerships with national organisations such as Cycling Projects, Special Yoga, British Rowing and Better Leisure.
- Forty-nine Sense support workers received training through our Get Active training programme.
- We successfully hosted an outdoor network event at the Calvert Trust in Exmoor, Devon. Nine people took part in the week-long event, enjoying a range of activities including sailing, cycling and rock climbing.
- We also hosted over 60 people who are deafblind from across Europe at a Deafblind International Outdoor Network event in September.
- We created several fantastic videos that share some of the stories from those involved in the Deafblind Active project.
- We launched a top tips video resource for sports coaches, which will enable them to adapt their sessions so that they are more inclusive.



### Sporting Sense

Sense received a grant for £425k to deliver an exciting new two-year project designed to encourage deafblind people around the country to take part in more sport and physical activity.

The project is funded by Sport England and follows on from the successful Deafblind Active project, which ended in May.

A big part of the new project will be working across the sports and health and social care sectors, developing relationships with key organisations, influencing the development and delivery of local physical activity plans, and ensuring strategies include working with deafblind people.

Activities will also be developed and delivered in London and the Midlands for three key target groups of people with complex conditions or age-specific needs, and local providers and clubs will be supported to increase demand and sports participation in their area.



## The benefits of physical activity

It is important to positively challenge the people we support and take informed risks – which is exactly what staff from the TouchBase South East day service in Barnet, North London, have done through weekly climbing sessions at the Castle Climbing Centre in Manor House. The activity is not without risks, but has major benefits for the people who attend.

Being deafblind makes climbing challenging, but the sessions have been a huge success, with each person benefitting from the activity in their own way. Climbing improves strength, fitness and balance, as well as hand-eye coordination and sensory awareness – all of which are directly beneficial to people with sensory impairments.

Staff took a different group of people to the centre each week – with some amazing results. Sean wanted to go as often as possible, moving more quickly, more confidently and climbing higher each time. Lucy was completely fearless the first time she scaled the wall but needed help to get back down; however, this didn't stop her reaching the top again. Marcos, who has attended TouchBase South East for a number of years and is wheelchair bound, made amazing progress with the support of specially trained staff.

For some people, just touching the climbing wall was enough to spark excitement and curiosity. Everybody who attended got involved, and even those who did not take part wore a harness and a helmet, and held the rope to support someone else. This ensured that the activity was fully inclusive and promoted a sense of team among the group.

## Technology

The development of technology affects us all. However, it is of particular importance to people with sensory impairments, as it enables new ways of communication, accessing information and increasing independence.

Currently Sense is focusing on:

- Aids and equipment that enable support, control of the environment, dignity, choice and independence in day-to-day life.
- Sensory and communication technologies that help solve difficulties with communication, access to information and mobility.
- Working to close the digital gap often experienced by older and disabled people.

Through a range of projects, support and advice, Sense is embedding the use of technology in our services, and helping people to access the right technology and use it effectively.

Highlights from the past 12 months include:

- We directly supported more than 300 people to get online as part of the Big Lottery funded project, Online Today (led by RNIB with Sense as a delivery partner). This included members of our branches, who took the opportunity to trial tablets and smartphones. Several of the group subsequently went on to purchase equipment they hadn't previously accessed.
- In partnership with Sunderland NHS Trust and the National Institute for Hearing Research, we have trained hearing champions so that people in our services are better supported to use hearing technologies.
- An evidence-based resource is now on sale via the Sense website, which provides accredited learning for audiologists on the issues deafblind people face with hearing technologies and audiology services.
- Over 20 services are now using alert technology to support independence, privacy and dignity.

- We received 400 enquiries about technology from Sense members and members of the public.
- Six deafblind people tested BT's NGT (Next Generation Text) Lite app, which is designed to provide braille access to the text relay service from mobile devices.
- We increased awareness of Sense and the individuals and families we support by providing deafblind awareness training to volunteers in the Action for Hearing Loss technology squad in Leeds and London. We also trained tutors from UCanDoIT, an organisation that delivers tailored ICT tuition.

## Knowledge and information

Our frontline staff responded to over 2,700 enquiries last year, a 10% increase on 2014/15. Over 1,000 enquirers sought advice on issues such as living options, our project to get people online, education, day services, one-to-one support, copies of publications and social care.

## Research programme

Sense's ongoing research programme explored the following topics in 2015/16:

### Later life acquired dual sensory impairment

This project looked at the lives of elderly people who want to live in their own homes rather than seek residential care, and explored their decision-making process. The significance of dual sensory impairment in the context of conditions such as dementia, depression and physical frailty was evaluated, and researchers explored the levels of depression and the sense of loneliness experienced by the participants.

### Evaluation of the experiences of people with rare syndromes who need to attend specialist outpatient clinics

This study, which was undertaken by Birmingham University and a member of the Sense Research Team, evaluated the experiences of 52 people with rare genetic disorders who attended a group of hospitals in Birmingham and the South East. The outcomes from the project highlighted the need for clinicians, front-line nursing staff and service providers to develop greater awareness about the accessibility of the out-patient environment for patients with dual sensory impairment. Ongoing information and advice is being provided to the families who took part in the project.

### Dual sensory impairment and autism

This project built on the findings of a previous study, and was undertaken to evaluate possible diagnostic confusion between deafblindness and autism. Children and their families were recruited through both Sense and the National Autistic Society. In order to distinguish between the two groups on the basis of their communicative interactions rather than their initial behaviour, a detailed tool enabling practitioners to assess their communication profiles was developed.

## Ongoing research projects:

### The PIP project

This project explores the experiences of people who are deafblind who are being transferred from one benefit (Disability Living Allowance, DLA) to a new benefit (the Personal Independence Payment, PIP) and is jointly funded by Sense, RNIB and The Thomas Pocklington Trust. Participants were interviewed prior to undertaking the assessment for the new benefit and interviewed again after they had received the outcome. The final interviews are scheduled three months later in order to assess the impact of the outcome of the process on their quality of life. The project is due to be completed later in 2016.

## The communicator guide project

This project explores the hopes and expectations of people with dual sensory impairment at the point they decide to seek the services of a communicator guide. The project then considers their perspectives after the implementation of the service to assess the impact on wellbeing. The project is due to be completed later in 2016.

## Campaigns and public policy

Sense is also a campaigning organisation. The Public Policy Team works to influence political decision-makers at both national and local levels to ensure that policy and practice reflects the needs of people who are deafblind, have sensory impairments or complex needs. We also work to increase understanding of deafblindness and complex needs among service providers and opinion formers.

Key achievements in 2015/16 include:

- Leading a public inquiry into access to play opportunities for children with multiple needs aged 0-5, chaired by Lord Blunkett and Lesley Rogers. The subsequent report was widely covered in the media and is being used to campaign for changes to the way play provision is designed and delivered. (See the case study below).
- Collaborating with people who are deafblind to shape the development of NHS England's Accessible Information Standard. The new Standard will apply to all health and social care services, and will ensure that people receive information in formats that they can understand.
- Successful lobbying of the Department for Work and Pensions to ensure that the application process for the PIP benefit is accessible through the introduction of an accessible online portal and a video relay service. We also worked to ensure that people's needs were recognised within changes to the PIP eligibility criteria.
- In Wales, we successfully campaigned to incorporate the duties from the Deafblind Guidance into the Social Services and Well-being Act Codes of Practice. These are now referred to as the Deafblind Duties. This will significantly strengthen the rights of people who are deafblind to specialist assessments and support in Wales.



### Campaigning for change

Play is a vital part of a child's development – it helps them to learn, understand and build relationships.

However, for seven-year-old Stella, who has multiple needs and requires 24-hour care, opportunities to play are limited. Due to the complexity of her needs, Stella's parents have struggled to find suitable play opportunities. It has also been difficult to find somewhere where the whole family can play. "We really struggle to find places to take Stella, and it's near impossible to find somewhere suitable for all three of the children. Out of desperation, we often resort to trips to the local shopping centre as Stella

enjoys the fountains and glow of the lights," said Stella's mum, Jo.

Sense's Play Inquiry found that parents of children who are deafblind face many barriers to accessing play opportunities for their child: "If we take Stella somewhere not specifically for children with disabilities, we find equipment and toys are often unsuitable," said Jo. "As Stella gets older we are also starting to find that the changing and toilet facilities are inadequate. Everything requires meticulous planning ahead; it can sometimes make you think 'is it worth the effort for what she's going to get out of it?'"

The family now visit Sense's Woodside Family Centre in Bristol, which provides specialist facilities for children with dual sensory loss and complex needs. Woodside offers Stella a tailor-made environment to play, explore and learn, as well as providing much needed support to the family. The family are also able to borrow specialist toys and equipment, and take ideas from sessions to replicate at home. "With the right encouragement and support," said Jo, "Stella is able demonstrate her preferences, choice and independence through play. It's great to see her responding."

## Increasing awareness of Sense and making information available

Our Play report into the barriers that prevent children with complex disabilities from accessing play opportunities was our most successful communications campaign to date, with highlights including our Deputy Chief Executive on BBC Breakfast television and a parent on BBC Radio 4's Today Programme. This campaign, along with a range of other successful policy and fundraising initiatives, helped us to increase our media coverage on both a national and local level. With 450,000 users visiting our website in 2015/16 (up 5% on the previous year), and social media success across Twitter and Facebook (where 'followers' and 'likes' increased by 21% and 13% respectively), we continue to engage actively via our digital platforms.

Sense Scotland held arts and play events across Scotland, from as far north as Fort William to Peebles in the south; to the east in Lochore Meadows and the west in Cumbernauld Country Park. We also had a Sense Scotland bus on the road in order to engage with more families and individuals with communication support needs.

## Fundraising

Income from fundraising is incredibly important to us as it is the only way we are able to run many of our services. We are extremely grateful to our fantastic supporters who helped Sense Group (England, Wales, Scotland and Northern Ireland) to raise almost £12.8 million last year. This was a significant increase on the previous year.

Our fundraising is carried out in line with Sense's values, which mean that honesty and transparency are very important to us. We are very aware of the bad press surrounding fundraising over the past year and are proud to say that we continue to comply with all legislative and regulatory requirements. In line with our values, we have a policy on fundraising from vulnerable people. We will never put pressure on anyone to give us money.

Despite this, we know that we don't always get it right, and last year our Supporter Services Team received 294 complaints. We comply with requests to change the way in which we contact people and ensure that everyone receives an individual response, as well as reviewing our procedures wherever necessary.

Our targets, which are set by our trustees, are managed by the Fundraising Management Team. Our suppliers and those fundraising on our behalf are closely monitored through regular meetings. If contracts are not adhered to then they are brought to an end. In 2015/16 we worked with three professional fundraisers and three commercial participators.

We are extremely grateful to those supporters who make monthly donations, text or send money in response to an appeal, or leave us a gift in their will. We are also especially grateful to all those who took part in strenuous activities for Sense, such as the Virgin Money London Marathon, the Royal Parks Half Marathon, the 24-hour RidgeWalk, or those who participated in the annual trek led by our Chairman, John Crabtree. Almost 800 people were able to celebrate considerable achievements by taking part in these events last year. The Huddersfield Marathon Band deserves a special mention for having run the London Marathon in 2014 and completing the Great North Run for us in 2015.

Sense Scotland developed a successful partnership with the Trades House of Glasgow, which raised significant funds for our work, and continued its fundraising programme that included fire walks, marathon running and reindeer runs.

Our trusts and corporate donors, and statutory grants, also make a significant difference to Sense, for which we are very grateful. The development of our new TouchBase Pears centre in Selly Oak, Birmingham, for example, simply wouldn't be possible without the funds received from these donors.

## Our commitment to supporters

We are exceptionally grateful to each and every one of our supporters, as the services we provide for children, adults and elderly people who are deafblind, have sensory impairments or complex needs would simply not be possible without your generosity.

We are committed to best practice in fundraising and marketing, and are members of the Institute of Fundraising, the Fundraising Regulator and the Direct Marketing Association.

Our commitments to you are:

- If you tell us you don't want to hear from us again, or want to hear from us less or in a different way, we will always act on your requests.
- If you are registered on the Telephone Preference Service we will not call you without your express permission.
- If you are registered on the Mail Preference Service we will not mail you unless we have your permission.
- We will closely monitor all the agencies who work on our behalf to ensure that they meet our high standards.
- We will NOT sell or share your personal information with anyone.
- We will follow the Code of Fundraising Practice set out by the new Fundraising Regulator.
- We value your feedback and follow a clear complaints policy.

If you would like to talk to us about fundraising, please contact our Supporter Services Team on [supporterservices@sense.org.uk](mailto:supporterservices@sense.org.uk) or **0300 330 9257**.

## Trading

The retail industry is experiencing a challenging time, and Sense continues to streamline our operations and encourage people into our shops. Last year we generated almost £11 million through our shops. This was slightly down on the previous year.

In order to ensure that Sense charity shops are as efficient at raising funds as possible we have:

- Developed better systems for monitoring expenditure and have significantly reduced costs.
- Invested in our area managers and shop managers, by providing a leadership development programme.
- Continued to show our appreciation of our volunteer workforce by offering further involvement in Sense through membership, and by issuing a quarterly newsletter thanking them and showing examples of their fantastic contribution.
- Increased our community engagement programme, which is gathering momentum and raises awareness of the work of Sense, laying foundations for future donations and help in our shops.
- Increased our involvement with the National Citizen Service (NCS), which works with 15 to 17-year-olds, from five teams in 2015 to over 60 in 2016. We continue to work with NCS to provide young people with experience of charity retail, increase donations and raise awareness of Sense.
- Improved our Gift Aid contribution from 21 % to 27 %, which has increased income significantly.

We also plan to open 13 new shops in the next year, predominantly in the North West of England.

## Sense working in partnership

We continue to work with local authorities to develop innovative models that meet the needs of people who are deafblind within services for the wider community. We also work with other disability organisations, including the Care and Support Alliance and the Children's Disability Partnership, to influence key policy areas such as social care and better services for disabled children and their families.

## Our people

We recognise that investing in our people is crucial, and that Sense's success is wholly dependent on having well trained, supported and motivated colleagues. We are incredibly proud of the 2,200 people whose specialist skills enable us to make a real difference to the lives of the people we support. Our aim is to be an 'employer of choice' and to be known as the organisation where 'fantastic people do remarkable things'.

Our values and behaviours are really important to us, as they underpin our fundamental culture. We insist that our employees and trustees personally commit to these values, and encourage people who access our services, families, members, supporters and volunteers to do so as well.

### Equality and diversity

Sense is committed to providing services that embrace diversity and promote equality of opportunity. We recognise, celebrate and promote the positive contributions made by people who are deafblind, have sensory impairments or complex needs, and we do all we can to support people to be involved with Sense.

We welcome and support a diverse workforce and value difference in our staff and volunteers. We are committed to recruiting, developing and retaining the best people based on merit, including people who are or become disabled during their employment.

It goes without saying that we do not tolerate discrimination against the people we support, colleagues, volunteers or the partners and communities with whom we work. No-one will receive less favourable treatment and everyone will be given the opportunity to grow and flourish.

Our new Equality and Diversity Group ensures that these commitments are mainstreamed into Sense's day-to-day activities and that our values and 'I' statements are embedded within our work.

### Our approach to pay and benefits

Sense is committed to providing the highest quality services across the diverse and complex areas that we cover, from regulated operational care services through to retail, professional and support services. This means that we need to recruit and retain high calibre people whose values match our own. This is particularly challenging in what has become a highly competitive employment market, where we are competing against other charities, the NHS, local authorities and the private sector.

While in the current financial environment we are not able to pay in the upper quartile, we do benchmark our pay and conditions against peer organisations from both within and outside of the disability/charity sector. We are committed to paying the national living wage and, where possible, we aim to be mid-range payers. This is in recognition of the expertise and specialist skills our staff need, and our desire to reward staff fairly for the jobs that they do.

We provide outstanding specialist training and development opportunities for colleagues, and support and coaching from managers and specialist teams. We have also produced some excellent leadership and management training products that support managers to get the best from their people, foster the competence and confidence to challenge and innovate, and to keep the people we support safe and at the centre of all we do.

Our suite of benefits is under constant review and, if affordable, we add to these as they help us attract and retain staff. This is important so that staff feel valued and we don't lose their specialist skills and expertise. Ongoing employee turnover is expensive in time and cost, and can disrupt the services we provide to the people we support.

## Senior management pay

Sense is a complex organisation that provides a unique range of services, covering England, Wales and Northern Ireland. Our sister organisation, Sense International, works with partners in East Africa, parts of Asia, South America and Europe. We are engaged in activities that range from education and campaigning to hands-on care provision, retail and cutting edge research. This means that the Chief Executive and other members of the Executive Team require broad and in-depth knowledge and expertise, which necessitates recruitment from the best senior management talent in the sector.

All senior managers have large numbers of staff working with them and have responsibility for varied functions and large budgets over wide geographical areas. They are also responsible for the vulnerable people who we support. These individuals need to be able to command the respect of colleagues, members and commissioners, and take personal responsibility for the success of their area and for the reputation and future of Sense.

In order to achieve our charitable objectives we need to attract and retain people with the right skills and experience. We are also aware that while we need to attract the right calibre of people and pay people fairly, salaries are paid from charitable donations and it is especially important that finances are kept under control.

Salaries for the Chief Executive, Deputy Chief Executive, the Group Director and three other Directors are set and reviewed by Sense's Remuneration Committee, a sub-committee of our Board of Trustees (Council). The benefits available are in line with other employees and pay is benchmarked in a similar way.

## Employee communications, involvement and support

We are committed to making sure that colleagues receive information and are consulted on matters that may affect them. This includes understanding the financial performance of the charity and how the broader economic and political environment sets the context for our strategy and growth plans. We also ensure that colleagues are aware of discussions at Council and receive regular updates from our Executive Team meetings. We systematically provide colleagues with this information through a variety of means. This includes regular updates from the Chief Executive, briefing notes to the leadership and management teams that are cascaded to staff, articles in employee newsletters, news items on the intranet and conferences.

Involving our employees is really important to us and it ensures their views are taken into account when making decisions that are likely to affect their interests. This includes carrying out employee opinion surveys and giving colleagues the opportunity to feedback their views to managers on an ongoing basis.

Sense also encourages the involvement of employees by means of Staff Forums that are attended by the Chief Executive and/or senior managers, where representatives elected by staff provide feedback on issues and bring ideas and suggestions to managers.

Maintaining colleagues' health and wellbeing is important, and they are provided with comprehensive health and safety guidance and employee assistance support and helplines. Policies such as the grievance resolution procedure exist to encourage staff to resolve issues early, if possible by mediation or by raising concerns that can't be resolved with their managers. We work with the independent whistleblowing charity Public Concern at Work (PCAW), which helps us review our policy and practice on whistleblowing, and provides an independent helpline where colleagues can raise concerns confidentially. The Quality Board reviews and monitors whistleblowing arrangements and their effectiveness.



## Environmental matters

Sense recognises our environmental responsibilities and that our activities can have a detrimental effect on the environment through the use of non-sustainable resources, pollution through emissions to air and water, and through waste generation.

Our Executive Team agreed an environmental policy written by staff from across the organisation in 2014. In line with our vision and values, Sense seeks to minimise the environmental impact of our activities by reducing reliance on energy and non-sustainable resources, and by re-using resources and recycling waste where possible. The often used description of environmental action 'Reduce, Reuse, Recycle' informs our policy.

Sense is committed to:

- Compliance with all relevant environmental legislation and regulations.
- Minimising our use of energy, whether electricity, gas, oil, or petrol/diesel.
- Ensuring that vehicles in our fleet are well maintained and, over time, replacing vehicles with those that produce lower emissions.
- Continuing to introduce and promote the use of equipment that minimises staff travel.
- Implementing statutory or local authority guidance on waste and recycling, and wherever possible minimising waste and increasing recycling.
- Considering the environmental performance of suppliers and identifying products that are made from recycled materials or that can be recycled or reused.
- Providing information and encouraging our staff and service users to consider environmental issues.

The Energy Savings Opportunity Scheme (ESOS) report in November 2015 identified five energy saving projects:

- 1 Replacing light fittings with modern LED lamps.
- 2 Installing additional metering, undertaking monitoring and targeting, and developing a staff awareness programme.
- 3 Improvements to building fabric insulation levels and general draught-proofing.
- 4 Energy efficiency optimisation and a review of existing heating control systems.
- 5 Installing seven-day timers on some heating boilers, and installing passive infrared sensors (PIRs) to control lights in rooms not regularly in use.

These adaptations are being incorporated into our estate management strategy over the next four years. The manual used by our fleet vehicle drivers has already been amended to provide advice on issues affecting fuel consumption.

Our CO<sub>2</sub> emissions are the result of gas and electricity use in our residential and community centres around the country, as well as our vehicle fleet. Data on the level of Sense's CO<sub>2</sub> emissions is difficult to calculate as electricity figures only span nine months; however, based on these, plus gas figures for a full year and fuel used by Sense fleet vehicles in England and Wales between July 2015 and July 2016. We estimate that Sense was responsible for the production of 3.336 tonnes of CO<sub>2</sub>. We hope to use whole year figures in the next annual report.

It should also be noted that our Trading Directorate estimates that donations made to our charity shops saved 4,000 tonnes of material going to landfill over the course of the year.

We will continue to implement policies to minimise our effect on the environment.

# The Modern Slavery Act 2015

Sense's procurement practices incorporate processes to ensure that our suppliers comply with the requirements of The Modern Slavery Act 2015.

Invitations to tender require suppliers to confirm their compliance with the Act and provide a formal statement to this effect.

Depending on the type of goods and services being provided and the depth of the supply chains involved, further due diligence may be performed. Existing suppliers and contracts have been analysed to assess the risk of non-compliance with the Act and, where necessary, suppliers have been requested to provide further assurances.

Over the course of this year we have received the necessary assurances from all of our suppliers.

A handwritten signature in black ink, appearing to read 'N Keegan', followed by a horizontal line extending to the right.

Nicholas Keegan, Treasurer

# The governance of Sense

## The structure of our governance

During 2015/16, up to the time of their adoption by Council, there have been 15 trustees who are also (for the purposes of company law) Directors of Sense, The National Deafblind and Rubella Association. Their names are set out later in this report. Trustees can be co-opted to Council, or elected at the annual general meeting (AGM) and can serve two terms of four years. Co-optees are reappointed every year up to a maximum of eight years.

The Chairman is elected by trustees and it was agreed by Council in 2011 and in 2015, in accordance with the Articles, that our Chair should serve additional four-year terms. Council meets four times a year and trustees are expected to attend all Council meetings.

## Committees

Council is supported in its work by a number of sub-committees: Finance and Audit, Remuneration, and Nominations. It was decided in December 2015 that it would be more efficient to combine the Finance and Audit Committees and have at least one extra meeting a year. The Terms of Reference were updated accordingly and included in the governance handbook. This is a comprehensive document that was reviewed with other changes agreed by Council in early 2015.

Council appoints the members of the sub-committees annually and receives either the minutes from their meetings (for Finance and Audit sub-committee) or reports of their activities, with any recommendations.

**The Finance and Audit Committee's** main purposes are to:

- Ensure that financial resources are deployed appropriately in furtherance of the charity's strategic objectives.
- Monitor and review the effectiveness of Sense's internal and external auditing procedures and outcomes.

Committee membership comprises at least three trustees, in addition to the Chair (the Honorary Treasurer). The Committee can appoint co-optees who they feel will bring relevant financial expertise. One external member attended two committees in May and July 2016. The Chief Executive and Group Director of Finance and Resources of Sense attend the meetings.

The role of the **Nominations Committee** is to identify skills gaps in Council membership, oversee the recruitment process of Council members and make recommendations to Council of new members for election or co-option, ensuring that, once appointed, they have an appropriate induction. Membership of the Committee comprises at least one other trustee in addition to the Chair. The Company Secretary or his/her nominee attends the meetings.

The **Remuneration Committee** ensures that Sense's remuneration strategy for senior staff, and its implementation, is perceived by all stakeholders to be transparent, fair and effective. Its voting membership will not exceed five, with a quorum of three. The Treasurer of Sense is an ex-officio voting member and at least two of the additional voting members are trustees of the charity. A fifth independent member with relevant expertise may also be appointed, should the committee feel this to be necessary. The Chief Executive and the Director of HR are non-voting ex-officio members but are not present for discussions of their own remuneration.

## Recruitment of new trustees/directors

Prospective candidates to be trustees for Sense either apply in response to an external advert or are put forward for the role. They are interviewed by the Nominations Committee and, if successful, their appointment is recommended to Council. With the agreement of the Chair they are then invited to a Council meeting as an observer. With the agreement of Council they are co-opted, until standing for election at the next AGM.

New trustees receive a comprehensive induction pack. An appropriate induction plan is also put in place, which involves meetings with senior staff, internal and external training as necessary, and visits to services as appropriate.

## Delegated authority

Sense Council delegates day-to-day operational management of the organisation to the Chief Executive. The broad areas of delegation for which she is accountable have been agreed by Council and are set out in the governance handbook.

To ensure these responsibilities are discharged effectively, the Chief Executive is responsible for appointing, managing and developing senior staff to take direct responsibility for these areas and for putting in place appropriate reporting and assurance mechanisms.

The Executive Team meets regularly and includes the Deputy Chief Executive, the Group Director of Finance and Resources, six functional directors and a small number of other key staff.

# The Sense Group

## Working together

The Sense Group includes a number of separate organisations:

- Sense
- Sense Scotland
- Sense International.

Each entity is a registered charity and a company limited by guarantee, with its own Board and Memorandum and Articles. The objects of all three charities are similar and refer to supporting people who are deafblind, have sensory impairments or complex needs.

Our shared vision is a world in which all deafblind children and adults can be full and active members of society.

Each organisation runs its own activities for supporting and promoting the interests of children and adults who are deafblind, have sensory impairments or complex needs. Information is given below, but further details can be found in Sense Scotland and Sense International's own report and financial statements.

**Sense** is the trading name for Sense, The National Deafblind and Rubella Association, which is a registered charity (charity number: 289868) and a company limited by guarantee (company number: 01825301). It is governed by its Articles of Association. Sense works primarily in England, Wales and Northern Ireland. It is the corporate trustee of the Royal School for Deaf Children (Birmingham) and Coventry Society for the Blind. It is the sole member of Sense Scotland, Sense International and Sense4Enterprise Ltd, and holds 100% of the issued share capital of Helping Sense Limited.

Its objects are: 'To support and promote the interests of persons who are deafblind or who have a hearing or vision impairment, including those with any additional impairments or persons who are suffering from the congenital effects of rubella'. These are similar to the other charities within the Sense Group.

**Sense Scotland** is registered in Scotland as a charity (charity number: SC022097) and a company limited by guarantee (company number: SC147570). It is governed by its own Memorandum and Articles of Association. Sense is the only member of Sense Scotland.

**Sense International** is a registered company limited by guarantee (company number: 03742986) and a registered charity (charity number: 1076497), governed by its own Memorandum and Articles of Association. It works on a global basis, raising the needs of people with deafblindness and working with partner organisations in India, Latin America, Eastern Europe and East Africa. Sense is the only member of Sense International.

**Helping Sense Limited** is Sense's trading company (company number: 2214430). It is governed by its own Memorandum and Articles of Association and its main activity is the sale of goods through Sense's charity shops. The profits from its activities are donated to Sense.

**Sense4Enterprise Limited** (company number: 08112973) is a registered company limited by guarantee, which was set up by Sense to enable us to take forward social enterprise activities.

**The Royal School for Deaf Children (Birmingham)** is a registered charity (charity number: 528908). The Charity Commission granted a linking order permitting its activities to be reported on within Sense's report without the need to file its own separate annual report and financial statements. It is governed by its trust deed but does not operate in its own right.

**Coventry Society for the Blind** is a charity (charity number: 700656) and company governed by its Memorandum and Articles of Association. It is now a dormant company (company number: 2280756).

### The consolidated annual report and financial statements

This is the consolidated annual report and financial statements for all the Sense organisations. Sense International and Sense Scotland publish their own annual reports and financial statements that describe their activities and finances in more detail.

# Sense Group **trustees** and **senior staff**

## Our Patron: HRH The Princess Royal

## Sense Council members from 1 April 2015 to the present

**John Crabtree OBE** (Chairman) (asked by Council to continue as Chairman for four years in September 2015)

**Gillian Wood** (Vice Chair and Chair of the Nominations Committee) (F&A, R)

**Simon Armstrong** (F&A)

**Natalie Assad** (A&R until January 2016)

**Virginia Bartlett MBE** (resigned September 2015)

**Elizabeth Booth** (Chair of the Nominations Committee) (resigned December 2014)

**Ian Harley** (Chair of the Audit and Risk Committee) (resigned September 2015)

**Graham Callister** (appointed as a co-optee August 2016)

**Nicholas Keegan** (Treasurer and Chair of the Finance Committee) (re-elected December 2015) (A&R until January 2016, R – ex officio)

**Desmond Lucy** (N)

**James McManus** (co-opted from Sense Northern Ireland)

**Dr Justin Molloy** (A&R until January 2016, F&A)

**David Reeves** (Chair of Governors, Sense College) (F&A, R)

**Roy Staines**

**Duncan Tannahill** (co-opted from Sense Scotland)

**Susan Turner** (re-elected December 2015) (A&R until January 2016), (Trustee of Sense International)

### Key

**A&R** – Audit and Risk sub-committee (merged with Finance sub-committee January 2016)

**F&A** – Finance (and from January 2016 Finance and Audit sub-committees)

**N** – (Nominations sub-committee)

**R** – (Remuneration sub-committee)

## Sense Scotland and Sense International

### Boards of Trustees

#### Sense Scotland

**Roy Cox OBE** (Chairman)  
**Neil Farquharson** (Vice Chairman)  
**Gerard Seenan** (Treasurer)  
**Duncan Tannahill**  
**Usman Rehman**  
**Gary Simpson**  
**Isabel Allan MBE**  
**Angela Clements**  
**David Newton**  
**Douglas Smart** (resigned 9 September 2015)  
**John Richards** (appointed 9 September 2015)  
**Ann McIvor** (appointed 9 September 2015)  
**John McMillan** (appointed 2 December 2015)  
**Colin Hetherington** (appointed 2 December 2015)  
**Suzanne Clark** (appointed 2 December 2015)

#### Sense International

**Sunil Sheth** (Chairman)  
**Pankaj Shah** (Treasurer)  
**Denis Tinsley** (stood down September 2015)  
**Susan Turner** (re-elected 2015)  
**Dr Subo Shanmuganathan**  
**Leona Forsyth**  
**Verity Stiff**  
**Paul Feeney**  
**Dean Lumer**  
**Robin Heber-Percy**

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#### Senior staff at Sense

**Gillian Morbey OBE**  
Chief Executive (also Chief Executive of Sense International)  
**Richard Kramer**  
Deputy Chief Executive  
**Peter Cheer**  
Group Director Operations (resigned July 2015)  
**Kris Murali**  
Group Director Finance and Resources  
**Toni Dumolo**  
Director of Human Resources  
**David Robinson**  
Director of Finance  
**Alana Tubasei**  
Director of Fundraising (became Director of Philanthropy April 2016)  
**Adrian Darkin**  
Director of Trading  
**James Thornberry**  
Director of Sense International (resigned September 2015)

**Maria Horton**  
Director of Operations (from August 2015)  
**Carolyn Merry**  
Director of Sense International (from September 2015)  
**Sarah Lee**  
Director of Fundraising (from May 2016)  
**Mark Lovell**  
Director of Business Development (from September 2015)

#### Senior staff at Sense Scotland

**Andy Kerr**  
Chief Executive of Sense Scotland  
**Brian Murphy**  
Director of Operations (commenced 1 December 2014)  
**Eddie McConnell**  
Director of Development  
**John O'Connor**  
Director of Finance and Resources and Company Secretary

# Sense Group **strategic report**

## **Sense**

### Performance against objectives for 2015-16

**We will be planning our strategy for the next three years, reviewing our strategic focus and the main areas of priority. We envisage that the overall theme of our current strategy will remain broadly the same.**

Following a programme of consultation, which included trustee away days and a Leadership Team conference, trustees agreed Sense's new three-year strategy in March 2016, covering the period 2016-19.

It is broadly aligned to our previous strategy with three key headings:

- Increase awareness of Sense and the individuals and families that we support
- Support more individuals and families by expanding our income
- Increase opportunities for individuals and families to do new activities and support each other.

The strategy concentrates our efforts on the critical things we need to do to take the organisation forward and provide innovative support and services to more people. Implementation plans and key performance indicators (KPIs) are in place.

**Work with the TouchBase Champions, the local community and staff to co-design our new centre in Selly Oak, Birmingham, and raise the necessary funding for the building.**

The TouchBase Champions continue to inform the design of the TouchBase Pears centre (see the case study on page 16). Construction is well underway and our fundraising continues. We send out regular newsletters to over 600 people in the local community.

**Focus our innovative work to raise the profile of Sense and the people we support, and attract new funding streams and supporters.**

Sense is proud of developing new concepts and innovative new services for the people that we work with. In 2015/16 this included a fantastic new befriending service to tackle isolation through volunteer-led short breaks for children and young people in Tower Hamlets.

We continue to develop new ways of working, including piloting new delivery models, art forms and programmes. In the past 12 months we held public exhibitions that have raised awareness of the incredible work of people with multi-sensory impairments. We have looked to diversify our funding streams and income (for example Public Health funding) to enable us to reach more people. Our pioneering sports programme, which has been running for two years, has supported over 300 people to participate in sport and physical activity, as well as influencing sector change by training coaches to work with people with multi-sensory impairments.

**Continue to increase the number of people who use and benefit from our diverse services.**

We have increased the number of people accessing our services and exceeded our targets, with 2,203 people accessing day and college, children's, young people's and older people's services.

We recognise that partnership working is vital to the provision of personalised and effective services, and we have built lasting relationships with commissioners, social workers, colleges, schools and community-based organisations. We are committed to ensuring we extend the reach of our work in order to support more people through our services.

To take this forward we will equip our staff through training and support so that they feel confident in building effective relationships, adding value to our work within each community. We will also introduce a partnership KPI.



### **Prioritise areas of work such as transition, short breaks, assessments and early interventions for children.**

We realise that transition can be an incredibly challenging time for young people and their families. The core components of Sense's work with young people of transition age include mapping out future aspirations for living independently or transferring into adult services, and enabling young people to achieve their potential. In 2015/16 we held transition events for young people and families, which provided support and advice on transition. We also developed our Getting a Result support package. This includes information about signing up to Sense services such as registered care, supported living, Sense College and short breaks and social clubs.

### **Deliver the Friendship and Play campaigns designed to mark our 60th anniversary, build a wider understanding of the barriers facing our beneficiaries, and celebrate their achievements.**

We published two reports following research conducted into the issues of friendship and play. We asked just over 1,000 people with a range of disabilities about their experiences of friendship. Our conclusion was that while there has been extensive analysis around loneliness and older people as their circle of friends dwindle over time, many people with disabilities have very few opportunities to make friends in the first place. Their ability to get out and about is often restricted, and this is compounded by recent cuts to social care. Communication and mobility are also major issues facing the people we support, many of whom feel lonely and isolated.

A public **Play Inquiry** chaired by Lord David Blunkett and Lesley Rogers, whose daughter Ruby has CHARGE syndrome, took place between September and November 2015. The inquiry looked at the provision of play opportunities for children aged 0-5 with multiple needs in England and Wales. (See the case study on page 20)

The Inquiry found that:

- 92% of parents felt that their disabled child did not have the same opportunities to play as their non-disabled peers
- 81% of parents reported difficulties when accessing mainstream play services
- Half of children had been turned away from play settings because of their disabilities
- A lack of awareness and disability training for staff in these settings was a major barrier. Other barriers identified include a lack of changing facilities, unsuitable equipment and poor wheelchair accessibility
- There is a lack of national and local strategy on the provision of play.

The report was launched at a Play in Parliament event at the House of Commons in February 2016, with a Welsh version launched at a similar event at the National Assembly for Wales.

### **Create sustainable growth ensuring the long-term future of Sense.**

We take a collaborative and organisation-wide approach to building stronger relationships with supporters and to working in partnership with key funders to realise our goals. We continue to work to grow our income streams across our services, fundraising and shops, and invest in new opportunities for Sense.

To support this we will:

- Support our managers to continuously improve the delivery, quality and financial viability of our services and shops
- Develop an integrated approach to marketing, income generation and supporter engagement, ensuring we maximise opportunities to engage with funders
- Develop Sense's website and routes to our services and markets
- Prioritise the following areas of new work: transition, short breaks, arts, sports and wellbeing, assessments and training, early intervention for children
- Scale up our work with commissioners, partners and professionals to create new funding opportunities and extend the reach of our work
- Make our services even better by embedding our quality assurance systems, demonstrating the outcomes and impact of our work, and ensuring the involvement of the people we support across the organisation.

## **Continue to embed our quality assurance systems and the work of our Service User Reference Group.**

Our Service User Reference Group (SURG) currently has 12 active members who represent a range of services from across all localities, including supported living, communicator guide services, residential settings, Sense College and resource centres.

During 2015/16, two members resigned on completion of their three-year terms, and three new members joined the group. Two national meetings took place and the group made eight visits to Sense services, making recommendations in relation to environment, activities, and increasing the profile of volunteering for people who use Sense services.

The section on ensuring high quality services (see page 11) sets out progress in this area. It should also be noted that, as a result of discussions about changes to the regulatory environment for social care services, it was agreed that two trustees would be nominated to join the Quality Team to take part in two separate quality audits of Sense services. This gives trustees a direct insight into the quality and compliance of our services. Des Lucy and Sue Turner took part in two audits, participating in discussions with individuals and families as part of the process, and offered advice about the services. They then provided a verbal report to Council.

## **Use the 2015 staff survey to measure employee engagement and inform our plans for continued improvement.**

The staff survey achieved a 53 % response rate, which was slightly below our target. The average score for employee engagement was 80 %, up 9 % on our benchmark. The statement 'I am proud to tell people that I work for Sense' scored highly at 86 %, 10 % up on the benchmark. There were also high scores in relation to ethical standards, equality and diversity, and our whistleblowing responsibilities.

Plans have been put in place to take forward improvement work following the survey, under the headings of 'working together', 'employee recognition' and 'training and development'.

## **Embed our approach to personalisation in order to offer greater independence and choice.**

We embed personalisation in everything that we do. Support plans are individualised, outcome focused and encompass goals, steps towards achieving them and evidence of progress. This supports the person to progress at their own pace, maximise their independence and wellbeing, and be part of their local community.

We have emphasised the facilitation of person centred reviews and produced a series of toolkits and guides to support staff to maximise the choice and independence of the people we support. We are active members of Voluntary Organisations Disability Group (VODG) that looks at personalisation.

## **Introduce more technology into our services and demonstrate how this improves choice, decision-making and independence.**

In 2015, Sense became a delivery partner in a three-year Big Lottery funded project titled Online Today. In the first year, staff from across the organisation supported 315 individuals to access the online world. The project funded the introduction of high speed wireless broadband in all building-based services. This led to a sharp increase in internet usage by those visiting and living in Sense services – and now over 400 people use wireless internet every day. Activities have ranged from successfully making a first ever Skype call to family, to staff helping an individual to find the right mobile phone so that they could send emails and post pictures on social media.

People on Sense holidays have also made use of items in our technology demonstration kit, for instance trying out an iPad to increase interaction and communication.

Helping the people we support to improve their communication skills is vitally important. For example, a young man who attends Sense College recently received new equipment following a referral to the Augmentative and Alternative Communication NHS service because his communication equipment did not meet his needs. In collaboration with the Royal Hospital for Neuro Disability in South West London, he was given a long-term loan of hardware and software (a chair mounted tablet device), which is used through two chair mounted switches operated by his head and cheek. Though he finds it tiring to use, it enables him to do the things he wants, including emailing and writing a weekly blog about his progress.

Over the course of the year we have also introduced assistive technology into 22 services.

## **Harness the wider support of our families and individuals in all our work, and provide them with support to take part in these opportunities.**

We harness support by:

- Giving the people who use our services greater choice of housing services, including expansion of supported living opportunities
- Develop staff and expand volunteer-led services that strengthen Sense's capacity to provide new opportunities and activities, get together with other people and make friendships
- Embed our approach to involvement so that individuals and families can participate fully
- Support people to participate as fully as possible in their local communities
- Embrace and embed technology in our services, and demonstrate how this improves choice, decision-making and independence
- Connect people with more opportunities to receive and provide peer support
- Foster more opportunities for families and individuals to participate in all our work, and provide them with the support they need to take part in those opportunities.

### **Sense objectives for 2016/17**

We will continue to work towards our three strategic objectives:

- 1 Increase awareness of Sense and the individuals and families that we support
- 2 Support more individuals and families by expanding our income
- 3 Increase opportunities for individuals and families to do new activities and support each other.

In particular, we will:

- Increase the number of young people we help and advise about options as they become adults
- Increase the number of people that we help to live more independently through supported living schemes
- Increase the number of short break opportunities we offer to children and young people
- Work with partners to increase the number of people who volunteer for Sense
- Introduce a revitalised Sense brand and review and improve our digital work
- Deliver public facing campaigns that raise awareness of Sense, and campaign for better services
- Use our trading arm not only to raise funds for our service provision, but also to build links in local communities
- Increase the number of people who donate to Sense and who leave a gift in their will
- Successfully implement a new management structure in the Operations Directorate.

# Sense Scotland

## Performance against objectives for 2015-16

The past year was one of considerable challenge, with many changes taking place in the sector in terms of regulation, self-directed support, new legislation and, significantly, the continuing impact of austerity measures on service providers like Sense Scotland. It is heartening to know that the strategic planning process has allowed us to be predictive in terms of the nature of some of these impacts, as well as being prepared in terms of organisational responses, business re-modelling, efficiency and effectiveness measures, and maintaining staff morale and motivation.

Sense Scotland remains well placed in terms of the tendering and framework processes. We have been placed on all of the tenders and frameworks for which we have applied, and gained significant positive submissions.

In terms of financial performance, we have seen a growth in fee income, our working capital has remained on target, and we have maintained and grown the workforce.

Key to our strategic growth is the development of the TouchBase model across Scotland. This year saw significant progress with the refurbishment of the new TouchBase Lanarkshire centre, as well as the commissioning of TouchBase Ayrshire, which is due to open at the end of 2016.

Sense Scotland has continued to invest in governance and, following on from a successful governance review and the establishment of new sub-committees of the Board of Sense Scotland, we have recruited a number of new Board members. This has enhanced the skill mix and developed the overall skills and capability of the Board.

Sense Scotland has continued its support for international work in Malawi and Bangladesh. We are working with parents, communities, local leaders, teachers and governments in both countries to ensure that people with visual and hearing impairments, and those who are deafblind and disabled, are brought into both society and the education system. By doing this we are positively changing cultures and affecting the lives of thousands of people.

Sense Scotland has been visited by local councillors, MPs, MSPs and by the First Minister of Scotland, Nicola Sturgeon. The visits have enabled key decision-makers to see and experience our services, speak to staff and on occasion to open new services or facilities. Sense Scotland also hosted election hustings for people with disabilities and those who come under the banner of Disability Agenda Scotland, of which we are a member.

Last year we undertook a successful training programme, branded as Skills Fast Forward, to ensure that our staff have the necessary and appropriate skills to undertake their role.

Our Staff and Volunteers Annual Awards ceremony remains the highlight of our staff calendar year, and we continue to recognise the fantastic commitment of staff in terms of the contribution they make, their length of service and the effort they put in to developing their skills.

Our Service User Consultation Group has undergone significant changes over the past 12 months. It has been re-named the Our Voice Group and now operates regionally across the country, coming together on a national basis four times a year. This new way of working has increased the participation of people with deafblindness across Scotland, and has significantly impacted upon Sense Scotland's strategic direction and the provision of services.

We undertook a number of service audits during the year, with every service audited through our quality assurance programme. The Audit and Risk Committee oversaw the corrective actions and tasks that arose from the audits. The quality assurance programme has significantly added to the quality of our services, the strategic direction of the organisation, and its investments in training, skills, premises and services.

Our extremely successful One Giant Leap initiative underwent a successful evaluation and is set for bigger and brighter things in the future.

We have a significant technology investment programme, which has seen the creation of all-staff email accounts and electronic platforms for payslips and learning, as well as document management systems for policies and procedures.

Our Employee Engagement Survey has been remodelled and is now owned by the Partnership Forum of Sense Scotland, which has delivered a new approach centred upon the values of Sense Scotland. This has led to an improved response rate from employees.

Our Chairman, Roy Cox, was awarded the OBE from Her Majesty the Queen in 2015/16. Roy acknowledges that this is for his family and all those who work at Sense Scotland.

## Sense International

### Performance against objectives for 2015-16

Sense International works with adults and children who are deafblind in India, Bangladesh, Kenya, Uganda, Tanzania, Peru and Romania. We have made progress with the following objectives, which were set last year.

#### East Africa

**Aim to reach 700 deafblind children with Community-Based Education in Kenya and Uganda (via our early intervention project, which commenced in April 2016) and Tanzania.**

At the end of the second year of the Community-Based Education (CBE) programme (funded by the Big Lottery Fund) a total of 832 children with deafblindness from across East Africa were benefiting from regular home visits from teachers. A total of 111 special educational needs (SEN) teachers and 701 mainstream teachers demonstrated increased knowledge and skills in educating children with deafblindness, and 744 parents followed the CBE curriculum at home.

**Develop inclusive education projects that include training needs assessments and quality assurance processes. To achieve this, we will work in partnership with other NGOs in Kenya, Tanzania and Uganda, and gain support from governments for the implementation of agreed models of inclusive education.**

A grant has been provided by the Human Development Innovation Fund (HDIF) in Tanzania, which builds on the previous Community-Based Education programme. Ongoing progress continues in Kenya and Uganda using a similar model.

Preparations for establishing the Department for International Development (DFID)-funded pilot screening and early intervention programme in Kenya and Uganda were at an advanced stage at the end of the year, and included plans for the establishment of early intervention units at each health facility and identification of screening equipment. Quality assurance processes and protocols are also being developed.

Funding was obtained to develop video training courses on working with children with deafblindness. The courses are in Kenya (how to develop functional abilities) and Uganda (specially designed tactile learning materials and a video training course for parents and teachers on how to use them with children with deafblindness to accelerate their development and learning).

#### Peru

**Work in partnership with the Peruvian Ministry of Education to support a national training programme for professionals in early intervention centres, through the delivery of early intervention training.**

Forty professionals from Lima were trained in early intervention for children with deafblindness. The course was delivered by specialist trainers from Sense.

**Continue to provide teacher training and technical support to special education teachers with the aim of developing knowledge and skills so that they can support children with deafblindness and multiple disabilities in special education schools.**

We delivered an in-depth training course for 35 teachers from Lima, and a short five-day course for 62 teachers from Trujillo. This has increased the number of teachers who have an understanding of working with children with deafblindness. The Ministry of Education delivered a second online course, which reached 1,000 teachers.

**Provide training for community-based rehabilitation (CBR) workers, to identify and support children with deafblindness in the less accessible areas of Arequipa, Cusco and, in the future, Ancash.**

CBR services were provided to 64 people with deafblindness in Peru. Beneficiaries and their carers were supported through physical and psychological therapy. Therapy materials and assistive devices were also provided.

**Identify adults with deafblindness who are interested in vocational bakery, food and pastry workshops and business planning training so that individuals in Arequipa and Lima can receive seed funding to start micro-enterprises.**

Bakery and pastry making workshops took place in Arequipa through our partner CERCIA and in Lima in partnership with ASOCIP, with 10 and 13 participants respectively.

## Romania

**Launch the research report, *Report on Early Intervention for Multisensory Impaired Children in Romania 2007-2014 – Best Practice Model*, and host an international conference to share best practice and raise awareness of the need for screening programmes and early intervention support services.**

The research report was shared during a two-day international conference on early intervention for children with deafblindness, which was attended by over 100 participants from the education and health sectors, as well as parents of children with deafblindness.

A total of 15,414 babies born in Bucharest, Oradea, Timisoara and Iasi were screened for hearing impairments at birth, and approximately 2,077 babies had their vision tested. This led to 35 new referrals to the early intervention support programme, which provided individualised services to 112 newborn and young babies.

**Develop two new typography vocational training centres for learners with deafblindness in Buzau and Focsani, and organise training for vocational teachers from these special schools in partnership with the Ministry of National Education.**

Seven vocational centres are now providing services to 103 young people with deafblindness, and we have supported 12 additional vocational teachers to provide effective training. In September 2015, the Secondary School for Children with Hearing Impairments in Bucharest launched their professional ninth grade. Students with sensory impairments will graduate as certified offset typographers, a highly sought-after trade in the labour market.

**Continue to develop our organisational capacity to raise funds in-country, improving accountability and transparency with the support of an active, functional Board of Trustees, and diversify funding streams.**

Sense International Romania appointed a new Board of Trustees in April 2015 to support in-country fundraising efforts. With support from a local fundraising consultant and the engagement of a new fundraiser, the team has laid a strong foundation for the diversification of local funding streams through a new communications strategy and continued funding from the Orange Foundation for vocational training.

**Continue to raise global awareness**

Sense International Romania successfully hosted the 2015 Deafblind International World Conference with the theme 'Our Future'. More than 400 people attended, representing 51 countries and 120 organisations, with experts and people with deafblindness presenting workshops and sharing experiences.

## India

### **Continue to work with the SSA (Education for All) programme to train special educators and government officials in teaching children who are deafblind, and develop an adapted curriculum for children with deafblindness who attend mainstream schools.**

A total of 80 teachers took part in sensitisation training, which is supporting SSA educators to identify and support learners with deafblindness across several districts. In addition, in-depth interactive training took place for SSA educators, looking at assessment, individual education planning (IEP) and education planning and challenges. We held a three-day curriculum adaptation workshop for 28 participants in May 2015, which explored the development of an inclusive curriculum. The outputs were presented to the national review meeting of SSA in July. It is hoped that the SSA programme will allow field testing of this sample for future curriculum development.

### **In Jharkhand, expand our current home-based education programme in Hazaribag and Ranchi to include Ramgarh, and develop a resource centre for children with deafblindness that provides support to parents and training for special educators.**

A total of 93 children and adults with deafblindness received home-based and centre-based services in the three project locations. All have individual education plans based on their functional assessment. A further 27 newly identified children received clinical assessments. Assistive devices and therapeutic intervention have been provided to 51 children, based on the recommendations from clinical and functional assessments.

### **Launch an advocacy toolkit to support ongoing initiatives run by our partners.**

In June, Sense International India launched its advocacy toolkit during the national Civil Society Organizations (CSO) meeting in Delhi. It was well received by the participants and has been an important information tool for parents, adults with deafblindness, teachers and CSOs.

## Bangladesh

### **Continue to provide home-based education and needs-based, nutritional, medical and assistive devices for children with deafblindness through our partners. Train community field workers and parents so that they can best support their children and work with school authorities to ensure the inclusion, where appropriate, of children with deafblindness into mainstream schools.**

We are now reaching out directly to a total of 594 (323 male and 271 female) children with deafblindness through our home and centre-based education programme, providing assistive devices and nutritional support as appropriate. An additional 400 children are receiving support through our extended partners. In 2015-16, an additional ten children with deafblindness (six male and four female) enrolled at the school. Cumulatively, we have supported 71 children (27 male and 44 female) to access mainstream schools.

## Other key achievements

### Advocacy

We have continued to develop the strategic direction of policy and advocacy in our overseas programmes, emphasising the need to increase the 'voice' of people with deafblindness and their families.

Advice and guidance has strengthened the development of advocacy and policy elements of funding proposals. Separate briefings were submitted by Sense International Kenya and Sense International Uganda to the UN Committee on the Rights of Persons with Disability. As a result, the Committee proposed a number of recommendations to the Kenyan and Ugandan governments in relation to children with deafblindness.

We continued to strengthen the voice of people with deafblindness and their families as part of our ongoing work in each country. This included a range of capacity building support and partnerships. In August, for

example, Sense International Uganda supported a workshop in Ntinda for the National Executive Committee of Uganda Parents with Deafblind Children Association to enhance their advocacy skills.

## Finding Grace appeal

Sense International secured a UK Aid Match grant from the Department for International Development (DFID) in 2015. In total, £716,025 was raised across all income streams, including our trading arm, of which £222,972 was matched income from DFID. The funds will support a new early intervention and screening programme in Kenya and Uganda. This success was in part due to The Sun newspaper writing an online piece on our work in East Africa.

## Gender mainstreaming

We wrote and implemented a gender action plan and this is a key outcome of Sense International's new three-year global strategy.

## In-country fundraising

We recruited in-country fundraisers in Romania and East Africa, both of which are already proving to be great assets to the teams. We also carried out a fundraising scoping study in Peru.

## Salary benchmarking

Salary benchmarking took place to ensure that we are appropriately placed in East Africa, and a salary review was completed and revisions approved for the coming financial year.

## Plans for the future

In late 2015, Sense International developed a new three-year strategy, *Realising Rights: From Isolation to Inclusion (2016-2019)*.

Sense International's overarching aim is to implement our new strategy. The key objectives to be achieved across Sense International over the course of the strategy are:

- Development of a model of quality service delivery in early intervention
- Strengthen data disaggregation with regard to disability, as well as age and gender
- Influence governments and international organisations on laws, policies and frameworks through evidence-based policy positions
- Build the capacity of partners in terms of disability rights and effective advocacy
- Ensure the Microsoft Office 365 SharePoint facility is operational for all global teams
- Strengthen in-country fundraising capacity and strategy.

The key objectives and specific targets for 2016/17 are:

- 1 Ensure quality services
- 2 Improve knowledge and understanding of deafblindness
- 3 The voice of people with deafblindness is heard
- 4 Rights are recognised and realised.



We plan to achieve these goals in a number of ways across our country programmes:

## East Africa

We will continue to demonstrate the effectiveness of Community-Based Education for children with deafblindness to ensure they are ready for inclusion in mainstream schools, whilst advocating for the Ministries of Education in Kenya, Uganda and Tanzania to adopt the model more widely.

We will pilot a model of inclusive education for children with deafblindness in mainstream classrooms in Tanzania through the support of specially trained mainstream teachers, teaching assistants and itinerant SEN teachers. We will also develop and seek funding to pilot similar models of inclusive education in Kenya and Uganda.

A sensory screening and early intervention programme for infants aged 0 to 3 years old will be established in Kenya and Uganda. The screening programme will identify children born with deafblindness who will receive weekly early intervention therapy at their local health facility. We will also develop and seek funding to establish a similar pilot programme in Tanzania.

We will begin to determine the prevalence of congenital sensory impairments and congenital rubella syndrome from the screening data collected in the pilot early intervention programmes in Kenya and Uganda.

## Romania

We will advocate for ongoing and expanded early intervention services for babies born with sensory impairments in Bucharest, Oradea, Timisoara and Iasi. A national network of vocational centres for young people with deafblindness will be established, with trained professionals and a bespoke curriculum designed to improve the employability of young adults with deafblindness.

We will develop 'Sensabilitate.ro', an accessible online platform that is interactive, dynamic and a comprehensive source of up-to-date information on deafblindness.

We will continue to identify the needs of people with deafblindness in Romania, making sure that existing legislation is applied or improved by actively involving people with deafblindness, their families, specialists, and health and social services.

We plan to conduct a national campaign to increase awareness about the specific needs of people with deafblindness. The campaign will focus on the importance of early intervention and education and vocational training, and improve perceptions about disability and sensory impairments.

## Peru

By increasing the understanding and expertise of a further nine Centres of Special Basic Education in Ancash and Lima, and training a further 140 teachers, we will ensure that over 280 children with deafblindness receive a high quality education. We aim to reach 28 more people with deafblindness in Ancash, Cusco, Arequipa and Lima through our CBR programme, and improve their physical, social and emotional wellbeing.

We will expand our vocational training programme to reach new learners in Arequipa, and strengthen the support we provide to current participants in Lima and Arequipa through business planning training and the provision of two small start-up grants to help participants establish their own businesses.

Between June and October 2016, 30 guide interpreters will be trained to facilitate communications, mobility and access to information for people with deafblindness. We will also deliver a virtual training course on guide interpretation for over 100 professionals, students, volunteers and family members living in regions outside of Lima.

We will collaborate closely with parents and carers of people with deafblindness in order to support them to legally constitute a parents association of people with deafblindness, which will promote the voice of multi-sensory impaired people.

Through the sharing of experience and expertise, Sense International Peru will build the capacity of at least 90 Disabled Persons Organization (DPO) representatives from Bolivia, El Salvador and Guatemala through advocacy workshops and the development of advocacy plans. We will also work with our partner, CONADIS,

to build the advocacy capacity of at least 60 DPO representatives in Peru and organise an international conference on deafblindness and multi-sensory impairment.

We will organise social inclusion activities for 30 people with deafblindness and their families in Lima, ensuring effective participation through guide interpreters and volunteers.

## India

We will work with partners to establish a National Resource Centre on Deafblindness in Nepal to ensure the availability of needs-based services, and lobby the Department of Education and Health to recognise the needs of persons with deafblindness in Nepal.

We aim to increase opportunities for young people with deafblindness to pursue different vocations, through collaboration with seven Vocational Rehabilitation Centres (VRCs).

Through training workshops, we will support 50 young people with deafblindness to improve their communication skills to better express their views, preferences and ability to participate.

A mass media conference about deafblindness and the inclusion of young people in education and employment will be followed up through ongoing sensitisation work.

## Bangladesh

We will continue to strengthen the National Resource Centre and that of our network of seven local partners to deliver education, health and income generation services for people with deafblindness, including supporting a new Regional Resource Centre on deafblindness.

We aim to support 638 children through home-based education, 75 children in mainstream schools and 50 government teachers through training, to promote the inclusion of children with deafblindness. We will facilitate a training workshop on communication skills.

By the end of 2016/17 we aim to have trained 65 local government representatives in deafblindness, and increased public awareness of deafblindness through a mass media conference.



Sense International-trained educators in Bangladesh supported Asia, pictured with her mother Rejeka, to identify objects and toys through touch. Asia is now able to express what she wants, and take part in everyday living activities.

# Statement of Sense Council's responsibilities

The Council (who are trustees and, for the purposes of company law, also directors of Sense, The National Deafblind and Rubella Association) is responsible for preparing the Council's Annual Report and 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. The statement must give a true and fair view of the state of affairs of the charitable company, the group and of the incoming resources and application of resources, including the income and expenditure of the charitable group 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
- Make judgments 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
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper 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 the group, and hence take reasonable steps to prevent and detect fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

## Public benefit

The Council has referred to the information contained in the Charity Commission's general guidance on public benefit when reviewing its aims and objectives, and in planning its future activities. In particular, Council has considered how planned activities will contribute to the aims and objectives it has set. The information given in relation to the objectives set last year gives clear examples of how our work brings public benefit through a wide range of activities, and our objectives for next year show how it will continue to do so.

## Internal financial control

Council has overall responsibility for ensuring that the charity has appropriate systems of controls, financial and otherwise, in place. The systems of internal control are designed to provide reasonable assurance against material misstatement or loss. They include:

- A three-year strategic plan and an annual budget approved by Council. A number of matters are specifically reserved for Council's approval

- Regular consideration by Council of financial results, variance from budgets, non-financial performance indicators and benchmarking reviews
- The Finance and Audit Committee considers investment strategy and monitors investment performance
- Crowe Clark Whitehill LLP continues to be our internal auditors. Their annual programme is agreed by the Finance and Audit Committee, and the outcomes of the audits are reported to the Committee with action plans
- The development of policy documents covering all major strategic and operational activities. These are reviewed by the Executive Team with appropriate regularity and consultation.

## Principal risks and uncertainties

Council has delegated day-to-day responsibility for the management of risks to the Chief Executive. The Finance and Audit Committee is responsible for overseeing the establishment and maintenance of good practice in this area and for reporting to Council at each of its regular meetings. In addition, the Council reviews the corporate risk register at each of its meetings.

A formal risk management process has been developed to assess business risks and implement risk management strategies. The Executive Team is responsible for the identification and assessment of risk, and for reporting on its work to the Finance and Audit Committee. The Executive Team is responsible for developing risk mitigation strategies and controls, and for implementing actions to minimise or reduce risk to acceptable levels.

Risk identification and assessment processes have been embedded within the normal operating activities of managers throughout Sense. The review process ensures that key risks are regularly reviewed, monitored and reported on. The following potential risk areas featured on the Corporate Risk Register during 2015/16:

**Risk:** Sense fails to deliver financial and growth targets set out in the strategy.

**Controls:** Implementation of the growth strategy. Executive Team reviews KPIs, with regular reporting to Council.

**Risk:** Trading and/or Fundraising Directorates fail to perform to budget due to difficult trading conditions and changes to the public perception of charities.

**Controls:** Streamlining operations where possible, monitoring of operational plans and refining approaches made to supporters.

**Risk:** Pensions liability becomes unsustainable and the deficit significantly increases, compromising the ability to fund payments.

**Controls:** The liability is actively managed and repayment plans are reviewed with the London Pensions Fund Authority (LPFA). Instalments are agreed for future years with the option of paying the cessation value at a time suitable to Sense.

# Financial review 2015/16

Sense, like many organisations in our sector, is facing challenging times, with demand for the support and services we offer increasing, but the resources we can access diminishing. However, in line with the drive for innovation demonstrated by our founders over 60 years ago, Sense's innovative and collaborative approach across our diverse range of activities has enabled us to continue to grow our income, which is up from £83 million in 2014/15 to £85 million in 2015/16. More importantly, our approach has allowed us to reach more people than ever.

## Pensions

Sense has a historic membership of the London Pension Fund Authority (LPFA), a public sector provider of pensions and a traditional pension body for local authorities. Sense closed membership of the scheme to new members in 2003. We have been working hard to reduce the risk this historic pension scheme brings to Sense and in 2014 asked all members to voluntarily leave the scheme and join the standard defined contribution scheme we offer to all new starters. These new contracts took effect from November 2014 and leaves Sense with no active members in the LPFA scheme.

This means that no new final salary liabilities are being incurred by Sense for active members (other than those arising from changes in actuarial assumptions). It also allows us to continue our discussions with the LPFA about agreeing a cessation value and leaving the scheme completely, or continuing to reduce the historic deficit through additional contributions combined with the savings we will make by no longer having active members. Whilst Sense has no current members of the scheme, we do have a considerable number of pensioners and past and present employees with a deferred status (i.e. no longer an active member of the scheme, but not yet a pensioner), so we must account for our liabilities as appropriate. It is the surplus or deficit of this scheme that we show in our financial statements and explain in detail in note 9.

The 2015/16 FRS 102 pension fund valuation showed very limited movement, although this will remain a potentially volatile element in our financial statements, and one that can cause large scale movements year on year. This year the actuarial valuation moved by a positive £24,000. In 2014/15 the movement was a negative £9 million, whereas in the previous four years we had total negative movements in excess of £5 million.

## Trading

We continued with a significant reorganisation of our shops and trading activities in 2014/15. This has helped us maintain costs at a similar level, despite some exceptional costs incurred from shop closures and openings. We increased spend from £10.3 million in 2014/15 to £10.7 million in 2015/16. However, our shops remain under particular pressure that is in common with the high street in general. We have continued to see a reduction in footfall and have faced a reduction in donated goods, with local authority regulations, internet sales and the financial squeeze all having an impact. In spite of this we managed to increase our shops' income from £10.6 million in 2014/15 to £11 million in 2015/16.

## Fundraising

Fundraising remains a challenge, but the considered and thoughtful campaigns we ran in 2013/14, in both Sense and Sense Scotland, helped to maintain the growth in fundraising income, which has risen from £9.4 million in 2014/15 to £10 million in 2015/16. Careful management of our fundraising costs means that they grew by a limited £200,000, from £4.8 million in 2014/15 to £5 million in 2015/16, which is only half of our income growth.

We also had a good year with legacy income, which thanks to the generosity and goodwill of our supporters rose from £2.1 million in 2014/15 to £2.7 million in 2015/16.

We have continued to be successful in using European and other grant income to advance our work through Sense International, and we continue to see the number of people reached grow each year. We spent £1.7 million on international programmes in 2015/16, compared to £1.5 million in 2014/15.

In general, despite the challenges faced by the Sense Group, 2015/16 was a success. We are reaching more people than ever and have increased engagement with our stakeholders in a number of ways.

## Expenditure

Consolidated expenditure on our charitable activities in 2015/16 was £68 million (£66 million in 2014/15), whilst we spent £1.7 million (£1.9 million in 2014/15) working with children and families, with some work moving to Statutory Fee Funding. We also spent £3.3 million (£2.8 million in 2014/15) working on vital education and development programmes. Work on campaigning and raising awareness cost £2.4 million (£2.1 million in 2014/15). Our innovative and inclusive arts and wellbeing programme saw activity grow from £800k in 2014/15 to £900k in 2015/16, whilst holidays and volunteering costs increased from £425k in 2014/15 to £446k in 2015/16.

## Income

Consolidated total income amounted to £85 million – an increase of £1.9 million on the previous year.

In 2015/16, the Sense Group received fees and allowances for accommodation-based care, community-based support and education and development programmes. These were paid by statutory authorities and rose by 1.4%, totalling £59 million. This increase has been achieved at a time when significant pressure is being placed on our fee income, as funding cuts continue. However, Sense has regularly demonstrated that our services offer value for money and that, in the long-term, we help reduce the cost to funders by enabling people reach their potential and become as independent as possible.

We have added new services and reached more people than ever before, and this has increased our total income. We have worked in partnership with our funders to reduce costs and have agreed some fee reductions where appropriate, whilst maintaining the highest quality standards. This income is linked to agreed contracts, and Sense provides services in line with our agreements with health authorities, care commissioning groups, local authorities, education funding bodies and individuals.

Total income from fundraising activities reached £13 million, representing an increase of £1.4 million on the previous year, which bucked the general downturn. Income from our shops increased by nearly £400k to £11 million despite the general malaise on the high street.

The Statement of Financial Activities, before including the FRS 102 deficit, resulted in a positive net movement in funds for the year of £615k (compared to a positive movement of £1.2 million in 2014/15). This demonstrates the continued financial success of Sense. The historic LPFA pension scheme FRS 102 valuation gave a further positive movement of £522k (compared to a negative movement of £8.5 million in 2014/15), resulting in an overall positive net movement in funds of £1.1 million.

Throughout the year we have exercised strong control over our finances and ensured that expenditure was budgeted, affordable and within our income.

## Reserves

The policy for reserves is reviewed each year by trustees. The target level for reserves has been calculated by each member of the Sense Group to suit their individual needs and circumstances.

In each case they ensure that the target they set will be capable of:

- Providing sufficient working capital for budgeted operational commitments
- Funding responsive action in the event of a significant financial downturn
- Managing the relocation of the people who use our services in the event of the closure of the organisation.

In addition, trustees take account of any risks that might impact on the level of reserves required. They include:

- Time needed to implement operational response to any significant reductions in income
- Dependence on and reliability of individual income streams
- Robustness of the internal reporting and response methods
- Potential for variation in cash flow forecasts.

Sense Scotland set a target of 12 weeks' operating costs as a desired level of reserves, which is reviewed annually, having taken into account the nature of the client group for which the charity is entrusted to provide care and support. As of 31 March 2016, the charitable company has managed to achieve a reserve level of 12 weeks' working capital. Working capital is calculated using the net current assets (excluding restricted and designated funds) divided by the average expenditure for one week.

Sense International trustees have agreed the aim of having unrestricted reserves equivalent to six months' expenditure. They have set this target in order to ensure that reserves remain capable of providing sufficient working capital for budgeted operational commitments and to fund responsive action in the event of a significant financial downturn. At present, Sense International has achieved a reserve holding equivalent to six weeks' operational expenditure.

Sense set a target of £13.7 million to cover the factors previously mentioned, and to allow us sufficient funds to embark on a significant capital investment programme. This capital investment programme will include a significant new resource centre, TouchBase Pears, in Birmingham. In addition, we have plans to improve many of our services and to assist people to remain in their homes by making adaptations as necessary. As the cost of these developments have been identified, we have designated funds to cover them. As a result, Sense seeks to meet its £13.7 million reserve target through a combination of unrestricted current assets and designated funds linked to these schemes.

As at 31 March 2016, restricted funds totalled £3.2 million, a fall of £500k from 2014/15. Designated funds totalled £14.9 million (£16.9 million in 2014/15) and endowment funds were £422k (£413k in 2014/15). General funds increased from £12 million to £15.8 million.

At 31 March 2016, total funds stood at £34.3 million, an increase of £1.2 million from 2014/15.

## Investment strategy

### Investment aims

In 2015, Sense disinvested the investment portfolio held by Sarasin & Partners, and the resulting assets are held within the cash balance and investments balance. This is in preparation for future capital commitments.

Cash will be invested to maximise return whilst meeting agreed risk appetite and future cash needs.

### Risk appetite

We recognise that investments cannot be risk free if we are to achieve our stated investment aims but we have an appetite only for low risk investments.

### Ethical investments

Sense would wish to avoid unethical investments that are in conflict with its charitable objectives.

### Independent auditors

A resolution to reappoint PricewaterhouseCoopers LLP as auditors to the company will be proposed at the annual general meeting.

By order of Council and signed on its behalf

*Gillian Morbey*

G Morbey OBE, Secretary

# Independent auditors' report to the trustees of Sense, The National Deafblind and Rubella Association

## Report on the financial statements

### Our opinion

In our opinion, Sense's group financial statements and parent charitable company financial statements (the "financial statements"):

- Give a true and fair view of the state of the group's and of the parent charitable company's affairs as at 31 March 2016 and of the group's incoming resources and application of resources, including its income and expenditure and of the group's cash flows for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006.

### What we have audited

The financial statements, included within the Report and Financial Statements (the "Annual Report"), comprise:

- The group and parent charitable company balance sheets as at 31 March 2016
- The group statement of financial activities and the group summary income and expenditure account for the year then ended
- The group cash flow statement for the year then ended
- The accounting policies
- The notes to the financial statements, which include other explanatory information.

The financial reporting framework that has been applied in the preparation of the financial statements is United Kingdom Accounting Standards, comprising FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", and applicable law (United Kingdom Generally Accepted Accounting Practice).

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. In making such estimates, they have made assumptions and considered future events.

## Opinion on other matters prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' Annual Report, for the financial year for which the financial statements are prepared, is consistent with the financial statements.



## Other matters on which we are required to report by exception

### Adequacy of accounting records and information and explanations received

Under the Companies Act 2006 we are required to report to you if, in our opinion:

- We have not received all the information and explanations we require for our audit; or
- Adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- The parent charitable company financial statements are not in agreement with the accounting records and returns.

We have no exceptions to report arising from this responsibility.

### Trustees' remuneration

Under the Companies Act 2006 we are required to report to you if, in our opinion, certain disclosures of trustees' remuneration specified by law are not made. We have no exceptions to report arising from this responsibility.

## Responsibilities for the financial statements and the audit

### Our responsibilities and those of the trustees

As explained more fully in the Trustees' Responsibilities Statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland) ("ISAs (UK & Ireland)"). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

This report, including the opinions, has been prepared for and only for the charity's members and trustees as a body in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and for no other purpose. We do not, in giving these opinions, accept or assume responsibility for any other purpose or to any other person to whom this report is shown or into whose hands it may come save where expressly agreed by our prior consent in writing.

### What an audit of financial statements involves

We conducted our audit in accordance with ISAs (UK & Ireland). An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of:


- Whether the accounting policies are appropriate to the group's and the parent charitable company's circumstances and have been consistently applied and adequately disclosed
- The reasonableness of significant accounting estimates made by the trustees
- The overall presentation of the financial statements.

We primarily focus our work in these areas by assessing the trustees' judgements against available evidence, forming our own judgements, and evaluating the disclosures in the financial statements.

We test and examine information, using sampling and other auditing techniques, to the extent we consider necessary to provide a reasonable basis for us to draw conclusions. We obtain audit evidence through testing the effectiveness of controls, substantive procedures or a combination of both.

In addition, we read all the financial and non-financial information in the Annual Report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially

incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.



Anthony Blackwell (Senior Statutory Auditor)  
for and on behalf of PricewaterhouseCoopers LLP  
Chartered Accountants and Statutory Auditors  
Leeds  
October 2016

- (a) The maintenance and integrity of the Sense website is the responsibility of the trustees; the work carried out by the auditors does not involve consideration of these matters and, accordingly, the auditors accept no responsibility for any changes that may have occurred to the financial statements since they were initially presented on the website.
- (b) Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

# Consolidated statement of financial activities

## for the year ended 31 March 2016

	Notes	General Funds £	Designated Funds £	Restricted Funds £	Endowment Funds £	Total 2016 £
<b>Income and endowments</b>						
Donations and legacies						
Donations		7,091,698	562,739	2,381,412	-	10,035,849
Legacies		2,257,876	478,928	-	-	2,736,804
Charitable activities						
Accommodation-based care		40,605,367	13,528	163,934	-	40,782,829
Community support care services		14,188,508	16,696	703,752	-	14,908,956
Education and development programmes		3,078,442	86	234,376	-	3,312,904
International programmes		-	-	420,520	-	420,520
Arts and wellbeing programmes		103,312	158	284,154	-	387,624
Holidays and volunteering		24,347	-	20,872	-	45,219
Children's specialist services		127,343	-	292,289	-	419,632
Other	3	280	47	181,631	-	181,958
Other trading activities						
Shops		10,948,699	278	3,048	-	10,952,025
Other		204,790	55	3,911	-	208,756
Investments	2	117,285	-	3,473	-	120,758
Other	3	45,860	-	126,759	-	172,619
<b>Total income</b>		<b>78,793,807</b>	<b>1,072,515</b>	<b>4,820,131</b>	<b>-</b>	<b>84,686,453</b>
<b>Expenditure</b>						
Raising funds						
Fundraising costs		4,342,167	572,100	66,124	-	4,980,391
Shops costs		10,645,447	25,125	(35)	-	10,670,537
Other		345,338	-	-	-	345,338
<b>Cost of generating funds</b>		<b>15,332,952</b>	<b>597,225</b>	<b>66,089</b>	<b>-</b>	<b>15,996,266</b>
Cost of charitable activities						
Accommodation-based care		36,925,766	990,256	282,144	8,623	38,206,789
Community support care services		18,159,732	388,920	982,034	-	19,530,686
Education and development programmes		2,987,373	22,491	260,363	-	3,270,227
International programmes		255,879	-	864,125	-	1,120,004
Arts and wellbeing programmes		591,738	1,511	308,732	-	901,981
Holidays and volunteering		287,788	2,475	156,006	-	446,269
Children's specialist services		885,904	23,678	748,301	-	1,657,883
Campaigns, publicity and awareness		2,093,310	59,268	219,352	-	2,371,930
Quality assurance and development		528,804	3,284	1,646	-	533,734
Other		16,195	-	-	-	16,195
<b>Cost of charitable activities</b>		<b>62,732,489</b>	<b>1,491,883</b>	<b>3,822,703</b>	<b>8,623</b>	<b>68,055,698</b>
<b>Total expenditure</b>		<b>78,065,441</b>	<b>2,089,108</b>	<b>3,888,792</b>	<b>8,623</b>	<b>84,051,964</b>
Net gain/(loss) on sale of assets	5	(19,384)	-	-	-	(19,384)
Net gain/(loss) on revaluation and disposal of investments	5	(37)	-	-	-	(37)
<b>Net income/(expenditure)</b>		<b>708,945</b>	<b>(1,016,593)</b>	<b>931,339</b>	<b>(8,623)</b>	<b>615,068</b>
Transfers between funds	18	2,514,012	(1,072,439)	(1,441,573)	-	-

	Notes	General Funds £	Designated Funds £	Restricted Funds £	Endowment Funds £	Total 2016 £
<b>Income and endowments</b>						
<b>Net incoming resources /(resources expended) before revaluations</b>		<b>3,222,957</b>	<b>(2,089,032)</b>	<b>(510,234)</b>	<b>(8,623)</b>	<b>615,068</b>
Actuarial gain/(loss) on defined benefit pension scheme	9	522,000	-	-	-	522,000
<b>Net movements in funds</b>	<b>6</b>	<b>3,744,957</b>	<b>(2,089,032)</b>	<b>(510,234)</b>	<b>(8,623)</b>	<b>1,137,068</b>
Reconciliation of funds						
Fund balances brought forward at 1 April 2015		12,082,858	16,936,178	3,711,808	421,524	33,152,368
<b>Fund balances carried forward at 31 March 2016</b>	<b>18,19</b>	<b>15,827,815</b>	<b>14,847,146</b>	<b>3,201,574</b>	<b>412,901</b>	<b>34,289,436</b>

## Comparative statement of financial activities for the year ended 31 March 2015

	Notes	General Funds £	Designated Funds £	Restricted Funds £	Endowment Funds £	Total 2015 £
<b>Income and endowments</b>						
Donations and legacies						
Donations		7,134,955	384,956	1,696,595	-	9,216,506
Legacies		1,917,481	189,748	10,356	-	2,117,585
Charitable activities						
Accommodation-based care		40,533,419	17,926	213,953	-	40,765,298
Community support care services		13,736,998	3,416	855,971	-	14,596,385
Education programmes		2,607,839	-	264,235	-	2,872,074
International programmes		-	-	816,439	-	816,439
Arts and wellbeing programmes		87,365	-	212,043	-	299,408
Holidays and volunteering		46,213	-	-	-	46,213
Children's specialist services		303,174	-	416,997	-	720,171
Other		-	-	187,564	-	187,564
Other trading activities						
Shops		10,531,868	31,333	1,672	-	10,564,873
Other		210,026	1,070	4,273	-	215,369
Investments	2	180,871	-	1,997	-	182,868
Other	3	72,074	-	78,762	-	150,836
<b>Total incoming resources</b>		<b>77,362,283</b>	<b>628,449</b>	<b>4,760,857</b>	<b>-</b>	<b>82,751,589</b>
Resources expended						
Cost of generating funds						
Fundraising costs		4,088,274	576,944	116,726	-	4,781,944
Shops costs		10,254,589	67,534	-	-	10,322,123
Other		409,489	-	-	-	409,489
<b>Cost of generating funds</b>		<b>14,752,352</b>	<b>644,478</b>	<b>116,726</b>	<b>-</b>	<b>15,513,556</b>
Cost of charitable activities						
Accommodation-based care		35,931,189	624,228	369,746	8,623	36,933,786
Community support care services		17,509,738	451,729	1,002,073	-	18,963,540
Education programmes		2,415,270	28,039	307,781	-	2,751,090
International programmes		342,730	-	1,177,001	-	1,519,731
Arts and wellbeing programmes		444,866	193,345	188,484	-	826,695
Holidays and volunteering		214,090	3,163	208,175	-	425,428
Children's specialist services		1,264,799	30,158	580,288	-	1,875,245



	Notes	General Funds £	Designated Funds £	Restricted Funds £	Endowment Funds £	Total 2015 £
Campaigns, publicity and awareness		1,826,713	18,858	247,710	-	2,093,281
Quality, assurance and development		456,161	3,113	1,503	-	460,777
Other		33,489	-	58,903	-	92,392
Inter company		-	-	-	-	-
<b>Cost of charitable activities</b>		<b>60,439,045</b>	<b>1,352,633</b>	<b>4,141,664</b>	<b>8,623</b>	<b>65,941,965</b>
<b>Total resources expended</b>		<b>75,191,397</b>	<b>1,997,111</b>	<b>4,258,390</b>	<b>8,623</b>	<b>81,455,521</b>
Net gain/(loss) on sale of assets	5	19,335	-	-	-	19,335
Net gain/(loss) on revaluation and disposal of investments	5	(73,146)	-	-	-	(73,146)
<b>Net income/(expenditure)</b>		<b>2,117,075</b>	<b>(1,368,662)</b>	<b>502,467</b>	<b>(8,623)</b>	<b>1,242,257</b>
Transfers between funds	18	4,051,445	(173,814)	(3,877,631)	-	-
<b>Net incoming resources/(resources expended) before revaluations</b>		<b>6,168,520</b>	<b>(1,542,476)</b>	<b>(3,375,164)</b>	<b>(8,623)</b>	<b>1,242,257</b>
Actuarial gain/(loss) on defined benefit pension scheme	9	(8,516,000)	-	-	-	(8,516,000)
<b>Net movements in funds</b>	<b>6</b>	<b>(2,347,480)</b>	<b>(1,542,476)</b>	<b>(3,375,164)</b>	<b>(8,623)</b>	<b>(7,273,743)</b>
Reconciliation of funds						
Fund balances brought forward at 1 April 2014		14,430,338	18,478,654	7,086,972	430,147	40,426,111
<b>Fund balances carried forward at 31 March 2015</b>	<b>17,19</b>	<b>12,082,858</b>	<b>16,936,178</b>	<b>3,711,808</b>	<b>421,524</b>	<b>33,152,368</b>

## Consolidated balance sheet as at 31 March 2016

	Notes	31 March 2016 £	31 March 2015 £
<b>Fixed assets</b>			
Tangible assets	11	26,486,031	24,814,060
Investments	12	467	49
<b>Total fixed assets</b>		<b>26,486,498</b>	<b>24,814,109</b>
<b>Current assets</b>			
Stocks of goods for resale		170,751	108,236
Debtors	13	9,183,803	7,805,377
Investments	14	4,000,000	4,000,000
Cash at bank and in hand		15,394,843	14,852,676
<b>Total current assets</b>		<b>28,749,397</b>	<b>26,766,289</b>
Creditors (amounts falling due within one year)	15	(6,975,497)	(4,906,796)
<b>Net current assets</b>		<b>21,773,900</b>	<b>21,859,493</b>
<b>Total assets less current liabilities</b>		<b>48,260,398</b>	<b>46,673,602</b>
Creditors (amounts falling due after more than one year)	16	(1,063,962)	(590,234)
<b>Net assets excluding pension liability</b>		<b>47,196,436</b>	<b>46,083,368</b>
Defined benefit pension scheme liability	9	(12,907,000)	(12,931,000)
<b>Net assets including pension liability</b>		<b>34,289,436</b>	<b>33,152,368</b>
<b>The funds of the charity</b>			
Restricted income funds	18	3,201,574	3,711,808
Endowment fund	18	412,901	421,524
<b>Unrestricted income funds</b>			
General fund (including pension reserve of £12,907,000 adverse (2015: £12,931,000 adverse))	18	15,827,815	12,082,858
Designated funds	18	14,847,146	16,936,178
<b>Total unrestricted income funds</b>		<b>30,674,961</b>	<b>29,019,036</b>
<b>Total charity funds and reserves</b>		<b>34,289,436</b>	<b>33,152,368</b>

The notes on pages 61-80 form part of these financial statements.



**Nicholas Keegan, Treasurer**

Approved by Council 27 September 2016

Registered no. 1825301

## Company balance sheet as at 31 March 2016

	Notes	31 March 2016 £	31 March 2015 £
<b>Fixed assets</b>			
Tangible assets	11	20,114,594	18,338,199
Investments	12	30,467	30,049
<b>Total fixed assets</b>		<b>20,145,061</b>	<b>18,368,248</b>
<b>Current assets</b>			
Stocks of goods for resale		170,751	108,236
Debtors	13	6,807,876	5,805,446
Investments	14	4,000,000	4,000,000
Cash at bank and in hand		8,027,041	7,767,856
<b>Total current assets</b>		<b>19,005,668</b>	<b>17,681,538</b>
<b>Creditors (amounts falling due within one year)</b>	15	(5,647,294)	(4,033,556)
<b>Net current assets</b>		<b>13,358,374</b>	13,647,982
<b>Total assets less current liabilities</b>		<b>33,503,435</b>	32,016,230
<b>Creditors (amounts falling due after more than one year)</b>	16	(543,881)	(9,000)
<b>Net assets excluding pension liability</b>		<b>32,959,554</b>	32,007,230
<b>Defined benefit pension scheme liability</b>	9	(12,907,000)	(12,931,000)
<b>Net assets including pension liability</b>		<b>20,052,554</b>	<b>19,076,230</b>
<b>The funds of the charity</b>			
Restricted income funds	18,19	1,458,255	2,200,799
Endowment fund	18,19	412,901	421,524
<b>Unrestricted income funds</b>			
General fund (including pension reserve of £12,907,000 adverse (2015: £12,931,000 adverse))	18,19	9,668,409	6,144,297
Designated funds	18,19	8,512,989	10,309,610
<b>Total funds and reserves</b>		<b>20,052,554</b>	<b>19,076,230</b>

The notes on pages 61-80 form part of these financial statements.



**Nicholas Keegan, Treasurer**

Approved by Council 27 September 2016

Registered no. 1825301

## Consolidated summary income and expenditure account for the year ended 31 March 2016

	2016 £	2015 £
Income of continuing operations	84,546,311	82,766,561
Total expenditure of continuing operations	(83,498,234)	(81,391,675)
Operating surplus	1,048,077	1,171,338
Income from fixed asset investments	8	77,756
Gain/(loss) on disposal of tangible fixed assets	(19,384)	19,335
Other recognised gains/(losses)	(37)	(73,146)
Interest receivable and similar income	120,750	105,112
Interest payable and similar charges	(36,346)	(14,138)
Net interest and administration costs of defined benefit scheme	(498,000)	(44,000)
<b>Net income for the year</b>	<b>615,068</b>	<b>1,242,257</b>

The notes on pages 61-80 form part of these financial statements.

## Consolidated cash flow statement for the year ended 31 March 2016

	Notes	2016 £	2015 £
<b>Cash flows from operating activities</b>	23	<b>3,658,347</b>	2,903,137
<b>Cash flows from investing activities</b>			
Investment income received		120,758	182,868
Interest paid		(36,346)	(14,138)
(Purchase)/sale of investments		(455)	4,922,132
Purchase of tangible fixed assets		(3,885,744)	(3,590,506)
Sale of tangible fixed assets – income		207,688	27,226
		(3,594,099)	1,527,582
<b>Cash flows from financing activities</b>			
Banks and other loans repaid		(65,962)	(59,793)
Proceeds from financing		543,881	0
		477,919	(59,793)
<b>Change in cash and cash equivalents in the reporting period</b>	24	<b>542,167</b>	4,370,926
<b>Cash and cash equivalents at the beginning of the reporting period</b>		<b>18,852,676</b>	14,481,750
<b>Cash and cash equivalents at the end of the reporting period</b>		<b>19,394,843</b>	18,852,676

The notes on pages 61-80 form part of these financial statements.



# Accounting policies

## Statement of compliance

The financial statements have been prepared in compliance with United Kingdom Accounting Standards, including Accounting and Reporting for Charities: Statement of Recommended Practice, which is 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 2015) (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the United Kingdom and the Republic of Ireland (FRS 102) and the Companies Act 2006.

## Transition to FRS 102

This is the first year that the charity has presented its results under FRS 102. The last financial statements under the UK Generally Accepted Accounting Practice (GAAP) were for the year ended 31 March 2015. The date of transition to FRS 102 was 1 April 2014.

## Preparation of the financial statements on a going concern basis

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

## Reconciliation with previous GAAP

In preparing the financial statements, the trustees have considered whether, in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102, a restatement of comparative items was needed.

Previous accounting practices relating to fixed assets meant that restricted funds of £3,783,607 (£2,227,132 in the company) remained on the balance sheet as at 31 December 2015 despite the funds being spent and the value being held in the fixed asset register. In restating the financial statements these values have been moved to general funds.

Consolidated	General Funds	Restricted Funds
Fund balances previously stated	8,299,251	7,495,415
Spent funds adjustment	3,783,607	(3,783,607)
Fund balances as restated	12,082,858	3,711,808
Company	General Funds	Restricted Funds
Fund balances previously stated	3,917,165	4,427,931
Spent funds adjustment	2,227,132	(2,227,132)
Fund balances as restated	6,144,297	2,200,799

As a consequence of changes under FRS 102, a restatement has been made within the comparative statement of financial activities with regards to the actuarial loss on the defined benefit pension scheme.

Actuarial loss disclosed 2015	(9,018,000)
Changes with regards to FRS 102	502,000
Actuarial loss restated 2015	(8,516,000)

The £502,000 adjustment has been recharged through the costs of the charitable activities for the year 2015 on a proportional basis.

Operating leases under FRS 102 are of the total future minimum lease payments due in each of the presented periods. Under SSAP 21, presentation of operating leases is for the annual rentals presented into the years in which the lease expired.

## Group financial statements

The financial statements consolidate the results of the charity and its wholly owned subsidiaries, Sense International, Sense Scotland and Helping Sense Limited.

## Incoming resources and recognition

All incoming resources are included in the statement of financial activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Fees and allowances receivable for residential care and similar services are accounted for in the period in which the service is provided. Shop income represents goods supplied to customers at invoiced amounts and is recognised when the economic risks and rewards are transferred to the third party. Legacy income is recognised on a receivable basis when it is probable that legacy income will be received and the value of the incoming resources can be measured with sufficient reliability. Grants are recognised when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. Grants received in advance with donor imposed conditions that specify the time period in which the expenditure of resources can take place are accounted for as deferred income and recognised as a liability.

## Fundraising income

Voluntary income is accounted for when received. Non-cash donations, other than goods donated for sale through our shops, are stated at an estimate of their value to the charity.

## Resources expended

All expenditure, including any irrecoverable VAT, is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. The cost of generating funds for voluntary income is the cost of organising fundraising events and activities, and the cost of operating the charity's shops. The costs of charitable activities include all expenditure directly relating to the objects of the charity. Support costs have been apportioned to the relevant charitable activity on the basis of salary costs incurred.

## Governance costs

Governance costs include internal and external audit, strategic costs and trustees' expenses. Governance costs are now considered with other support costs and have been apportioned across other lines of expenditure.

## Tangible fixed assets and depreciation

Tangible fixed assets are stated at historic purchase cost less accumulated depreciation. Cost includes the original purchase price of the asset and the costs attributable to bringing the asset to its working condition for its intended use.

Using the following methods, depreciation is calculated so as to write off the cost of tangible fixed assets over their estimated useful economic lives at the following annual rates:

In equal annual instalments:

Freehold buildings	2%
Short leasehold properties and long leasehold improvements	over the remaining life of the lease
Furniture, fixtures and fittings	12.5%–25%
Motor vehicles	25%

Freehold land is not depreciated. Individual fixed assets costing £500 or more are capitalised at cost.

## Leases

Operating lease rentals are charged to the statement of financial activities in equal amounts over the term of the lease.

## Stocks

Donated stocks received into shops are valued at the lower of cost and net realisable value. Unsold donated items are not included in closing stock since their cost is nil and their value is uncertain until sold. Purchased stock items are considered to be wholly immaterial and are not reflected in the closing stock position. Sense does not buy in significant amounts of stock for resale through the shops, with such items, including Sense merchandise, of immaterial value.

## Recognition of liabilities

Liabilities are recognised when an obligation arises to transfer economic benefits as a result of past transactions or events.

## Pension costs

Pension costs are accounted for in accordance with FRS 102 in respect of the London Pension Funds Authority Superannuation Scheme, a defined benefit pension scheme. As a result, the regular service cost of providing retirement benefits to employees, the full cost or gain of providing amendments to benefits in respect of past service, income representing the expected return on assets of the fund and a cost representing the interest on the liabilities, are charged to the statement of financial activities in the year.

Differences between actual and expected returns on assets during the year, together with differences arising from changes in assumptions underlying the present value of scheme liabilities and experience gains and losses arising on scheme liabilities, are also recognised in the statement of financial activities.

The difference between the market value of assets and the present value of liabilities is shown as a net liability on the balance sheet.

The group also operates a defined contribution scheme for all staff. Contributions are charged to the statement of financial activities in the period in which they are payable. Please see the financial review for full details about Sense's current activity to reduce pension risks.

### **Fixed assets: securities**

The quoted securities are valued at fair value based on the Stock Exchange Daily Official list or similar recognised market value. Realised and unrealised gains and losses on sale or revaluation of investments are taken to the statement of financial activities in the period in which they arise.

### **Fixed assets: subsidiary undertakings**

Investments in subsidiary undertakings are stated at cost, but are written down to their realisable value if it is considered that there has been a permanent diminution in their value.

### **Fund accounting**

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

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes.

Restricted funds are funds that are to be used in accordance with specific instructions imposed by the donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund.

Endowment funds represent those assets that must be held permanently by the charity, principally properties. Any capital gains or losses arising form part of the fund. Depreciation of property is charged against the fund.

Investment income and gains are allocated to the appropriate fund.

# Notes to the accounts

## 1. Grants receivable

	2016 £	2015 £
<b>Sense – statutory grants receivable</b>		
DfE grant	147	146,712
Carmarthenshire	7,200	8,000
Powys Supporting People	10,623	-
LAAW Aiming High Cambridgeshire CC	7,875	10,500
Business Innovation	57,000	36,000
Norfolk County Council SA Funds	-	30,356
Northern Ireland Housing Executive	18,936	23,524
Western Health and Social Care Trust	14,463	18,261
Newtown Abbey Surestart	37,439	54,138
Needs and Numbers	4,265	30,077
Skills for Care	16,245	15,315
Social Prescribing Service	24,000	20,186
Cornwall County Council – GOT (Get Out There) project	60,000	60,000
South Gloucestershire Children's Services grant	2,929	10,872
SIFA Educational Trust	-	11,988
National Sensory Impairment Partnership	2,000	-
Devon small grant	2,159	-
Sandwell MBC NPO grant	2,993	-
Health & SC Specialist support grant	20,000	-
<b>Sense Scotland – statutory grants receivable</b>		
Scottish Government (Malawi project)	141,262	115,920
Scottish local authorities and health boards (towards services)	43,048	24,533
Tayside NHS	5,350	5,350
Glasgow City Council	3,200	3,500
Scottish Government (VSDF Award)	24,500	17,000
Scottish Government (Section 10B)	-	20,000
Scottish Government (Path for All)	5,000	10,000
Scottish Government (Partners in Communication)	81,024	92,800
Scottish Government (Bangladesh)	90,280	90,719
Scottish Government (Strategic Partnerships)	67,000	65,615
Scottish Government (Third Sector Intervention)	75,448	90,251
Scottish Government (Autism Strategy)	-	12,096
Fife Council	-	19,560
Scottish Natural Heritage	10,493	4,223
Edinburgh Council (Advisory East)	1,667	-
North Lanarkshire Council	1,875	-
<b>Total statutory grants receivable</b>	<b>838,421</b>	<b>1,047,496</b>

	2016 £	2015 £
<b>Sense – charitable grants receivable</b>		
Northern Ireland DHSS (towards services in Northern Ireland – core grant)	25,039	30,877
Welsh National Assembly (towards organisational development – core grant)	101,887	107,250
Short Breaks	28,275	-
Arts Council England	49,204	26,590
Sport England	124,676	125,324
Grundtvig	-	4,179
Innovation, Excellence and Strategic Development Fund	36,337	80,989
Mencap	42,566	33,750
Big Lottery Fund Cymru	83,291	102,546
City Bridge Trust	18,902	18,425
Tracey Riddell, Online Today	51,349	-
Other	1,086	(1,500)
<b>Sense Scotland – charitable grants receivable</b>		
Big Lottery Fund (One Giant Leap)	-	62,397
Aberdeen City Council	3,805	-
Big Lottery Fund	-	-
Creative Scotland (Artist in Residence)	-	5,000
Creative Scotland (Time to Shine)	24,972	-
Creative Scotland (Music Initiative)	-	24,366
BBC Children in Need	11,468	-
People's Postcode	16,299	-
Santander	5,000	-
<b>Sense International – charitable grants receivable</b>		
European Commission EuropeAid Co-Operation Office (Promoting access to education for deafblind and multi-sensory impaired children in Tanzania)	-	3,627
State of Jersey Overseas Aid Commission (improving self-sufficiency, basic health and education opportunities in Peru)	-	41,025
State of Jersey Overseas Aid Commission (improving education access and quality for deafblind children in Tanzania)	-	50,249
State of Jersey Overseas Aid Commission (improving education access and quality from deafblind children in Uganda)	61,045	62,118
European Commission EuropeAid Co-operation Office (promoting and protecting the rights of deafblind people in India)	9,707	30,451
Guernsey Overseas Aid Commission (improving quality of education for children who are deafblind and have multiple disabilities in Peru)	-	19,153
Big Lottery Fund (improving opportunities for deafblind people in Peru)	62,938	168,397
Department for International Development (UK Aid) (Global Poverty Action Fund – expanding services for deafblind people in India)	-	168,085
Scottish Government (improving education and health for deafblind people in Bangladesh)	86,245	86,783
State of Jersey Overseas Aid Commission (vocational skills for independence for deafblind people in Bangladesh)	42,398	36,097
Big Lottery Fund (improving education for deafblind people in East Africa)	153,963	147,575
Others	-	2,879
<b>Total charitable grants receivable</b>	<b>1,040,452</b>	<b>1,436,632</b>

All grants given for a specific purpose have been expended entirely on that purpose.

## 2. Investment income

	2016 £	2015 £
Bank interest	120,564	105,112
Dividends	8	77,756
	<b>120,758</b>	<b>182,868</b>

## 3. Other income

Other income is mainly derived from training, advice and consultancy provided to organisations and charities concerned with sensory impairment. Other trading income is mainly related to the activities of TouchBase Glasgow and the rental of office accommodation.

## 4. Total resources expended

	Direct costs	Support costs £	2016 £	2015 £
Fundraising	4,762,396	217,995	<b>4,980,391</b>	4,674,207
Trading	10,886,517	129,358	<b>11,015,875</b>	10,731,612
Accommodation-based care	33,432,007	4,774,782	<b>38,206,789</b>	36,933,786
Community support care services	17,144,117	2,386,569	<b>19,530,686</b>	18,963,540
Education and development programmes	2,939,302	330,925	<b>3,270,227</b>	2,751,090
International programmes	1,002,949	117,055	<b>1,120,004</b>	1,627,468
Arts and wellbeing programmes	838,642	63,339	<b>901,981</b>	826,695
Holidays and volunteering	409,005	37,264	<b>446,269</b>	425,428
Children's specialist services	1,444,358	213,525	<b>1,657,883</b>	1,875,245
Campaigns, publicity and awareness	2,156,614	215,316	<b>2,371,930</b>	2,093,281
Quality assurance and development	479,081	54,653	<b>533,734</b>	460,777
Other	16,195		<b>16,195</b>	92,392
	<b>75,511,183</b>	<b>8,540,781</b>	<b>84,051,964</b>	<b>81,455,521</b>

### Analysis of support costs apportioned

	Facilities £	Management £	Human resources £	Finance £	Governance £	Communications £	2016 £	2015 £
Fundraising	14,680	19,627	70,666	73,568	1,701	37,753	<b>217,995</b>	210,799
Trading	0	13,387	67,485	38,326	0	10,160	<b>129,358</b>	109,483
Accommodation-based care	202,836	1,507,102	1,120,707	1,321,240	23,505	599,392	<b>4,774,782</b>	4,588,877
Community support care services	118,447	629,401	612,783	684,640	13,726	327,572	<b>2,386,569</b>	2,302,480
Education programmes	22,764	37,749	106,394	104,554	2,638	56,826	<b>330,925</b>	287,218
International programmes	0	117,055	0	0	0	0	<b>117,055</b>	112,117
Arts and wellbeing programmes	1,699	21,773	14,713	17,067	197	7,890	<b>63,339</b>	52,164
Holidays and volunteering	2,783	3,047	12,448	12,017	323	6,646	<b>37,264</b>	33,798
Children's specialist services	15,107	22,067	69,539	67,925	1,751	37,136	<b>213,525</b>	194,164
Campaigns, publicity and awareness	16,082	17,603	71,928	69,437	1,864	38,402	<b>215,316</b>	202,157
Quality assurance and development	3,173	9,447	16,323	16,618	367	8,725	<b>54,653</b>	52,541
	<b>397,571</b>	<b>2,398,258</b>	<b>2,162,986</b>	<b>2,405,392</b>	<b>46,072</b>	<b>982,962</b>	<b>8,540,781</b>	<b>8,145,798</b>

## Analysis of governance costs

	2016 £	2015 £
Internal audit	17,181	19,738
External audit fees	49,980	43,354
Strategic management costs	2,319	235
Trustees' expenses	5,739	6,679
	<b>75,219</b>	<b>70,006</b>

## 5. Gains/(losses) on tangible fixed assets and investments

	2016 £	2015 £
Net loss on sale of tangible fixed assets	(19,384)	19,335
Unrealised gain/(loss) on revaluation of listed investments	(37)	-
Realised (loss) on sale of listed investments	-	(73,146)
	<b>(19,421)</b>	<b>(53,811)</b>

## 6. Net movement in funds

The net movement in funds is stated after charging/(crediting):

	2016 £	2015 £
Auditors' remuneration – audit services	49,980	43,354
Depreciation – owned assets	2,086,701	1,937,960
Operating lease rentals	3,238,173	3,113,428
Interest payable on bank loans	36,346	14,138

## 7. Employees' remuneration

	2016 £	2015 £
Wages and salaries	49,801,827	49,524,709
Social security costs	3,605,552	3,623,142
Other pension costs	2,302,359	1,521,868
Agency labour	3,027,786	2,364,926
	<b>58,737,524</b>	<b>57,034,645</b>

The average number of persons employed by the charity was 3,266 (2014/15: 3,258).



Employees earning over £60,000 in the Sense Group were as follows:

Employees earning over £60,000 in the entire Sense Group were as follows	2016	2015
£60,000 – £70,000	5	4
£70,000 – £80,000	1	1
£80,000 – £90,000	2	2
£90,000 – £100,000	0	1
£100,000 – £110,000	2	2
£110,000 – £120,000	0	0
£130,000 – £140,000	1	1

Pension contributions for higher paid employees were as follows	2016 £	2016 staff	2015 £	2015 staff
Defined benefit schemes	-	-	31,576	2
Money purchase schemes	42,697	11	39,363	9

Charity's key personnel under the FRS 102 are listed in note 27.

## 8. Remuneration of members of Council

As required by the Charities Act 2011, trustees across the Sense Group received no remuneration during the year (the same as 2014/15).

Trustees expenses reimbursed during the year were £5,739 (2014/15: £6,679). These all relate to trustee meetings. The number of trustees reimbursed was ten (2014/15: 11).

## 9. Pensions

The charity, and its subsidiary Sense Scotland, participate in the London Pension Funds Authority (LPFA) Superannuation Scheme providing benefits based on final pensionable pay. The assets of the scheme are held separately from those of the participating employers, being mainly invested in equity investments and Government Securities. The most recent triennial valuation was as at 31 March 2014. For the year to 31 March 2016 no contributions were made.

### Financial assumptions

The financial assumptions used to calculate the scheme liabilities under FRS 102 were as follows:

	At 31 March 2016 % pa	At 31 March 2015 % pa
Rate of inflation – RPI	3.3	3.2
Rate of inflation – CPI	2.4	2.4
Rate of increase in salaries	n/a	n/a
Rate of increase for pensions in payment	2.4	2.4
Discount rate	3.7	3.5

The assumed life expectancy beyond the age of 65 is as follows:

	2016 Years	2015 Years
<b>Retiring today:</b>		
Men	21.5	21.6
Women	24.2	24.3
<b>Retiring in 20 years:</b>		
Men	23.5	23.6
Women	26.2	26.3

Please see the financial review for more information on the actions taken by Sense to reduce pension risk.

### Scheme assets and expected rate of return

The assets in respect of the membership of Sense and the expected rates of return were:

	Value at 31 March 2016 £'000	Value at 31 March 2015 £'000
Equities	15,337	14,968
LDI/Cashflow matching	3,347	2,590
Target return funds	7,023	9,974
Infrastructure	1,809	1,709
Commodities	148	321
Property	1,178	978
Cash	4,174	3,961
	<b>33,016</b>	<b>34,501</b>

The return on the fund (on a bid value to bid value basis) for the year to 31 March 2016 is estimated to be -1%. The actual return on fund assets over the year may be different.

The equity investments and bonds that are held in plan assets are quoted and valued at the current bid price.

The following amounts at 31 March 2016 were measured in accordance with the requirements of FRS 102:

	2016 £'000	2015 £'000
Total market value of assets	33,016	34,501
Present value of scheme liabilities	(45,793)	(47,432)
(Deficit)/surplus	(12,777)	(12,794)
Present value of unfunded obligation	130	137
<b>Net pension liability</b>	<b>(12,907)</b>	<b>(12,931)</b>

Reconciliation of present value of scheme liabilities	2016 £'000	FRS 102 2015 £'000	Disclosed 2015 £'000
Opening defined benefit obligation	47,432	37,328	37,328
Current service cost	-	271	271
Curtailments	-	48	48
Interest cost	1,640	1,847	1,847
Benefits paid	(1,177)	(1,244)	(1,244)
Contributions by members	-	103	103
Change in financial assumptions	(1,736)	8,624	-
Change in demographic assumptions	(235)	-	-
Experience loss/(gain) on defined benefit obligation	(1)	455	-
Actuarial loss	-	-	9,079
<b>Closing defined benefit obligation</b>	<b>45,923</b>	<b>47,432</b>	<b>47,432</b>

The following table sets out the impact of a change in the discount rates on the Total Obligation and Projected Service Cost along with a +/- 1 year age rating adjustment to the mortality assumption.

Sensitivity analysis of scheme liabilities	£'000	£'000	£'000
<b>Adjustment to discount rate</b>	+0.1%	0%	-0.1%
Present value of total obligation	45,073	45,923	46,791
Projected service cost	-	-	-
<b>Adjustment to mortality age rating assumption</b>	+1 year	None	-1 year
Present value of total obligation	47,296	45,923	44,592
Projected service cost	-	-	-

Reconciliation of fair value of scheme assets	FRS 102 2016 £'000	Disclosed 2015 £'000	2015 £'000
Opening fair value of fund assets	34,501	32,957	32,957
Interest on assets	1,187	1,633	-
Return on assets less interest	(1,450)	563	n/a
Administration expenses	(52)	(49)	n/a
Expected return on scheme assets	n/a	n/a	2,086
Contributions by members	-	103	103
Contributions by the employer	7	538	538
Actuarial (loss)/gain	n/a	n/a	(61)
Benefits paid	(1,177)	(1,244)	(1,244)
<b>Closing fair value of fund assets</b>	<b>33,016</b>	<b>34,501</b>	<b>34,501</b>

The following components of the pensions charge have been recognised in the statement of financial activities in the year to 31 March 2016:

	FRS 102 2016 £'000	Disclosed 2015 £'000	2015 £'000
<b>Amounts charged to the statement of financial activities:</b>			
Service cost	-	319	n/a
Current service cost	-	n/a	271
Curtailement and settlements	-	n/a	48
	-	319	319
<b>Other finance cost/(income):</b>			
Net interest on defined liability	453	214	n/a
Administration expenses	52	49	n/a
Interest cost	n/a	n/a	1,847
Expected return on assets	n/a	n/a	(2,086)
<b>Net credit to other finance cost/(income)</b>	<b>505</b>	<b>263</b>	<b>(239)</b>
<b>Total statement of financial activities charge</b>	<b>505</b>	<b>582</b>	<b>80</b>
<b>Actuarial gain/(loss) recognised 31 March 2016:</b>			
Return on fund assets in excess of interest	(1,450)	563	n/a
Changes in demographic assumptions	235	-	n/a
Actual return less expected return on pension scheme assets	n/a	n/a	61
Experience gain/(loss)	1	(455)	(455)
Change in financial assumptions	1,736	(8,624)	(8,624)
<b>Total actuarial (loss)/gain recognised</b>	<b>522</b>	<b>(8,516)</b>	<b>(9,018)</b>

The contributions payable by Sense (the company) to the LPFA are accounted for as if the scheme were a defined contribution scheme, as Sense is unable to identify its share of the underlying assets and liabilities in the scheme.

In addition, Sense has 12 staff members in the Department of Education and Science Teachers' Pension Scheme (TPS). The TPS is a multi-employer pension scheme and the company is unable to identify its share of the underlying (notional) assets and liabilities of the scheme. Accordingly, the company has also accounted for the contributions to this scheme as if it was a defined contribution scheme.

## 10. Company statement of financial activities

As permitted by section 408 of the Companies Act 2006, and by a paragraph of the Statement of Recommended Practice 2015, the company's statement of financial activities has not been included within these financial statements. The company's gross income for the year was £58,255,667 (2014/15: £57,341,447) and total income for the year was £454,324 (2014/15: £1,036,898).

The company made a realised loss on investments of £37 (2014/15: a loss of £73,146) and recognised a defined benefit pension scheme deficit of £12,931,000 in March 2015, on which an actuarial loss of (£8,516,000) arose in the year. The company's net increase in funds was £976,324 (2014/15: decrease of £7,479,102)

## 11. Tangible assets

Group	Freehold property £	Long leasehold improvements £	Short leasehold improvements £	Furniture fixtures and fittings £	Motor vehicles £	Total £
<b>Cost</b>	20,287,727	4,464,456	1,531,572	11,486,356	3,680,319	41,450,430
At 1 April 2015						
Additions	1,399,198	-	536,150	1,632,445	417,951	3,985,744
Disposals	(169,496)	-	(53,724)	(179,210)	(398,709)	(801,139)
<b>At 31 March 2016</b>	<b>21,517,429</b>	<b>4,464,456</b>	<b>2,013,998</b>	<b>12,939,591</b>	<b>3,699,561</b>	<b>44,635,035</b>
Accumulated						
Depreciation	3,036,238	705,665	835,938	9,192,412	2,866,117	16,636,370
At 1 April 2015						
Charge for the year	323,720	67,344	159,935	1,143,384	392,318	2,086,701
Disposals	-	-	(38,356)	(139,932)	(395,779)	(574,067)
<b>At 31 March 2016</b>	<b>3,359,958</b>	<b>773,009</b>	<b>957,517</b>	<b>10,195,864</b>	<b>2,862,656</b>	<b>18,149,004</b>
<b>Net book amounts</b>						
<b>At 31 March 2016</b>	<b>18,157,471</b>	<b>3,691,447</b>	<b>1,056,481</b>	<b>2,743,727</b>	<b>836,905</b>	<b>26,486,031</b>
At 1 April 2015	17,251,489	3,758,791	695,634	2,293,944	814,202	24,814,060

Within freehold property, cost is £2,975,032 relating to assets under construction (2015: £1,935,984). This is the TouchBase Pears project in Birmingham. Within additions is £1,039,048 relating to assets under construction.

Company	Freehold property £	Long leasehold improvements £	Short leasehold improvements £	Furniture fixtures and fittings £	Motor vehicles £	Total £
<b>Cost</b>	13,315,855	3,887,118	1,531,572	11,326,841	3,463,946	33,525,332
At 1 April 2015						
Additions	1,299,198	-	536,150	1,631,359	409,033	3,875,740
Disposals	(169,496)	-	(53,724)	(165,872)	(384,646)	(773,738)
<b>At 31 March 2016</b>	<b>14,445,557</b>	<b>3,887,118</b>	<b>2,013,998</b>	<b>12,792,328</b>	<b>3,488,333</b>	<b>36,627,334</b>
Accumulated						
Depreciation	2,073,705	438,576	835,938	9,081,926	2,756,988	15,187,133
At 1 April 2015						
Charge for the year	182,282	62,194	159,935	1,114,904	355,888	1,875,203
Disposals	-	-	(38,356)	(126,594)	(384,646)	(549,596)
<b>At 31 March 2016</b>	<b>2,255,987</b>	<b>500,770</b>	<b>957,517</b>	<b>10,070,236</b>	<b>2,728,230</b>	<b>16,512,740</b>
<b>Net book amounts</b>						
<b>At 31 March 2016</b>	<b>12,189,570</b>	<b>3,386,348</b>	<b>1,056,481</b>	<b>2,722,092</b>	<b>760,103</b>	<b>20,114,594</b>
At 1 April 2015	11,242,150	3,448,542	695,634	2,244,915	706,958	18,338,199

Within freehold property, cost is £2,975,032 relating to assets under construction (2015: £1,935,984). This relates to the TouchBase Pears project in Birmingham. Within additions is £1,039,048 relating to assets under construction.

## 12. Fixed asset investments

Group	2016 £	2015 £
<b>Fixed asset investments:</b>		
Listed in UK (at fair value)	467	49

Movements in the value of fixed asset investments listed in the UK can be explained as follows:

	2016 £	2015 £
Opening fair value	49	5,007,572
Management charges	-	(12,245)
(Sale)/purchase of investments	455	(4,922,132)
Realised (loss) on investments	-	(73,146)
Unrealised (loss) on investments held	(37)	-
Closing fair value	467	49

Quoted securities are represented by:

	2016 £	2015 £
UK equity shares and funds	467	49
UK investment trusts and unit trusts	-	-
	467	49

Company	2016 £	2015 £
<b>Fixed asset investments:</b>		
Listed in UK (at market value)	467	49
Paid up shares: 100% holding in Helping Sense Limited	30,000	30,000
	30,467	30,049

Movements in the fair value of fixed asset investments listed in the UK can be explained as follows:

	2016 £	2015 £
Opening fair value	49	5,005,890
Management charges	-	(12,245)
(Sale)/purchase of investments	455	(4,920,450)
Realised (loss) on investments	-	(73,146)
Unrealised (loss) on investments held	(37)	-
<b>Closing fair value</b>	<b>467</b>	<b>49</b>

Sense owns 100% of the ordinary share capital of its subsidiary company Helping Sense Limited. Helping Sense Limited is incorporated in England and Wales and exists to raise funds for the charity Sense, the National Deafblind and Rubella Association. There is no readily available market value for the company and accordingly it is accounted for at cost. The trustees believe that the carrying value of the investment is supported by the underlying net assets.

Quoted securities are represented by:

	2016 £	2015 £
UK equity shares and funds	467	49
UK investment trusts and unit trusts	-	-
	<b>467</b>	<b>49</b>

## 13. Debtors

Group	2016 £	2015 £
Trade debtors	6,146,799	4,858,226
Taxation recoverable	207,518	134,897
Other debtors	205,472	306,311
Accrued income	794,962	846,943
Prepayments	1,829,052	1,659,000
	<b>9,183,803</b>	<b>7,805,377</b>

No amounts included above fall due after more than one year.

Company	2016 £	2015 £
Trade debtors	3,907,885	3,124,264
Taxation recoverable	207,518	134,897
Other debtors	128,179	161,132
Accrued income	761,773	825,501
Prepayments	1,802,521	1,559,652
	<b>6,807,876</b>	<b>5,805,446</b>

No amounts included above fall due after more than one year.

## 14. Current asset investments

Group	2016 £	2015 £
Bank deposits	4,000,000	4,000,000

Company	2016 £	2015 £
Bank deposits	4,000,000	4,000,000

## 15. Creditors (amounts falling due within one year)

Group	2016 £	2015 £
Bank loans and overdrafts	57,246	53,055
Other loans	9,000	9,000
Trade creditors	1,031,401	975,224
Taxation and social security	889,543	924,758
Accruals and other creditors	4,044,239	2,206,215
Deferred income	944,068	738,544
	<b>6,975,497</b>	<b>4,906,796</b>

Company	2016 £	2015 £
Other loans	9,000	9,000
Amounts owed by group undertakings	32,544	7,012
Trade creditors	1,031,375	974,725
Taxation and social security	657,584	669,148
Deferred income	672,155	629,541
Accruals and other creditors	3,244,636	1,744,130
	<b>5,647,294</b>	<b>4,033,556</b>

## 16. Creditors (amounts falling due after more than one year)

Group	2016 £	2015 £
Bank loans and overdrafts	1,063,962	581,234
Other loans	-	9,000
	<b>1,063,962</b>	<b>590,234</b>

Company	2016 £	2015 £
Bank loans and overdrafts	543,881	-
Other loans	-	9,000

Bank loans held by Sense Scotland (£520,081) are in respect of 43 Middlesex Street, Glasgow, and Fleuchar Street, Dundee, which was financed by HBOS who have first charge on the properties. The loan is payable in equal instalments over 20 years and the interest charge is fixed at 1% over base rate.

The bank loan held by Sense company is in respect of TouchBase Pears, which is being financed by Lloyds Bank plc who have first charge on the property. The loan is payable upon completion of the project. This is payable in equal instalments over ten years.

The other loans are interest free.

The bank loan repayments for the group fall due as follows:

	2016 £	2015 £
Second to fifth year	810,387	251,036
After five years	253,575	330,198
	<b>1,063,962</b>	<b>581,234</b>

At 31 March 2016 the charity had no obligations under finance leases.



## 17. Share capital

The charity has no share capital. The liability of the members is limited by guarantee. The members have undertaken to contribute an amount not exceeding one pound each as may be required in the event of the charity being wound up.

## 18. (i) Movement in funds (consolidated)

	Balance at April 2015 £	Income, gains, losses and transfers in £	Resources expended and transfers out £	Balance at 31 March 2016 £
<b>General</b>				
Income, gains, losses and transfers in, excluding pension deficit	25,013,858	85,545,904	(81,824,947)	28,734,815
Pension deficit (note 10)	(12,931,000)	24,000	-	(12,907,000)
<b>Total general</b>	<b>12,082,858</b>	<b>85,569,904</b>	<b>(81,824,947)</b>	<b>15,827,815</b>
<b>Designated</b>				
Accommodation-based care	7,470,519	24,227	(730,865)	6,763,881
Community support care services	1,693,957	1,486	(519,943)	1,175,500
Education and development programmes	671,568	-	(2,242)	669,326
International programmes	1,053,701	350,000	(394,737)	1,008,964
Arts and wellbeing programmes	196,194	-	-	196,194
Holidays and volunteering	0	-	-	-
Children's specialist services	89,926	-	(89,926)	-
Campaigns, publicity and awareness	224,673	-	(89,263)	135,410
Quality assurance and development	55,352	-	(35,508)	19,844
Central services	3,662,360	38,776	(936,570)	2,764,566
Shops and fundraising	(188,897)	1,010,196	(304,860)	516,439
TouchBase	2,006,825	8,897	(418,700)	1,597,022
<b>Total designated</b>	<b>16,936,178</b>	<b>1,433,582</b>	<b>(3,522,614)</b>	<b>14,847,146</b>
<b>Restricted</b>				
Accommodation-based care	759,006	231,568	(286,172)	704,402
Community support care services	1,124,578	1,235,088	(1,218,557)	1,141,109
Education and development programmes	133,747	318,013	(323,817)	127,943
International programmes	383,567	1,127,448	(864,137)	646,878
Arts and wellbeing programmes	164,263	302,949	(307,025)	160,187
Holidays and volunteering	-	143,349	(134,307)	9,042
Children's specialist services	633,853	568,673	(841,664)	360,862
Campaigns, publicity and awareness	19,606	151,314	(63,763)	107,157
Quality assurance and development	17,057	725	(83,613)	(65,831)
Central services	-	54,927	(53,904)	1,023
Shops and fundraising	-	8,803	-	8,803
TouchBase	476,131	884,686	(1,360,818)	(1)
<b>Total restricted</b>	<b>3,711,808</b>	<b>5,027,543</b>	<b>(5,537,777)</b>	<b>3,201,574</b>
<b>Endowment</b>				
Accommodation-based care	421,524	-	(8,623)	412,901
<b>Total endowment</b>	<b>421,524</b>	<b>0</b>	<b>(8,623)</b>	<b>412,901</b>
<b>Total funds</b>	<b>33,152,368</b>	<b>92,031,029</b>	<b>(90,893,961)</b>	<b>34,289,436</b>

## Restricted funds

Sense is fortunate in the donated support it receives, and quite often donations are given with a restriction as to how or where these are spent. This means that there are hundreds of gifts that make up the total of restricted funds. The principle restricted funds are:

### TouchBase Pears

TouchBase Pears is currently being built in Birmingham. It is set to open in 2017 and will provide specialist services for the people we support and facilities for the local community. The Government's Regional Growth Fund (RGF) has awarded Sense a grant of £2.1 million. At the end of March 2015 we had received £36,000, whilst other donations meant that there was a balance of £476,131 in the TouchBase Pears restricted fund. In the reporting period we received a further £57,000 from the RGF and donations of £836,512. The balance of £1,369,643 was transferred against capital costs expended, leaving no balance at the end of March 2016.

### Housing Support – Sense Scotland

The Housing Support fund, for the maintenance of care homes, had a balance brought forward of £536,584. In 2015/16 there was an income of £119,784 and expenditure of £138,466, leaving a total balance of £517,902.

### Sparkles appeal

In 2013 Sense made plans to open the only deafblind children's centre in London and launched the Sparkles appeal to raise funds for it. At the end of March 2015 the fund amounted to £129,370. Following the opening of the centre, this balance has been transferred against the capital costs leaving no balance at March 2016.

## Designated funds

Sense has designated parts of its general funds for a number of reasons, the principle ones being:

### Property fund

The largest designation relates to the Sense property fund, which is earmarked to pay for the repair and improvement of our care homes and other buildings. This fund began the year with £6,759,510; £703,591 was transferred against capital spend in the year, leaving a balance of £6,055,919 at 31 March 2016.

### TouchBase Pears

A designated fund has been created to partly cover the costs of the TouchBase Pears capital project in Birmingham. This fund began the year with £2,006,825 and £409,803 was transferred against capital spend, leaving a balance of £1,597,022 at 31 March 2016.

## Scotland Central Services Support

This fund is used for the repair and improvement of Sense Scotland properties. It had a closing balance of £4,334,397 at 31 March 2016.

### TouchBase Cymru

This fund began the year totalling £450,000. Following completion of the project the fund was transferred against capital spend.

### Family support workers

A fund of £89,195 was spent in setting up the family support workers project.

## 18. (ii) Movement in funds (company)

	Balance at April 2015 £	Income, gains, losses and transfers in £	Resources expended and transfers out £	Balance at 31 March 2016 £
<b>General</b>				
Income, gains, losses and transfers in, excluding pension deficit	19,075,297	61,626,625	(58,126,513)	22,575,409
Pension deficit (note 10)	(12,931,000)	24,000	-	(12,907,000)
<b>Total general</b>	<b>6,144,297</b>	<b>61,650,625</b>	<b>(58,126,513)</b>	<b>9,668,409</b>
<b>Designated</b>				
Accommodation-based care	6,762,556	24,227	(730,865)	6,055,918
Community support care services	590,904	1,486	(507,731)	84,659
Education and development programmes	0	0	0	0
International programmes	700,000	350,000	(350,000)	700,000
Arts and wellbeing programmes	0	0	0	0
Holidays and volunteering	0	0	0	0
Children's specialist services	89,926	0	(89,926)	0
Campaigns, publicity and awareness	104,047	0	(48,501)	55,546
Quality assurance and development	55,352	0	(35,508)	19,844
Central services	0	0	0	0
Shops and fundraising	0	0	0	0
TouchBase	2,006,825	8,897	(418,700)	1,597,022
<b>Total designated</b>	<b>10,309,610</b>	<b>384,610</b>	<b>(2,181,231)</b>	<b>8,512,989</b>
<b>Restricted</b>				
Accommodation-based care	216,539	111,783	(146,812)	181,510
Community support care services	709,440	912,928	(874,803)	747,565
Education and development programmes	77,868	5,929	(5,936)	77,861
International programmes	0	12	(12)	0
Arts and wellbeing programmes	76,890	263,116	(285,186)	54,820
Holidays and volunteering	0	143,349	(134,307)	9,042
Children's specialist services	622,186	493,189	(754,503)	360,872
Campaigns, publicity and awareness	4,688	59,074	(63,762)	0
Quality assurance and development	17,057	725	0	17,782
Central services	0	53,005	(53,005)	0
Shops and fundraising	0	8,803	0	8,803
TouchBase	476,131	884,686	(1,360,817)	0
<b>Total restricted</b>	<b>2,200,799</b>	<b>2,936,599</b>	<b>(3,679,143)</b>	<b>1,458,255</b>
<b>Endowment</b>				
Accommodation-based care	421,524	0	(8,623)	412,901
<b>Total endowment</b>	<b>421,524</b>	<b>0</b>	<b>(8,623)</b>	<b>412,901</b>
<b>Total funds</b>	<b>19,076,230</b>	<b>64,971,834</b>	<b>(63,995,510)</b>	<b>20,052,554</b>

## 19. Analysis of net assets between fund balances

Net assets at 31 March 2015 were analysed between fund balances as follows:

Group	General £	Designated £	Restricted £	Endowment £	Total £
Tangible fixed assets	21,422,621	4,650,509	0	412,901	<b>26,486,031</b>
Fixed asset investments	467	0	0	0	<b>467</b>
Net current assets	7,287,927	10,196,637	3,201,574	0	<b>20,686,138</b>
Long-term liabilities	23,800	0	0	0	<b>23,800</b>
Pension liability	(12,907,000)	0	0	0	<b>(12,907,000)</b>
<b>Total</b>	<b>15,827,815</b>	<b>14,847,146</b>	<b>3,201,574</b>	<b>412,901</b>	<b>34,289,436</b>

Company	General £	Designated £	Restricted £	Endowment £	Total £
Tangible fixed assets	19,701,693	0	0	412,901	<b>20,114,594</b>
Fixed asset investments	30,467	0	0	0	<b>30,467</b>
Net current assets	2,299,368	8,512,989	1,458,255	0	<b>12,270,612</b>
Long-term liabilities	543,881	0	0	0	<b>543,881</b>
Pension liability	(12,907,000)	0	0	0	<b>(12,907,000)</b>
<b>Total</b>	<b>9,668,409</b>	<b>8,512,989</b>	<b>1,458,255</b>	<b>412,901</b>	<b>20,052,554</b>

## 20. Capital commitments

Sense holds designated funds for planned future projects but does not treat them as capital commitments.

## 21. Contingent liabilities

Contingent liabilities of £1,196,000 (2015: £1,196,000) exist relating to grants received from the Department of Health and Leeds Healthcare towards the development of: 12 Hyde Close, Barnet; 138 Bradford Road, Leeds; and 509 Leeds and Bradford Road, Leeds, which may be repayable in certain circumstances.

Sense, Sense Scotland and Helping Sense Limited are members of a group VAT registration. Under the Value Added Tax Act 1983, all members of a VAT group are jointly and severally liable for any tax due during the period of their membership.

## 22. Operating lease commitments

Total of future minimum lease payments under non-cancellable operating leases as set out below:

Group	2016		2015	
	Land and buildings £	Other £	Land and buildings £	Other £
<b>Operating leases that expire:</b>				
Within one year	<b>2,878,849</b>	<b>89,475</b>	2,544,008	85,224
In two to five years	<b>8,102,009</b>	<b>206,124</b>	7,885,952	144,466
After five years	<b>3,967,793</b>	-	5,104,818	-
	<b>14,948,651</b>	<b>295,599</b>	15,534,778	229,690

Company	2016		2015	
	Land and buildings £	Other £	Land and buildings £	Other £
<b>Operating leases that expire:</b>				
Within one year	2,494,678	55,887	2,431,383	85,224
In two to five years	7,647,045	71,772	7,612,733	141,406
After five years	3,733,955	-	4,276,521	-
	<b>13,875,679</b>	<b>127,659</b>	<b>14,320,637</b>	<b>226,630</b>

## 23. Reconciliation of net incoming resources to net cash inflow from operating activities

	2016 £	2015 £
Net incoming resources before revaluation	615,068	1,242,257
Difference between pension charge and cash contributions	498,000	44,000
Investment income received	(120,758)	(182,868)
Investment management charges	-	12,245
Interest paid	36,346	14,138
Net gain/(loss) on revaluation and disposal of investments	37	73,146
Depreciation	2,086,701	1,937,960
Non-cash donation	(100,000)	(94,132)
(Profit)/loss on sale of fixed assets	19,384	(19,335)
(Increase)/decrease in stocks	(62,515)	(13,519)
Decrease/(increase) in debtors	(1,378,426)	213,843
(Decrease)/increase in creditors	2,064,510	(324,598)
<b>Net cash flow from operating activities</b>	<b>3,658,347</b>	<b>2,903,137</b>

## 24. Reconciliation of net cash flow to movement in net liquid resources

	2016 £	2015 £
(Decrease)/increase in cash in the year	542,167	4,370,925
Cash outflow/(inflow) from loans and lease financing	(477,919)	59,793
Current asset investments	-	-
<b>Changes resulting from cash flows</b>	<b>64,248</b>	<b>4,430,718</b>
Net liquid resources at 1 April 2015	18,200,386	13,769,668
<b>Net liquid resources at 31 March 2016</b>	<b>18,264,634</b>	<b>18,200,386</b>

## 25. Analysis of changes in net liquid resources

	At 1 April 2015 £	Cash flows £	Other changes £	At 31 March 2016 £
Cash at bank and in hand	14,852,676	542,167	-	15,394,843
Current asset investments	4,000,000	-	-	4,000,000
Debt due within one year	(62,055)	65,962	(70,154)	(66,247)
Debt due after one year	(590,235)	(543,881)	70,154	(1,063,962)
	<b>18,200,386</b>	<b>64,248</b>	<b>-</b>	<b>18,264,634</b>

## 26. Related parties

- 1 Sense has taken advantage of the option conferred by FRS 102 paragraph 33.1A Related Party Disclosures that allows it not to disclose transactions with subsidiaries.
- 2 Sense provides services to individuals and, in some cases, relatives, family members or parents of the beneficiaries also serve as trustees/directors of the charity. These services are provided as part of the contracts agreed with funding authorities, as with any other beneficiary.
- 3 Sense is building TouchBase Pears, a community centre in Birmingham. This is a £14 million project and various contracts and tenders are being drawn up. As part of this, Sense completed a tender process for the appointment of architects for this project. The panel included the Treasurer, CEO and Group Director of Finance and Resources. The contract for architectural services was awarded to Glenn Howells Associates. The Chairman of the Board of Trustees, John Crabtree, is also Chairman of Glenn Howells Associates. The total amount paid to Glenn Howells Associates, as part of this contract, has amounted to £416,719. At 31 March 2016 £12,000 was owed to Glenn Howells.

## 27. Key management personnel

The trustees delegate day-to-day responsibility to the directors of Sense. These are:

### Directors of Sense

Gillian Morbey OBE	Chief Executive (also Chief Executive of Sense International)
Richard Kramer	Deputy Chief Executive
Peter Cheer	Group Director Operations (resigned July 2015)
Kris Murali	Group Director Finance and Resources
Toni Dumolo	Director of Human Resources
David Robinson	Director of Finance
Alana Tubasei	Director of Fundraising (became Director of Philanthropy April 2016)
Adrian Darkin	Director of Trading
James Thornberry	Director of Sense International (resigned September 2015)
Maria Horton	Director of Operations (from August 2015)
Carolyn Merry	Director of Sense International (from September 2015)
Sarah Lee	Director of Fundraising (from May 2016)
Mark Lovell	Director of Business Development (September 2015)

### Directors of Sense Scotland

Andy Kerr	Chief Executive of Sense Scotland
Brian Murphy	Director of Operations (commenced 1 December 2014)
Eddie McConnell	Director of Development
John O'Connor	Director of Finance and Resources and Company Secretary

The total remuneration of the key management personnel listed above was £1,104,144 (2015: £1,004,788) plus pension contributions of £52,672 (2015: £70,939).

## 28. Subsidiary companies

This consolidation includes three wholly owned charitable company subsidiaries:

Sense Scotland is registered in Scotland as a charity (charity number: SC022097) and a company limited by guarantee (company number: SC147570).

Sense International is registered in England as a charity (charity number: 1076497) and a company limited by guarantee (company number: 03742986).

Coventry Society for the Blind is registered in England as a charity (charity number: 700565) and as a company governed by its Memorandum and Articles of Association (company number: 2280756). Coventry Society for the Blind is now dormant.

The subsidiaries have similar aims and objectives to the parent charity. All activities have been consolidated on a line by line basis into the statement of financial activities.

A summary of the results of the subsidiaries for the year ended 31 March 2016 are shown below:

Sense Scotland	2016 £	2015 £
Incoming resources	22,060,770	21,507,267
Resources expended	22,187,444	21,505,235
<b>Net movement in funds</b>	<b>(126,674)</b>	<b>2,032</b>
Assets	14,742,699	14,592,742
Liabilities	(1,633,373)	(1,356,742)
<b>Funds</b>	<b>13,109,326</b>	<b>13,236,000</b>

Sense International	2016 £	2015 £
Incoming resources	1,691,956	1,830,799
Resources expended	1,404,543	1,627,468
<b>Net movement in funds</b>	<b>287,413</b>	<b>203,331</b>
Assets	1,414,430	989,096
Liabilities	(286,874)	(148,953)
<b>Funds</b>	<b>1,127,556</b>	<b>840,143</b>

Coventry Society for the Blind	2016 £	2015 £
Incoming resources	-	-
Resources expended	-	-
<b>Net movement in funds</b>	<b>-</b>	<b>-</b>
Assets	-	-
Liabilities	-	-
<b>Funds</b>	<b>-</b>	<b>-</b>

The charity also owns the whole of the issued share capital of Helping Sense Limited, a company registered in England (company number: 2214430). The subsidiary is used for non-primary purpose trading activities, namely the support of shop sales of new goods and the organisation of fundraising activities. The total net profit is gifted to the charity.

A summary of the results of the subsidiary for the year ended 31 March 2016 is shown below:

Helping Sense Limited	2016 £	2015 £
Turnover	3,181,790	2,587,134
Cost of sales	(660,124)	(536,564)
Gross profit	2,521,666	2,050,571
Operating expenses	(2,344,148)	(1,970,989)
<b>Net profit</b>	<b>177,518</b>	<b>79,582</b>
Assets	209,806	111,877
Liabilities	(179,806)	(81,877)



# Major supporters

## Sense

29 May 1961 Charitable Trust  
 Audrey Earle Charitable Trust  
 Awareness  
 Baron Davenport's Charity Trust  
 BBC Children In Need Appeal  
 BCBN (Better Community Business Network)  
 BLF Cymru  
 Cantiacorum Foundation  
 CHEAR Foundation  
 Department of Health  
 Edward Cadbury Charitable Trust  
 Eveson Charitable Trust  
 Foresters Friendly Society  
 Fowler Smith and Jones Trust  
 G J W Turner Trust  
 Garfield Weston Foundation  
 Garner Homes Investments Ltd.  
 Genetic Disorders UK (Jeans for Genes)  
 Joseph Strong Frazer Trust  
 Lady Blakenham's Charity Trust  
 Michael Marsh Charitable Trust  
 Misses Barrie Charitable Trust  
 NEC Display Solutions  
 Payne Gallwey 1989 Charitable Trust  
 Pears Foundation  
 Peter Storrs Trust  
 Quilter Cheviot  
 Richard Radcliffe Charitable Trust  
 Rowlands Trust  
 Sir Robert Gooch Charitable Trust  
 Smith Charitable Trust  
 Sport England  
 The Albert Hunt Trust  
 The Anson Charitable Trust  
 The Ballinger Charitable Trust  
 The Barbour Foundation  
 The Beatrice Laing Trust  
 The Bernard Sunley Charitable Foundation  
 The Blair Foundation  
 The Childwick Trust  
 The City Bridge Trust  
 The Connie & Albert Taylor Charitable Trust  
 The Donald Forrester Trust  
 The D'Oyly Carte Charitable Trust  
 The Esmée Fairbairn Foundation  
 The Essex Youth Trust  
 The F.A. Alford Charitable Trust  
 The Florence Shute Millennium Trust  
 The Fulmer Charitable Trust  
 The G M C Trust  
 The Geoff and Fiona Squire Foundation  
 The Grand Charity of Freemasons  
 The Hadley Trust  
 The Lillie Johnson Charitable Trust  
 The Liz & Terry Bramall Foundation  
 The Lockwood Charitable Foundation  
 The Northwick Trust  
 The Odin Charitable Trust  
 The Open Gate Trust  
 The P F Charitable Trust  
 The Patrick & Helena Frost Trust  
 The Peacock Charitable Trust  
 The Princess Anne's Charities Trust  
 The Rothschild Foundation  
 The Sir John Eastwood Foundation  
 The Sir Julian Hodge Charitable Trust  
 The Sobell Foundation  
 The Spear Charitable Trust  
 The Sweeney Family  
 The Sylvia & Colin Shepherd Charitable Trust  
 The Tanner Trust  
 The Thomas J Horne Memorial Trust  
 The Thompson Family Charitable Trust  
 Welsh Government  
 Wolfson Foundation

## Sense Scotland

Aberdeen City Council (Arts Cultural)  
BBC Children in Need  
Big Lottery Fund (One Giant Leap)  
Creative Scotland (Artist in Residence)  
Creative Scotland (Music Initiative)  
Creative Scotland (Time to Shine)  
Edinburgh Council (Advisory East)  
Fife Council (Digital Content Administrator)  
Glasgow City Council (IGF Fund)  
Glasgow City Council (Positive Destinations)  
Hugh Fraser Foundation  
Mrs J T Isles-Denny Charitable Trust  
North Lanarkshire Council People's Postcode  
RS Macdonald  
Scottish Government (Autism Strategy)  
Scottish Government (Bangladesh)  
Scottish Government (Malawi Project)  
Scottish Government (Partners in Communication)  
Scottish Government (Path For All)  
Scottish Government (Section 10B)  
Scottish Government (Strategic Partnership)  
Scottish Government (Third Sector Intervention)  
Scottish Government (VSDF Award)  
Scottish Natural Heritage  
Tayside NHS  
The AMW Charitable Trust

## Sense International

Big Lottery Fund  
CLSA Chairman's Trust  
Department for International Development (UK Aid)  
Eleanor Rathbone Charitable Trust  
European Commission EuropeAid Co-operation Office  
Guernsey Overseas Aid & Development Commission  
International Franchise Partners LLP  
Jersey Overseas Aid  
Krishna Charitable Foundation  
Medicor Global  
Porticus  
R G Hills Charitable Trust  
Stiftung Nelumbo  
Scottish Government  
Swiss Agency for Development's Swiss-Romanian  
Cooperation Programme  
The Alchemy Foundation  
The Beatrice Laing Trust  
The Carmen Butler-Charteris Charitable Trust  
The de Brye Charitable Trust  
The Evan Cornish Foundation  
The James Tudor Foundation  
The Latin American Children's Trust  
The Orange Foundation  
The Souter Charitable Trust  
The Tony & Audrey Watson Charitable Trust  
The Tula Trust  
The Ulverscroft Foundation

# Charity **information**

## **Registered address for Sense**

101 Pentonville Road, London, N1 9LG

Tel: 0300 330 9250

Text: 0300 330 9252

Fax: 0300 330 9251

Email: [reception@sense.org.uk](mailto:reception@sense.org.uk)

## **Information and advice**

For details about the support and services Sense offers and information about multi-sensory impairments, please contact the Information and Advice service on:

Tel: 0300 330 9256 or 020 7520 0972

Text: 0300 330 9256 or 020 7520 0972

Fax: 0300 330 9251

Email: [info@sense.org.uk](mailto:info@sense.org.uk)

## **Professional advisers to Sense independent auditors**

PricewaterhouseCoopers LLP

Benson House, 33 Wellington Street, Leeds, LS1 4JP

## **Bankers**

National Westminster Bank plc

Tavistock House, Tavistock Square, London, WC1H 9JA

## **Solicitors**

Anthony Collins Solicitors LLP

134 Edmund Street, Birmingham, B3 2ES

## **Insurance advisors**

Willis Ltd

Stuart House, Caxton Road, Fulwood, Preston, PR2 9RW

## **Internal auditors**

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Text: 0300 330 9252

Email: [info@sense.org.uk](mailto:info@sense.org.uk)  
Website: [www.sense.org.uk](http://www.sense.org.uk)

### **Sense Northern Ireland**

Sense Family Centre  
The Manor House  
51 Mallusk Road  
Mallusk  
County Antrim, BT37 9AA

Tel/text: 028 9083 3430  
Fax: 028 9084 4232

Email: [nienquiries@sense.org.uk](mailto:nienquiries@sense.org.uk)

### **Sense Scotland**

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Website: [www.sensescotland.org.uk](http://www.sensescotland.org.uk)

### **Sense Cymru**

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