



**sense**

connecting sight, sound and life

# Annual Report and Financial Statements 2019

Sense Group: Sense and  
Sense International





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## Chair's welcome



Over the last year, I've had the pleasure of seeing the scope and ambition of Sense grow, while ensuring we work hard to act in the best interests of the people we support.

As you will see from the trustees' report, we have developed a new strategy, 'No one left out of life', which will help us to do just that. Our trustees took an active role in shaping the strategy, which was developed in consultation with our staff, volunteers, members and supporters. Launched in April 2019, it sets out four strategic outcomes to be achieved over the next three years.

'No one left out of life' builds on the work done by Sense so far, included in this report. We will work to ensure the best possible start for children and families, do more to support adults to live and learn at every stage of their lives, work to reduce loneliness and connect people to their communities, and reach more people than ever before.

Organisations like ours are needed now more than ever. Everything that we've achieved in the last year has been life-changing for the individuals and families involved with us. But we know that much more needs to be done to create real, long-lasting change for the people we support.

Thank you to everyone involved in Sense. Together, we can make this happen.

A handwritten signature in blue ink, appearing to read 'Justin Molloy', written in a cursive style.

**Dr Justin Molloy**  
Chairman



## Chief Executive's introduction



**I have completed my first year as CEO at Sense following five years as Deputy CEO, and I continue to be inspired by the transformative work that we are able to do for deafblind people and those with complex disabilities.**

By delivering on our previous strategy we have achieved incredible results over the last three years. This is despite the difficult environment in all of the sectors we operate in – social care, retail and charity.

There's a lot for us to be proud of. We've provided excellent services at a time when others are coming out of social care. We've strengthened our policy and campaigning work, and had notable successes in raising awareness of Sense's brand and influencing change. We have striven to diversify our income streams, including our programmes in art, sport and short breaks, which go from strength to strength.

We are always grateful for the support of our Patron, HRH The Princess Royal. One of the major events of the last year was HRH officially opening the Sense TouchBase Pears Centre in Birmingham.

'No one left out of life', our strategy for 2019-22, is ambitious. It sets out the stretching goals and targets we need to meet in order to deliver meaningful change for the individuals and families we support. It will help us reach more children and adults, address the pain of loneliness and social isolation, support more adults in their home and in the community, and stimulate people to take action in support of Sense.

I'm honoured to have led our work in developing the new strategy and look forward to reporting on the progress made in the coming years.

A handwritten signature in black ink that reads "Richard Kramer". The signature is fluid and stylized, with a long horizontal stroke extending to the right.

**Richard Kramer**  
Chief Executive

# Trustees' report

Including the  
directors' report



## **Sense – who we are**

**For everyone living with complex disabilities. For everyone who is deafblind. Sense is here to help people communicate and experience the world.**

### **What we believe**

Our vision is of a world where no one, no matter how complex their disabilities, is left out, isolated or unable to fulfil their potential.

### **What we do**

We provide expert support that's tailored to the individual needs of each person who has complex disabilities or is deafblind. That might be through our centres, holidays and short breaks, or in people's homes. In addition to practical support, we offer information to families and campaign for the rights of people with complex disabilities to take part in life.

### **Who we support**

We're here for every person living with complex disabilities\* that can make it a challenge to communicate, access information and take part in life.

We're specialists in providing the individual, tailored support people need to lead a fulfilling life.

\*Complex disabilities – or complex needs – are descriptions used for a person who lives with two or more disabilities and requires high levels of support with aspects of their daily life.

### **How we support**

We know that, with the right support, it is possible for every person to make sense of their world and the world around them, no matter how complex their disabilities.

We help people to communicate and express themselves – be it through speech or sign, touch or movement, gesture or sound, art or dance.

For over 60 years, Sense has developed an unrivalled depth of knowledge, skill and expertise to help people overcome the barriers to communication. We help people develop the skills to enjoy everyday things like having a conversation, enjoying friendships and living independently.

We offer personalised and flexible services that are built around the specific needs of each individual. This means we support people in their home and in the community, in their education and transition to adulthood, and through our holidays, arts, sports and wellbeing programmes.

We also offer practical support to families, including information, advice, short breaks and family events.

We campaign to change laws and government policies where necessary, to ensure that everyone, no matter how complex their disabilities, can communicate, access information, and take part in life.

## Our values

Everything we do is underpinned by our values. These values shape the way we work as we pursue our strategic outcomes.

## We include

We are determined to provide a place where everyone belongs. Where difference is valued and no one is left out. We take time to understand each other, however we may communicate. And we involve each other, especially in the things that affect us directly.

## We collaborate

We bring people together and make connections. Because, though we may all connect differently, we are all connected. And by sharing, learning, working and contributing together, we can achieve so much more.

## We find a way

We think creatively, seeing potential and possibility. Always finding a way, however long it takes.

## We challenge

We think risk is a part of life to embrace and work with, not avoid. We constantly challenge ourselves and the status quo, working hard to make the world a place for everyone. When things go wrong, we're honest, we learn, we do better.

## We celebrate

All achievements are worth celebrating. Those moments and milestones – the ordinary and extraordinary – that give meaning and purpose to life. We notice them and celebrate. Inspiring us to keep going.

## The people who need our support today



Approximately 390,000 people in the UK have significant hearing and sight impairments.



This is forecast to rise to more than 600,000 by 2035.



Many also have complex disabilities.





## Sense services – what we do

Sense is a national disability charity. Our staff offer personalised support in people's homes and in the community, across our centres, holidays and short breaks, and provide opportunities for children and adults to take part in art and sport across the country. We're here for everyone who needs us, for as long as they need us, providing early intervention for children, helping young people access education, and supporting the transition into adulthood and beyond. As well as practical support, we offer information to families and campaign for the rights of people with complex disabilities to take part in life.

Our services are funded by local authorities and clinical commissioning groups (CCGs), and through a combination of charitable donations, grants, statutory income and income from trading through 109 shops. Services include:

- **Support for children and young people**, including advice and early intervention support; pre-school groups; support during the transition to adulthood; Sense Holidays, Short Breaks and Buddying schemes; and family events.
- **Community services**, including our Sense Centres that provide developmental and creative activities for people; our Sense College where individuals can learn, develop and enjoy more independent lives; and Sense Communicator Guides who help people get out and about in their local community.
- **Accommodation services**, which 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, Sport and Wellbeing activities**, including drama and theatre programmes; visual and tactile art; dance; sport and physical activity; and work with cultural organisations (see the case study on page 26).

- **Specialist information, advice and services** on a range of issues for the people we support, their families, carers and the professionals who work with them.
- **Campaigning** to ensure that public policy sufficiently recognises the needs of everyone we support and their families, and brings about positive change.
- **Increasing public awareness** of our organisation by giving people a voice that would otherwise go unheard, and inspiring more people to take action in support of our cause.

## How we deliver these services

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

## The support network

### Our members

Sense is a membership organisation. We have almost 4,900 members who receive 'Talking Sense' magazine, which is published three times a year. There are lots of opportunities for members to get involved in our work, including campaigning, volunteering and fundraising.

### Sense branches

We have ten branches across the country, which offer a range of services to their members.

The Chief Executive is in regular contact with our branches to seek their feedback and support so that we can deliver our new strategy, 'No one left out of life'.

Each branch has a named contact in our Operations Team to support their activities.







## Our volunteers

More than 2,000 people volunteered for Sense in 2018/19, donating over 550,000 hours of their time in a variety of roles across England, Wales and Northern Ireland.

Many volunteers raise crucial funds by working in Sense shops and through community fundraising activities. By doing so, they support our engagement activities in local communities, build relationships, and increase awareness of the work that Sense does and the difference we make.

Another area where volunteers made a critical difference is their support of Sense Holidays, Short Breaks and Buddying schemes, 'Get Out There' groups and other weekend social and leisure activities. Volunteers are matched with children, young people and adults to build positive relationships, explore new situations and step outside their comfort zone.

People also volunteer in office-based roles, including at Sense TouchBase Pears in Selly Oak, Birmingham, where they work with the team on reception and in our café.

Quite simply, much of our work wouldn't be possible without our volunteers. We are hugely grateful to every individual who gives their time, skills, experience, energy and enthusiasm to make a difference. **Thank you!**

Our new volunteering strategy will be implemented in the next year. This will galvanise our approach to recruiting volunteers, developing new opportunities, supporting volunteers, and celebrating the incredible contribution they make to Sense.



## A big 'thank you' to all of our fabulous supporters

Our extraordinary supporters are vital to the work we do at Sense. Without their continued generosity, we wouldn't be able to deliver the services that provide help, support and advice to people who have complex disabilities, removing barriers to communication so that everyone has the opportunity to live their life to the full.

From taking part in a fundraising event to making a donation or volunteering with us, we are in awe of the incredible generosity and the extraordinary lengths our supporters go to in order to support Sense's vital work. We couldn't do what we do without the kindness, commitment and passion of this amazing group of people.

Income from fundraising is incredibly important to us, as it is the only way we are able to run many of our services. Our fantastic supporters helped Sense and Sense International to raise almost £10 million last year in many different ways, and we want to thank each of them for their generosity.

We are extremely grateful to each and every person who has given a regular donation, supported a Sense appeal, taken part in one of our raffles, or chosen to support Sense for the first time in the past year.

We continue to benefit greatly from the kindness of people who leave a gift in their will to Sense. Last year, 139 people chose to remember Sense in this way.

*Ronald Harrison was just one of the many generous supporters who left a gift in his will to Sense last year. His niece, Janet, lives at a Sense service in Lincolnshire. Thanks to his generous gift, we were able to fit a new kitchen, making it easier for the people who live there to enjoy cooking and baking. Janet, in particular, loves to cook and bake, so this seemed a fitting tribute. Ronald's gift will continue to have a huge impact on everyone who lives at the service for many years to come.*

Last year, 836 people ran, walked, cycled or took on a challenge for us. A total of 412 runners took part in the 2018 Virgin Money London Marathon, raising more than £800,000 for our vital work. Their amazing dedication and commitment, spending months training and raising money, is an inspiration to all of us.

Our trusts and statutory grant donors have also made a significant difference to Sense and Sense International, for which we are extremely grateful. These progressive organisations and individuals have supported some truly innovative work, including our Sense Arts, Sport and Wellbeing programme, and our new Sense TouchBase Pears Centre.

There is a list recognising and thanking our major supporters at the end of this report (see page 86).



# Fundraising stories

## Mazars



a 30-minute lesson led by Emma Boswell, who is deafblind and works for Sense. They raised an incredible £7,000.

Following their fantastic bike ride for Sense in 2017, one of our corporate partners, Mazars, carried out several activities in October 2018 to help raise awareness and funds for Sense. Their fundraising efforts included setting a new world record for the largest tactile signing lesson.

Tactile signing is one of the communication methods used by people who are deafblind, where each letter is spelt out on the hand, enabling communication by touch alone. A total of 390 people took part in

## Teri



**Teri was inspired to fundraise for Sense after she lost her sight for one terrifying week.**

“I was so confused, scared and didn’t know what was going to happen,” she says. “I thought that I would have to change my career path, drop out of university and completely change my lifestyle. It is charities like Sense that made me realise that I could still succeed, be myself and achieve anything – with or without my sight.”

Teri, along with her sister, organised a festival called Music on the Moor – and they managed to recruit 18 bands and artists who were happy to perform for free.

“We chose to do this event as both myself and my sister love music,” she says. “We have several connections within the Stoke-on-Trent music scene and it was something the village hadn’t seen before. Music on the Moor is something we’re very passionate about, which is the main reason the event was a success.”

“I would 100 % recommend both fundraising and joining Team Sense! The work that Sense does is incredible and even the smallest amount of money can help to make a difference to someone’s life.”

Teri raised £560 for Sense, for which we are very grateful.

# Our activities and achievements in 2018/19

## Operational services

### Children, young people and their families



Our specialist services for children and young people continued to support families of children and young people who are deafblind/multi-sensory impaired (MSI) and have complex disabilities. Sense's dedicated and highly skilled team also continued to provide a range of personalised support to meet individual needs. During 2018/19, the service supported 1,267 children and families. They also received 135 new referrals during the year.

The service organised 48 family days, reaching out to 256 families. They also delivered 227 pre-school group sessions that were attended by 686 families. A total of 79 young people took part in nine teenager support group sessions.

In Northern Ireland, our children's services have grown into their new and spacious premises in Jordanstown School – the Northern Ireland Centre of Excellence for children who are deaf or visually impaired. The move has enabled us to further develop our pre-school nursery provision to provide registered day care for children, as well as nursery places.

### Adults



During 2018/19, we opened new supported living services in Lincolnshire, Birmingham, Wales and Northern Ireland. People have moved into their own homes and taken up tenancies, supported by Sense. We also successfully tendered to provide support in local authorities across England and Wales. This includes supported living, day opportunities and community services.

We continued to deliver high quality support, with 96 % of services rated as 'good' by the Care Quality Commission (CQC). We also gained our first 'outstanding' rated service, which achieved the highest score possible across all five areas of inspection. Five of our services are now rated as having 'outstanding' features.

We have raised awareness of our work in Wales, with new referrals from local authorities and health boards. In particular, our TouchBase Centre in Wales has grown considerably and now supports 30 adults. We have also raised funds to run activities for children, young people and adults in North Wales.

### Older people

Sense Communicator Guides continue to support adults and older people, helping them to get active and access community facilities. This includes going shopping, attending health appointments, managing their finances and accessing social and leisure activities. These services have a significant impact on people's lives, promote independence, and reduce loneliness and isolation. We successfully secured new contracts to deliver community services across England and Wales.



## Ensuring high quality services

Regulatory compliance was consistently high throughout 2018/19, with 96 % (a total of 50 services) rated as 'good' or 'outstanding'.

Two services have been rated as 'requires improvement'. One of these is no longer operating, while a project group has been set up in the second service to ensure consistent compliance and management.

The Regulation and Quality Improvement Authority (RQIA) inspected all three registered services in Northern Ireland in 2018. Overall, the inspections were positive, with good practice identified around care and compassion for the people being supported.

Sense has now registered its fourth service with RQIA. Holly House is a supported living service for up to six people and is now operational.

We are in the process of registering our first service in Wales. Sense (Tonypanyd) is a supported living service for up to 12 people.

Our Sense Holidays maintained their Ofsted rating of 'good'.

The independently chaired Quality and Safeguarding Boards continue to meet on a regular basis. The Safeguarding Board includes two independent experts who support the work of the Board and promote best practice. The Boards provide assurance in relation to the quality and safety of our operational services. We also have a Health and Safety Board, which monitors all aspects of health and safety across the organisation.

The Boards monitor areas for improvement and request regular follow-ups to track progress. There is also a culture of continuous improvement to build on success and innovation. The Boards produce annual reports for the Sense Council.

We continue to celebrate and recognise quality through our annual Sense Awards. In 2018, the winner of the Sense Quality Service award was Station Road in Kings Norton, Birmingham. We noted their achievements in engaging with their local community and their innovation in supporting people to vote at the local and general elections.

We have introduced new positive behaviour training for all staff. As a result, we have seen a reduction in the number of people needing restrictive physical interventions. We have also seen an increase in staff confidence when supporting individuals with behaviour that might challenge.

The Sense User Reference Group met twice in 2018/19, and fed into the Sense strategy, our work around 'Making Safeguarding Personal', and our project promoting friendships and relationships.

The 'Making Safeguarding Personal' document, produced last year, is being developed into a training pack, which will be rolled out to all operational managers.

A thematic audit of evening and weekend activities was undertaken across our operational services. The audit highlighted that individuals were engaged in meaningful activities throughout the day; however, there were some limitations in the offering with regard to evening and weekend activities. The recommendations were fed back to the Operations Management Team and we will monitor progress throughout the year.

Our approach to 'Outcomes for Everyone' continues to be embedded across Sense services following the launch of our new outcome-focused strategy.

There has been a renewed focus on compliance and the fundamentals of quality. We have introduced mock inspections to better support managers and prepare them for a CQC inspection. We have also introduced training for support managers to help them move their services from a 'good' to an 'outstanding' inspection rating.

### Martin's story



### Martin hadn't been outside for 16 years before he came to Sense.

He lived in a large nursing home where he received little stimulation, was bullied by his peers, and had become increasingly anxious and withdrawn. "He paced up and down the corridors, not doing anything, never going out," says his mum, Jenny. "He wasn't happy."

A multi-disciplinary team, including his parents, representatives from social services and health, and staff from Sense, worked closely together to find a better situation for Martin and – after being carefully supported with this transition – he moved into a new bungalow. He is supported by Sense staff 24/7 and has much more choice and control over his everyday life.

He now enjoys looking after his bungalow, using the Hoover independently, making his own bed and doing his laundry. He has also been supported to write shopping lists and cook meals that he recognises from his culture and childhood. He also loves music and is supported to use his CD player and radio, and enjoys singing along to songs with his staff team.

Martin has also taken another major step forward, and he is slowly conquering his fear of going into the outside world. Due to past experiences, Martin always closed any windows that were open and avoided going near the doors in his home. But over time, Martin has shown that he feels safe, listened to and supported.

A huge milestone was when he went into the garden – the first time he'd been outside in many years. His support workers gradually built his trust, starting by just opening windows. After months of encouragement and support he took his first steps into the garden. He was amazed, taking it all in and touching the grass at his feet.

He walks around his garden and goes to the end of the drive to bring his bins in. He has also started to walk up the street where he lives, meeting the neighbours and not wanting to return as he enjoys it so much!

Martin is also overcoming his fear of medical treatment and intervention, having had some traumatic experiences in the past. With support from staff and a regular learning disability nurse visiting him weekly, he recently had his blood tested for the first time in many years, which is important because he is diabetic. He is also happy to step on to his scales independently and is so proud that he tells everyone all about it.

"He seems so happy in his own space now," says his mum. "Now we are visiting Martin in his home."

## Sense College



Our specialist Sense College operates a geographically dispersed delivery model across seven sites in the East and West Midlands, East of England and outer London areas. We specialise in supporting young people and adults aged 16 and over to enjoy more independent lives. This is achieved through a wide range of activities that span creative arts, sports, cooking, life skills, therapies and participation in local community events.

Sense College offers an education programme, a more formalised approach to learning for 16 to 25-year-olds, which consists of three pathways. These are 'Learning for Living', which is aimed at young people with complex learning needs working at the pre-entry level; 'Foundation Learning' linked to the core curriculum and accredited courses to support career, work and future study aspirations; and 'Employability' for learners preparing for or working on a supported internship with a local employer.

Additionally, the College offers an everyday living programme (funded through adult social care funding, continuing health care funding and/or individual and personal budgets), which provides day services and activities for adults.

We are pleased to report that Sense College continues to grow and in 2018/19 we supported 170 people, of which 39 were funded through the Education and Skills Funding Agency. We have seen increased demand for our provision, resulting in new developments in Aldeby (Suffolk), Bedford and at Sense TouchBase Pears in Birmingham.

### Highlights from the year include:

1. Strengthening the College's governing body by recruiting four new governors in summer term 2018.
2. Completing a mid-year review of our 2017-20 strategic plan, which confirmed that we are on track to meet all our strategic objectives.
3. Achieving recognition as a Gateway accreditation provider.
4. Expansion of facilities at Aldeby (Suffolk), with an official opening of new buildings in May 2019.
5. Successful opening of our education provision at Sense TouchBase Pears, Birmingham, in September 2018.
6. Planning permission obtained in May 2019 for a new College centre in Bedford.
7. Submitting a successful application to the West London Dynamic Purchasing Vehicle for education provision in summer 2018.



## Bruno's story



Bruno is 18 years old. He lived in Portugal with his family until he started at Sense College in September 2017. Bruno has complex developmental difficulties, including Down's syndrome, autism and severe learning difficulties. When he started at the College, he had no knowledge of English. Staff made a communication book using picture symbols, with every word written in both Portuguese and English.

For much of his first year at Sense College, Bruno exhibited a range of challenging behaviours. Care and support plans were put in place to enable staff to respond to him in a consistent way, including positive reinforcement for good and appropriate behaviour. This was done in close communication with his family, who were extremely supportive of this approach.

Over the course of his first year, Bruno was introduced to new environments, including the Deaf Connect Community Café, swimming and ten-pin bowling. As he experienced more places, his confidence slowly grew. It became clear that he particularly enjoyed activities such as shopping, cooking and music. As well as using his picture book on outings, he also started using picture shopping lists and recipes.

In his second year, Bruno's progress was amazing. He now understands a great deal of what is said to him, has picked up a lot of the social words and phrases at College, and is starting to link words together to make short phrases and sentences.

In public, his confidence has grown enormously. He shops without incident and scans items at the checkout. He also clearly says what he wants when he is out at a café or restaurant, and can order his food with a mixture of picture symbols and speech.

In the classroom, he follows instructions well. In life skills sessions he can now load and unload the dishwasher, use the washing machine and tumble dryer, sweep the floor and make himself a milkshake.

Bruno has developed his social skills and is a happy young man. There are now very few challenging incidents and, in less than two years, he has made great progress, making himself understood and building good relationships with people around him.

Bruno's dad, Carlos, says:

"Bruno's progress since September 2017 is amazing. I can say that Bruno has learnt more in this time than in nine years at school in Portugal. Bruno respects the female staff at the College, helps at home, and with shopping.

"Bruno loves College and all the staff. He is a completely different person since he started there.

"Bruno's family have no words to thank you for everything the College has done for him."



## Sense Holidays, Short Breaks and Buddying

### Get Out There (GOT) groups

Our 'Get Out There' groups continue to go from strength to strength. They offer valuable short breaks to children, young people and their families. Children and young people can take part in activities, make friends and have fun while their families enjoy a break.

The GOT group in Cornwall caters for young people aged 11 to 18-years-old who have a wide range of challenges. It was the first group to be established and has been running for ten years. During that time, members of the group have enjoyed over 400 different activities in Cornwall, from surfing to spray-painting, bell ringing to barbeques. They have also taken drama groups to Australia and Europe.

The group was delighted to welcome our Patron, HRH the Princess Royal, in April 2019, to mark their tenth anniversary. She was presented with a book of stories written by the young people, which showed how much their lives have been touched by the GOT group and how their independence has increased.

GOT Sandwell is a well-established group in the West Midlands, offering support to 50 children and young people. Members access a range of activities, including social clubs every other Saturday, events during school holidays and one-to-one support throughout the year.

GOT Warwickshire is currently supporting a growing number of children and young people, offering a range of one-to-one support. GOT groups are also being established in two other parts of the county. We successfully delivered a play scheme for young people in Warwickshire in summer 2018.

The GOT group in Stockport is now up and running, and eight children now access the Saturday club. Additional funding has been secured to set up a second group in the area, which already has a waiting list. We have also been awarded an Aiming High grant to provide another club on a Wednesday evening during term time.

## Buddying – developing friendships through shared interests

Our buddying programme continues to support young people to develop friendships through shared interests. The programme enables young people to ‘buddy up’ with a volunteer. A close connection is formed and they have opportunities to pursue individual interests and goals.

In the London Borough of Tower Hamlets, we have offered these services for three years. This scheme is open to 5 to 18-year-olds, who enjoy weekly three-hour one-to-one sessions with their buddy. A total of 42 children and young people have been linked to 44 volunteer buddies. We also run quarterly group sessions. Previous activities include kayaking, a Halloween sensory rave (at 11am in the morning!), and ice skating. In 2018/19, we delivered 3,969 hours of buddying.

The East London Young People’s Project is a charitably-funded programme for young people between 14 and 25-years-old. We are supporting 30 young people to access a range of community activities with a focus on preparing for adulthood. As part of this project, each young person produces a journal to set out their achievements, their likes and interests, and their hopes for the future.

In January 2019, we set up an additional buddying programme in Redbridge, and the first young person has now been matched with a buddy.

### Jordan and Fai’s story

Jordan and his buddy Fai have been getting together every couple of weeks since they met in February as part of the East London Young People’s Project. They hit it off straightaway, and have done all sorts of things together and also with the group. They’ve played tennis, been cycling, attended an autism-friendly film screening, travelled high across the Thames in a cable car, taken part in a drama workshop, and visited the City Farm. “We saw piglets feeding,” says Jordan, “and a goat jumped over a fence and escaped. We had to hide behind a bush!”

“I get a bit fed up if I’m always at home,” he says. “Doing nothing, just going on my PlayStation. I look forward to my Saturdays, going out, having a chat.” It’s also been a new experience for Fai, who works as a software programmer during the week. “I always wanted to do some volunteering work and broaden my experience of life,” he says. “I’m quite a people person, and it’s something that makes me feel nice, helping people. We learn a lot from each other.”







## Sense Holidays

Visiting new places. Doing new things. Meeting new people. Having fun. That's what Sense Holidays are all about. Our holidaymakers feel valued, make choices, and take part in activities – all with the support of our skilled holiday leaders and volunteers who make their time away a memorable experience.

The Sense Holidays programme is highly valued by holidaymakers, their families, supporters and volunteers. In 2018, we delivered 20 holidays to 53 children and young people. The programme maintained its 'good' rating with Ofsted.

We have also taken over the delivery of Vision England, an exciting Big Lottery-funded project. Vision England offers 60 young people the chance to engage in residential programmes focused on conservation and environmental activities.

Sense removes barriers and gives children, young people and adults the opportunity to have a holiday, just like anyone else. All of our services offer children and young people a positive holiday experience built around their wishes. Our holidays take place in accessible environments and give young people the chance to enjoy independence from their families.

Sense Holidays also give families a vital break from their parental and caring responsibilities, which often involve caring 24/7.

Work is underway to identify appropriate funding sources to deliver a national approach to early intervention and developmental play opportunities for children and young people with complex disabilities. In the next three years, we will develop seven early intervention hubs across England, Wales and Northern Ireland to improve pathways to assessment and play opportunities for children.

## Ruben's story



Ruben is an active ten-year-old boy who loves spy stories and new adventures. This year, Ruben, who was born with total sight loss, enjoyed his third break at Macaroni Wood. We asked Ruben what he liked about his Sense holiday.

“It was very good. I really enjoyed myself. I liked the volunteers. I enjoyed all of the activities”. The group had a busy week. As well as feeding the pigs and chickens every

day, Ruben and his friends went sailing, bowling, ice skating and go-karting.

For thrill-seeker Ruben, the best part of his holiday was the chance to ride a quad bike. “We drove up and down the centre and went quite fast at times, which I really enjoyed”. With the help of his volunteer buddy, Charlie, Ruben even had a go at steering. “I got to drive and it was fun. We went about 30 miles an hour,” he says.

Spending time with a volunteer like Charlie was really important to Ruben. “He was nice. He did a good job of guiding me. Charlie made me laugh!” Charlie, who’s a medical student, learned all about Ruben’s interests. “We had a lot in common and we both liked the Jason Bourne books,” says Charlie.

According to Ruben, Macaroni Wood is a great place to chill out with a good audiobook after a busy day. Ruben says the best thing about a Sense Holiday is that: “You get to go away and have fun with people. You get to meet new people, be independent and get to do stuff you’ve never done before sometimes. It’s fun!”

### Ruben's mum says...

“Ruben had such a great time on his holiday. He talks about it for weeks before he leaves: he wants to know every detail of what he will be doing, when and with whom.

“He loves to be away from home and meet new male volunteers as he is so often around women. He is super active and a Sense Holiday gives Ruben what he deserves: a week of total fun with the right amount of chill.

“Sense Holidays really allow Ruben to have the targeted one-to-one support and attention he craves and needs, as well as being with likeminded peers who he can develop friendships with.

“Every year I thank my lucky stars that Ruben gets this wonderful opportunity. Thank you, Sense!”

### Charlie says...a quick paragraph in between lectures...

“I spent a lovely week this summer at Macaroni Wood with holidaymaker Ruben. He was really cool and totally fearless; he gave every activity a go! We did so many different things like sailing, quad-biking, go-karting, swimming and bowling. We both had a great time. I met some lovely people – fellow volunteers, the leaders and the Holidays Team – and it was a wonderful experience and a week I will never forget! Thank you, Sense!”

## Sense Holidays for adults

Sense Holidays are accessible for all ages, from young children to older people in their nineties. Our adult holidays programme supported 32 adults during 2018/19. Sense accommodation services also ensured that people living in our residential services and supported living settings had a holiday.

## Sense Arts, Sport and Wellbeing

### Sense Sport

We believe that, with the right adaptations and support, anyone can be active. Our Sporting Sense project aims to increase the numbers of people with complex disabilities taking part in physical activity by creating inclusive, fun and engaging activities within the community.

This year, we delivered 780 sessions across London, the Midlands and the North, reaching 730 people.

### Sports Programme – Delivery

- Over the last 12 months, we have expanded our provision into the North, appointing a regional sports coordinator who is linked to our services in Yorkshire. We have also expanded our programme, as well as the diversity of sports and activities, across three regions.
- More than 730 new attendees engaged in our programme in the last 12 months, attending a combined total of 4,000 times.
- We delivered over 780 sessions in a variety of sports and activities – from cycling, swimming and yoga to Tai Chi, gymnastics and football.
- Our weekly residential outdoor sports programme in Birmingham continues to engage 80 people from our services, who attend a variety of sessions.





## Innovation

We have designed and piloted two innovative programmes to meet the needs of the people we support. This means we can provide meaningful opportunities to engage in sport and physical activity.

- **Sensory football**

We identified the need for an alternative approach to sport and physical activity for people with high support needs, as traditional adaptations were still not fully engaging for all. We have created a sensory football programme, which breaks down the principles of the sport into bite size elements that can be explored in a more sensory way. The pilot is taking place in May and June, and will be refined and scaled with Premier League football clubs through 2019.

- **Sensory walks**

This pilot is an example of an innovative programme designed to meet the needs of Sense residential and day service users in London. We have partnered with The Outdoor Guide to co-develop two walks in North London that will be piloted in the summer of 2019.

## Workforce

- We have rolled out our Connecting Differently Through Sport workshop to 43 people, and have received accreditation from The Chartered Institute for the Management of Sport and Physical Activity (CIMSPA).

## Funding and partnerships

- We have collaborated with more than 50 new partners in the last 12 months, who are supporting the delivery of sessions, providing coaching, facilities and space, and promoting our activities.
- We formed a Sensory Alliance – Sense, UK Deaf Sport, and British Blind Sport – and are gaining feedback on perceptions of disabled people using their local leisure facilities. We hope to use this research to influence the sport and leisure sector so that they provide more accessible and inclusive environments for people with complex disabilities and sensory loss.
- We are in the process of discussing future funding for our Sport England programme over the next three years, which will include the following:
  - Growth and expansion of our programme (additional two regions, plus new areas in existing regions).
  - Create and deliver a new programme for children and young people.
  - Workforce development (upskilling sports coaches and support workers).
  - Innovation, including building on our sensory walks and sensory sport pilots.
  - Evaluation and learning – evidencing impact, creating measurement tools, and sharing learning across the sector.
  - We became a charity partner of ukactive, an organisation that aims to improve the health of the nation by getting more people, more active, more often. The organisation seeks to achieve this aim by providing services and facilitating partnerships with others that share this vision.



## Events

- As part of the European Week of Sport, and in conjunction with ukactive, we headlined a day that focused on disability and inclusive sport. We hosted multi-sport activities across our three regional areas, which attracted more than 180 people.
- The third Deafblind International Outdoor sports trip took place in Norway in September 2018, with 16 people attending from Sense (six deafblind adults and ten support staff). The trip was a great success and featured a series of adventures. Plans are already underway for a trip to the Netherlands in September 2019.



### **Movement for Life sessions: Rotherham**

#### **A seven-week fitness programme with Active for Life Solutions Ltd**

Movement for Life sessions were set up in partnership with Sense and Active for Life Solutions to give the people we support an opportunity to take part in fitness programmes. Sense staff in Rotherham worked alongside Leon Wormley, Director of Active for Life Solutions, who devised a seven-week fitness programme. The individuals from Sense had worked with Leon before, and so were happy to work with him again.

Leon created a programme to assist all levels of movement and mobility.

The sessions were made up of gentle exercises using the kit and equipment from the fitness centre. TRX bands, small free weights, boxing equipment and pads were used. The main objective was for people to feel relaxed in this environment and encourage them to move around more. The overall feedback from those who attended was very positive and they were keen to continue with the sessions.

Leon says:

“Because we are a movement-based company, we believe movement is the key to life and independence, which is a great output for individuals at Sense. I am keen to build on this experience and look at ways in which we can continue the health and exercise offer for Sense service users.”

Della Whitfield, Sense Support Worker, says:

“The Movement for Life sessions held in Rotherham proved very successful, both for the individuals who participated and the support workers. The atmosphere was positive and upbeat, and nothing was too much trouble for Leon and his staff. Everyone enjoyed going and it was apparent towards the end of the seven weeks that all individuals were building their stamina and strength by using the various pieces of equipment across the gym floor. We’ve had requests from parents and carers who would like to continue the sessions, as they have made a positive difference in behaviour and mood. Being able to use this facility in the future would improve health and wellbeing for all individuals.”



## Sense Arts

We believe that everyone has the right to access creative and active opportunities, and that these are vital for living full, rich and engaged lives. In 2018/19, we had a successful year growing our programme, and started to generate an income from our community activities at Sense TouchBase Pears.

This year, we delivered 4,151 creative and wellbeing sessions at Sense TouchBase Pears. More than 10,000 people per quarter took part in the programme.

Highlights from the year include:

### Space To Be Different: An inclusive strategic arts plan

Arts Council England awarded Sense Arts a project grant to develop our strategic arts plan, Space To Be Different, in September 2018. Space To Be Different will help shape our unique and diverse programme of inclusive arts, events and learning, putting people with complex disabilities at the forefront of artistic excellence.

### RBSA partnership

In collaboration with the Royal Birmingham Society of Artists (RBSA), Sense Arts continued our long-term partnership in inclusive visual arts. This year we delivered the 'Making Together' exhibition and inclusive launch. The work was co-produced by people with complex disabilities and RBSA artists over a three-month period at the start of 2019. Techniques included screen printing, painting, tactile drawing and sculpture that stimulate the senses using smell, touch, movement, sight and sound.

### Arts partnership with Spectra

Two theatre practitioners, along with the artistic director of Spectra, piloted a sensory theatre project with a group of adults with complex disabilities. The workshops were based on Birmingham Rep's production of 'Captain Corelli's Mandolin', and explored themes and narratives from the show. The project ended with a visit to the Rep Theatre to watch the show and complete a touch tour of the set.



## Courses and workshops

We offered a wide range of inclusive daytime and evening courses and workshops to people with complex disabilities and the wider community. These included pottery (at starter, intermediate and advanced level), drumming and percussion, photography, therapeutic horticulture, textiles painting, inclusive dance, theatre, sensory music gigs and visual arts. Our wellbeing programme provided a diverse range of holistic therapies, including gong bathing, massage, Reiki, aromatherapy and reflexology.

During school half-terms we held creative and active events for children and young people. These included multi-sports, drama, drumming, film-making, animation, pottery, and sensory and inclusive theatre performances.

## Events

We held a number of events this year:

- We launched the 'Making Sense of Music' toolkit and delivered an inclusive toolkit launch and exhibition.
- We led our first inclusive Christmas craft fair, a two-day event with over 20 local artists selling their art. The fair was attended by 500 community members and Sense staff, and featured live music and craft activities.
- We organised a pop music performance at Birmingham Rep Theatre, Relaxed Theatre Performance, which was open to the public.
- Delivered 'Fire Pit Fables: Sensory Storytelling', with artists Miss Jacqui, Amy Neilson Smith and Stephanie Kelley.
- Sold out four inclusive children's theatre performances.

## Exhibitions

We held a number of exhibitions, including:

- 'Translating Deaf Self', a national touring exhibition launched at Sense TouchBase Pears. This was in collaboration with Manchester University, Heriot Wyatt University, Deaf Explorer and 4 Deaf artists.
- 'Can Do Ella', a visual arts exhibition of work created by 12-year-old Ella Chapple.
- 'Two Way Mirror', a collaboration with artist Justin Wiggan and deafblind art makers Sarah N'Diritu and Sara-Amy Smith.
- 'Sense Walks', a collaboration between artist Susan Kruse and art makers from Sense residential services.
- 'Call Me By My Name' by Faith Pearsall (deaf artist).
- 'Telling Stories' by Birmingham Photo Collective.
- 'Life and Deaf' by John Finn (disabled artist).

## We partnered with:

- Dance Hub for a Disability Dance Hub Sharing Event. More than 100 attendees from the disability dance sector in Birmingham attended an open day. We also developed a Screen Dance film with InterAction.
- Second Hand Dance, a children and young people theatre, to develop a weeklong residency called 'The Night Tree'. This concluded with a relaxed performance attended by people who use our children's and community services. There were over 60 audience members and their families.
- Epic Arts (inclusive dance). Two days research and development for 'Buffalo Boy'.
- Frozen Light Theatre, to showcase their latest production, 'The Isle of Brimsker'.
- Lisa Simpson and Adam Benjamin from Candoco to develop an inclusive dance programme.
- Grow Wild and Justin Wiggan to develop 'The Internal Garden'.

## Campaigns and public policy

### Campaigns

#### When I'm Gone



Following the launch of our 'When I'm Gone' report in 2018, we continued to campaign for more support for disabled people and their families so that they can plan their future care when their families are no longer able to look after them.

We called on national and local government to:

- Create a duty to ensure that plans have been put in place.
- Support families to make plans for the future.
- Provide clear information about how the system works.
- Ensure quality specialist services are available.
- Provide enough funding for local areas
- Provide more support to help families now.

We secured 136 pieces of media coverage this year, and the campaign featured strongly on our social media channels. A particular highlight was the partnership with Sense Trading, which resulted in 36,000 petition signatures being gathered. The petition was delivered to 10 Downing Street.

In 2019, we continued to campaign with a focus on disseminating the 'Decisions to Make, Steps to Take' toolkit, which supports the local planning of housing services.

#### Disabled Children's Partnership

We continued to be a key partner in the Disabled Children's Partnership, raising awareness of the needs and rights of disabled children and their families. Work this year has focused on developing a campaign that highlights the significant gaps in social care funding for disabled children. The campaign launched in June 2019, in partnership with 'The Sun' newspaper. We asked people to sign a petition asking the Chancellor of the Exchequer to 'give back' funding cut from services for disabled children.



## Policy and public affairs

We continued our extensive policy influencing across the priority areas of adult social care, welfare benefits, children's social care and education. We also developed a public affairs influencing plan, which we are now enacting. As a result, we have greater engagement with Ministers, MPs and civil servants.

We continue to be members of a number of coalitions, including The Care and Support Alliance and The Disability Benefits Consortium. We remain a member of the Health and Wellbeing Alliance in partnership with the Department of Health and Social Care, NHS England and Public Health England.

## Information and Advice

The Sense Information and Advice Team continues to help people who have complex disabilities – including those who are deafblind – to find the right support.

Dealing with over 4,000 enquiries and referrals last year, our team answered questions covering a lifespan from pre-birth to late age. Below are some examples of the queries we received:

*"I have Usher syndrome type 1, my girlfriend doesn't have any. If we were to have kids, would they have Usher syndrome? And what about grandchildren?"*

*"I have various children on my caseload who need support to understand that their vision may change and I am looking for guidance or support programmes that could help."*

*"My mum's NHS hearing aid hasn't worked properly since she got it 15 years ago and I have just paid for mum to have a private hearing test. The dispensers gave her a £2,000 hearing aid to try, which made a huge difference. However, mum isn't keen to go into her savings to buy one – can we get this one on the NHS? Or is there other funding available?"*

Feedback about the service:

*"Thank you very much for all the help you have given me, I find it so comforting to know there is somewhere I can go for advice." (The parent of a deafblind adult who was having problems with the amount of money her son was getting from the local authority.)*

*"It is very helpful, and very kind of you to take the time to respond so fully." (A solicitor trying to find an expert with experience of multi-sensory impairment to assess the needs of a young boy.)*

*"Thanks so much for your email and the time you have spent on this, your email is really helpful and just the guidance that I have been looking for." (The spouse of someone who had suddenly become disabled, in response to advice about the use of direct payments and possible respite services.)*

## Sense TouchBase Pears



Sense TouchBase Pears in Birmingham goes from strength to strength, providing services to the people we support and their families, as well as the local community.

More than 4,000 events took place at Sense TouchBase Pears in 2018/19, including private hires, community activities, arts and sport sessions, training and conferences. The Hive Café has increased its takings by over 40 % through the year.

Activities included indoor cricket sessions for young adults delivered by Warwickshire County Cricket Club, and courses and workshops on everything from drumming and pottery, to textiles, watercolour and oil painting.

Selly Oak library, located in the centre, is busier than ever, and our children's events are thriving. Over 30 children and their families regularly attend the under fives sessions and our Saturday club. Special library events, such as the celebration of 'We're Going on a Bear Hunt', attracted large numbers and have been extremely well received. Birmingham Community Libraries are "thrilled" by the popularity of the library, and it is a great way to engage with a wide cross-section of the local community.

We have rented out all our available space to external tenants, with the last remaining unit occupied in the second quarter of 2019/20 by the local NHS. In 2018/19 our tenancies included: Adage Dance Studios, RNIB, Action on Hearing Loss, Forward Carers Consortium, Advanced Personnel Management, Victoria Hall Student Lettings, Cloud Chamber, Contact and Access-Independence.

We also hosted several art exhibitions (see page 28 for more information).

Several large external-facing events also took place at the centre. The most important was the official opening of Sense TouchBase Pears by HRH The Princess Royal in July 2018, which was attended by many local dignitaries and Sense supporters. The performance by TouchBase's singing and signing choir did not leave a dry eye in the house. Other major events this year included the Sensibility Festival, Sense Awards, the CHARGE Family Day and a hugely successful Christmas craft fair.

## Fundraising and engagement

Fundraising income 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 and Sense International to raise almost £10 million in 2018/19.

We know that when we work together we can achieve more, which is why, as the year closed, Sense embarked on a new engagement approach. This will direct our fundraising, campaigning and volunteering activities in 2019/20. The approach means that we will prioritise long-term relationships with all of our supporters and partners, and ensure we value the contribution every individual, group or organisation makes to Sense – whether that be their time, their voice, their energy, or their financial support.

## Our commitment to fundraise responsibly

Our fundraising is carried out in line with Sense's values (see page 8), which means that honesty and transparency are central to everything we do. Ensuring that our supporters trust us is critical to all our fundraising efforts. We continue to comply with all legislative and regulatory requirements, and ensure that our policies, guidelines and processes are reviewed and updated regularly. We have guidelines in place for fundraising from vulnerable people and never put pressure on anyone to donate.

Suppliers and those fundraising on our behalf are closely monitored through regular meetings, and in the event of contracts not being adhered to they are brought to an end.

We don't always get it right and last year our Supporter Services Team received 91 complaints. We respond quickly to requests to change the way we contact people and always ensure that we manage our supporters' personal details in a respectful and secure manner. We also review our data management procedures on a regular basis.

No complaints were made to the Fundraising Regulator during this period.

From 1 April 2018 to 31 March 2019, Sense received 45 requests through the Fundraising Preference Service (a very small proportion of our supporters) asking us to stop sending fundraising communications to them.

## Our commitment to supporters

We are extremely grateful to each and every one of our supporters. We could not run the services we provide without your generosity.

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

Our commitments to you are:

- To communicate in the way that is best for you, so if you want to change how we contact you, how often we get in touch, or to stop hearing from Sense please let us know, using the contact details below.
- If you are registered with the Telephone Preference Service or the Mail Preference Service, we will not call or mail you without your express permission.
- We will closely monitor all the agencies that work on our behalf to ensure they meet our high standards.
- We will not sell or share your personal information with anyone (unless we are legally required to do so).
- We will follow the Code of Fundraising Practice set out by the Fundraising Regulator.
- We follow a clear complaints policy and value your feedback.

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

Trading provides a vital source of income for Sense services. There are now 109 Sense shops supported by 300 donation textile banks, which are situated in community centres, park and ride schemes, churches and doctor's surgeries.

In common with the retail sector in general, Sense Trading has experienced a challenging year.

- We continue to focus our work on increasing community engagement. This is vital as the local community provide us with our donated stock and volunteer in our shops. We have increased our donated stock over the counter to an average of 13,000 bags per week. We have over 1,200 volunteers in our shops, who support our paid staff to engage with their local communities, to increase donations and fundraising income, and to develop our volunteering and campaigning.
- We have secured a long-term partnership with Bishop's Move, the national removal company. We now regularly receive large donations of furniture stock from them, which increases our shop offer and generates more income.
- We ran three national 'fun weeks' in our shops, where we used the 'show and tell box' to engage with the general public about the essential work carried out by Sense. The 'show and tell box' includes stories about the people we support, sensory objects and materials, which help people to experience and explore some of the challenges faced by the people we support. As well as raising awareness, we also raised £85,000 in these weeks.
- Our collaboration with the National Citizen Service expanded to include the Midlands and the North West last summer. More than 800 young adults took the opportunity to volunteer and raise funds for Sense. Many of these young people now support their local shops in a variety of ways, including volunteering.
- Our shops also supported Sense's 'When I'm Gone' campaign, which promotes the need for disabled people and their families to receive help to plan for the future when their families or friends are no longer able to care for them. Unsurprisingly, people were very supportive, and more than 36,000 signed the petition in our shops. Approximately 4,000 of these also signed up to receive regular updates about our campaigning.

## Sense working in partnership

Working in partnership with organisations from different sectors is an important way to achieve change and support the people who use our services.

We have collaborated with a number of organisations in the past year and examples are included throughout this report. Organisations include:

- Housing associations, local authorities and private sector partners who we work with on our supported living services.
- Organisations such as the Disabled Children's Partnership and a number of other consortia we work with to influence public policy.
- Arts organisations to establish new opportunities for people to take part in creative activities.
- More than 100 sports-related organisations to deliver our inclusive sports and physical activity programme.



## Our people

Our new strategy relies on our people being able to do their best work. When our staff understand the part they can play in helping Sense achieve our goals, and they get the support and development they need, then they shine. Our staff make a commitment to who we are and what we stand for when they join us, and we ensure that this is regularly refreshed so that no one loses sight of our values and culture.

### Recruiting the right people for the right posts

We are always striving to find the best possible candidates for our social care, retail and charitable job vacancies. We tailor our recruitment activities so that we reach the right audiences. This year we have been focusing on making our job pages warm and inviting. Working at Sense is a great career choice and we want candidates to see that in the way we describe ourselves and our job offers. We have become an employer provider of apprenticeships, and we have more than 80 people registered on our apprenticeship scheme, with ambitions to grow that number significantly.

## **An engaging and engaged workforce**

We are proud that every member of staff had the opportunity to contribute to our new strategy and input into our goals and aspirations. Staff continue to shape our future by contributing to this spring's employee opinion survey. We particularly want to hear their views on how we say 'well done' and 'thank you'.

Involving our people is really important to us and we pay close attention to consulting staff about matters that directly affect them. Our Chief Executive chairs our quarterly Staff Forum, and this year we refreshed the constituencies and membership to align the Forum more closely to our current business model. The Forum continues to provide an engaging and authentic sounding board for core aspects of our work.

## **Equality and diversity**

We remain committed to promoting equality, valuing diversity and working inclusively. Our Equality and Diversity Board sets out an ambitious plan of work to embed equality and diversity principles across our social care, retail and charitable work. Chaired by our Chief Executive, the Board has supported aspiring managers from black, Asian and minority ethnic communities to take part in development programmes. We also held an Equality and Diversity week.

## **Staff health and wellbeing**

A healthy workforce is vitally important to us. We offer staff access to free support via an independent employee assistance programme. We continue to work with the independent whistleblowing charity, Protect, who help us to review our policy and practice on whistleblowing, and provide an independent helpline where colleagues can raise concerns confidentially. We will develop a new holistic strategy for employee wellbeing in the coming year.

## **Our approach to pay and benefits**

This year, we launched a major review of pay and conditions. As a first step, we benchmarked ourselves against our peers across the sectors we work in, and reviewed compliance with the National Living Wage. In the coming year, we will take an in-depth look at our pay and benefits.

## **Senior management pay**

Sense is a complex organisation that provides a unique range of services in England, Wales and Northern Ireland. Our sister organisation, Sense International, works with partners in East Africa, parts of Asia, South America and Eastern Europe. We are engaged in activities that range from hands-on care provision to campaigning, fundraising and retail operations through our shops. Salaries for the Chief Executive and the Executive Team 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 externally benchmarked in a similar way.



# The governance of Sense

During 2018/19 and up to the adoption of the annual report and financial statements by Council:

There have been 16 trustees, some of whom were in post for part of the year. Trustees 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, except in what Council deems to be exceptional circumstances, serve two terms of four years. Those co-opted can be reappointed annually up to a maximum of eight years.

The Chair is elected by the trustees. Council agreed in December 2016 that another trustee, Dr Justin Molloy, would become Chair in December 2017, when our former Chairman, John Crabtree OBE, stood down.

Council meets four times a year and trustees are expected to attend all Council meetings.

## Sub-committees

Three sub-committees support the Council in its work: Finance and Audit, Remuneration, and Nominations. Each sub-committee has written Terms of Reference, which are reviewed as necessary and included in the Governance Handbook. This is a comprehensive document that is regularly reviewed. Changes were last agreed by Council in 2017.

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.

### Finance and Audit sub-committee

The Finance and Audit sub-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 co-opt new members who they feel will bring relevant financial expertise. One external member, Simon Jones, was appointed to the Committee in January 2019 and attended his first meeting in February 2019. The Chief Executive and Assistant Chief Executive (formerly the Group Director of Finance and Resources) attend the meetings.

### Nominations sub-committee

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

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 sub-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, following which, 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 Sense's services as appropriate.

### **Remuneration sub-committee**

The Remuneration sub-committee ensures that Sense's remuneration strategy for members of the Executive Team, and its implementation, is perceived by all stakeholders to be transparent, fair and effective; that total remuneration is commensurate with personal and corporate performance and market expectations; and that overall packages enable Sense to recruit suitably qualified and experienced people. The Terms of Reference of the Committee were updated in 2017. The membership comprises the Chair, Vice-Chair and Treasurer, with a quorum of two. The Chief Executive is a non-voting ex officio member but is not present for discussion of his/her own remuneration.

### **Executive Team**

Sense Council delegates day-to-day operational management of the organisation to the Chief Executive. The broad areas of delegation for which he/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 Chief Executive, Deputy Chief Executive, Group Director of Operations, Director of Finance, four other functional directors and a small number of key staff.

### **The Governance Handbook**

In addition to the areas covered above (Terms of Reference and delegated matters), the Governance Handbook also includes sections on our values, commitment to diversity, the appointment of trustees, and role profiles for the Chair, Vice-Chair and Treasurer, generic trustees, the trustee induction process, the trustee code of conduct, the trustee conflict of interest policy and Council's agenda cycle.

### **The Charity Governance Code**

Council agreed to implement the Code at its meeting in September 2017, agreeing some specific recommendations in March 2018.

The Code specifies that the Boards of large charities should publish brief statements in the annual report on three areas:

- Principle 4: Describing the charity's approach to risk.  
This can be found on page 50.

- Principle 5: Explaining how the Board is reviewed.  
We carried out a review following the publication of the new Sense strategy and identified a gap in governance regarding a trustee with a background in marketing, brand and strategy. This is a key priority in our new strategy. A new trustee with these skills has been appointed. Council will consider what form of review is necessary this year.
- Principle 6: Council agreed that:  
‘We are committed to having a diverse board and we have a reasonable balance across various areas including gender, age, involvement of people with deafblindness, parents and people from various professional backgrounds. We will continue to work to achieve greater diversity.’

## The Sense Group

### Working together

#### Our Patron: HRH The Princess Royal

The Sense Group now comprises two discrete legal entities: Sense and Sense International.

Sense Scotland was previously a member of the Group. In 2017 Sense Scotland requested that Sense divest its sole membership. This was to enable the Sense Scotland Board and management team to determine its own strategy and future structure in the context of fundraising and relationships with the Scottish government, funding bodies and Scottish charities, where ownership by an English charity could be seen as a disadvantage. The divestment was agreed in December 2017 and was legally completed on 9 May 2018. We wish Sense Scotland well in the future.

Both Sense and Sense International are registered charities and companies limited by guarantee, with their own Boards and Memorandum and Articles. The objects of both charities are similar, and refer to supporting people who are deafblind and have sensory impairments.

Our shared vision is a world where no one who is deafblind or has complex disabilities is isolated, left out, or unable to fulfil their potential. Each organisation runs its own activities to work towards this vision.

Information about Sense International is given below, but additional details can be found in that entity’s own annual 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 International and Sense4Enterprise Limited, and also 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’. This is similar to the objects of Sense International.



**Sense International** is a registered charity (charity number: 1076497), a company limited by guarantee (company number: 03742986), and 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, Bangladesh, Nepal, Peru, Romania, Kenya, Tanzania and Uganda. Sense is the only member of Sense International.

**Sense also has a number of subsidiaries:**

**Helping Sense Limited** is Sense's trading company (company number: 02214430). 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, set up to enable Sense 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 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** was a dormant company (company number: 02280756) that was dissolved on 14 April 2019. We are currently going through the process of closing the charity (charity number: 700656).

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

# Sense Group trustees and senior staff

## Trustees and senior staff

### Sense Council members from 1 April 2018 to the present

**Dr Justin Molloy** (Chair) (R)

**Gillian Wood** (Vice-Chair and Chair of the Nominations Committee) (F&A, R)  
(re-elected in December 2018) (Chair of Governors, Sense College, from September 2019)

**Nicholas Keegan** (Treasurer and Chair of the Finance and Audit Committee) (R)

**Simon Armstrong** (stood down in December 2018)

**Natalie Assad**

**Ashling Barvé**

**Graham Callister**

**Mark Cammies** (Council agreed in September 2019 that Mark should be co-opted as a trustee and nominated for election at the AGM)

**Mythily Katsaris** (F&A)

**Benedict Leigh**

**Desmond Lucy** (N) (re-elected in December 2018)

**Andrew Pearson** (F&A)

**David Reeves** (Chair of Governors, Sense College, until September 2019) (F&A)

**Brian Symington** (co-opted from Sense Northern Ireland)

**Duncan Tannahill** (co-opted from Sense Scotland. Stood down in December 2018)

**Susan Turner** (also a trustee of Sense International)

### Key

F&A – Finance and Audit sub-committee

N – Nominations sub-committee

R – Remuneration sub-committee

During this year there were five female and eleven male trustees/directors.

## **Sense International**

### **Board members**

**Sunil Sheth** (Chairman)

**Pankaj Shah** (Treasurer)

**Paul Feeney** (resigned in February 2019)

**Robin Heber-Percy**

**Dean Lumer**

**Verity Stiff**

**Susan Turner**

**Richard Cooper**

**Nicholas Corby**

**Maria Arce Moreira**

**Sunil Shah**

During the year there were four female directors and seven male trustees/directors.

### **Sense Executive Team**

**Gillian Morbey OBE** Chief Executive (also Chief Executive of Sense International) (retired 27 July 2018)

**Richard Kramer** Chief Executive (also Chief Executive of Sense International) (appointed 27 July 2018) [previously Deputy Chief Executive]

**Kris Murali** Deputy Chief Executive (appointed 27 July 2018) [previously Group Director Finance and Resources]

**Maria Horton** Group Director of Operations (appointed 27 July 2018) [previously Director of Operations]

**Catherine Still** Director of Finance

**Chris Jarrett** Director of Supporter Engagement

**Alison Marshall** Director of Sense International

**Adrian Darkin** Director of Trading

**Alison Bennett** Director of Human Resources

There are five female directors and four male directors.



# Sense Group strategic report

## Sense

### Performance against objectives for 2018/19

- **To continue to deliver growth in our services and attract new forms of income.**  
Last year we opened two new supported living services in the Midlands and the East of England, enabling 14 people to live in their own homes and receive the care and support they need (see the case study on page 16). Since March 2019, we have opened new supported living services in Northern Ireland and Wales. We are also working with three family groups to provide future accommodation for young people in transition. Two are expected to open within the next 12 months and one will open in the following year.  
  
We won a new contract for day services in Rotherham and are now providing services on three sites. We have also opened a new Sense College site at Sense TouchBase Pears in Birmingham and expanded our provision in Bedford and Suffolk. We have also expanded our Short Breaks provision for young people in Stockport and Warwickshire (see page 19).
- **To continue to drive greater collaboration across the organisation.**  
Our Trading and Fundraising Teams worked together to achieve a joint community fundraising target of £60,000. Community engagement is now part of the role of every shop, with staff talking to customers about Sense and taking part in local community events. This has led to a greater awareness in local communities, and increased donations in both stock and funds. Staff and leadership across the organisation were involved in the development of our new strategy.
- **Achieve fundraising targets and embed the supporter engagement strategy across Sense through co-ordinated engagement with members, customers and carers.**  
The fundraising targets set last year were achieved. We set up a new Engagement Directorate in April 2019. The Directorate covers the Fundraising, Public Policy and Campaigns, Communications, Marketing, Brand and Publications, and Information and Advice Teams. This means that everyone who is involved with our supporters and wider external engagement works together as one team. This is an exciting and fundamental shift in how our staff work, and means that Sense supporters are at the heart of everything we do.
- **Embed the 'Outcomes for Everyone' framework throughout all of our activities.**  
We delivered a series of 'Working Together for Change' workshops across our localities to obtain feedback from person centred reviews to inform our planning, service improvement and approach to outcomes. This framework will be incorporated in Sense's new strategy. In 2018/19, feedback from the person centred review process was collated from 284 individuals who use a Sense service (from 56 services in total). The information was fed through three workstreams on individual, local and organisational levels, providing priorities for each. Feedback from the people we support was also fed into the strategy consultation. This work will be reviewed and expanded in the next 12 months.

- **Develop a new three-year strategy that commences in April 2019.**

The aspirations and lived experiences of the people we support drive everything we do, and have underpinned the development of our new strategy. We consulted extensively with our staff, trustees, volunteers, and supporters on our new strategy. The new outcomes are focused on the views and aspirations of the people we support.

### **Sense objectives for 2019/20**

These are the strategic outcomes from our new strategy, 'No one left out of life', which covers the period 2019-22:

**Outcome 1:** Children and families get the best possible start.

- Giving families the right support, at the right time, to strengthen and support them.

**Outcome 2:** Adults are supported to live and learn at every stage of their lives.

- Supporting adults to develop skills, confidence and independence to get the most out of life.

**Outcome 3:** Individuals are less lonely and more connected with their communities.

- Helping people to build confidence, access new environments and create a sense of connection within their local community to find a route out of loneliness.

**Outcome 4:** Society has increased awareness of the impact of our work and is inspired to take action.

- Help society as a whole know and understand the experience of the people we support and inspire everyone to do something about it.

# Sense International



## Performance against objectives for 2018/19

Sense International has worked with its partners for over 20 years to promote and realise the rights of people with deafblindness worldwide, supporting them to live, learn and thrive. An estimated 0.2 % of the world's population lives with severe deafblindness and 2 % with milder forms of deafblindness<sup>1</sup>.

Our strategy, 'Realising Rights: From Isolation to Inclusion', builds on our existing work and aims to grow our sphere of influence. Our objective is to ensure high quality services, advocate nationally and internationally, and support the voice of people with deafblindness and their families. We will continue to build local capacity and lobby for government commitments to ensure that every person with deafblindness can realise their rights and participate fully in society. To achieve this:

- We employ local staff in a number of locations around the world.
- We recognise these staff as our most valuable resource and we are fully committed to ensuring positive working practices, training and staff development.
- We collaborate with a wide range of local partner organisations and work to ensure that these partners have the technical and material resources they need.
- We aim to deliver high quality support from the UK in as cost-effective a way as possible.

Sense International's performance against our aims for 2018/19 is set out according to the strategic and enabling objectives outlined in our strategy.

## Strategic objective 1: Ensure quality services

Across Sense International we continue to demonstrate the benefits of increasing access to high quality services for people with deafblindness. We aim to work with government ministries to encourage learning and sustainability.



### Screening and early intervention

We worked with the Ministries of Health in **Kenya** and **Uganda** to train staff and screen thousands of babies, referring those with visual and/or hearing impairments for early intervention therapy (total screened to 31 March 2019: Kenya: 50,060; Uganda: 39,488). In Tanzania we set up the first ever screening and early intervention programme to demonstrate to the Ministry of Health the difference this makes for

infants with disabilities. We provided training for staff, including 35 community health workers and occupational therapists. Sense International **India** enabled the screening of infants and supported parents across the country through partner organisations. In **Romania** the Sense International team continued to support professionals and advocate for the government to include early intervention as part of Ministry of Health services.

1. Global Report on Deafblindness (2018). 'At risk of exclusion from CRPD and SDGs implementation: Inequality and Persons with Deafblindness'. Accessed at: <https://www.senseinternational.org.uk/about-deafblindness/first-global-report-deafblindness>





### Inclusive education

In **Peru** we continued to support Ministry of Education schools with teacher training around assessment, sensory stimulation and the provision of sensory equipment. In **Bangladesh** we enabled children with multi-sensory impairments to learn at home, supported by visits from specially trained staff, or to join mainstream schools supported one-to-one by learning assistants (57 children). More than 400

children with various disabilities, including deafblindness, took part in inclusive sports activities. Since establishing our National Resource Centre, we have impacted the lives of over 900 children and young adults. Working with partners in **Nepal**, we continued to run the National Resource Centre for deafblindness, providing support to learners and raising the government's awareness of deafblindness. In **Tanzania** we enabled 100 children with multi-sensory impairment to join 78 local schools, across the regions of Kilimanjaro and Dar es Salaam, supported by specially trained teaching assistants. In **Uganda** we launched a one-year online training course on deafblindness for teachers and other practitioners. The course was hosted by Kyambogo University and 45 students enrolled in the first cohort. The **Romania** team ran a consultation around inclusive education with partner schools from 12 towns across the country, as well as a representative from the Ministry of Education.



### Vocational training and livelihoods

In **Bangladesh** over 30 young adults and their families were supported to set up income generation activities, which included working at a motor garage and grocery shop, sewing, printing, shoe repair, and poultry rearing. In **Tanzania** we worked with a cohort of young people to design a new vocational training project. In **Peru**, working with local partners in Lima, Cusco and Arequipa, we organised training workshops

to help young people learn new skills, such as business planning and baking. In **Uganda** we continued to support young people to attend government-run vocational training institutions, to learn skills such as carpentry, hairdressing, knitting and baking. The **Kenya** team distributed vocational training videos to support learners with deafblindness and their families with income generating projects. Young people with a multi-sensory impairment across **Romania** worked hard to hone their skills, for example in typography, ahead of important end-of-course exams.

## Strategic objective 2: Improved knowledge and understanding of deafblindness

Sense International **India** progressed with a research project on the inclusion of children with deafblindness in Sarva Shiksha Abhiyan (the government's 'Education for All' initiative). We also initiated a study on 'Perception of Disaster Among Adults with Deafblindness'. In **Kenya** we launched a study on the barriers facing young people with disabilities in social, political and economic spheres of life, in Nairobi County. To support our advocacy with the government in **Tanzania**, we commissioned independent research into the effectiveness of teaching assistants supporting children with deafblindness in mainstream schools. The **Uganda** team conducted research on the economic impact of caring for a child with deafblindness, aimed at influencing the government's social protection scheme. They also worked on a 'policy road

map' focused on vocational opportunities and livelihoods for people with deafblindness. The Uganda Virus Institute finalised its research on the prevalence of congenital rubella syndrome, based on the data collected through our screening programme. The aim was to motivate the government to roll out a national rubella immunisation campaign. **Internationally**, we worked with the World Federation of the Deafblind and other partners to publish the first ever 'Global Report on Deafblindness'. This was launched at the UN in New York, and at the House of Lords in London. Workshops on the report – for national leaders with deafblindness – were held in Uganda, Peru and Nepal.

### **Strategic objective 3: Voice of people with deafblindness is heard**

We continued to support national organisations of people with deafblindness and parents' associations in **India, Nepal, Tanzania and Uganda**. In **India** adults with deafblindness and their family members were encouraged to participate in state and national elections. In **Uganda** we ran training for women and girls with deafblindness on sexual and reproductive health and rights, which empowered them to speak out against inappropriate behaviour. In **Kenya** and **Romania** we worked with partner organisations to raise awareness of deafblindness on the International Day of Persons with Disabilities, as well as Helen Keller Day. **Internationally**, our work on the 'Global Report on Deafblindness' enabled the President of the World Federation of the Deafblind to raise awareness of how far people with deafblindness are being left behind in the implementation of the UN's Sustainable Development Goals.



## Strategic objective 4: Rights are recognised and realised

Sense International **India** made an important contribution to the Indian civil society 'shadow' report to the UN Committee on the Rights of Persons with Disabilities. This resulted in the Committee raising a question about deafblindness with the Government of India. The team also held meetings with various state government officials to push for the inclusion of deafblindness in state rules for the implementation of the Rights of Persons with Disabilities Act 2016, as well as state disability policies. Effective advocacy led to the Election Commission of India asking all state commissions to visit a Deafblind Centre on Helen Keller Day, to learn about the needs of deafblind voters. Sense International India is also a resource partner with the Election Commission of India, in order to ensure accessible elections.

In **Kenya** and **Uganda** we raised awareness of the importance of screening and early intervention among the Ministry of Health and district decision-makers.

In **Kenya** we played a leading role in developing the 'National Education Sector Strategic Plan 2018-22', working to influence the Ministry of Education to consider teaching assistants, differentiated funding for learners with disabilities, and improvements to teaching capacity. In **Tanzania** the Ministry of Education recognised the critical role that teaching assistants can play in the education of children with deafblindness and multi-sensory impairment, thanks to our advocacy. Sense International was also hailed for championing the concept in Education Sector Development plans. The Parliament of **Uganda** approved the Persons with Disabilities Bill, which recognises deafblindness as a distinct and unique disability. The Bill now awaits the President's approval before it becomes law. The team also contributed to a consultation on the draft National Inclusive Education Policy.

In **Nepal** meetings with various government offices continued, including the Department of Education and Curriculum Development, which helped to raise awareness of the challenges faced by persons with deafblindness. We also held discussions with the Kathmandu Metropolitan City Authority. Our work in **Romania** was selected by the European Association of Service Providers for People with Disabilities as one of ten best practice examples of early intervention for children with disabilities. As a result, the team presented their work at a conference in Bucharest. The Director of Sense International **Peru** has been involved in monitoring the implementation of the disability section of the 'National Plan of Human Rights 2018-21', specifically the disability section. He also raised awareness of the vocational training needs of people with deafblindness with the Ministry of Production, contributed to Peru's first National Accessibility Plan, a legislative decree recognising the legal capacity of persons with disabilities, and worked on another decree promoting the inclusion of persons with disabilities. In the UK we contributed to the Global Disability Summit hosted by the Department for International Development (DFID) in London, where DFID Minister Lord Bates mentioned our work in Bangladesh in his plenary remarks.

## Enabling objective 1: Strengthen brand and reputation

In December 2018, **Romania** ran an awareness campaign featuring videos of 22 famous Romanian sports champions. The Romania team also celebrated its 18th birthday in February. **Kenya** gained media coverage on how sports can promote inclusion. The Director of Sense International **Peru** was interviewed on the radio about the challenges facing people with deafblindness. Awareness raising activities were held around the world for Helen Keller Day in June and for the International Day of Persons with Disabilities in December. In **Tanzania** the team gained significant coverage on East African regional television and radio for their work on inclusive education for children with deafblindness. In the **UK** we achieved coverage for the



‘Global Report on Deafblindness’ and for the visit of DFID Minister Lord Bates to Sense’s TouchBase South East centre. Lord Bates announced match funding for the ‘My Turn to Learn’ appeal, for our work on inclusive education in Bangladesh. Lord Bates was also chosen as Sense’s Parliamentarian of the Year. We also significantly increased our Facebook engagement.

## **Enabling objective 2: Strengthen governance and management systems**

We worked across the Sense International family to upgrade our safeguarding procedures, including agreeing team focal points and holding discussions with national Board members. We continued to strengthen our monitoring and commissioned a workability study on the early intervention project in **Kenya** and **Uganda**.

## **Enabling objective 3: Strengthen human resource capacity**

In July 2018 we welcomed the arrival of our new UK Head of Sense International Fundraising, Caroline Crowther. We updated our staff handbook and ran webinars throughout the year for staff across the Sense International family. The sessions shared learning and built understanding, covering topics such as early childhood development, ageing and disability, advocacy, inclusive education, monitoring, and sexual and reproductive health and rights.

## **Enabling objective 4: Strengthen funding and finance**

Our fundraisers in the UK and across the country teams did a great job in securing funds from institutional donors, trusts, foundations and individuals. In the **UK** highlights included fundraising by Virgin Money London Marathon runners in April; a supporters’ lunch attended by our Patron, HRH The Princess Royal, and our country directors in September 2018; a trustee-led golf day; and a sponsored trek to Annapurna Base Camp in Nepal, led by trustees, in November. **Internationally**, the country teams secured funds from new donors as well as repeat grants from long-standing funders. We gained assurance from annual external audits of country financial statements, and the UK management accountant spent time in East Africa working with staff on financial management.

## **Sense International: Plans and objectives for 2019/20**

In 2019/20 we will continue to further the objectives set out in our strategy, ‘Realising Rights: From Isolation to Inclusion’.

**Strategic objective 1:** Ensure quality services with a focus on early years (screening and early intervention), inclusive education for school-age learners, and vocational training and livelihoods for young people.

**Strategic objective 2:** Improved knowledge and understanding of deafblindness.

**Strategic objective 3:** Voice of people with deafblindness is heard, including work to support national associations of people with deafblindness.

**Strategic objective 4:** Rights are recognised and realised, including advocacy at all levels.

**Enabling objective 1:** Strengthen brand and reputation.

**Enabling objective 2:** Strengthen governance and management systems.

**Enabling objective 3:** Strengthen human resource capacity.

**Enabling objective 4:** Strengthen funding and finance.



# Statement of the responsibilities of the Council of Sense, The National Deafblind and Rubella Association

The trustees (who are also directors of Sense, The National Deafblind and Rubella Association for the purposes of company law) are responsible for preparing the trustees' annual report (including the strategic report) and the financial statements in accordance with applicable law and regulation.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have prepared the financial statements in accordance with United Kingdom Accounting Standards, comprising FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', and applicable law. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Statement of Recommended Practice: Accounting and Reporting by Charities (2015).
- Make judgments and estimates that are reasonable and prudent.
- State whether applicable UK Accounting Standards, comprising FRS 102, 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 adequate accounting records that are sufficient to show and explain the charitable company's transactions, disclose with reasonable accuracy at any time the financial position of the charitable company, and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps to prevent and detect fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of 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.

In the case of each director in office at the date the trustees' report is approved:

(a) So far as the trustees are aware, there is no relevant audit information of which the company's auditors are unaware.

(b) They have taken all the steps they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

## **Public benefit**

Trustees have referred to the information contained in the Charity Commission's guidance on public benefit when reviewing aims and objectives, and planning future activities to implement the charity's objects.

The information given about our services and in relation to the objectives set last year give clear examples of how our work is beneficial and brings public benefit through a wide range of activities. Our objectives for next year show that Sense will continue to provide public benefit in line with our objects.

## **Internal financial control**

Council has overall responsibility for ensuring that the charity has appropriate systems of controls, both 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 of financial results, variance from budgets, non-financial performance indicators and benchmarking reviews by the Finance and Audit sub-committee and Council.
- Crowe UK continues to be our internal auditor. Their annual programme is agreed by the Finance and Audit sub-committee, and the outcomes of the audits are reported to the sub-committee with action plans.
- The development of policy documents covering all major strategic and operational activities. The Executive Team reviews these 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 and the Executive Team.

The Executive Team is responsible for the identification and assessment of risk, and for reporting on this work to the Finance and Audit sub-committee. The Executive Team is also responsible for developing risk mitigation strategies and controls, and for implementing actions to minimise or reduce risk to acceptable levels. The risk register is regularly considered at its meetings.

The Finance and Audit sub-committee is responsible for overseeing the establishment and maintenance of good practice in this area, and for reporting to Council at each of its meetings. In addition, the Council reviews the corporate risk register at each of its meetings.

The following are key areas of risk that featured on the corporate risk register during 2018/19:

Key risk	Detailed risk	Controls to mitigate
<b>Defined benefit pension liability</b>	The pensions liability becomes unsustainable as a result of external issues and the deficit significantly increases, compromising the ability to fund payments.	All members were withdrawn from the defined benefit scheme in 2014, preventing future accruals. The liability is being actively managed. We have negotiated a ten-year deficit repayment schedule, which is built into the budget.
<b>Lack of revenue growth</b>	Lack of growth in new and innovative services or development of alternative revenue streams.	Implementation of the growth strategy with distinctive service models and the development of opportunities to develop new accommodation services.
<b>Payroll cost increases</b>	Inability to pass through statutory rises in staff costs, such as increases in the National Living Wage, the apprenticeship levy and sleep-in top-ups. Staff dissatisfaction in relation to Living Wage disputes and grievances. Substantial backdated pay claims, including the Social Care Compliance Scheme pay arrears.	<p>Following the Court of Appeal decision, we continue to pay top-ups for sleep-in shifts. This will also lessen any liability resulting from the outcome of the Supreme Court hearing in 2020.</p> <p>Case law on holiday pay means that regular overtime should now be included in holiday pay calculations.</p> <p>We claim back payments from the apprenticeship levy and this income will increase.</p>

# Financial review for the year ended 31 March 2019

Sense Scotland was previously a member of the Sense Group, but requested that Sense divest its sole membership in Sense Scotland. The divestment was legally completed on 9 May 2018. Sense Group did not have effective control of Sense Scotland prior to this date, and it is assumed that this was the case on 1 April 2018. No operations in Scotland have been consolidated into these accounts from 1 April 2018.

## Income

Group income for the year was £66.9 million (2018: £88.5 million, or £65.6 million excluding £22.9 million for Sense Scotland not consolidated in 2018/19). This includes £1.9 million for Sense International, £3.8 million for Helping Sense Ltd and £244,000 for Sense4Enterprises Limited. Sense company income grew slightly to £61.3 million (2018: £60.3 million).

It was a mixed year for income generation, with some areas of activity increasing whilst others fell behind. This reflects the challenging environment that charities find themselves in currently.

Income from charitable services, mainly care and support, increased by £1.4 million from £43.7 million to £45.1 million (excluding Scotland, which was £19.2 million in 2018). The increase was driven by an expansion of service provision in response to growing demand in some areas, as well as ensuring that existing services were fully occupied. With commissioners under pressure to cut budgets, the opportunity to secure fee increases was limited. Conversely, there was no fee deflation.

Excluding Scotland (2017/18: £1.2 million), income from charity shops increased by £0.3 million – from £10.4 million to £10.7 million – as new shops opened and underperforming shops closed. The trading environment across the retail sector remains difficult, and the outlook therefore remains challenging.

Income from fundraising and legacies fell. This is because £1.6 million of donations for the final phases of the development of Sense TouchBase Pears did not recur. Excluding this factor, underlying fundraising income improved from £9 million to £9.9 million.

## Expenditure

Consolidated expenditure on charitable activities in 2019 fell by £22.2 million to £64.8 million. £22.6 million of the decrease reflects the cost of operations in Scotland in the previous year. Expenditure on continuing operations fell by £0.4 million.

The cost of raising funds fell by £2.9 million in the year. £2.3 million of the decrease reflects prior year activity in Scotland. The cost of continuing operations fell by £0.6 million.

Whilst income from charitable activities increased, costs were static despite significant upward pressure on direct costs. This was mainly achieved by good control of overheads, which offset statutory increases in employment and other costs.

Trading costs increased year-on-year and reflected increases in payroll costs pushing down on margins. Increased costs, however, also partially supported increased income. Therefore, despite difficult conditions, activity continues to grow.



## Pensions

In addition to current defined contribution or money purchase pension schemes, Sense is a legacy member of the Local Pensions Partnership (LPP), formerly the London Pension Fund Authority, a public sector provider of defined benefit pensions and a traditional pension body for local authorities. Sense closed membership of the scheme to new entrants in 2003 and has since been working hard to reduce the actuarial risk that all defined benefit schemes bring.

In 2014 remaining active members were asked to voluntarily leave the scheme and join the defined contribution scheme for all other employees. This transfer took effect in October 2014 and Sense has no remaining active members in the LPP scheme.

This means that no further service liabilities are being incurred for active members. We continue to discuss options with LPP to fix a cessation value and leave the scheme completely, or make continuing payments to reduce the historic deficit. Nevertheless, the considerable number of pensioners and past and present employees who are 'deferred' members (i.e. no longer active but not yet a pensioner) mean Sense must account for our share of the liabilities and deficit of the LPP scheme as explained in detail in note 11.

The deficit under FRS 102 accounting rules reduced from £8.8 million to £3.9 million, a significant fall for the second year running. The improvement was partly because of the assumptions made in the latest FRS 102 valuation of the scheme, and partly because of higher than assumed investment returns in the year.

## Net movement in funds and fund balances

Sense Group saw a net increase in funds of £4.7 million in the year (2018: £7.5 million), including a £2.3 million pension gain (2018: pension gain of £6.1 million). The net increase in funds before pension gains was £2.4 million (2018: £1.4 million).

Group net assets at 31 March 2019 decreased by £7.7 million to £34.9 million (2018: £42.6 million). The movement reflects the transfer of Sense Scotland reserves of £12.3 million (£11.1 million unrestricted and £1.2 million restricted), which were consolidated in the previous financial year, offset by the net increase in funds of £4.7 million.

Of the £34.9 million closing funds, £31.7 million are unrestricted (Sense: £31.2 million and Sense International: £0.5 million) and £2.8 million are restricted (Sense: £2.1 million and Sense International: £0.7 million).

In line with last year, we have separately identified designated reserves of £10.3 million (2018: £10.7 million) from general funds in order to support organisation-wide infrastructure requirements.

Group cash balances fell by £2.2 million from £16.6 million to £14.4 million in the year. The decrease largely reflects the transfer of cash balances of £3.9 million for Sense Scotland, which were consolidated in the previous financial year. Continuing operations generated an inflow of £1.7 million (2018: £0.8 million).

With the completion of Sense TouchBase Pears, capital expenditure reduced to £2.8 million (2018: £4.8 million). Bank loan repayments were £0.5 million (2018: £0.5 million) and the outstanding term loan balance stood at £9.3 million (2018: £9.8 million) at year end.

## Reserves policy

The trustees review the policy for reserves each year. 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, the target set will:

- Provide sufficient working capital for budgeted operational commitments.
- Fund responsive action in the event of a significant financial downturn.
- Manage the relocation of the people who use our services in the unlikely 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 an operational response to any significant reductions in income.
- Dependence on and the reliability of individual income streams.
- Robustness of internal reporting and response methods.
- Potential for variation in cash flow forecasts.

Sense set a target of £14.5 million of unrestricted funds. In addition, we have plans to improve many of our services and to assist the people we support to remain in their own homes by making adaptations as necessary.

As at 31 March 2019, restricted funds, on a consolidated basis, totalled £2.8 million, a decrease of £1.2 million from 2018 entirely due to the divestment of Sense Scotland. Endowment funds were £0.4 million (2018: £0.4 million) and general (unrestricted) funds were £31.7 million, well above target.

Sense International set a target of holding unrestricted reserves equivalent to six months' expenditure. They set this target 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 31 March 2019, Sense International had reserves equivalent to 14 weeks' operational expenditure (2018: ten weeks). Efforts continue to improve this ratio.

Designated reserves were £10.3 million (2018: £10.7 million) reflecting commitments to fund ongoing pension deficit repayments, business development projects encompassing the new Sense TouchBase Pears building, and plans to invest in systems to support new and more efficient business models.

## Investment strategy

As at 31 March 2019, the majority of Sense's investments were held in the form of cash deposits.

### Investment aims

The only non-cash investments held have been donated to Sense and will be held until it is viable for them to be sold.

Cash will be invested to minimise the risk of loss while ensuring liquid resources are available to meet 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.

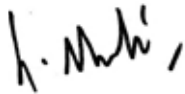
### **Ethical investments**

Sense aims to hold ethical investments that are consistent with its charitable objectives.

### **Independent auditors**

A resolution to reappoint PricewaterhouseCoopers LLP as auditors to the company will be proposed at the AGM.

By order of Council and signed on its behalf.



**Kris Murali**, Secretary

17 September 2019

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

## Report on the audit of the financial statements

### Opinion

In our opinion, Sense, The National deafblind and Rubella Association'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 2019, and of the group's and parent charitable company's incoming resources and application of resources, including its income and expenditure, and of the group's cash flows, for the year ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards, comprising FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", and applicable law); and
- have been prepared in accordance with the requirements of the Companies Act 2006.

We have audited the financial statements, included within the Annual Report and Financial Statements (the "Annual Report"), which comprise: the consolidated and company balance sheets as at 31 March 2019; the consolidated statement of financial activities, the consolidated summary income and expenditure account and the consolidated cash flow statements for the year then ended; the accounting policies; and the consolidated notes to the financial statements.

### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) ("ISAs (UK)") and applicable law. Our responsibilities under ISAs (UK) are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Independence

We remained independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, which includes the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements.

### Conclusions relating to going concern

ISAs (UK) require us to report to you when:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.



We have nothing to report in respect of the above matters.

However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the company's ability to continue as a going concern. For example, the terms on which the United Kingdom may withdraw from the European Union are not clear, and it is difficult to evaluate all of the potential implications on the charity's activities, beneficiaries, suppliers and the wider economy.

### **Reporting on other information**

The other information comprises all of the information in the Annual Report other than the financial statements and our auditors' report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, accordingly, we do not express an audit opinion or, except to the extent otherwise explicitly stated in this report, any form of assurance thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If we identify an apparent material inconsistency or material misstatement, we are required to perform procedures to conclude whether there is a material misstatement of the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report based on these responsibilities.

Based on the responsibilities described above and our work undertaken in the course of the audit, ISAs (UK) require us also to report certain opinions and matters as described below.

### **Strategic Report and Trustees' Annual Report**

In our opinion, based on the work undertaken in the course of the audit the information given in the Trustees' Annual Report, including the Strategic Report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and the Strategic Report and the Trustees' Annual Report have been prepared in accordance with applicable legal requirements.

In addition, in light of the knowledge and understanding of the group and parent charitable company and their environment obtained in the course of the audit, we are required to report if we have identified any material misstatements in the Strategic Report and the Trustees' Annual Report. We have nothing to report in this respect.

### **Responsibilities for the financial statements and the audit**

#### **Responsibilities of the trustees for the financial statements**

As explained more fully in the Statement of responsibilities of the Council, the trustees (of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements in accordance with the applicable framework and for being satisfied that they give a true and fair view. The trustees are also responsible for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and parent charitable company's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting

unless the trustees either intend to liquidate the group and parent charitable company or to cease operations, or have no realistic alternative but to do so.

## **Auditors' responsibilities for the audit of the financial statements**

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

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

## **Use of this report**

This report, including the opinions, has been prepared for and only for the charity's members 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.

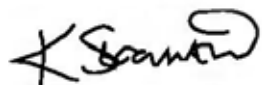
## **Other required reporting**

### **Companies Act 2006 exception reporting**

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
- certain disclosures of trustees' remuneration specified by law are not made; 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.



**Kevin Strauther (Senior Statutory Auditor)**

for and on behalf of PricewaterhouseCoopers LLP Chartered Accountants  
and Statutory Auditors Birmingham

18 September 2019

# Consolidated statement of financial activities for the year ended 31 March 2019

	Note	Unrestricted Funds £000s	Restricted Funds £000s	Endowment Funds £000s	Total 2019 £000s	Total 2018 £000s
<b>Income</b>						
Donations and legacies	1,2	8,224	1,711	-	9,935	12,917
Charitable activities	1,2	44,016	1,642	-	45,658	63,449
Trading		10,753	-	-	10,753	11,837
TouchBase Pears		261	3	-	264	78
Investment income	3	42	1	-	43	35
Other	4	225	4	-	229	156
<b>Total income</b>		<b>63,521</b>	<b>3,361</b>	<b>-</b>	<b>66,882</b>	<b>88,472</b>
<b>Expenditure</b>						
Generating funds	5	4,287	6	-	4,293	5,064
Charitable activities		46,040	2,748	9	48,797	69,177
Trading		10,335	-	-	10,335	11,353
TouchBase Pears		1,172	128	-	1,300	1,368
Other		86	-	-	86	90
<b>Total expenditure</b>		<b>61,920</b>	<b>2,882</b>	<b>9</b>	<b>64,811</b>	<b>87,052</b>
Net gain on sale of tangible fixed assets	7	300	-	-	300	26
<b>Net income</b>		<b>1,901</b>	<b>479</b>	<b>(9)</b>	<b>2,371</b>	<b>1,446</b>
Transfers between funds	18	499	(499)	-	-	-
<b>Net incoming resources before pension revaluations</b>		<b>2,400</b>	<b>(20)</b>	<b>(9)</b>	<b>2,371</b>	<b>1,446</b>
Actuarial gain on defined benefit pension scheme	11	2,306	-	-	2,306	6,097
<b>Net movements in funds</b>	<b>8</b>	<b>4,706</b>	<b>(20)</b>	<b>(9)</b>	<b>4,677</b>	<b>7,543</b>
<b>Reconciliation of movement in funds</b>						
Fund balance brought forward at 1 April 2018		38,093	4,085	396	42,574	35,031
Net increase in funds		4,706	(20)	(9)	4,677	7,543
Divestment of Sense Scotland	6	(11,092)	(1,232)	-	(12,324)	-
<b>Fund balances carried forward at 31 March 2019</b>	<b>18,19</b>	<b>31,707</b>	<b>2,833</b>	<b>387</b>	<b>34,927</b>	<b>42,574</b>

The net income of unrestricted funds is analysed between the general fund, designated funds and pension deficit in note 18.

## Consolidated balance sheet as at 31 March 2019

	Notes	31 March 2019	31 March 2018
		£000s	£000s
<b>Fixed assets</b>			
Tangible assets	12	30,567	38,384
Investments	13	1	1
<b>Total fixed assets</b>		<b>30,568</b>	<b>38,385</b>
Stocks of goods for resale		251	148
Debtors	14	6,581	10,561
Investments	15	2,000	2,000
Cash at bank and in hand		14,425	16,648
<b>Total current assets</b>		<b>23,257</b>	<b>29,357</b>
Creditors (amounts falling due within one year)	16	(6,140)	(6,698)
<b>Net current assets</b>		<b>17,117</b>	<b>22,659</b>
<b>Total assets less current liabilities</b>		<b>47,685</b>	<b>61,044</b>
Creditors (amounts falling due after more than one year)	17	(8,801)	(9,641)
<b>Net assets excluding pension liability</b>		<b>38,884</b>	<b>51,403</b>
Defined benefit pension scheme liability	11	(3,957)	(8,829)
<b>Net assets including pension liability</b>		<b>34,927</b>	<b>42,574</b>
<b>The funds of the charity</b>			
Restricted funds	18,19	2,833	4,085
Endowment fund	18,19	387	396
Designated funds	18,19	10,292	19,676
General fund (including pension reserve of £3,957,000 adverse (2018: £8,829,000 adverse))	18,19	21,415	18,417
<b>Total funds</b>		<b>34,927</b>	<b>42,574</b>

The notes on pages 67 to 85 form part of these financial statements.



**Nicholas Keegan**, Treasurer

Approved by the Council on 17 September 2019

Registered company number 1825301



## Company balance sheet as at 31 March 2019

	Notes	31 March 2019	31 March 2018
		£000s	£000s
<b>Fixed assets</b>			
Tangible assets	11	30,565	30,710
Investments	13	31	31
<b>Total fixed assets</b>		<b>30,596</b>	<b>30,741</b>
<b>Current assets</b>			
Stocks of goods for resale		251	148
Debtors	14	6,497	6,570
Investments	15	2,000	2,000
Cash at bank and in hand		13,089	11,578
<b>Total current assets</b>		<b>21,837</b>	<b>20,296</b>
Creditors (amounts falling due within one year)	16	(5,969)	(5,273)
<b>Net current assets</b>		<b>15,868</b>	<b>15,023</b>
<b>Total assets less current liabilities</b>		<b>46,464</b>	<b>45,764</b>
Creditors (amounts falling due after more than one year)	17	(8,801)	(9,246)
<b>Net assets excluding pension liability</b>		<b>37,663</b>	<b>36,518</b>
Defined benefit pension scheme liability	11	(3,957)	(7,284)
<b>Net assets including pension liability</b>		<b>33,706</b>	<b>29,234</b>
<b>The funds of the charity</b>			
Restricted income funds	18,19	2,099	2,118
Endowment fund	18,19	387	396
Designated funds	18,19	10,009	10,737
General funds (including pension reserve of £3,957,000 adverse (2018: £7,284,000 adverse))	18,19	21,211	15,983
<b>Total funds</b>		<b>33,706</b>	<b>29,234</b>

The notes on pages 67 to 85 form part of these financial statements.



**Nicholas Keegan**, Treasurer

Approved by the Council on 17 September 2019

Registered company number 1825301

## Consolidated summary income and expenditure account for the year ended 31 March 2019

	2019 £000s	2018 £000s
Income from continuing operations	67,139	88,462
Total expenditure of continuing operations	(64,525)	(86,314)
Operating surplus	2,614	2,148
Income from fixed asset investments	-	-
Gain/(loss) on disposal of tangible fixed assets	300	26
Net gain/(loss) on revaluation and disposal of investments	-	-
Interest receivable and similar income	43	35
Interest payable and similar charges	(357)	(337)
Net interest and administration costs of defined benefit scheme	(229)	(426)
<b>Net income for the year</b>	<b>2,371</b>	<b>1,446</b>

## Consolidated cash flow statement for the year ended 31 March 2019

	Note	2019 £	2018 £
<b>Net cash inflow from operating activities</b>	23	<b>4,567</b>	<b>5,573</b>
Divestment of Scotland cash		(3,931)	-
<b>Investing activities – investments</b>			
Investment income received		43	36
Interest paid		(357)	(337)
<b>Investing activities – capital expenditure</b>			
Purchase of tangible fixed assets		(2,813)	(4,545)
Sale of tangible fixed assets: income		767	36
		(2,360)	(4,810)
<b>Financing activities</b>			
Banks and other loans repaid		(499)	(380)
Proceeds from financing		-	427
		(499)	47
<b>Increase/(decrease) in cash</b>		<b>(2,223)</b>	<b>810</b>
<b>Cash and cash equivalents at the beginning of year</b>		<b>18,648</b>	<b>17,838</b>
<b>Cash and cash equivalents at the end of year</b>		<b>16,425</b>	<b>18,648</b>

# 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 financial statements 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.

## Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

## 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.

## Group financial statements

These financial statements consolidate the results of the charity and its wholly owned subsidiaries: Sense International, Sense Scotland (up to 31 March 2018), Helping Sense Limited, Coventry Society for the Blind and Sense4Enterprise Limited.

## Income recognition

All income is recognised 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. Trading income represents goods supplied to customers at invoiced amounts and is recognised at point of sale. 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 a time period in which the expenditure of resources can take place are accounted for as deferred income and recognised as a liability. Voluntary income is accounted for when received except when the income is related to major events, e.g. the Virgin Money London Marathon, whereby the income is deferred and only recognised when the event has taken place. Non-cash donations, other than goods donated for sale through our shops, are stated at an estimate of their value to the charity.

## Expenditure

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 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 (internal and external audit, strategic costs and trustees' expenses) are included in support costs.

Expenditure relating to redundancy and termination benefits is recognised once the decision to terminate has been made, it is probable that termination will occur, and the amount of the obligation can be measured.

## **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 property	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. Assets under construction are not depreciated until they are available for use. 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**

Stocks of goods for resale are new and second-hand items purchased for sale through the shops, valued at cost or net realisable value, whichever is lower. Other items, including donated goods and Sense merchandise are valued at nil, as their intrinsic value is immaterial or not possible to quantify.

## **Recognition of liabilities**

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

## **Pension costs**

The Sense Group operates defined contribution schemes for all staff. Contributions are charged to the statement of financial activities in the period in which they are payable.

Pension costs in respect of the Teachers' Pension Scheme (TPS), which is a multi-employer defined benefit scheme, are accounted for as a defined contribution scheme and are charged to the statement of financial activities in the period in which they are payable.



Pension costs in respect of the London Pension Funds Authority Superannuation Scheme, a defined benefit pension scheme closed to new members, are accounted for in accordance with FRS 102. As a result, the impacts of actuarial assumptions and amendments to benefits in respect of past service, expected investment return on assets of the fund, and interest on pension 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 the assumptions underlying the present value of scheme liabilities and experience of 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 future pension liabilities is shown as a net liability on the balance sheet.

### **Fixed assets: securities**

Quoted securities are valued at market 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 there has been a permanent diminution in their value.

### **Foreign currency**

Assets and liabilities denominated in foreign currencies have been translated at the rate of exchange prevailing at the balance sheet date. Exchange differences are recognised within net income/(expenditure).

### **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. Designated funds are those that have been allocated by the trustees for particular purposes as detailed in the funds note. 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 endowed property is charged against the fund.

Investment income and gains are allocated to the appropriate fund.

### **Creditors and provisions**

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

## **Cash at bank and in hand**

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

## **Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Specific bad debts are recognised and provided for as appropriate.

## **Principal accounting estimates and judgments**

In the application of Sense's accounting policies, management is required to make judgments, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from those estimates, and the estimates, along with their underlying assumptions, are continually reviewed. The matters below are considered to be the most important in understanding the judgments that are involved in preparing the financial statements and the uncertainties that could impact the amounts reported.

## **Sleep-in contingent liability**

Until the recent ruling by the Court of Appeal, which made it clear that minimum wage rates do not apply to sleep-ins, Sense had estimated a potential liability of £1 million based on six years of underpayments. This has been noted as a contingent liability, not a provision, as it is judged unlikely that the liability will crystallise. However, the risk remains of a possible liability until the current appeal to the Supreme Court is resolved.

## **Sense Scotland divestment**

Sense and Sense Scotland legally separated on 8 May 2018. These financial statements are presented on the basis that Sense had relinquished effective control of Sense Scotland by 1 April 2018. This judgment is based on a number of factors, including the cessation of involvement in Sense Scotland trustee meetings and operational matters, including budget setting and the timing of approval of divestment by Sense Council, among others. Sense Scotland's figures have therefore been excluded from these consolidated accounts for the whole of the 2018/19 financial year.

## **Actuarial assumptions in respect of the defined benefit pension scheme**

The figures included relating to the pension scheme are based on a number of key assumptions, which are disclosed in note 11. These assumptions have been agreed between Sense and its actuaries and auditors.

# Notes to the financial statements for the year ended 31 March 2019

## 1. Income

Donations and legacies	2019 £000s	2018 £000s
Fundraising	7,588	9,776
Legacies	2,347	3,141
<b>Total</b>	<b>9,935</b>	<b>12,917</b>
<b>Income from charitable activities</b>	<b>2019 £000s</b>	<b>2018 £000s</b>
Care and Support Midlands	9,905	9,626
Care and Support East	13,217	12,339
Care and Support South	9,919	10,713
Care and Support North	6,713	6,181
Care and Support Northern Ireland	1,948	1,738
Care and Support Wales	1,018	848
Adult specialist services	22	69
Operations Scotland	-	19,208
Education and development programmes	1,803	1,725
International programmes	541	507
Arts and wellbeing programmes	362	297
Holidays and volunteering	220	174
Children's specialist services	(10)	24
<b>Total</b>	<b>45,658</b>	<b>63,449</b>

## 2. Grants receivable

Income includes the following amounts received as grants:

Grants receivable	2019 £000s	2018 £000s
Sense: Grants receivable	1,748	1,078
Sense Scotland: Grants receivable	-	604
Sense International: Grants receivable	527	507
<b>Total</b>	<b>2,274</b>	<b>2,189</b>

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

### 3. Investment income

	2019 £000s	2018 £000s
Bank interest	43	35

### 4. 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 rental of office accommodation to third parties.

### 5. Total resources expended

Activity	Direct costs £000s	Support costs £000s	2019 £000s	2018 £000s
Fundraising	4,093	200	4,293	5,064
Trading	10,296	38	10,334	11,353
TouchBase	1,281	19	1,300	1,368
Care and Support Midlands	7,945	845	8,790	8,731
Care and Support East	10,455	1,142	11,597	11,961
Care and Support South	10,007	1,114	11,121	11,369
Care and Support North	6,075	681	6,756	6,491
Care and Support Northern Ireland	1,677	180	1,857	1,825
Care and Support Wales	1,066	106	1,172	1,050
Adult specialist services	651	78	729	1,035
Education and development programmes	1,650	162	1,812	1,675
International programmes	1,372	164	1,536	1,601
Arts and wellbeing programmes	488	44	532	406
Holidays and volunteering	618	65	683	540
Children's specialist services	475	56	531	553
Campaigns, publicity and awareness	1,141	121	1,262	1,152
Quality assurance and development	375	45	420	487
Other	86	-	86	90
Operations Scotland	-	-	-	20,301
	<b>59,751</b>	<b>5,060</b>	<b>64,811</b>	<b>87,052</b>



## Analysis of support costs apportioned

Activity	Facilities £000s	Manage't £000s	HR £000s	Finance £000s	Govern'e £000s	Comms £000s	2019 £000s	£000s £000s
Fundraising	15	20	58	66	2	39	200	214
Trading	-	-	38	-	-	-	38	89
TouchBase	1	2	6	6	-	4	19	47
Care and Support Midlands	65	83	247	277	8	165	845	883
Care and Support East	88	112	33933	375	11	223	1,142	1,252
Care and Support South	86	109	325	366	10	218	1,114	1,182
Care and Support North	52	67	199	224	6	133	681	677
Care and Support Northern Ireland	14	18	53	58	2	35	180	186
Care and Support Wales	8	10	31	35	1	21	106	95
Adult specialist services	6	8	23	25	1	15	78	118
Education programmes	12	16	47	53	2	32	162	163
International programmes	-	152	-	-	12	-	164	145
Arts and wellbeing programmes	3	4	14	14	-	9	44	42
Holidays and volunteering	5	6	19	21	1	13	65	46
Children's specialist services	4	5	17	18	1	11	56	59
Campaigns, publicity and awareness	9	12	35	40	1	24	121	110
Quality assurance and development	3	4	14	15	-	9	45	55
Operations Scotland	-	-	-	-	-	-	-	3,130
	<b>371</b>	<b>628</b>	<b>1,459</b>	<b>1,593</b>	<b>58</b>	<b>951</b>	<b>5,060</b>	<b>8,493</b>

## 6. Discontinued operations

Sense Scotland was previously a member of the Sense Group but requested that Sense divest its sole membership in Sense Scotland. The divestment was legally completed on 8 May 2018. Sense Group did not have effective control of Sense Scotland prior to this date, and it is assumed that this was the case on 1 April 2018. No operations in Scotland have been consolidated into these accounts from 1 April 2018. No consideration flowed from the divestment and there was no profit or loss made on divestment.

Sense Scotland numbers included in the comparatives in these financial statements are as follows:

	2019 £000s	2018 £000s
Incoming resources	-	22,864
Resources expended	-	22,619
<b>Net movement in funds</b>	<b>-</b>	<b>245</b>
Assets	-	15,278
Liabilities	-	(6,399)
<b>Funds</b>	<b>-</b>	<b>8,879</b>

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

	2019 £000s	2018 £000s
Net gain on sale of tangible fixed assets	300	26
	300	26

## 8. Net movements in funds

The net movement in funds is stated after charging:

	2019 £000s	2018 £000s
Auditors' remuneration – audit services	53	53
Depreciation – tangible assets	2,492	2,564
Operating lease rentals	3,267	3,724
Interest payable on bank loans	357	337

## 9. Employee remuneration

	2019 £000s	2018 £000s
Wages and salaries	35,935	51,469
Social security costs	2,575	3,736
Pension costs for defined contribution schemes	1,099	906
Pension costs for defined benefit schemes	1,298	1,555
	40,907	57,666

The average number of employees – excluding volunteer staff – was 2,304 (2018: 3,306; Sense excluding Scotland: 2,233).

Sense Group employees earning over £60,000 were as follows:

	2019 Number	2018 Number
£60,000 - £70,000	2	1
£70,000 - £80,000	3	5
£80,000 - £90,000	2	0
£100,000 - £110,000	0	3
£110,000 - £120,000	1	0
£120,000 - £130,000	1	0
£130,000 - £140,000	0	1

Pension contributions for these higher paid employees were as follows:

	2019		2018	
	£000s	No.	£000s	No.
Defined contribution schemes	36	9	42	10

The aggregate remuneration of the Group's key personnel, as listed in the trustees' report, was £712,494 (2018: £1,118,774; Sense excluding Scotland: £847,010) before pension contributions of £69,087 (2018: £51,740; Sense excluding Scotland: £43,435).

## 10. Remuneration of members of Council

Trustees of Sense received no remuneration during the year (2018: £nil). Expenses of £5,128 (2018: £5,118; Sense only: £5,118) were reimbursed to ten (2018: fourteen; Sense only: fourteen) trustees during the year.

## 11. Pensions

The Group provides defined contribution pension schemes for employees. In addition, Sense has ten employees in the Teachers' Pension Scheme (TPS). The TPS is a multi-employer defined benefit pension scheme and so Sense is unable to identify its share of the assets and liabilities of the scheme. Accordingly, contributions to the TPS scheme are accounted for as if it was a defined contribution scheme.

Sense participates in the London Pensions Partnerships, formerly London Pension Fund Authority (LPFA), Superannuation Scheme, which provides benefits based on final pensionable pay in respect of employees' past service. The assets of the scheme are held separately from those of the participating employers and are mainly invested in equity investments and Government Securities. The most recent triennial actuarial valuation was as at 31 March 2017. In the year to 31 March 2019, Sense contributed £1.25 million (2018: £1.25 million). There was nothing outstanding at 31 March 2019 (2018: £nil).

Pension liabilities at 31 March 2019 measured in accordance with the requirements of FRS 102 were:

	2019 £'000	2018 £'000
<b>LPFA scheme</b>		
Market value of assets	40,548	44,864
Present value of liabilities	(44,371)	(53,554)
LPFA scheme net deficit	(3,823)	(8,690)
Present value of unfunded obligation	(134)	(139)
<b>Net pension fund liabilities</b>	<b>(3,957)</b>	<b>(8,829)</b>

## Financial assumptions

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

	At 31 March 2019 % pa	At 31 March 2018 % pa
Rate of inflation – RPI	3.4	3.35
Rate of inflation – CPI	2.4	2.35
Rate of increase in salaries	1.0	0.00
Rate of increase for pensions in payment	2.4	2.35
Discount rate	2.5	2.7

The assumed life expectations from age 65 were as follows:

	2019 Years	2018 Years
Retiring today		
- Men	21.8	21.8
- Women	23.7	23.7
Retiring in 20 years		
- Men	23.8	23.8
- Women	25.7	25.7

The post-retirement mortality assumptions have been chosen by us to reflect the life expectancy assumptions requested by the employer and are as follows:

- 2019: The post-retirement mortality tables adopted are the S2 tables with a 100 % multiplier for males and 101 % multiplier for females. These base tables are then projected using the CMI 2018 Model, allowing for a long-term rate of improvement of 1.75 %.
- 2018: The post-retirement mortality tables adopted are the S2 tables with a 109 % multiplier. These base tables are then projected using the CMI 2015 Model, allowing for a long-term rate of improvement of 1.4 % for males and 1.29 % for females.

## Scheme assets

The assets in respect of the membership of Sense were:

	Value at 31 March 2019 £'000	Value at 31 March 2018 £'000
Equities	22,060	27,434
Target return funds	10,813	10,055
Infrastructure	2,443	1,962
Property	3,813	3,228
Cash	1,419	2,185
	<b>40,548</b>	<b>44,864</b>

The actual investment return (on a bid value to bid value basis) for the year to 31 March 2019 was 9 % (2018: 6 %).

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

## Reconciliation of the present value of scheme liabilities

	2019 £'000	2018 £'000
Opening defined benefit obligation	53,693	56,613
Adjustment for Sense Scotland	(9,427)	-
Revised opening defined benefit obligation	44,266	56,613
Interest cost	1,182	1,514
Benefits paid	(1,027)	(1,060)
Change in financial assumptions	1,883	(3,560)
Change in demographic assumptions	(1,792)	186
Unfunded pension payments	(7)	-
<b>Closing defined benefit obligation</b>	<b>44,505</b>	<b>53,693</b>



## Reconciliation of fair value of scheme assets

	2019 £'000	2018 £'000
Opening fair value of fund assets	44,864	42,113
Adjustment for Sense Scotland	(7,882)	-
Revised opening fair value of fund assets	36,982	42,113
Interest on assets	1,001	1,143
Return on assets less interest	2,390	1,216
Administration expenses	(48)	(55)
Contributions by the employer	1,257	1,507
Benefits paid	(1,034)	(1,060)
<b>Closing fair value of fund assets</b>	<b>40,548</b>	<b>44,864</b>

The following components of the pensions charge have been recognised in the statement of financial activities in the year to 31 March 2019:

	2019 £'000	2018 £'000
Net interest	181	371
Administration expenses	48	55
<b>Total cost</b>	<b>229</b>	<b>426</b>

## Re-measurements in other comprehensive income

	2019 £'000	2018 £'000
Return on fund assets in excess of interest	2,390	1,216
Changes in demographic assumptions	1,792	(186)
Change in financial assumptions	(1,883)	3,560
<b>Total actuarial (gain)/(loss) recognised</b>	<b>2,299</b>	<b>4,590</b>
<b>Deficit reduction payments made</b>	<b>7</b>	<b>1,507</b>
<b>Net actuarial gain/(loss) reported</b>	<b>2,306</b>	<b>6,097</b>

## Sensitivity analysis of scheme liabilities

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.

	£'000	£'000	£'000
Adjustment to discount rate	+0.1 %	0 %	-0.1 %
Present value of total obligation	43,720	44,505	45,305
Projected service cost	-	-	-
Adjustment to mortality age rating assumption	+1 year	None	-1 year
Present value of total obligation	46,066	44,505	42,997
Projected service cost	-	-	-

## 12. Tangible assets

Group	Freehold property £000s	Long leasehold improvements £000s	Short leasehold improvements £000s	Furniture, fixtures and fittings £000s	Motor vehicles £000s	Total £000s
<b>Cost</b>						
At April 2018	34,452	3,887	2,282	14,406	3,590	58,617
Sense Scotland divestment	(9,010)	-	-	(267)	(167)	(9,444)
Additions	189	-	265	1,991	367	2,812
Disposals	(654)	-	-	(103)	(354)	(1,111)
<b>At 31 March 2019</b>	<b>24,977</b>	<b>3,887</b>	<b>2,547</b>	<b>16,027</b>	<b>3,436</b>	<b>50,874</b>
<b>Accumulated depreciation</b>						
At 1 April 2018	4,246	625	1,370	10,999	2,993	20,233
Sense Scotland Divestment	(1,427)	-	-	(187)	(160)	(1,774)
Charge for the year	443	62	207	1,456	324	2,492
Disposals	(188)	-	-	(102)	(354)	(644)
<b>At 31 March 2019</b>	<b>3,074</b>	<b>687</b>	<b>1,577</b>	<b>12,166</b>	<b>2,803</b>	<b>20,307</b>
<b>Net book amounts</b>						
<b>At 31 March 2019</b>	<b>21,903</b>	<b>3,200</b>	<b>970</b>	<b>3,861</b>	<b>633</b>	<b>30,567</b>
At 31 March 2018	30,206	3,262	912	3,408	596	38,384

Company	Freehold property £000s	Long leasehold improvements £000s	Short leasehold improvements £000s	Furniture, fixtures and fittings £000s	Motor vehicles £000s	Total £000s
<b>Cost</b>						
At 1 April 2018	25,442	3,887	2,282	14,117	3,380	49,108
Additions	188	-	265	1,990	369	2,812
Disposals	(654)	-	-	(103)	(354)	(1,111)
<b>At 31 March 2019</b>	<b>24,976</b>	<b>3,887</b>	<b>2,547</b>	<b>16,004</b>	<b>3,395</b>	<b>50,809</b>
<b>Accumulated depreciation</b>						
At 1 April 2018	2,818	625	1,370	10,791	2,794	18,398
Charge for the year	445	62	207	1,455	322	2,491
Disposals	(188)	-	-	(103)	(354)	(645)
<b>At 31 March 2019</b>	<b>3,075</b>	<b>687</b>	<b>1,577</b>	<b>12,143</b>	<b>2,762</b>	<b>20,244</b>
<b>Net book amounts</b>						
<b>At 31 March 2019</b>	<b>21,901</b>	<b>3,200</b>	<b>970</b>	<b>3,861</b>	<b>633</b>	<b>30,565</b>
At 31 March 2018	22,624	3,262	912	3,326	586	30,710

## 13. Investments

Group	2019 £000s	2018 £000s
<b>Fixed asset investments:</b>		
UK listed investments (at market value)	1	1
	2019 £	2018 £
Opening market value	1	1
Closing market value	1	1

Company	2019 £000s	2018 £000s
<b>Fixed asset investments:</b>		
Listed in UK (at market value)	1	1
Paid up shares: 100 % holding in Helping Sense Limited	30	30
	31	31
	2019 £000s	2018 £000s
Opening market value	1	1
Closing market value	1	1

Sense owns 100 % of the ordinary share capital of Helping Sense Limited, which is incorporated in England and Wales, and exists to raise funds for 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.

## 14. Debtors

Group	2019 £000s	2018 £000s
Trade debtors	3,022	6,655
Taxation recoverable	147	221
Other debtors	128	406
Accrued income	1,319	1,259
Prepayments	1,965	2,020
	6,581	10,561

Company	2019 £000s	2018 £000s
Trade debtors	3,022	3,307
Amounts owed by group undertakings	29	44
Taxation recoverable	147	221
Other debtors	93	351
Accrued income	1,247	975
Prepayments	1,959	1,672
	6,497	6,570

A bad debt provision of £218,000 has been deducted from receivables.

## 15. Current asset investments

Group and Company	2019 £000s	2018 £000s
Bank deposits	2,000	2,000

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

Group	2019 £000s	2018 £000s
Bank loans	445	499
Trade creditors	1,841	918
Taxation and social security	619	880
Deferred income	993	1,135
Accruals and other creditors	2,242	3,266
	<b>6,140</b>	<b>6,698</b>

Company	2019 £000s	2018 £000s
Bank loans	445	435
Trade creditors	1,839	912
Amounts owed to group undertakings	-	80
Taxation and social security	619	622
Deferred income	864	848
Accruals and other creditors	2,202	2,376
	<b>5,969</b>	<b>5,273</b>

Amounts owed to Group undertakings are unsecured, interest free, have no fixed date of repayment and are repayable on demand.

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

Group and Company	2019 £000s	2018 £000s
Bank loans	8,801	9,641

The bank loan is in respect of Sense TouchBase Pears. The loan is with Lloyds Bank PLC, unsecured and repayable in instalments over the 17 years to 2035. Interest is fixed on the first £7 million at 4.17 % for eight years with additional drawdown based on a margin of 2 % above three-month LIBOR.

### Repayments fall due as follows:

	2019 £000s	2018 £000s
Second to fifth year	1,908	2,158
After five years	6,893	7,483
	<b>8,801</b>	<b>9,641</b>

At 31 March 2019 the Group had no obligations under finance leases (2018: £nil).

## 18. Movement in funds

Group	Balance at 1 April 2018	Income	Expenditure	Sense Scotland funds divested	Transfers	Balance at 31 March 2019
	£000s	£000s	£000s	£000s	£000s	£000s
<b>Unrestricted funds</b>						
General fund, excluding pension deficit	27,246	63,478	(62,343)	(4,049)	1,040	25,372
Designated funds	19,676	43	(298)	(8,588)	(541)	10,292
Pension deficit (note 11)	(8,829)	-	3,327	1,545	-	(3,957)
<b>Total unrestricted</b>	<b>38,093</b>	<b>63,521</b>	<b>(59,314)</b>	<b>(11,092)</b>	<b>499</b>	<b>31,707</b>
<b>Restricted funds</b>						
<b>Sense</b>						
Northern Ireland Special Donations	118	25	(11)	-	-	132
Cymru General Donations	2	115	-	-	-	117
Northern Ireland Out of Schools Club	44	68	(5)	-	-	107
Northern Ireland Day Centre	68	9	(3)	-	-	74
Volunteering: London Transitions	-	96	(29)	-	-	68
Woodside Special Donations	69	-	(7)	-	-	62
Fidelity Revenue Grant	183	-	(122)	-	-	61
Cymru Fundraising Grant	34	34	(8)	-	-	60
Needs and Numbers Survey	43	13	-	-	-	56
Pears Revenue Grant	100	-	(50)	-	-	50
Wicker Aid Trust	-	50	-	-	-	50
TouchBase Pears Day Centre Equipment Appeal	55	-	(4)	-	(6)	45
Big Lottery Grant Fund	26	157	(139)	-	-	45
The Devon Group Fund	40	9	(7)	-	-	42
Cornwall GOT Fund	29	61	(53)	-	-	37
Social Prescribing Service	36	-	-	-	-	36
Wolverhampton Children's Services	35	-	-	-	-	35
Northern Ireland Lottery Guide Dogs Fund	3	55	(25)	-	-	32
Stevenage Special Donations	32	-	-	-	-	32
Northern Ireland Specialist Services	-	33	(2)	-	-	31
FEAS Fund	28	-	-	-	-	28
TouchBase Pears Aspirations	-	26	-	-	-	26
TouchBase Pears Activity Coordinator	28	-	(5)	-	-	23
Landsec TouchBase Pears Revenue Grant	-	20	-	-	-	20
Woodside Fund	9	-	-	-	-	9
Deafblind Studies	16	(1)	(9)	-	-	7
The Big Give	3	-	-	-	-	3
Big Lottery Fund Cymru	7	38	(45)	-	-	-
Holidays Fund	-	43	(43)	-	-	-
Welsh Assembly Grant	-	120	(120)	-	-	-
TouchBase Pears Restricted Fund	-	124	-	-	(124)	-
GBSLEP	130	530	-	-	(660)	-
Boparan Trust	32	-	(32)	-	-	-
Northern Ireland Newtown Abbey Sure Start	-	72	(72)	-	-	-
Children's Services North	-	28	(28)	-	-	-
Hadley Children's Assessment Centre	60	53	(113)	-	-	-
Sport England	-	244	(244)	-	-	-
WCVA Volunteering Grant	-	24	(24)	-	-	-
Other funds (Sense)	888	387	(392)	-	(69)	812



## 18. Movement in funds (continued)

Group	Balance at 1 April 2018	Income	Expenditure	Sense Scotland Funds Divested	Transfers	Balance at 31 March 2019
	£000s	£000s	£000s	£000s	£000s	£000s
<b>Sense International</b>						
My Turn to Learn	235	15	(58)	-	-	192
Big Lottery Uganda	65	137	(93)	-	-	109
Porticus Uganda	60	56	(36)	-	-	80
Latin American Children's Trust	46	50	(43)	-	-	53
Rubella Appeal	45	-	-	-	-	45
Romania In Country Income	36	8	(8)	-	-	36
Tanzania Early Intervention	-	175	(141)	-	-	34
Tanzania Holding Fund	-	-	(90)	-	90	-
Uganda Holding Fund	-	1	(29)	-	29	-
Peru Holding Fund	-	-	(21)	-	21	-
Allan and Nesta Ferguson Fund	21	-	-	-	(21)	-
Porticus Kenya	39	-	(41)	-	3	-
Open Society Institute	27	-	(31)	-	4	-
Finding Grace Appeal	115	-	(119)	-	3	-
Tanzania HDIF	15	102	(132)	-	15	-
Kenya Holding Fund	-	-	(72)	-	71	-
Bangladesh Holding Fund	-	-	(13)	-	13	-
Romania Holding Fund	-	-	(114)	-	114	-
Other funds (Sense International)	31	384	(249)	-	18	184
Sense Scotland funds divested	1,232	-	-	(1,232)	-	-
<b>Total restricted</b>	<b>4,085</b>	<b>3,361</b>	<b>(2,882)</b>	<b>(1,232)</b>	<b>(499)</b>	<b>2,833</b>
<b>Endowment</b>						
Property	396	-	(9)	-	-	387
<b>Total endowment</b>	<b>396</b>	<b>-</b>	<b>(9)</b>	<b>-</b>	<b>-</b>	<b>387</b>
<b>Total funds</b>	<b>42,574</b>	<b>66,882</b>	<b>(62,205)</b>	<b>(12,324)</b>	<b>-</b>	<b>34,927</b>

Company	Balance at 1 April 2018	Income	Expenditure	Transfers	Balance at 31 March 2019
	£000s	£000s	£000s	£000s	£000s
<b>Unrestricted funds</b>					
General fund, excluding pension deficit	23,267	58,825	(58,256)	1,332	25,168
Designated funds	10,737	43	(298)	(473)	10,009
Pension deficit (note 11)	(7,284)	-	3,327	-	(3,957)
<b>Total unrestricted</b>	<b>26,720</b>	<b>58,868</b>	<b>(55,227)</b>	<b>859</b>	<b>31,220</b>
<b>Restricted funds</b>					
Northern Ireland Special Donations	118	25	(11)	-	132
Cymru General Donations	2	115	-	-	117
Northern Ireland Out of Schools Club	44	68	(5)	-	107
Northern Ireland Day Centre	68	9	(3)	-	74
Volunteering: London Transitions	-	96	(29)	-	67
Woodside Special Donations	69	-	(7)	-	62

Fidelity Revenue Grant	183	-	(122)	-	61
Cymru Fundraising Grant	34	34	(8)	-	60
Needs and Numbers Survey	43	13	-	-	56
Pears Revenue Grant	100	-	(50)	-	50
Wicker Aid Trust	-	50	-	-	50
TouchBase Pears Day Centre Equipment Appeal	55	-	(4)	(6)	45
Big Lottery Grant Fund	26	157	(139)	-	44
The Devon Group Fund	40	9	(7)	-	42
Cornwall GOT Fund	29	61	(53)	-	37
Social Prescribing Service	36	-	-	-	36
Wolverhampton Children's Services	35	-	-	-	35
Northern Ireland Lottery Guide Dogs Fund	3	55	(25)	-	33
Stevenage Special Donations	32	-	-	-	32
Northern Ireland Specialist Services	-	33	(2)	-	31
FEAS Fund	28	-	-	-	28
TouchBase Pears Aspirations	-	26	-	-	26
TouchBase Pears Activity Coordinator	28	-	(5)	-	23
Landsec TouchBase Pears Revenue Grant	-	20	-	-	20
Woodside Fund	9	-	-	-	9
Deafblind Studies	16	(1)	(9)	-	6
The Big Give	3	-	-	-	3
Big Lottery Fund Cymru	7	38	(45)	-	-
Holidays Fund	-	43	(43)	-	-
Welsh Assembly Grant	-	120	(120)	-	-
TouchBase Pears Restricted Fund	-	124	-	(124)	-
GBSLEP	130	530	-	(660)	-
Boparan Trust	32	-	(32)	-	-
Northern Ireland Newtown Abbey Sure Start	-	72	(72)	-	-
Children's Services North	-	28	(28)	-	-
Hadley Children's Assessment Centre	60	53	(113)	-	-
Sport England	-	244	(244)	-	-
WCVA Volunteering Grant	-	24	(24)	-	-
Other funds (Sense)	888	387	(393)	(69)	813
<b>Total restricted</b>	<b>2,118</b>	<b>2,433</b>	<b>(1,593)</b>	<b>(859)</b>	<b>2,099</b>
<b>Endowment</b>					
Property	396	-	(9)	-	387
<b>Total endowment</b>	<b>396</b>	<b>-</b>	<b>(9)</b>	<b>-</b>	<b>387</b>
<b>Total funds</b>	<b>29,234</b>	<b>61,301</b>	<b>(56,829)</b>	<b>-</b>	<b>33,706</b>

## 18. Movement in funds (continued)

Individual funds listed are those with opening balances, annual income or annual expenditure that equal or exceed £20,000. 'Other funds' are those with opening balances, annual income and annual expenditure less than £20,000.

### Unrestricted funds

#### General fund

Represents the accumulated reserves of the charity that are available for use at the discretion of the trustees.

#### Designated funds

A number of funds have been designated but the principal fund of £4.9 million is for the maintenance and improvement of our residential accommodation. £250,000 has been earmarked for the support of Sense International in 2019/20. £1.2 million was brought forward to cover the set up costs of Sense TouchBase Pears. As the building is now complete, the residual of this fund has been transferred back into general funds. In addition, funds have been transferred into designated reserves to support specific projects covering strategic investment in future property development (£1.5 million), infrastructure investment (£1 million), Sense TouchBase Pears support (£1 million) and the pension deficit (£2 million).

#### Pension deficit

See note 11 for the calculation of the estimated deficit on the defined benefit scheme.

### Restricted funds

Sense is reliant on the support of individuals, corporations, trusts, other charities and state bodies in order to deliver our activities. Monies that are received for an express purpose are restricted to that purpose.

The major restricted funds are:

#### Sense TouchBase Pears

This is a new-build facility in Selly Oak, Birmingham, which was completed last year. This multi-purpose building provides capacity for day services and office space for Sense staff, as well as offering a hub and facilities for community use and commercial hire.

The project attracted a grant from the Fidelity Investment Trust of £183,000 to support the unit during the first period of occupation, as well as a revenue grant of £100,000 from the Pears Foundation for marketing the facilities. A grant of £1.2 million was also secured from GBS Local Enterprise Partnership, of which £530,000 was received in the year.

#### Sense Holidays fund

Money donated to enable children and adults to participate in holidays, supported by volunteers.

#### Big Lottery Fund (Uganda)

A three-year grant was received from the Big Lottery Fund to improve the livelihoods of people with deafblindness in Uganda.

## Big Lottery Fund (Peru)

A three-year grant was received from the Big Lottery Fund to improve opportunities for people with deafblindness in Peru.

## Finding Grace appeal

Monies raised by the appeal to match the funding provided by the Department for International Development (DFID). This fund is for establishing early intervention services for infants born with or acquiring sensory impairments in Kenya and Uganda.

## Endowment funds

These are properties given to the charity for its use. The movement on the fund is depreciation of the fixed assets.

## Transfers between funds

Funds were transferred from general to designated reserves to provide for particular items as approved by the trustees. These are Sense TouchBase Pears ongoing support (£1 million), systems improvements (£1 million), strategic investment in development partnerships (£1.5 million), the pension deficit (£2 million) and £0.5 million for Scotland's 'Face to Face' campaign. The Sense TouchBase Pears designated balance of £1.2 million was transferred from designated funds to unrestricted fixed assets.

Other transfers between funds represent either transfers from unrestricted funds to cover shortfalls of restricted funds or transfers from restricted funds to cover related expenditure paid by unrestricted monies.

## 19. Analysis of net assets between fund balances

Group	Unrestricted funds £000s	Designated funds £000s	Restricted funds £000s	Endowment funds £000s	Total funds £000s
Tangible fixed assets	30,180	-	-	387	30,567
Fixed asset investments	1	-	-	-	1
Net current assets	3,992	10,292	2,833	-	17,117
Long-term liabilities	(8,801)	-	-	-	(8,801)
Pension liability	(3,957)	-	-	-	(3,957)
<b>Total</b>	<b>21,415</b>	<b>10,292</b>	<b>2,833</b>	<b>387</b>	<b>34,927</b>

Company	Unrestricted funds £	Designated funds £	Restricted funds £	Endowment funds £	Total funds £
Tangible fixed assets	30,178	-	-	387	30,565
Fixed asset investments	31	-	-	-	31
Net current assets	3,760	10,009	2,099	-	15,868
Long-term liabilities	(8,801)	-	-	-	(8,801)
Pension liability	(3,957)	-	-	-	(3,957)
<b>Total</b>	<b>21,211</b>	<b>10,009</b>	<b>2,099</b>	<b>387</b>	<b>33,706</b>

## 20. Capital commitments

As at 31 March 2019, Sense had capital commitments of £23,858 (2018: £222,765).

## 21. Contingent liabilities

A contingent liability of £1,196,000 (2018: £1,196,000) arises from 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 International and Helping Sense Limited are members of a group VAT registration. Under the Value Added Tax Act 1983, all the members of a VAT group are jointly and severally liable for any tax due during the period of their membership. As part of the divestment, Sense Scotland left the VAT group on 1 April 2018.

Until a recent ruling by the Court of Appeal that clarified obligations under minimum wage legislation regarding sleep-ins, Sense had anticipated a liability for payments to past and present staff covering past underpayments. This has not been provided for following a recent legal ruling stating that the National Minimum Wage does not apply to sleep-ins. The previously anticipated liability amounted to £1 million.

## 22. Operating lease commitments

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

Group	2019		2018	
	Land and buildings £000s	Other £000s	Land and buildings £000s	Other £000s
Operating leases which expire:				
Within one year	2,945	7	3,201	65
In two to five years	8,879	1	9,628	76
After five years	4,783	-	4,981	-
	16,607	8	17,810	141

Company	2019		2018	
	Land and buildings £000s	Other £000s	Land and buildings £000s	Other £000s
Operating leases which expire:				
Within one year	2,945	7	2,807	31
In two to five years	8,879	1	8,970	8
After five years	4,783	-	4,665	-
	16,607	8	16,442	39



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

	2019 £000s	2018 £000s
Net incoming resources before revaluation	2,371	1,446
Difference between pension charge and cash contributions	(1,021)	426
Investment income received	(43)	(35)
Interest paid	357	337
Depreciation	2,492	2,564
Non-cash donation	-	(250)
Non-cash disposal	-	299
(Profit)/loss on sale of fixed assets	(300)	(26)
Decrease/(increase) in stocks	(103)	20
Decrease/(increase) in debtors	3,980	416
(Decrease)/increase in creditors	(504)	376
Adjustment to remove Scotland working capital	(2,663)	-
<b>Net cash in flow from operating activities</b>	<b>4,566</b>	<b>5,573</b>

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

	2019 £000s	2018 £000s
(Decrease)/increase in cash in the year	(2,223)	836
Cash inflow/(outflow) from loans and lease financing	894	(47)
Current asset investments	-	(26)
<b>Changes (used in)/resulting from cash flows</b>	<b>(1,329)</b>	<b>763</b>
Net liquid resources at 1 April	8,508	7,745
<b>Net liquid resources at 31 March</b>	<b>7,179</b>	<b>8,508</b>

## 25. Analysis of changes in net liquid resources

	At 1 April 2018 £000s	Cash flows £000s	Other changes £000s	At 31 March 2019 £000s
Cash at bank and in hand	16,648	(2,223)	-	14,425
Current asset investments	2,000	-	-	2,000
Debt due within one year	(499)	499	(435)	(435)
Debt due after one year	(9,641)	395	435	(8,811)
	8,508	(1,329)	-	7,179

## 26. Related party transactions

Sense provides services to individuals and, in some cases, relatives, family members or parents of the beneficiaries also serve as trustees/Board members of the charity. These services are provided as part of the contracts agreed with funding authorities, as with any other beneficiary.

As permitted under FRS 102 Related Party Disclosures, transactions with subsidiaries are not disclosed.

## 27. Note on company status

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

## 28. Subsidiary companies

On 8 May 2018 Sense Scotland became an independent organisation and is therefore no longer part of the Sense Group. Sense Scotland's numbers are included in prior year figures as follows:

### Sense Scotland

	2019 £000s	2018 £000s
Incoming resources	-	22,864
Resources expended	-	(22,619)
<b>Net movement in funds</b>	<b>-</b>	<b>245</b>
Assets	-	15,278
Liabilities	-	(6,399)
<b>Funds</b>	<b>-</b>	<b>8,879</b>

As of 9 May 2018 the Sense Group comprises four legal entities in addition to the company itself. Two are wholly controlled charitable company subsidiaries:

- Sense International is registered in England as a charity (charity number: 1076497) and as 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 limited by guarantee (company number: 2280756). Coventry Society for the Blind is now dormant.

The subsidiaries have similar aims and objectives to the parent charity, Sense. 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 2019 is shown below:

### Sense International

	2019 £000s	2018 £000s
Incoming resources	1,894	1,687
Resources expended	(1,752)	(1,759)
<b>Net movement in funds</b>	<b>142</b>	<b>(72)</b>
Assets	1,421	1,316
Liabilities	(219)	(255)
<b>Funds</b>	<b>1,202</b>	<b>1,061</b>

## Coventry Society for the Blind

	2019 £	2018 £
Incoming resources	-	-
Resources expended	-	-
<b>Net movement in funds</b>	-	-
Assets	-	-
Liabilities	-	-
<b>Funds</b>	-	-

Sense also has two wholly owned subsidiaries that are not registered charities.

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

Sense4Enterprise Limited (company number: 8112973) is a company limited by guarantee and a social enterprise, and is used for income generating activities related to Sense TouchBase Pears and other resources. The net profit of Sense4Enterprise Limited will be gifted to the charity.

A summary of the results of these subsidiaries for the year ended 31 March 2019 is shown below:

### Helping Sense Limited

	2019 £000s	2018 £000s
Turnover	3,776	3,837
Cost of sales	(618)	(581)
Gross profit	3,158	3,256
Operating expenses	(3,073)	(3,113)
<b>Net profit</b>	<b>85</b>	<b>143</b>
Assets	118	175
Liabilities	(3)	(145)
<b>Funds</b>	<b>115</b>	<b>30</b>

### Sense4Enterprise Limited

	2019 £000s	2018 £000s
Incoming resources	244	140
Resources expended	(265)	(184)
<b>Net movement in funds</b>	<b>(21)</b>	<b>(44)</b>
Assets	-	-
Liabilities	(63)	(44)
<b>Funds</b>	<b>(63)</b>	<b>(44)</b>

Sense4Enterprise Ltd is exempt from the requirement relating to the audit of accounts under section 479A of the Companies Act 2006.

## Major supporters of Sense

Arts Council England  
Audrey Earle Charitable Trust  
Baron Davenport's Charity Trust  
BBC Children In Need Appeal  
Birkdale Trust for Hearing Impaired Ltd  
Birmingham City Council  
British Film Institute  
Cantiacorum Foundation  
CHK Charities Ltd  
Frazer Trust  
G J W Turner Trust  
GMC Trust  
G M Morrison Charitable Trust  
Gertrude Gourvich Charitable Trust  
Greater Birmingham and Solihull Local Enterprise Partnership  
Horton Charitable Trust  
Joan Wilkinson Charitable Trust  
London Stock Exchange Group Foundation  
Louis Nicholas Residuary Charitable Trust  
Margaret Giffen Charitable Trust  
Merchant Taylors' Company Trusts  
Midlands Arts Centre  
National Foundation For Youth Music  
Payne Gallwey 1989 Charitable Trust  
Pears Foundation  
Peter Storrs Trust  
Sir John Priestman Charity Trust  
Smith Charitable Trust  
Sport England  
The Albert Hunt Trust  
The Annette Duvollet Trust  
The Ballinger Charitable Trust  
The Bartle Family Charitable Trust  
The Blair Foundation  
The City Bridge Trust  
The David Uri Memorial Foundation  
The Earl Fitzwilliam Charitable Trust  
The Essex Youth Trust  
The F.A. Alford Charitable Trust  
The Fulmer Charitable Trust  
The Gale Charity Trust  
The Hadley Trust  
The Heald Charitable Trust  
The Hyde Foundation  
The Lawson Trust  
The Lillie C Johnson Charitable Trust  
The Lockwood Charitable Foundation  
The Open Gate Trust  
The P F Charitable Trust  
The Patrick and Helena Frost Foundation  
The Peacock Charitable Trust  
The Pilkington Charities Fund  
The Princess Anne's Charities Trust  
The Roselands Trust  
The Rowlands Trust  
The Skylarks Endowment Fund  
The Strangward Trust  
The Tanner Trust  
The Thomas J Horne Memorial Trust  
The Violet Helen Dixon Charitable Trust  
The Welland Charitable Trust  
The William Kenneth Hutchings Charitable Trust  
The Wixamtree Trust  
ukactive  
Williams Brown Hill Charitable Incorporated Organisation  
Williams Family Foundation  
Worth Waynflete Charitable Trust

## Major supporters of Sense International

Department for International Development (UK Aid)  
European Union (Erasmus+ Programme)  
Forefront Foundation Ltd  
Guernsey Overseas Aid and Development Commission  
Independent Franchise Partners  
Jersey Overseas Aid  
Latin American Children's Trust  
Mr Pradip Dhamecha  
Mr Rupin and Mrs Madhavi Vadera  
Old Mutual International Trust Company  
The Alchemy Foundation  
The Beatrice Laing Trust  
The Coles-Medlock Foundation  
The Henhurst Charitable Trust  
The Hugh Symons Charitable Trust  
The James Tudor Foundation  
The Lady More Charitable Trust  
The National Lottery Community Fund  
The Rhododendron Trust  
The Saga Charitable Trust  
The Tony and Audrey Watson Charitable Trust  
The Tula Charitable Trust Limited  
The Walter Guinness Charitable Trust

## Charity information

### Registered address for Sense

101 Pentonville Road, London, N1 9LG  
**Tel:** 0300 330 9250 or 020 7520 0999  
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**Fax:** 0300 330 9251 or 020 7520 0958  
**Email:** reception@sense.org.uk

### Information and Advice

For details about the support and services Sense offers – and information about complex disabilities – please contact the Information and Advice service on:

**Tel:** 0300 330 9256 or 020 7520 0972  
**Textphone** 0300 330 9252 or 020 7520 0959  
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**Fax:** 0300 330 9251  
**Email:** info@sense.org.uk

### Professional advisers to Sense

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WC1H 9JA

#### Solicitors

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#### Insurance advisers

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#### Pension fund advisers

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#### Internal auditors

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

### **Sense Northern Ireland**

Sense Family Centre  
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Mallusk  
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Fax: 028 9084 4232

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

### **Sense Cymru**

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Testud/text: 0300 330 9282

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

Sense: Registered number 1825301  
Registered charity number 289868

