



sense

Sense Group Annual Report and Financial Statements 2024

Sense, the National Deafblind and Rubella Association

Sense: Registered company number 1825301

Registered charity number 289868



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Sections marked * form the Strategic Report of the Trustees



The Lord Levy

Message from our President

There is so much to celebrate looking back at our work over the last year, and so much to look forward to in the year ahead.

My role is informed by the people Sense supports and the difference we make to so many lives. That's why my visit to one of our new regional hubs in Loughborough last year was so uplifting and inspiring.

Sense Hub Loughborough is a place for disabled children, young people and adults to develop confidence, try new things, make friends and discover shared interests.

Bespoke studios within the hub offer a range of services, activities and programmes to support disabled people and their families. The children's studio supports children aged 0-8, with a focus on connection and play. The activity studio hosts our arts, sports and wellbeing activities, including everything from music workshops to yoga sessions. Finally, the employment studio is kitted out with the latest assistive technology and software necessary to support individuals with sensory impairments looking for work.

What I found most impactful was seeing firsthand how the hub creates a space where families can come together. In fact, last year we supported over 1,000 children, their families and carers through the hub.

I know that this simply would not have been possible without our amazing community of supporters.

At the same time, we should also acknowledge the challenges and uncertainty we face with the ongoing cost of living crisis.

This impacts Sense as a social care provider, fundraiser and retailer, as well as in our international work. It has also disproportionately affected the children, adults and families we support.

We must also recognise that it is a challenging time for our team at Sense and acknowledge their unwavering support and passion for their work.

Sense will continue to navigate this extended period of uncertainty with sensitivity and resolve. We have a clear strategy and plan to guide us, and we will realise our vision whatever the challenges we face.

The Lord Levy
President



Justin Molloy



Richard Kramer

Introduction from our Chair and Chief Executive

It's great to look back on such a successful year, with so much achieved towards delivering on our strategy.

One of our highlights was the launch of our national early intervention services for children, young people and families. These services are providing essential support to help children communicate, connect and play.

We also launched a new regional Sense Hub in Denbigh, extending our reach in local communities. Our new Sense Hub Belfast will also be launching in 2024.

And, of course, we continued to support people with complex disabilities to live independently, pursue their goals and be part of their communities through our accommodation services, day opportunities, community services and our colleges.

The cost of living crisis had a massive impact over the last year, particularly on how much it costs to run our services. We've had to look hard at where we can be more efficient, including reducing the use of agency staff in our services by finding new ways to recruit and keep our own amazing teams.

But, whilst we're all affected by rising prices, we mustn't forget that children and adults with complex disabilities are often hardest hit.

Many disabled households have to buy specialist equipment and use more energy for vital services like extra laundry, charging wheelchairs and powering oxygen machines. The cost of living has put tremendous pressure on disabled households, with more than half experiencing debt and nearly a third admitting to skipping meals to save money.

This just shows why all political parties need to show more courage and imagination to develop policies that focus on removing the barriers disabled people face.

We need to have a national conversation about inclusion. And we need to ensure that disability awareness becomes a commitment – not just a 'nice thing to do'.

We'll continue to push Government to come up with plans to strengthen our welfare system, provide more tailored employment support for disabled people and, above all, work with the people affected to shape these policies. Otherwise, it's disabled people that will lose out.

Justin Molloy
Chair of Sense

Richard Kramer
Chief Executive of Sense
and Sense International

Report of the Trustees of Sense, the National Deafblind and Rubella Association (including the Strategic Report)



About Sense

Our vision and mission

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

Our mission is to remove barriers to communication so that everyone has the opportunity to live their life to the full.

Who we are

We believe that every disabled person should have the opportunity to connect with others and be included in the world. We use our knowledge and expertise to deliver personalised, creative and flexible support at every stage of life, no matter how complex someone's disability.

Who we support

Sense supports people with complex disabilities, including deafblindness. From the first weeks of life and through the major milestones of adulthood, we want to ensure disabled people and their families are supported to live fully at every stage of life.

People with complex disabilities tend to have two or more of the following:

- Deafness or hearing impairment
- Blindness or vision impairment
- Learning disability
- Autism

People who are deafblind aren't necessarily totally deaf and/or totally blind. Even with mild sight and hearing loss, you'll still experience unique daily challenges.

There are 1.6 million people in the UK with complex disabilities, most of whom need significant or high-level care in their daily lives.

What we do and how we do it

Sense supports disabled people from the first weeks of life through all the major milestones of adulthood. No matter how complex someone's disability, we provide support in people's homes, in centres and in residential services across the country.

We also offer practical information, advice and support to carers and families, enabling them to build the resilience to thrive, not just survive.

With Sense, children can develop new ways to communicate and play, adults can build confidence and find a place in their community, and families can feel seen, supported and valued.

Together, we can achieve long term change. That's why we go to any lengths, step up in the face of adversity and stand together with the 1.6 million people with complex disabilities in the UK.



Our year in numbers

Our reach in numbers

Over the last year, we reached almost **32,000** people and families – 2,000 more than the previous year. We expanded services to support more people in new locations, including the North West, while also continuing our long-term core services and support.

We raised **£13,977,000** in donations and legacies for our work across Sense and Sense International, thanks to the generosity of our supporters, an increase of 8.5% from the previous year (£12,875,000).

We reached more supporters through our new campaign, 'Give Carers a Break', which calls for greater investment in respite services to support family carers. We worked with **18** family carers to support them in sharing their experiences in the media. Their stories were covered more than **300** times in the news, including ITV News and the Times, and our campaign film was viewed more than **44,000** times on social media.

During Deafblind Awareness Week, we also launched our myth-busting film, featuring people sharing their experiences of being deafblind. This was viewed more than **10,000** times, and wider content received **25,000** engagements on social media.

Our social media followers rose by **16%**, with engagement remaining higher than similar charities, and our video views rose **28%** year on year.

Our service in numbers

We supported **279** people with short breaks for disabled people and their families, up by **13%** from the previous year.

We expanded our employment offer and reached new people in areas like Loughborough, supporting a total of **542** people across our services and employment events. This was an increase of **128%** on the previous year.

We reached over **5,141** children, young people and families across the country through our face-to-face services, an increase of 32%. We also reached **2,603** families through our digital toolkits.

Our arts and wellbeing activities continued to grow, with **8,683** children, young people and adults benefiting from our activities across England, Wales and Northern Ireland.

Through our Sense Active programme, we were able to grow and expand into new areas of the country thanks to Sports England funding, which meant we reached **5,174** people.

In partnership with local and education authorities, we supported **341** people in our accommodation services, similar to the previous year. **626** people accessed one of our day opportunities, individual support or both, through our ten Sense Centres. Our specialist college sites worked with **356** young people and adults, up by **6%** from the previous year.

Our information and advice line supported people with **5,157** telephone and email enquiries, an increase of **2%** from the previous year.

We continue to achieve over **90%** of our services being judged by the Care Quality Commission as 'good' or 'outstanding'.

Our influence in numbers

As of March 2024, there were just over **155,000** people actively supporting Sense through donating, campaigning and championing the rights of disabled people.

From April 2023 to March 2024, **9,446** people took action in some way to support our cost of living and respite work.

Our call for assistive technology to be made available to disabled people in job centres has been supported in debates by members of the Commons and the Lords, and **16** written questions have been tabled on our behalf. We have given evidence to **two** government committees and an All-Party

Parliamentary Group. We are hopeful that they will include our recommendation in their inquiry reports.

Over **550** people visited our stand at the Conservative and Labour party conferences, where we shared information on the lives of people with complex disabilities.

Over **30** MPs wore Sense badges for the Prime Minister's Questions during Deafblind Awareness Week, raising our profile on social media as well as in parliament.



Our strategic outcomes: plans and achievements

Outcome 1: Children and families get the best possible start

Being a parent or carer of a child who is deafblind or who has complex disabilities can be challenging. In many cases, parents can struggle to communicate and connect with their child, especially if the child expresses themselves in a unique way.

Getting the right support at the right time can make all the difference to a child's development. It also strengthens and supports families, helping them to accept and embrace their future lives.

Key achievements

Across all our charitable programmes, Sense reached 5,208 children and their families last year. We continued to grow the **Sense Early Intervention and Play** service in Birmingham, Loughborough and North Wales. We also extended our reach to Bristol, offering Sense Connect and Play sessions for 2,392 children with complex disabilities, aged 0-8 years, and their families.

These services support the vital contribution that free play makes to a child's development. By offering activities ranging from sensory stories to outdoor forest schools, we helped children find new ways to connect, communicate and play.

We also launched the **Sense Toy and Tech** service, which helps parents looking for specialist assistive technology to try before they buy, supporting them to find the right toys and equipment to help their child learn and communicate.

Our **multi-sensory impaired (MSI) children's team** of teachers and practitioners continues to provide tailored extra support for 1,572 children and young people aged 0-25 nationally. This includes specialist one-to-one support at home or in nursery/school, early years groups,

family events, parent/carer information and wellbeing sessions, and bespoke training.

The team reached children and families through face-to-face and virtual activities, supporting them to communicate with each other and access education. They also led and attended professional events across the country to raise awareness and share knowledge of deafblindness and MSI, reaching over 1,150 professionals.

Responding to feedback from families, we changed the way we hosted **Sense Holidays**, opening them up to whole families. In total 36 people (nine families), including siblings, parents and carers, went on a holiday. Four families from our Sense Connect and Play service were supported to attend an accessible holiday home in the Cotswolds. Meanwhile, five families who we support through our MSI team went for a fun-packed weekend together in Devon, with specialist support.

Families told us they appreciated how Sense supported them to access trips away and events in their communities, helping them cope with the cost of living and extra financial barriers which would otherwise make these trips impossible.

Over the last year we also launched new **digital toolkits**, which offer a range of downloadable information, services and products for children with complex disabilities and their families. Families downloaded this content over 3,700 times.

Plans for 2024-25

- We'll launch early intervention and multi-sensory impairment programmes in Northern Ireland.
- We'll expand our Sense Toy and Tech service to reach more families and more locations.
- We'll develop a plan to recruit, retain and train more multi-sensory impairment specialists.
- We'll continue to grow our Sense Early Intervention Programme, expanding in London and Leeds.
- We'll further develop our digital support

for parents across all our children and young people's services, ensuring that we reach more families than ever.

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

We believe that everyone has a right to live a fulfilling life and play an active part in their community, including through equal access to work, education and training. With the right support – reflecting people's aspirations and needs – we can ensure that no one is left out or unable to fulfil their potential.

Key achievements

Our new **supported living** site in Belfast opened for six people who are new to Sense. The tenants have now all moved in and are living independently with the freedom to choose the support they want and need.

Our target last year was to reach 75 new adults across **services that are commissioned**, for example by local authorities and integrated care systems (ICSs). We significantly exceeded this target, with 132 new adults benefiting from our support, including across our supported living, college, residential care and day services.

We have continued to develop our **Sense Hubs** across the UK. Our new hub in Denbigh, opened in September 2023, offers a range of vital services and support for disabled people to make new friends, learn new skills and express themselves.

Plans for 2024-25

- We have identified a building for our new Sense Hub Belfast, where we'll collaborate with the MS Society to provide services funded by both commissioners and our charitable donations.

- We'll take steps to ensure that the Sense operating model for commissioned services continues to be robust and of a high quality.
- We'll design and develop a digital social care system that meets the needs of Sense and its regulators. The system will be implemented in 2025/26.

Outcome 3: Individuals are less lonely and more connected in their communities

We know that many disabled people, across all stages of life, feel lonely. This is a very common experience among the people we support.

We respond to this challenge by supporting people to build confidence, access new environments, create a sense of connection within their local community and find a route out of loneliness.

Key achievements

Over the last year we helped 17,851 people and families combat loneliness, learn new skills and make connections through a range of activities.

In 2023/24, we hosted a wider range of **Sense Holidays** than in previous years, creating more opportunities for people and their families to take a break. In all, 137 people benefited from being able to go on a memorable accessible holiday with our support. Our main holiday programme hosted 19 holidays across a range of venues, venturing to Gloucester, North Yorkshire, Kent and Blackpool. Thanks to 86 wonderful volunteers, we enabled 71 holidaymakers to enjoy these opportunities.

We also worked alongside the Deafblind International Network to enable 30 holidaymakers who are deafblind and their supporters to visit a four-day event in Holland. The event brought together people from all over Europe, including Germany, Norway, Denmark and Ireland.

We supported 757 **siblings and young carers** through our services. Based on feedback from young people and parents, we began offering monthly wellbeing sessions, facilitated by qualified counsellors. Specific group sessions were aimed at teenagers, with sessions ranging from revision tips to CV writing. Siblings were supported to develop peer-to-peer friendships, and we ran another successful residential trip for 25 siblings, supported by Forward Carers. We also launched our sibling service at Sense Hub Loughborough.

The **Sense Virtual Buddy** programme created opportunities for 491 people to connect virtually, learn new skills, have fun and form fantastic friendships.

Our **Sense Arts** programme was expanded and reached 8,683 people across the year, thanks to new funding from Arts Council England. This opened up high quality arts and cultural activities to 489 people with complex disabilities, empowering them to use creativity to express themselves and connect with the world around them. An additional 2,978 people also engaged with our public specialist arts events and workshops, allowing many more people to find out about our work.

Our **Sense Active** programme supported 5,174 people with complex disabilities to access sport and physical activity. We also trained 519 sports professionals, carers and paid supporters to develop their skills in inclusive sports practice and sensory approaches.

Our **employment programme** supported 542 disabled people and employers, including providing access to training, volunteering and work preparation.

Plans for 2024-25

- We will further develop the Sense Virtual Buddying programme, including through partnerships, to increase our reach.
- We'll continue to develop a sustainable Sense Holidays programme, increasing opportunities for children, families and adults to enjoy breaks away.

- We'll continue to deliver our national arts programme, providing more opportunities to connect through visual arts, dance and music.
- We'll deliver Sense Active's exciting programme of sport and training, acting as a System Partner for Sport England.

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

For almost 70 years, Sense has been standing up for disability rights. We support disabled people and their families to fight for change on a local and national level.

Key achievements

From volunteering as a virtual buddy or with our shops, services and holidays, to campaigning, fundraising and donating, last year we were proud to count over 150,000 people as active supporters of Sense.

We continued to ensure that more people heard about Sense and our work through high profile events, including functions at the House of Lords and the opening of our Loughborough Hub with HRH The Princess Royal. And we grew our work with businesses across the UK, being supported by organisations such as the Village Group, PayPal, Next, Tara Group, Morrisons, Pertemps and Severn Trent.

Most importantly, people felt inspired by the disabled voices and personal stories we promoted from people with lived experience. These accounts of lived experience motivated others to take action and support people with complex disabilities to live the life they choose.

Our new campaign, 'Give Carers a Break', shed light on the need for more respite support for family carers. We know this remains a huge

issue, made worse by the pandemic and cost of living crisis. The campaign was covered widely on TV and in newspapers, as well as being viewed hundreds of thousands of times on social media.

This campaign, like all our campaigns, focused on the experiences of the people we support and their families. Over the course of the year, we supported 126 people, including disabled people, family members, volunteers and support workers, to share their experiences in the media. From Jade Cotton – who highlighted the difficulties she encountered finding work as a disabled person, to Anna Tesdale – a mother and carer who visited 10 Downing Street as an ambassador of our cost of living campaign.

Our campaigns led to over 9,000 people taking action to support our cause. This included almost 300 who personally emailed their local MP about our ‘Give Carers a Break’ campaign, inviting them to meet with Sense at political party conferences.

In July 2023, we published the latest results of our annual Potential and Possibility research, highlighting the experiences of people with complex disabilities on a range of issues. We shared our findings with visitors to our stand at Labour and Conservative party conferences. The research was also showcased in a BBC Breakfast feature, highlighting the issue of loneliness among people with complex disabilities. This feature was watched by 6.5 million people.

Plans for 2024-25

- We will present our long-term goals to the new UK Government, gather support from our community, and work with all political parties before and after the general election to represent disabled people and their carers.
- We’ll continue to empower people to tell their own stories, growing our bank of engaging case studies.
- We’ll develop more stand-out campaigns linked to our cause, including using digital marketing to test new approaches to spreading our reach.
- We’ll further develop our philanthropy and partnerships programme, establishing three sustainable and measurable income streams: trusts and foundations, corporate partnerships, and philanthropy/major donor giving.

Sense International: performance against objectives for 2023/24

Sense International supports children and adults with deafblindness in Bangladesh, India, Kenya, Nepal, Peru, Romania, Tanzania and Uganda. People with deafblindness in the countries we work in are particularly vulnerable to poverty and unemployment, with lower educational outcomes than other disabled people. They face multiple barriers, including lack of access to healthcare, education, vocational training and opportunities to participate in their community. Lack of accessible information and communication makes it extremely difficult for them to voice their issues.

Strategic objective 1: People with deafblindness are included in national systems

We show how people with deafblindness can be included in national systems – such as healthcare, education and vocational training – working and innovating in partnership with governments, partner organisations and parents.

We aim to support people with deafblindness throughout their lives, offering diagnosis as early as possible and supporting them at key milestones in adulthood, from education and employment to family and community life.

Through our work, we demonstrate to governments, health authorities, families and communities how early screening and intervention can make a huge difference to a child's life. Last year 70,887 children were screened for deafblindness across our countries.

We work with families, schools, colleges, partner organisations, government institutions and ministries of education, to enable learners with deafblindness to get the educational support they need to fulfil their potential. Last year, across all countries, we supported 5,586 children with deafblindness to access education.

Like anyone their age, young people with deafblindness want to be as independent as possible, earn a living and contribute to their families and communities. We support young people with deafblindness to achieve this, enabling them to join a vocational training centre, become an apprentice, or plan to start their own business. Last year, 1,180 young people were supported with vocational training or opportunities to earn across our eight countries.

Strategic objective 2: People with deafblindness, and the people who support them, have more information, skills and knowledge

We share information and train people with deafblindness; their families and carers; health-workers; educators and other professionals; communities; and decision-makers, so that people with deafblindness get better support.

Across all our countries, 9,178 people were trained to support people with deafblindness.

We also continue to develop the online Global Deafblindness Resource Centre – deafblindness.info. Funded by the Nelumbo Foundation, this offers accessible information and resources to those who support people with deafblindness, including parents, caregivers, teachers and NGO workers.

Strategic objective 3: People with deafblindness are recognised in laws, policies and budgets

We raise our voice to ensure the promises and commitments of the UN Convention on the Rights of Persons with Disabilities (UNCRPD) and other international human rights legal instruments, such as the Convention on the Rights of the Child, are realised for people with deafblindness. Together with our partners and collaborators, including organisations led by people with deafblindness, we advocate for change in policy, programmes and services so that people with deafblindness are included in every aspect of life.

Sense International: plans for 2024/25

In 2024/25, we will continue to implement the refreshed five-year strategy we put in place in 2021/22. We will deliver work on early intervention, inclusive education, and vocational training and livelihoods, alongside advocacy, training and knowledge sharing, so that people with deafblindness are meaningfully included in systems and societies. A few of our priorities for 2024/25 are:

- In Latin America, we will work in a new geography, Ecuador, and expand our education and livelihoods work to reach more people with deafblindness.
- In Kenya, we'll work with local authorities and partners to set up hearing screening and early intervention services in Garissa and Kwale counties. We'll train local health workers and professionals on early intervention approaches to identify and support children with deafblindness.
- In Nepal, we'll enable children and young people with deafblindness and multi-sensory impairments to have access to early screening, education, lifelong learning and skills training in Kathmandu, Kaski, Rupandehi and Morang districts.
- In India, through a new two-year partnership with the John Lewis Partnership, we'll support young people with deafblindness and multi-sensory impairments to access employment in Delhi and Alleppey.
- In Uganda, we'll expand our early intervention services to two new districts.
- We'll continue to deliver our Global Inclusive Education programme, ensuring more children with deafblindness and complex disabilities have access to education. As part of this programme, we will launch our Global Resource Hub, a digital platform with information and resources for people with deafblindness and the people who support them.
- To mark 30 years of Sense International in 2024, we'll plan a series of campaigns and events, including a gala in September to raise awareness and support for people with deafblindness and our work.

Quality and safeguarding

Quality

Last year, our services rated 'good' or 'outstanding' decreased from 94% to 90.4%. This is due to two services being re-inspected and dropping from a 'good' rating to a 'requires improvement' rating. Our services in Northern Ireland and Wales remain 'assured' by the Regulation and Quality Improvement Authority (RQIA), and Care Inspectorate Wales (CIW) respectively.

We have been working to prepare for the new CQC inspection processes, which includes assessment of services against CQC's new quality statements. Audits are being completed in person to ensure the quality, safety and compliance of services, and we have been working on new audit tools which will align with the new CQC assessment framework.

Our independently chaired **Quality Board** continues to meet quarterly to review evidence of quality assurance across our services and agree recommendations.

Our practice development team, which provides support across Sense services nationally, has a strong focus on **positive behaviour support**. Increasing people's quality of life and providing opportunities for people to flourish and thrive is an underlying aim.

Last year, 16 of our services also piloted the **Capable Environment Standards Audit Tool**. This was designed by members of the Restrain Reduction Network (RRN) and helps to assess both the quality of provision and possible causes of behaviours of concern. It is also a self-reflection tool, which means teams can identify areas of improvement themselves, as well as find things to celebrate.

Inclusion

The **Sense User Reference Group (SURG)** is a group of people who receive a Sense service and volunteer to give valuable feedback to help us shape service delivery and continuously improve the way we meet people's needs. Last year, the group met both virtually and in person at Sense Touchbase Pears. They met with senior members of staff to talk about topics as varied as our equality, diversity and inclusion (EDI) strategy, our latest staff survey and the impact of global warming. A member of the group was also involved in presenting information on Sense to a group of international students. One member of SURG has resigned from the group and therefore a vacancy is open.

Our **Experts by Experience (EXE)** – people who have lived experience of social care – are employed by Sense to ensure the design and delivery of our services are truly person-centred. We are appointing a further three EXE members on fixed term contracts in spring 2024. The EXE will continue to take part in quality audits for services, both remotely and in person.

The **Working Together for Change (WTFC) programme** is part of our yearly feedback process. It ensures that we listen to the people we support, using their experiences and hopes for the future to help improve what we do.

Safeguarding

We take safeguarding very seriously at Sense, and continually ensure our approaches reflect legislation and emerging best practices, including for online and digital services.

Our **Safeguarding Board** is independently chaired and meets regularly to review policies, processes and procedures. It also makes recommendations, including monitoring levels of training and awareness across the whole of Sense.

We are committed to the principles of **Making Safeguarding Personal (MSP)**, which means we focus on the personalised outcomes that the people we support want. Last year, with funding support from Fairer Futures Fund, we ran a series of workshops with a group of individuals who used varied methods of communication. This taught about consent, saying 'No' to abuse and taking control of their decisions.

Fundraising

So much of our work would be impossible without our supporters, and the amazing people that have donated time and money, fundraised, or left money in their Will for Sense. Last year, the generosity of our supporters meant we raised £13,977,000 for the work of Sense and Sense International. This was thanks to:

- 168 supporters who left us £3,264,000 through special bequests to remember Sense in their Will. We extend our heartfelt sympathy and thanks to their loved ones.
- 2,498 further people who enquired about leaving a gift in their Will, after seeing our TV and online advertising.
- Our brilliant individual supporters who donated £706,000 to Sense Children's Specialist Services at Christmas. Our appeal featured four-year old Verity, who has a rare genetic condition and is sight impaired. The campaign described how we have worked with Verity and her family to ensure that she can be included and feel the magic of Christmas using her other senses.
- 2,129 supporters who signed up to participate in Sense Sign School, raising money and helping people learn British Sign Language. For £10 a month, people receive a set of flash cards, conversation guides and access to teaching videos by Deaf people who use our services.

- Over 16,500 new people who gave a gift following our campaigns and appeals on TV, in newspapers and magazines, and online.
- Over 850 people who ran, cycled, trekked and swam for Sense. We also recruited 490 runners for the 2024 London Marathon, where we raised over £1M through this event for the first time.
- Over 100 tribute funds were set up for donations in memory of a loved one, collectively raising £89,000.
- 130 Sense shops that took part in four fun weeks of fundraising to raise £88,000.
- 65 local businesses that kindly donated to us.
- We also launched Stream it for Sense, a way for online video streamers to fundraise, and we had over 100 people sign up to host a Sensational Tea Party to raise money for Sense.

Our commitment to fundraise responsibly

Maintaining the trust of our supporters is critical – that is why honesty and transparency are at the heart of everything we do.

We are committed to following best practices in fundraising and marketing. We are members

of the Chartered Institute of Fundraising and registered with the Fundraising Regulator, whose Code of Practice we follow.

We adhere to all legislative and regulatory requirements and ensure that our policies, guidelines and processes are regularly reviewed. We have strict guidelines about fundraising from vulnerable people and we never put pressure on anyone to donate.

In 2023/24, we worked with four professional fundraisers to support our fundraising. We closely monitor our supplier partners and those that fundraise on our behalf to ensure the highest standards are maintained.

We work extremely hard to ensure that supporters and the public have a positive experience of Sense, but we recognise we do not always get it right. You can find our complaints policy on the Sense

website – we take all complaints and concerns seriously and value the feedback this provides.

Over the last year, our supporter services team received 75 complaints. We always respond quickly to requests to change the way we contact people, and we ensure that our supporters' personal details are managed respectfully and securely. We also review our data management procedures regularly.

During the reporting period, we received 60 requests through the Fundraising Preference Service asking us not to send fundraising requests, and were removed from our mailing lists. No complaints were made to the Fundraising Regulator about Sense during this period.

If you would like to talk to us about fundraising, please contact us at: supporterservices@sense.org.uk or 0300 330 9257.

Our volunteers

In 2023/24, our incredible volunteers continued to provide vital support for our shops, services, activities and holidays. We are so thankful for their time, energy and commitment.

Sense shops rely on volunteers. They are a huge part of our retail operation and help us engage with our local communities. Last year over 1,800 people volunteered across our 137 shops.

Sense Virtual Buddying is an important way we can tackle loneliness and social isolation. In July 2023, we filmed the story of Chapman – a 13-year-old boy with complex disabilities – and his virtual buddy, Gabi. Their story was also broadcast on BBC Breakfast, with a reach of over 4.8 million viewers. It highlighted this great initiative, only made possible through the commitment of over 200 people that volunteered to be a buddy last year.

In November 2023, we launched a new system for recruiting volunteers to Sense, replicating our system for recruiting employees. This has helped us become more efficient and effective at recruiting and welcoming new volunteers.

We appointed a new Head of Volunteering in January 2024 who is leading us in launching a revised approach and strategy for volunteering in 2024-25.

Our people

In 2023/24 our talented and dedicated workforce and volunteers continued to ensure that our services remained safe and secure for the people we support. Everyone, from those directly involved in looking after the people we support, to those raising funds in our shops or working in office functions, played a vital role.

How we supported our people

Last year, we appointed a wellbeing lead to focus on our wellbeing action plan, which was generated from feedback sessions held in 2023. We introduced free access to the Headspace app so our people can find wellbeing content to help with stress, anxiety, sleep and much more.

We continued to offer the Sense Plus rewards portal, with discounts for well-known retailers, and our employee assistance programme provided confidential support and counselling on a wide range of topics. We also offer a voluntary Health Care Cash Plan and Cycle to Work Scheme.

We now have a wellbeing hub on Sense Engage, our interactive intranet, which brings together all our employee support and information signposting in one place.

Recruiting new talent

We continue to use digital campaigns to raise awareness of vacancies at Sense and encourage a wide range of applications, as well as using traditional advertising and job boards to attract candidates.

Our new applicant tracking system is now embedded for faster, more efficient recruitment and welcoming of new employees. Over 350 hiring managers are now trained to use it.

Engaging and communicating with our people

Our intranet, Sense Engage, continues to evolve and be further embedded into our work culture and practices. Last year, we used it to share news, team information, policies and links to our systems. It helps our people find contact information for colleagues, comment on blogs or articles and access our employee benefits.

We launched an employee engagement survey in June 2023 for our people to have their say about working at Sense. From the response we have created organisational and team-level action plans. We are regularly reporting on progress with 'you said, we did' internal communications.

Equality, diversity and inclusion

As part of our continued equality, diversity and inclusion (EDI) journey, we reviewed our EDI Board and defined our objectives, along with creating a working action plan to help track activity. The EDI Board continued to meet regularly over the year.

Our four employee diversity networks - the disability network, the ethnic diversity network, the LGBTQ+ network and the wellbeing network - are now more established and provide a safe space for our people to meet, as well as continuing to promote an inclusive culture.

We use staff stories to raise awareness of cultural dates and religious festivals, and we created 'toolbox talks' for our teams to facilitate and have open conversations, as well as providing signposting information.

We developed a refreshed EDI strategy to launch in the 2024/25 financial year, which was written by a working group formed of people from all levels and areas of the organisation.

As a result of the integration of the new recruitment system and our Sense People system, we now have EDI data on 74% of our people. This has provided better insight and understanding of protected characteristics and associated trends within our workforce, informing reporting such as our annual pay gap review.

We incorporated Equality Impact Assessments within our policy and procedure development.

In addition to our statutory requirements for reporting our gender pay gap, we continue to report on disability and ethnicity pay gaps for our people:

- Gender - Mean: 8.82% (up 1.42% from 7.4%)
- Disability - Mean: -3.2%
- Ethnicity - Mean: 7.8% (up 0.4% from 7.4%)

Senior management pay

Salaries for the Chief Executive and the executive team are set and reviewed by the Remuneration committee, which is a sub-committee of our Board of Trustees. The benefits available are in line with other employees', and pay is externally benchmarked in a similar way.

Sense is a complex organisation which works across England, Wales and Northern Ireland. Our workforce is engaged in a wide variety of work. As well as providing specialist personalised support to help people communicate and make the most of their potential, we work in education, campaigning and supporter engagement. Meanwhile, our retail arm runs over 100 shops in England and Wales. Our subsidiary organisation, Sense International, works with partners in East Africa, parts of Asia, South America and Eastern Europe.

The governance of Sense, the National Deafblind and Rubella Association

During the year 2023/24, and up to the adoption of the annual report and financial statements by the Board, there have been 14 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 within the section 'The Sense Group' later in this report.

Under the current Articles, Trustees are appointed by the Board of Trustees and can serve two terms of four years. Those co-opted can be reappointed annually, up to a maximum of eight years.

The Board of Trustees (the Board) usually meets four times a year and Trustees are expected to attend all Board meetings.

Sub-committees

The Board is supported by four sub-committees: Finance and Audit, Remuneration, Nominations and Engagement. Each sub-committee has written Terms of Reference, which are reviewed as necessary and included in the Governance

Handbook. The Board appoints the members of the sub-committees annually and receives either the minutes from their meetings, 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.
- Report to and advise the Board on all matters within the purview of the Committee.

Committee membership comprises at least three Trustees, in addition to the Chair (the Honorary Treasurer). Apart from Trustees, the committee can co-opt new members who they feel will bring relevant financial expertise.

The Chief Executive and 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 the membership of the Board of Trustees.
- Oversee the recruitment process of Board members and recommend prospective Trustees to the Board for appointment 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 Chief Executive and the Head of Governance attend the meetings.

Prospective Trustees are interviewed by the Nominations sub-committee and, if successful, their appointment is recommended to the Board. With the agreement of the Chair, nominees are invited to a Board meeting as observers. Following this, with the agreement of the Board, they are appointed or co-opted as Trustees.

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 the Chief Executive and members of the executive team, and its implementation, is perceived by all stakeholders to be transparent, fair and effective.
- Total remuneration is commensurate with personal and corporate performance and market expectations.
- Overall packages enable Sense to recruit suitably skilled, qualified and experienced people.

The membership of the sub-committee comprises the Chair, Vice-Chair and Treasurer, with a minimum of two members also needed to hold any meeting. The Chief Executive is a non-voting ex officio member but is not present for discussions regarding their own remuneration. The Director of People may be asked to attend for certain items.

Engagement sub-committee

The Engagement sub-committee is responsible for:

- Advising the Board about fundraising and marketing matters.
- Monitoring the implementation of our engagement strategy.
- Providing oversight of key activity, campaigns and outcomes.
- Making recommendations about plans and activities.

The sub-committee has at least one member in addition to the Chair and can co-opt external members. The meetings are attended by the Group Director of Engagement.

Executive team

The Board delegates day-to-day operational management of the organisation to the Chief Executive. The broad areas of delegation, for which the Chief Executive is accountable, have been agreed by the Board 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, Group Director of Operational Services, Group Director of Finance and Resources, Group Director of Engagement, four other functional Directors and the Head of Governance and Executive Support.

The Governance Handbook

In addition to the areas covered above (terms of reference and delegated matters), the 'Governance Handbook' also includes sections on the values of Sense; our commitment to diversity; the appointment of Trustees; role profiles for the Chair, Vice Chair, Treasurer and other Trustees; the Trustee induction process; Trustee Code of Conduct; Trustee conflict of interest policy and the Board's agenda cycle. We currently use the 7th edition of this, which was approved by the Board in March 2022.

The Charity Governance Code

The Charity Governance Code specifies that the boards of large charities should publish a brief statement in their annual report, on how they use the code under the seven principles. We have detailed our approaches to 'Organisational Purpose' (Page 6 and 22), 'Leadership' (Page 23), 'Integrity' (as noted within our Governance Handbook) and 'Openness and Accountability' within the information provided within this report. To note the three outstanding principles:

Principle 4: Decision making, risk and control

As detailed on Page 19, Sense has a robust governance structure. Led by the needs of the organisation, Trustees meet quarterly as a Board and in addition will sit on various other Committees to provide oversight and decision making within the remit of each Committee otherwise decisions will be taken as recommended actions to the full Board of Trustees.

Principle 5: Board effectiveness

The last internal Board review, which took place in 2021, concluded that the Board operates very efficiently, creating a positive and transparent working atmosphere and making decisions well as a team.

We plan to undertake annual Board and sub board reviews from 2024/25 onwards.

Principle 6: Equality, diversity and inclusion (EDI)

The Board is committed to having a diverse membership, with a reasonable balance across areas including race, gender, age, involvement of people with complex disabilities or their family members, and people from various professional backgrounds.

The Governance review in 2021 identified the need to increase the diversity of Trustees, noting the under-representation of people from minority ethnic backgrounds and the importance of recruiting Trustees with a lived experience of disabilities. A Trustee with lived experience of disability was appointed as a result and further recruitment is planned for 2024/25.

The Board continues to receive updates on the progress of the EDI strategy and, by extending the software package for recruitment to volunteers, we will be gathering data for all volunteers – including Trustees – going forward.

Public benefit

Trustees refer to the Charity Commission's guidance on public benefit. The information about our services and achievements contained in this report gives clear examples of how our work is

beneficial and brings public benefit. Our objectives for next year show that Sense will continue to provide public benefit in line with our objects.

The Sense Group

Working together

The Sense Group comprises two discrete legal entities: Sense and Sense International, in addition to the subsidiaries as set out below.

Both Sense and Sense International are registered charities and companies limited by guarantee in England and Wales, with their own Boards and Memorandum and Articles. The objects of both charities are similar in referring 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 their own annual report and financial statements.

Sense is the trading name of Sense, The National Deafblind and Rubella Association, which is a registered charity in England and Wales (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). It is the sole member of Sense International and Sense4Enterprise Limited, and also holds 100% of the issued share capital of

Helping Sense Limited. The Objects approved in 2021 are set out in Article 3 as follows:

3. Objects

The objects for which the Charity is established (the "Objects") are to:

- 3.1 primarily support and promote the interests of persons who are deafblind or have multi-sensory impairments;
- 3.2 and to support persons who, by virtue of having a learning disability or one or more mental or physical impairments, or sensory impairment(s), require care and/or communication support

(together, the "beneficiaries").

Sense International is a registered charity (charity number 1076497), a company limited by guarantee (company number: 03742986) and is 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 has the following 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. This subsidiary did not trade in the year.

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.

Helping Sense Limited and Sense4Enterprise Limited, have taken advantage of the exemption available under Section 479 of the Companies Act 2006 in respect of the requirement for audit. As a condition of the exemption, the Company has guaranteed the year-end liabilities of the relevant subsidiaries until they are settled in full.

Sense subsidiaries HSL Ltd and S4E Ltd complete statutory accounts that are lodged with Companies House, however not available on our website.

Members of the Board from 1 April 2023 to the present

Dr Justin Molloy
(Chair) (member of Remuneration sub-committee)

Andrew Pearson
(Chair of Finance and Audit sub-committee)
(member of Engagement and Remuneration sub-committees, also member of Trading Board) (Resigned 15 December 2023)

Saeed Ahmed

Ashling Barvé
(Resigned 8 June 2023)

Mark Cammies
(member of Finance and Audit and Engagement subcommittees, also member of Trading Board)

Ben Cooper
(member of Nominations sub-committee)

Vivienne Hoskins
(also member of Trading Board)

Simon Jones
(Chair of Finance and Audit sub-committee from December 2023)

Mythily Katsaris
(member of Finance and Audit sub-committee)

Benedict Leigh
(Resigned 9 June 2023)

Amanda Mortensen
(Appointed 26 April 2023, resigned 19 September 2023)

Brian Symington

Nathan Taylor
(also member of Sense College Board)

Mark Westwell
(member of Nominations and Engagement sub-committees)

During this year there were four female and ten male Trustees/Directors.

Sense International Board from 1 April 2023 to the present

Raaxeet Shah
(Chair)

Sunil Shah
(Treasurer)

Maria Arce-Moreira
(resigned 20 December 2023)

Richard Cooper

Nicholas Corby

Mythily Katsaris

Suzi Nandera
(appointed 6 April 2023)

Lucy Roberts
(resigned 3 October 2023)

Lisa Szucs
(appointed 6 April 2023)

Kiran Virdee
(appointed 6 April 2023)

Lauren Watters

Gillian Wood

During the year there were seven female and five male Trustees/Directors.

Sense executive team

Richard Kramer
Chief Executive (also Chief Executive of Sense International)

Maria Horton
Group Director of Operations

Catherine Still
Group Director of Finance and Resources

Louise Robertshaw
Group Director of Engagement

Kavita Prasad
Director of Sense International

Adrian Darkin
Director of Trading

Emma Evans
Director of People

Dave Rutt
Director of Data, Insight and Technology

In the year, there were five female and three male members of the executive team.

Other information: Legal and Administrative Details

Registered address

Sense and Sense International
101 Pentonville Road
London
N1 9LG
United Kingdom

Email:
facilities@sense.org.uk

Websites:
www.sense.org.uk
www.senseinternational.org.uk

Sense Information and Advice

For details about the support and services Sense offers – and information about deafblindness and complex disabilities – please contact:

Email:
info@sense.org.uk

Sense Northern Ireland

Sense Family Centre

The Manor House
51 Mallusk Road
Newtownabbey
County Antrim
BT36 4RU

Tel/text:

028 9083 3430

Email:

nienquiries@sense.org.uk

Sense Cymru

TouchBase Wales

Caerphilly Business Park
Van Road
Caerphilly
CF83 3ED

Ffôn/tel:

0300 330 9280

Testud/text:

0300 330 9282

Email:

cymruenquiries@sense.org.uk

Sense: Registered number

1825301

Registered charity number

289868

Professional advisers

Independent auditors

PricewaterhouseCoopers LLP

1 Embankment Place
London
WC2N 6RH

Bankers

National Westminster Bank PLC

Tavistock House
Tavistock Square
London
WC1H 9JA

Lloyds Banking Group plc

33 Old Broad Street
London
EC2N 1HZ

Solicitors

Wilson's Solicitors LLP

Alexandra House
St John Street
Salisbury
SP1 2SB

Trowers & Hamblins LLP

3 Bunhill Row
London
EC1Y 8YZ

Insurance advisers

Willis Towers Watson

8 First Street
Floor 6
Manchester
M15 4RP



Section 172 statement

Sense is required by the Companies Act 2006 to make an annual statement about how Directors have ‘promoted the success of the company’, having regard to the following matters set out in Section 172 of that Act:

a) **The likely consequences of any decision in the long term**

This is a fundamental consideration in relation to any major decisions made by the Board. Last year the Board focused heavily on the national increase in the cost of living and the effects it has had on the people we support and how we operate.

b) **The interests of the company’s employees**

Last year, we completed an employee survey. This identified three key areas, which we then responded to. These were:

- **Communication.** We have put in place an internal communications plan and send regular communications across the organisation, as well as using and sign posting colleagues to our intranet.
- **Valuing colleagues.** We have developed and promoted our employee benefits package, as well as setting up and encouraging involvement with our employee networks, which include Disability, LGBTQ+, Wellbeing and Ethnic Diversity.
- **Leadership.** Sense has worked with Positive Dynamics to develop a Leadership Framework which is linked to our strategy, as well as ‘enabling objectives’ to create a more cohesive approach to appraising and developing staff.

c) **The need to foster the company’s business relationships with suppliers, customers and others**

Our key stakeholders are the people we support across all our services and their families. We regularly communicate with our suppliers. Other important stakeholders are our supporters and volunteers. We continue to work with other charities in our sector and the

Board, and Engagement sub-committee are regularly updated about these relationships.

d) **The impact of the company’s operations on the community and the environment**

One of the key aims of our services is to enable the people we support to feel part of their local communities. Our trading arm also builds strong community links through our shops, which act as important ambassadors for Sense. The shops hold fun weeks, enabling members of the public to take part in activities and to learn more about Sense and the people we support. The shops also sell items which would otherwise go to landfill – an important contribution to the environment (and in line with Sense’s Environment Policy). Our Trading Board is attended by the Chair of the Finance and Audit sub-committee and other Trustees and receives regular reports on community activities.

e) **The desirability of the company maintaining a reputation for high standards of business conduct**

The good reputation of Sense, both in terms of our services and our business relationships, is critical to our long-term future. Our services are scrutinised not only by our quality team, but by the Quality and Safeguarding Boards, which both have an external Chair and members, with direct input from Trustees. We also have a Whistleblowing Policy in place, giving access to an independent external organisation. The Finance and Audit sub-committee has responsibility for monitoring the impact of the Policy.

f) **The need to act fairly as between members of the company**

Sense has almost 1,000 company members. In line with our constitution, we have not held an AGM for the last three years. We send a letter from the Chair to our members setting out the key issues discussed by the Board over the year. This goes to all active supporters of Sense, rather than just Company members.

Statement of the responsibilities of the Board of Trustees 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 (United Kingdom Generally Accepted Accounting Practice). 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 the group, and of the incoming resources and application of resources, including the income and expenditure, of the charitable company/group for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Statement of Recommended Practice: Accounting and Reporting by Charities (2019).
- 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 and disclose with reasonable accuracy at any time the financial position of the charitable company and the group and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and the group, and hence for taking reasonable steps for the prevention and detection of 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 accordance with Section 418, Directors' reports shall include a statement, in the case of each Director in office at the date the Directors' report is approved, that:

- So far as the Trustee is aware, there is no relevant audit information of which the charitable company and the group's auditors are unaware.
- They have taken all the steps that 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.

Internal financial controls

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

- A five-year strategic plan and an annual budget approved by the Board. A number of matters are specifically reserved for the Board'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 the Board.
- The development of policy documents covering all major strategic and operational activities. The executive team reviews these with appropriate regularity and consultation.

Anti-bribery policy

Sense has an anti-bribery policy, which sets out the definition of bribery and makes it the responsibility of all employees and Trustees to prevent and report any bribery issues. If necessary, this can be through Sense's Whistleblowing Policy which provides a number of possible contacts, including an external organisation.



Financial review of Sense, the National Deafblind and Rubella Association 2023/24

Overview

This was a challenging year for Sense, with an unfavourable retail environment in our shops more than offsetting a year-on-year increase in fundraising income. Income in our accommodation and day services held up despite much negotiation with commissioners on fee increases to support the increase in the National Living Wage, and increased running costs. We increased numbers in our education provision. However, the high street proved difficult for us this year and income in our trading arm across our shops was lower than we had hoped. It still represented an increase in income compared to the previous year, reflecting the benefit of the new shops opened in the year.

There was continued pressure on costs, including the National Living Wage increase which saw pay rates increase by 9.7% from £9.50 to £10.42, which we reflected in the best salary increase we could afford. Utility costs stabilised and ceased to present a risk to our financial wellbeing. It is still a challenging environment however, and pressure remains on our social care fees with another 9.7% increase in National Living Wage in April 2024, leading to another round of difficult conversations with hard-pressed commissioners.

Sense remains well resourced with healthy levels of cash and reserves, and a strong asset base.

Financial highlights

This year saw another significant increase in income from commissioned services of £5.7 million, but again this largely reflects the high level of increase in these fees directly linked to the increase in National Living Wage. Apart from the increase in income linked to fees, our provision did grow in the year as we were able to attract more students to our education provision, and also the demand for day services was strong. We opened our Denbigh hub delivering commissioned

services for adults and charitably funded services for children. We opened our Loughborough hub delivering charitably funded services for various groups from our thriving education facility.

The costs of providing services increased substantially in the year, mainly driven by pay rates and salaries. Increases in inflation also affected us, with many of our invoiced costs increasing to reflect the higher wage rates that all organisations experienced last year.

Apart from inflation, expenditure on programmes again increased, by £0.4 million to £3.7 million (2023: £3.3 million) and this reflects our expansion into two hubs as well as more investment in our early intervention and family support programmes. We also increased expenditure on providing holidays for those we support, made possible by our fantastic volunteers.

Towards the end of the year we invested in management for our volunteers with a view to becoming more effective in recruiting, onboarding and getting value from our volunteers whilst also providing a meaningful opportunity for people to contribute to our important work.

We opened 14 new shops in the year, and we closed 4 underperforming shops, meaning that we ended the year with 137 shops trading. Despite this, income did not reach planned levels whilst costs increased, leading to a below expectation performance from the shops.

Income from fundraising increased year on year, with a particular increase in philanthropy income. Income from legacies reduced in the year however as we saw longer delays in the probate process affecting the timing of receipt of donations. Income for Sense International increased in the year with more money secured from grants to deliver vital services.

In the year we also invested in building up our skills in technology to support significant

development plans to improve our use of our data assets. We have designated reserves to allow investment in this area in the future. We are in the process of investing in our fundraising CRM.

We invested resources and systems in building up our capacity and capability in recruiting and managing our volunteers, whilst also providing a meaningful opportunity for people to contribute to our important work.

The above investments in the skills and capacity of our support functions accounts for the small rise in support costs to £7.0 million (2023: £6.7 million).

The loss of £2.2 million reduced reserves to £48.6 million (2023: £50.8 million) of which £3.1 million (2023: £2.8 million) is restricted and £5.0 million (2023: £8.5 million) is designated, leaving £40.1 million unrestricted (2023: £39.1 million).

Cash levels reduced in the year as we invested as planned in our buildings and opened new shops in line with our strategic plan to increase contribution from retail by focussing on the best locations for trading. Cash reduced by £4.6 million in the year to £10.1 million (2023: £14.7 million).

Reserves

The Trustees regularly review free reserves to ensure that there are adequate funds to support all the activity that Sense Group undertakes. This review reflects the need to maintain a considerable property estate in order to continue to provide the high quality of services to the people we support, to fund investment projects to grow services and to ensure an adequate contingency is maintained for unforeseen events, especially given the recent pandemic impact.

This year Designated Reserves have been set by the Trustees at £5.0 million (2023: £8.5 million) reflecting planned investments in service delivery, digital development and our hubs programme.

We also consider unforeseen risks when setting a minimum level of free reserves. We define free reserves as unrestricted reserves minus fixed assets (offset by borrowings taken out to support the purchase of those assets) minus any designated reserves as follows:

Sense Group Free Reserves £ks	Mar 24	Mar-23
Unrestricted Reserves	45,437	47,987
Minus fixed assets offset by long term borrowings	(35,843)	(33,928)
Minus designated reserves	(5,000)	(8,500)
Total Free Reserves	4,594	5,559

Free reserves at March 2024 were £4.6 million (2023: £5.5 million), reflecting the investment we made in fixed assets in the year. After considering various scenarios and the risks attached to each of our income streams, the Trustees consider that minimum free reserves of £4.2 million are required (2023: £4.7 million). Trustees therefore consider our reserves to be in excess of our minimum target.

Going concern

The financial statements show that our cash and reserves position means that we are able to fund foreseeable operational and capital expenditure: last year we eliminated all long term debt and liabilities, including the pension liability. The Trustees have reviewed budgets and forecasts which consider future activity and the risks that might threaten those forecasts.

Sense Group provides a letter of support to Sense International which pledges to provide financial support to Sense International if it is unable to operate as a going concern, and to settle its liabilities as they fall due. This is reviewed as part of the going concern analysis.

Together with our risk management policies, the strong reserves position and no indebtedness allows the Trustees to conclude that the organisation will continue to meet its liabilities as they fall due for at least 12 months from the date of this report and that therefore it is appropriate to continue to prepare the financial statements on a going concern basis.

Pensions

Following the exit from the deficit funding agreement with the Local Pensions Partnership (LPP) in September 2022, Sense no longer has any liability attached to a defined benefit pension scheme. All obligations to the Fund were satisfied in the prior year.

Ethical investments

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

Principal risks and uncertainties

The Board 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, including those identified on departmental risk registers, and for reporting on this 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 reviewed at every executive team meeting, and the departmental risk registers are reviewed by each executive for their areas. The executive team agree which department-specific risks should be included on the corporate risk register.

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

Uncertainty/risk	Possible consequences	Controls being implemented
Trading: Sales income does not grow or reduces, and new shops do not achieve planned income targets	Contribution from the shops reduces or becomes loss making and trading stops being a net contributor to Sense	Trading strategy focusses on increasing donations, pricing structures and increasing sales, along with ensuring receipts from gift aid are maximized. We have introduced new processes to ensure that costs are understood and controlled. We are making efficiencies in our central costs and will constantly examine the portfolio of shops to ensure that we have an efficient operation that maximises our central infrastructure. We close loss making shops.
In fundraising, we fail to grow the number of supporters actively engaged with us.	Voluntary income reduces, restricting the amount we can invest in bringing services to our beneficiaries free of charge.	We have produced a three-year strategy and are investing in our CRM system, and activities to acquire new supporters and ensure we fully engage with existing supporters. We have started face to face fundraising. We are considering our brand awareness and how to increase our impact.
Sense is subject to, or experiences disruption from a significant cyber-attack	Sense systems are unavailable impacting on service delivery. There is a significant data breach or inability to communicate which leads to financial loss. There is severe reputational impact with regulatory and contractual implications	We have introduced Cyber Security systems including firewalls, endpoint protection, access controls, Multi-Factor authentication for users. We have Cyber insurance. We regularly review processes and responses to incidents with independent CISO support from an expert supplier. We work with existing suppliers to review security arrangements. All staff are required to undertake Cyber Security training every 6 months.

Energy and carbon report 2023/24

The table below gives a summary of our energy usage and greenhouse gas emissions for the financial year 2023/24, and also compares with the data from 2022/23 and 2021/22.

Energy/Activity	Scope - GHG Protocol	kWh	Emission Factor	Period 2023/24		Variance v 2022/23			Variance v 2021/22		
				tCO ₂ e (gross)	% of Total	kWh	tCO ₂ e (gross)	Varn %	kWh	tCO ₂ e (gross)	Varn %
	Corporate Standard										
Combustion of Natural Gas	Scope 1 (Direct Emissions)	4,260,094	0.18000	766.8	32.49%	-341,398	-61.5	-7.4%	-696,441	-141.0	-14.1%
Combustion of Oil	Scope 1 (Direct Emissions)	310,241	0.25000	77.6	3.29%	177,749	44.5	134.2%	88,202	23.0	40.4%
Transport Own Vehicles (Diesel)	Scope 1 (Direct emissions)	1,763,840	0.24000	423.3	17.94%	19,531	4.7	1.1%	230,456	60.1	15.0%
Transport Own Vehicles (Petrol)	Scope 1 (Direct emissions)	654,140	0.22000	143.9	6.10%	-141,554	-39.1	-17.8%	350,896	74.2	115.7%
	Scope 1 - TOTALS	6,988,315		1,411.6	59.82%	-285,667	-51.4	-3.9%	-25,987	16.3	-0.4%
Electricity	Scope 2 (Energy Indirect)	3,301,599	0.20707	683.7	28.97%	-633,588	-77.3	-16.1%	-614,559	-147.8	-15.7%
Transport - employee-owned vehicles business travel	Scope 3 (Other Indirect)	920,882	0.22800	210.0	8.90%	340,556	74.2	58.7%	334,353	73.5	57.0%
TOTALS (Gross)		11,210,796		2,305.3	97.69%	-578,699	-54.5	-4.9%	-306,093	-58.0	-2.7%
Buildings Intensity Ratio (kWh/m ² & tCO ₂ e/m ²)		159				-7		-4.4%	-3		-2.1%
Transport Intensity Ratio (kWh/FTE & tCO ₂ e/FTE)		1,741				138		8.6%	264		-17.9%

Emission Changes v 2022/23

Sense have experienced a reduction of 4.9% in CO₂e emissions when compared to 2022/23. This has mainly been reflected in the building use, where both gas and electricity consumption has significantly reduced. While building floor area has marginally reduced, the intensity Ratio reflects that good work has been implemented in reducing energy consumption. The respective building intensity ratio has decreased from 166 to 159 kWh/m² (a reduction of 4.4%).

Scope 1 Transport emissions have witnessed a 4.8% reduction.

As a result of these comparisons the following observations are noted:

1. The property floor area has slightly reduced from the figures reported in 2021/22:

- 56,030m² in 2021/22
- 52,169m² in 2022/23
- 49,530m² in 2023/24

2. Gas consumption has reduced by circa 7.4%. The witnessed gas reduction is believed to be associated with the improved energy measures introduced to the number of the properties within the portfolio.
3. Oil consumption represents a very small proportion of the estates emissions but has seen a significant percentage increase (134.2%). This is however believed to be due the method of recording consumption. Currently no meters are in place and consumption is based on delivery notes. Site delivery data is not truly reflective of site consumption and therefore year-on-year variances will occur

until such time as we are able to install consumption meters to these locations.

4. When the data for 2023/24 is compared with 2020/21 data, it can be seen that both diesel and petrol emissions fell over the Covid pandemic. However, as the business has now returned to normal working practices, the transport impacts have risen back to pre-Covid levels. The current figures however have reflected the migration away from a diesel fleet to petrol. It is also recognised that the Scope 3 'employee owned vehicle' emissions has increased, which is representative of the change in property portfolio and the geographical locations of such properties dictating greater transport requirements.

Company Information

Sense is a registered Charity No. 289868. Registered as a Company limited by guarantee in England & Wales No. 01825301. Registered office at 101 Pentonville Road, London N1 9LG.

The Reporting period

1st April 2023 to 31st March 2024.

Organisational Boundaries

We have used the Financial Control model as the basis to calculate our emissions, including everything that we own and operate within England & Wales.

Quantification and Reporting Methodology

We have followed the UK HM Government "Environmental Reporting Guidelines: Including streamlined energy and carbon reporting guidance June 2023. We have also used the GHG Reporting Protocol Corporate Standard.

Data has been gathered from the following sources:

- Gas Combustion – Supplier invoices including a minor quantity of supplier estimated meter readings based on historical direct comparison and pro-rata extrapolation.
- Oil Combustion – Supplier delivery

quantities (litres) for all fuels.

- Electricity - Supplier invoices including a minor quantity of supplier estimated meter readings based on historical direct comparison and pro-rata extrapolation.
- Transport – Own Fleet – Finance records for litres of fuel (Petrol & Diesel) purchased.
- Transport – Business Mileage employee own vehicles – Individual employee expense claim records for business mileages during the reporting period. We have then used the "average car: unknown fuel" factors to calculate kWh & tCO₂e.

In calculating the emissions we have used the UK Government conversion factors for company reporting of greenhouse gas emissions, conversion factors 2023:

<https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2023>

Intensity Ratios

For all our property energy usage we have chosen a ratio based on the Floor Area GIA.

For our transport energy usage we have chosen a ratio based on our number of employees (FTE).

Energy Efficiency Action

The past year, we have continued our intense action regarding the organisation's aims of reducing energy consumption and carbon output.

The Organisation continues its goal of being carbon neutral by 2040 and has a dedicated team, and a budget to carry out carbon and energy reduction projects.

The major contributors to carbon output (property, fleet and supply chain) are under the direct management of the Sense Property Team. This has enabled a more coordinated approach involving the whole Organisation.

We continue to implement a fully inclusive environment strategy and have published a new Environmental Policy.

We still encourage an agile working approach to the office environment, which has released office

space to enable us to incorporate another charity tenant increasing the more efficient use of floor space. This approach has been also rolled out in our major offices in Crayford and Wakefield.

When we extend our property portfolio i.e., new buildings (shops, warehouses etc) we continue our standard specification incorporating low energy measures, and as a minimum include LED lighting and thermostatically controlled heating and increased insulation where appropriate.

Our trading operation recycles more than 5,500 tonnes per annum of clothing and furniture and there are plans to increase this. We will be working closely on improving our recycling rates across our portfolio.

We continue to engage specialist consultants to carry out energy audits on our freehold property portfolio. This has resulted in a program of energy-saving initiatives including roof insulation and LED lighting.

93% of our meters have now been upgraded to smart meters and we will continue to change the remaining meters to 'smart' meters. The software that compliments this project will give us on demand information and correct readings. We will be able to analyse the power usage which in turn will help us to make informed decisions regarding future energy reduction projects.

As part of our planned maintenance budget, our approach has been to take up any opportunity to improve our energy efficiency. Where boilers, windows, and roofs need replacement, this will always be based on A and A+ units where applicable and upgrading to current Building Regulation standards.

We are currently instructing a further two solar arrays to add to our existing installations.

We continue to profile usage and the suitability of electric battery powered vehicles instead of fossil fuel. We have two hybrid vehicles in our fleet.

We continue to ensure our supply chain adopt the same overall environmental aims and we apply an environmental/sustainability factor along with cost when choosing suppliers.

We have submitted the compliance notification for ESOS Phase 3 and will review and implement any recommendations in the report where appropriate and cost-effective.

We will continue to look at our use of energy and encourage change and change behaviour with regards to energy use.

Assurance & Verification

This report and the verification of the data was undertaken by an external independent CIBSE qualified Low Carbon Consultant and Elmhurst ESOS Lead Assessor.

The Report of the Trustees, including the Strategic Report, was approved by order of the Board of Trustees and signed on its behalf by;



Dr Justin Molloy
Chair

18 November 2024



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 2024 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 then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards, including 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 balance sheet and company balance sheet as at 31 March 2024; the consolidated statement of financial activities, the consolidated summary income and expenditure account and the consolidated cash flow statement for the year then ended; the accounting policies; and the 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 group and parent 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

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

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

However, because not all future events or conditions can be predicted, this conclusion is not a guarantee as to the groups and the parent charitable company's ability to continue as a going concern.

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

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.

With respect to the Strategic Report and Report of the Trustees, we also considered whether the disclosures required by the UK Companies Act 2006 and Charities Act 2011 have been included.

Based on our work undertaken in the course of the audit, the Companies Act 2006 requires us also to report certain opinions and matters as described below.

Report of the Trustees including the Strategic Report

In our opinion, based on the work undertaken in the course of the audit the information given in the Report of the Trustees, including the Strategic Report for the period ended 31 March 2024 is consistent with the financial statements and has been prepared in accordance with applicable legal requirements.

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 did not identify any material misstatements in the Report of the Trustees, including the Strategic Report.

Responsibilities for the financial statements and the audit

Responsibilities of the trustees for the financial statements

As explained more fully in the Statement of the responsibilities of the Board of Trustees, the trustees (who are also the directors 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 or the 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.

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

Based on our understanding of the group and its industry/environment, we identified that the principal risks of non-compliance with laws and regulations related to the Charities Act 2011, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the financial statements such as the Companies Act 2006. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to the posting of inappropriate journal entries. Audit procedures performed by the engagement team included:

- enquiring of management and the Board of Trustees, including consideration of any known or suspected instances of non-compliance with laws and regulations and fraud;
- reading minutes of meetings of the Board of Trustees and the Finance and Audit Committee;
- identifying and testing journal entries,

including journal entries posted with unusual account combinations to income; and

- assessing financial statement disclosures, and testing to supporting documentation, for compliance with applicable laws and regulations.

There are inherent limitations in the audit procedures described above. We are less likely to become aware of instances of non-compliance with laws and regulations that are not closely related to events and transactions reflected in financial statements. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations or through collusion.

A further description of our responsibilities for the audit of the financial statements is located on the FRC's website at: 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 parent charitable company'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 obtained 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.



Daniel Chan
(Senior Statutory Auditor)

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

November 2024



Financial statements



Consolidated statement of financial activities for the year ended 31 March 2024

	Note	Unrestricted Funds £000s	Restricted Funds £000s	Endowment Funds £000s	Total 2024 £000s	Total 2023 £000s
Income						
Donations and legacies	1	9,763	4,214	-	13,977	12,875
Charitable activities	1	63,295	1,111	-	64,406	59,154
Trading	1	15,750	-	-	15,750	13,708
Investment income	2	469	2	-	471	299
Other income	3	372	-	-	372	491
Total income		89,649	5,327	-	94,976	86,527
Expenditure						
Raising funds	4	6,399	-	-	6,399	5,580
Charitable activities		69,420	4,257	-	73,677	69,667
Trading		16,584	-	-	16,584	13,917
Other		813	-	-	813	1,081
Total expenditure		93,216	4,257	-	97,473	90,245
Net gain on sale of tangible fixed assets	5	304	-	-	304	52
Transfers between funds	18	706	(706)	-	-	-
Net (expense)/income before pension settlement		(2,557)	364	-	(2,193)	(3,666)
Settlement of defined benefit pension scheme	6,10	-	-	-	-	(2,675)
Actuarial gain on defined benefit pension scheme	10	-	-	-	-	11,676
Net gain on settlement of defined benefit pension scheme	10	-	-	-	-	9,001
Net (decrease) / increase in funds	7	(2,557)	364	-	(2,193)	5,335
Reconciliation of movement in funds						
Fund balances brought forward	18	47,636	2,773	351	50,760	45,425
Net (decrease) / increase in funds	18	(2,557)	353	1	(2,192)	5,335
Fund balances carried forward	18	45,085	3,126	352	48,563	50,760

The net income of unrestricted funds is analysed between the general fund and designated funds.

Consolidated balance sheet as at 31 March 2024

	Notes	31 March 2024 £000s	31 March 2023 £000s
Fixed assets			
Tangible assets	11	35,843	33,928
Total fixed assets		35,843	33,928
Current assets			
Stock		666	697
Debtors	13	11,253	10,425
Investments	14	4,000	9,000
Cash at bank and in hand		6,144	5,667
Total current assets		22,063	25,789
Creditors (amounts falling due within one year)	15	(9,319)	(8,925)
Net current assets		12,744	16,864
Total assets less current liabilities		48,587	50,792
Creditors (amounts falling due after more than one year)	16	(24)	(32)
Net assets		48,563	50,760
Represented by:			
General fund	18	40,085	39,136
Designated funds	18	5,000	8,500
Restricted funds	18	3,126	2,773
Endowment fund	18	352	351
Total funds		48,563	50,760

The notes on pages 49 to 72 form part of these financial statements.

The financial statements on pages 41 to 72 were approved by the Board of Trustees on 18 November 2024 and signed on its behalf by:



Simon Jones, Treasurer

Registered company number 1825301

Company balance sheet as at 31 March 2024

	Notes	31 March 2024 £000s	31 March 2023 £000s
Fixed assets			
Tangible assets	11	35,823	33,899
Investments	12	30	30
Total fixed assets		35,853	33,929
Current assets			
Stock		666	697
Debtors	13	11,368	10,060
Investments	14	4,000	9,000
Cash at bank and in hand		5,098	5,258
Total current assets		21,132	25,015
Creditors (amounts falling due within one year)	15	(9,154)	(8,798)
Net current assets		11,978	16,217
Total assets less current liabilities		47,831	50,146
Creditors (amounts falling due after more than one year)	16	-	-
Net assets excluding pension liability		47,831	50,146
Net assets		47,831	50,146
The funds of the charity			
General fund	18	39,755	38,618
Designated funds	18	5,000	8,500
Restricted funds	18	2,724	2,677
Endowment fund	18	352	351
Total funds		47,831	50,146

The notes on pages 49 to 72 form part of these financial statements.

The financial statements on pages 41 to 72 were approved by the Board of Trustees on 18 November 2024 and signed on its behalf by:

Simon Jones, Treasurer

Registered company number 1825301

Consolidated summary income and expenditure account for the year ended 31 March 2024

	2024 £000s	2023 £000s
Income	94,505	86,280
Total expenditure of operations	(97,473)	(90,068)
Operating (deficit)/surplus	(2,968)	(3,788)
Gain on disposal of tangible fixed assets	304	52
Interest receivable and similar income	471	299
Interest payable and similar charges	-	(236)
Net interest and administration costs of defined benefit scheme	-	(41)
Remeasurement of pension on cessation of scheme	-	(2,633)
Net (expense)/income for the year	(2,193)	(6,347)

Consolidated cash flow statement for the year ended 31 March 2024

	Note	2024 £000s	2023 £000s
Cash flows from operating activities			
Net cash (outflow)/inflow from operating activities	23	39	(3,394)
Cash flows from Investing activities:			
Interest received		471	299
Interest paid		-	(236)
Proceeds from the sale of tangible fixed assets		574	63
Purchase of tangible fixed assets		(5,607)	(5,307)
Gain on interest rate swap closed		-	233
Net cash provided by (used in) investing activities		(4,562)	(4,948)
Cash flows from financing activities:			
Repayments of borrowing		-	(5,333)
Refund of defined benefit scheme surplus		-	8,634
Net cash provided by (used in) financing activities		-	3,301
Change in cash and cash equivalents in the reporting period (including short term deposits)		(4,523)	(5,041)
Change in cash and cash equivalents at the beginning of the reporting period (including short term deposits)		14,667	19,708
Change in cash and cash equivalents at the end of the reporting period (including short term deposits)	26	10,144	14,667

Accounting policies of Sense, the National Deafblind and Rubella Association

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 2020) (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.

The company has taken advantage of the exemption in section 408 of the Companies Act from presenting its individual statement of financial activities.

The net expense of the charity for the year was £2,193k.

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 have reviewed budgets and forecasts which consider future activity and have also taken account of the risks that might threaten the expected position. Trustees have reviewed the forecasts in the light of severe and plausible downsides such as loss of retail income or inadequate fee increase to cover increased costs and conclude that revenue and capital expenditure will be covered even if such adverse circumstances occur. Trustees have also reviewed the risk register in detail during the year including

a review of risk mitigation strategies. Given our risk management policies and strong reserves position, the Trustees believe that the organisation will continue to meet its liabilities as they fall due for at least 12 months from the date of this report and therefore it is appropriate to prepare the financial statements on a going concern basis.

Group financial statements

These financial statements consolidate the results of the charity and its wholly owned subsidiaries: Sense International, Helping Sense Limited, and Sense4Enterprise Limited.

Income recognition

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 the time of sale. Legacy income is recognised on a receivable basis or when it is probable that legacy income will be received and the amount 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 which include 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.

Donations and legacies are recognised as income when received, except when the income is related to major events. Non-cash donations, other than goods donated for sale through 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 represents the cost of organising fundraising events and activities and the operating costs of the charity's shops. The cost of charitable activities includes all expenditure directly relating to the objects of the charity. Support costs are apportioned to the relevant charitable activity on the basis of salary costs incurred.

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

Grant income

Grants received are recognised as income. Accruals are made for any grants claimed but outstanding at year end.

Tangible fixed assets

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.

Depreciation and amortisation

Depreciation is calculated to write off the cost of tangible fixed assets in equal annual instalments over their estimated useful economic lives at the following annual rates:

Freehold property	2 %
Short leasehold properties and long leasehold improvements	Over the remaining life of the lease
Furniture, fixtures and fittings	12.5 % to 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 less are not capitalised.

Leases

Operating lease rentals are expensed in equal amounts over the term of the lease.

Stock

Stock relates to new and second-hand goods purchased for sale through the shops, valued at the lower of cost or net realisable value. Donated goods and Sense merchandise are valued at nil as their intrinsic value is immaterial.

Recognition of liabilities

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

Dilapidations

Provision is made for dilapidations in respect of leasehold properties, principally charity shops. The provision reflects an estimate of the costs to make good the leased property at the expiry of the lease and the elapsed period of the lease at the year end. On expiry of a lease, any expenditure in excess of the accumulated provision is released.

Pension costs

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

Pension costs in respect of the Teachers' Pension Scheme (TPS), 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 become due.

Until September 2022 Sense was part of the Local Pensions Partnership (LPP) but involvement ceased on 30th September 2022. Pension costs in respect of the Local Pensions Partnership (LPP), a defined benefit pension scheme closed to new members, were accounted for in accordance with FRS 102 during 2022/23. As a result, changes in actuarial assumptions, expected investment return on assets and interest on pension liabilities, were charged to the statement of financial activities in that year.

Differences between actual and expected returns on assets, 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, were also recognised in the statement of financial activities in 2022/23. The difference between the market value of assets and the present value of future pension liabilities was shown as a provision on the balance sheet.

The Company formally exited the scheme in 2022/23.

Fixed assets: subsidiary undertakings

Investments in subsidiary undertakings are stated at cost and written down to their realisable value if there has been a permanent diminution in value.

Foreign currency

Assets and liabilities denominated in foreign currencies are translated at the rate of exchange prevailing at the balance sheet date.

Exchange differences are recognised within net income/(expenditure).

Allocation of funds

General funds represent 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 must 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 assets that must be held permanently by the charity, principally properties. Any capital gains or losses arising on sale of those assets forms 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 maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Financial Instruments

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

Investment Policy

Investments includes cash held on deposit for terms of between three months and one year.

The cash balances with Sense will be assessed taking on board the working capital needs and will be aligned with the cashflow projections.

To optimise the return on cash or short-term investments with minimum risk to their capital value. To retain sufficient liquid funds to enable Sense to meet its short-term obligations and to respond to any unplanned opportunities and crises that arise.

As at March 2024 Sense had £4m in short term deposits

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.

Cost Allocation

Support costs not attributable to a single activity are allocated or apportioned on a basis consistent with identified cost drivers for that cost category. Cost drivers utilised include head count, direct costs, and estimation and judgement is exercised in applying cost drivers to cost categories.

Principal accounting estimates and judgements

In the application of these 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.

Legacies have been accounted for on a cash received basis. Pecuniary legacies that were notified at the year end but not received and residuary gifts where the estate has been finalised but cash not received amounted to £445k at March 2024. This income has not been accrued and will fall into financial year 2024/25.

Sense acts as an agent for its wholly-owned subsidiary, Helping Sense Limited, in respect of trading activities through its charity shops. This income is therefore recognised by Helping Sense Limited and costs borne by Sense are re-charged to Helping Sense Limited. Purchases of stock are made by Sense, which is held by the charity. This does not impact on the consolidated financial information.

Notes to the financial statements of Sense, the National Deafblind and Rubella Association, for the year ended 31 March

1. Income

Donations and legacies	2024	2023
	£000s	£000s
Donations		
Restricted	3,264	3,955
Unrestricted	6,499	6,163
Total	9,763	10,118
Legacies		
Unrestricted	4,214	2,757
Total	13,977	12,875

Charitable activities	2024	2023
	£000s	£000s
Care and Support Midlands	13,572	12,325
Care and Support East	12,556	11,727
Care and Support South	14,714	14,735
Care and Support North	10,339	9,294
Care and Support Northern Ireland	3,334	3,237
Care and Support Wales	2,212	1,985
Education and development programmes	6,585	4,067
International programmes	956	975
Arts and wellbeing programmes	10	663
Holidays and volunteering	126	135
Adult specialist services	-	6
Children's specialist services	2	5
Total	64,406	59,154

Income from charitable activities includes grants received for a specific purpose which have been spent entirely on that purpose as follows:

	2024	2023
	£000s	£000s
Sense	1,850	1,834
Sense International	960	980
Total	2,810	2,814

1. Income (cont'd)

Trading	2024	2023
	£000s	£000s
Sale of Goods	14,843	12,984
Gift Aid	740	662
Fundraising	132	28
Rent Received	35	34
Total	15,750	13,708

2. Investment income

	2024	2023
	£000s	£000s
Bank interest	471	299

3. Other income

	2024	2023
	£000s	£000s
Other Income		
Miscellaneous income	372	491

Miscellaneous income represents training, advice and consultancy provided to other organisations and charities concerned with disability, rental of office and conference space income at Sense Touch Base Pears and Pentonville Road.

4. Expenditure 2023/24

Activity	Direct Costs £000s	Apportioned Support Costs £000s	2024 £000s
Donations	6,089	310	6,399
Trading	16,542	43	16,585
TouchBase Pears	482	9	491
Care and Support Midlands	15,028	1,365	16,393
Care and Support East	11,477	1,174	12,651
Care and Support South	14,345	1,513	15,858
Care and Support North	9,389	1,026	10,415
Care and Support Northern Ireland	3,062	322	3,384
Care and Support Wales	2,297	230	2,527
Education and development programmes	2,547	534	3,081
International programmes	2,453	145	2,598
Arts and wellbeing programmes	1,191	92	1,283
Holidays and volunteering	962	89	1,051
Adult specialist services	81	9	90
Children's specialist services	1,079	113	1,192
Campaigns, publicity and awareness	1,652	149	1,801
Quality assurance and development	1,120	121	1,241
Other	433	-	433
Total	90,229	7,244	97,473

Analysis of apportioned support costs 2023/24

Activity	Facilities £000s	Management £000s	People £000s	Finance £000s	Governance £000s	Comms £000s	2024 £000s
Donations	20	14	98	99	2	77	310
Trading	-	-	43	-	-	-	43
TouchBase	1	-	3	3	-	2	9
Care and Support Midlands	88	62	432	434	9	340	1,365
Care and Support East	76	54	371	373	8	292	1,174
Care and Support South	98	69	479	481	10	376	1,513
Care and Support North	66	47	325	326	7	255	1,026
Care and Support Northern Ireland	21	15	102	102	2	80	322
Care and Support Wales	15	11	73	73	1	57	230
Education programmes	35	24	169	170	3	133	534
International programmes	-	103	-	-	42	-	145
Arts and wellbeing programmes	6	4	29	29	1	23	92
Holidays and volunteering	6	4	28	28	1	22	89
Adult specialist services	1	-	3	3	-	2	9
Children's specialist services	7	5	36	36	1	28	113
Campaigns, publicity and awareness	10	7	47	47	1	37	149
Quality assurance and development	8	6	38	38	1	30	121
Total	458	425	2,276	2,242	89	1,754	7,244

4. Expenditure 2022/23

Activity	Direct Costs £000s	Apportioned Support Costs £000s	2023 £000s
Fundraising	5,322	258	5,580
Trading	13,874	43	13,917
TouchBase Pears	1,029	4	1,033
Care and Support Midlands	13,680	1,205	14,885
Care and Support East	10,691	1,098	11,789
Care and Support South	13,092	1,361	14,453
Care and Support North	8,827	970	9,797
Care and Support Northern Ireland	3,007	332	3,339
Care and Support Wales	2,071	218	2,289
Education and development programmes	2,416	533	2,949
International programmes	2,644	165	2,809
Arts and wellbeing programmes	1,060	76	1,136
Holidays and volunteering	1,397	117	1,514
Adult specialist services	627	75	702
Children's specialist services	924	96	1,020
Campaigns, publicity and awareness	1,579	136	1,715
Quality assurance and development	517	53	570
Other	748	-	748
Total	83,505	6,740	90,245

Analysis of apportioned support costs 2022/23

Activity	Facilities £000s	Management £000s	People £000s	Finance £000s	Governance £000s	Comms £000s	2023 £000s
Fundraising	20	16	90	73	1	57	257
Trading	-	-	43	-	-	-	43
TouchBase	-	-	2	1	-	1	4
Care and Support Midlands	92	73	423	343	8	266	1,205
Care and Support East	84	67	386	312	7	243	1,099
Care and Support South	104	83	478	387	9	300	1,361
Care and Support North	74	59	340	276	7	214	970
Care and Support Northern Ireland	25	20	117	95	2	73	332
Care and Support Wales	17	13	77	62	1	48	218
Education programmes	41	32	187	151	4	118	533
International programmes	-	136	-	-	29	-	165
Arts and wellbeing programmes	6	5	26	21	1	16	75
Holidays and volunteering	9	7	41	33	1	26	117
Adult specialist services	6	5	26	21	1	16	75
Children's specialist services	7	6	34	27	1	21	96
Campaigns, publicity and awareness	10	8	48	39	1	30	136
Quality assurance and development	4	3	19	15	1	12	54
Total	499	533	2,337	1,856	74	1,441	6,740

5. Net gains on sale of tangible fixed assets

	2024 £000s	2023 £000s
Net gain on sale of tangible fixed assets	304	52

6. Settlement of defined benefit pension scheme

	2024 £000s	2023 £000s
Remeasurement of defined benefit pension scheme on cessation (30 Sep 2022)	-	(2,633)
Administration costs defined benefit pension scheme	-	(42)
Total	-	(2,675)

Effective 30 September 2022, the deficit funding agreement in place between Sense and the LGPS regarding the defined benefit pension scheme expired as a result of a cessation valuation producing a surplus on the scheme.

The above charge of £2,633k is the accounting adjustment required to reconcile the cessation valuation surplus to the actuarial valuation surplus, which was higher.

The scheme was nil in 2023/24.

7. Net (decrease) / increase in funds

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

	2024 £000s	2023 £000s
Audit fee – Group	138	117
Audit fee – Subsidiaries	8	8
Auditors – non audit fees	9	15
Depreciation of tangible fixed assets	2,703	2,958
Operating lease rentals	4,960	4,539
Interest payable on bank loans	-	236

8. Employee remuneration

	2024 £000s	2023 £000s
Wages and salaries	59,915	54,482
Social security costs	4,523	3,991
Pension costs - defined contribution schemes	2,456	2,257
Pension costs - defined benefit scheme (see note 10)	51	494
Total	66,945	61,224

The average monthly number of employees - excluding volunteers - was 2,851 (2023: 2,485).

Employees earning over £60,000 fell into the following bandings:

	2024 Number	2023 Number
£60,000 - £70,000	19	14
£70,000 - £80,000	7	4
£80,000 - £90,000	1	1
£90,000 - £100,000	3	1
£100,000 - £110,000	3	3
£110,000 - £120,000	1	-
£150,000 - £160,000	-	1
£160,000 - £170,000	1	-

Pension contributions for these employees were as follows:

	2024 £000s	No.	2023 £000s	No.
Defined contribution schemes	93	35	54	11

The aggregate remuneration of the 8 key management personnel (2023: 12) listed in the Trustees' Report, was £831,502 (2023: £745,536) before pension contributions of £29,588 (2023: £39,336).

9. Remuneration of members of Trustee Board

No Trustees received any remuneration during the year (2023: £nil).

One Trustee (2023: Eight) was reimbursed travel and subsistence expenses for attending meetings and duties directly related to their duties as Trustees. Costs reimbursed were £204 (2023: £1,465).

10. Pensions

The Group provides defined contribution pension schemes for current employees.

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

The Group historically participated in the Local Pensions Partnership (LPP), a scheme which provides benefits based on final pensionable pay in respect of employees' past service. The Scheme was closed to new members in 2014, and the Group exited the Scheme in 2022/23. The Scheme is nil in 2023/24.

11. Tangible assets

Group	Freehold property £000s	Long leasehold improvements £000s	Short leasehold improvements £000s	Furniture, fixtures and fittings £000s	Motor vehicles £000s	Total £000s
Cost						
At 1 April 2023	27,206	4,405	4,086	22,020	3,472	61,189
Additions	773	103	1,500	3,077	143	5,596
Disposals	(250)	-	(59)	(293)	(357)	(959)
At 31 March 2024	27,729	4,508	5,527	24,804	3,258	65,826
Accumulated depreciation						
At 1 April 2023	4,784	933	2,274	16,483	2,787	27,261
Charge for the year	441	71	447	2,162	301	3,422
Disposals	-	-	(41)	(291)	(368)	(700)
At 31 March 2024	5,225	1,004	2,680	18,354	2,720	29,983
Net book amounts						
At 31 March 2024	22,504	3,504	2,847	6,450	538	35,843
At 31 March 2023	22,422	3,472	1,812	5,537	685	33,928

Company	Freehold property £000s	Long leasehold improvements £000s	Short leasehold improvements £000s	Furniture, fixtures and fittings £000s	Motor vehicles £000s	Total £000s
Cost						
At 1 April 2023	27,206	4,405	4,086	22,014	3,403	61,114
Additions	773	103	1,500	3,071	143	5,590
Disposals	(250)	-	(59)	(293)	(357)	(959)
At 31 March 2024	27,729	4,508	5,527	24,792	3,189	65,745
Accumulated depreciation						
At 1 April 2023	4,784	933	2,274	16,479	2,745	27,215
Charge for the year	441	71	447	2,159	289	3,407
Disposals	-	-	(41)	(291)	(368)	(700)
At 31 March 2024	5,225	1,004	2,680	18,347	2,666	29,922
Net book amounts						
At 31 March 2024	22,504	3,504	2,847	6,445	523	35,823
At 31 March 2023	22,422	3,472	1,812	5,535	658	33,899

12. Fixed asset investments

Company	2024 £000s	2023 £000s
Holding in Helping Sense Limited	30	30

The company owns 100% of the ordinary share capital of Helping Sense Limited, which is incorporated in England and Wales, and exists to raise funds for the company. 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 (note 27).

13. Debtors

Group	2024 £000s	2023 £000s
Trade debtors	6,286	4,687
Taxation recoverable	330	406
Other debtors	619	828
Accrued income	1,890	1,970
Prepayments	2,128	2,534
Total	11,253	10,425

Company	2024 £000s	2023 £000s
Trade debtors	6,286	4,687
Other debtors	588	1,539
Amounts owed by group undertakings	320	2,525
Taxation recoverable	330	109
Accrued income	1,731	406
Prepayments	2,113	794
Total	11,368	10,060

Trade debtors are shown net of bad and doubtful net provisions of £124k (2023: £124k)

14. Current asset investments

Group and Company	2024 £000s	2023 £000s
Bank deposits	4,000	9,000

15. Creditors (amounts falling due within one year)

Group	2024	2023
	£000s	£000s
Trade creditors	3,111	2,875
Taxation and social security	1,077	963
Deferred income	1,028	880
Accruals	4,103	4,207
Total	9,319	8,925

Company	2024	2023
	£000s	£000s
Trade creditors	3,111	2,871
Taxation and social security	1,077	963
Deferred income	955	879
Accruals	4,011	4,085
Total	9,154	8,798

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

Group	2024	2023
	£000s	£000s
Other creditors	(24)	(32)
Total	(24)	(32)

17. Provisions for Liabilities and Charges

Group and Charity

	Balance 31 March 2023	Charged to Income and Expenditure	Utilised	Balance 31 March 2024
	£000s	No.	£000s	No.
Provisions or dilapidations	962	158	(167)	953

18. Movement of funds 2023-24 (Group)

Group	Balance at 1 April 2023	Income	Expenditure	Transfers	Balance at 31 March 2024
	£000s	£000s	£000s	£000s	£000s
Unrestricted funds					
General fund, excluding pension	39,136	89,951	92,891	3,889	40,085
Designated funds	8,500	8	325	(3,183)	5,000
Pension (note 10)	-	-	-	-	-
Total unrestricted funds	47,636	89,959	93,216	706	45,085
Restricted funds					
Arts & Wellbeing: Co-Op Inclusive Dance	20	-	12	-	8
Big Lottery Fund Grant	42	43	66	-	19
Cafe 55 -Providence Court	58	2	-	-	60
Children's Services	-	321	-	(321)	-
Children's Services: North	-	24	-	(20)	4
Children's Services: South East	1	82	-	(74)	9
Children's Services: Wolverhampton	34	-	-	(34)	-
Community Connections	105	-	-	(29)	76
Cornwall GOT Project	32	6	8	-	30
Denbigh Hub	21	10	-	-	31
DoH Health & Wellbeing Alliance	-	23	-	(23)	-
EFA Capital Minor Works	16	-	50	50	16
Employment and Benefits Staff	82	90	49	(11)	112
GOT Group Warwickshire	26	-	1	-	25
Grafton Street Donations	46	-	2	-	44
Hadley Centre (Operations)	65	15	-	-	80
Holidays Fund	102	56	-	(158)	-
Lottery Guide Dogs	64	(12)	-	-	52
Needs and Numbers Survey	55	(8)	-	-	47
Northern Ireland Day Centre	114	-	-	(5)	109
Northern Ireland Mallusk Nursery	29	-	-	-	29
Northern Ireland Out Of Schools Club	95	149	152	-	92
Northern Ireland Special Donations	181	16	9	-	188
North - Yorkshire Donations	40	-	1	-	39
Stevenage Special Donations	31	-	-	-	31
Sense Coleridge Road – Student Welfare Fund	22	4	4	-	22
Southeast: Sense @ Keech	28	-	7	-	21
Sport England - Active Together	104	-	104	1	1
Stables and riding	43	16	-	-	59
Anne Wall Centre (TBSE)	26	-	-	-	26
TouchBase South East	50	-	-	-	50
Virtual Buddying	-	51	-	(51)	-
Volunteering: London Transitions	34	15	-	-	49
Warren Farm Rd	202	176	-	-	378
Woodside - Capital	43	5	-	(48)	-

18. Movement of funds 2023-24 (Group) cont'd

Group	Balance at 1 April 2023	Income	Expenditure	Transfers	Balance at 31 March 2024
	£000s	£000s	£000s	£000s	£000s
Restricted funds cont'd					
Woodside - Operations	60	7	-	(67)	-
Andlaw House	10	-	-	-	10
CSS Cymru Fund	150	3	-	(21)	132
North Wales Donations	35	-	-	-	35
Student Fund - Newton Court 1-4	24	1	3	-	22
The Devon Group Fund	34	2	5	-	31
Loughborough Employment Room	-	-	-	(27)	(27)
Strictly	-	24	8	-	16
Belfast Hub Capital Fund	-	155	0	-	155
Arts & Wellbeing: NLHF-National Trust Partnership	-	32	17	(15)	-
Arts & Wellbeing: Esmee Fairbairn (ASW Salaries)	-	88	77	-	11
Arts & Wellbeing: TBP Inclusive Programme	-	33	47	-	(14)
Children's Services: Midlands	-	78	-	(78)	-
Early Intervention: Reaching Communities	-	334	321	19	32
Early Intervention: North Wales/Denbigh Hub	-	25	-	(25)	-
Arts & Wellbeing: Arts Council (NPO)	-	250	208	3	45
Sport: Sport England System Partner	-	692	487	-	205
Woodside - Sensory Room Equipment	-	35	-	-	35
Siblings & Young Carers Programme	-	61	-	(61)	-
Other Sense	137	76	238	(80)	(105)
Active Citizens Romania	27	51	64	-	14
CareTech Foundation EI TZ 3Y 22-25	-	71	57	-	14
Hollyhock Foundation EI TZ EI 3Y 22- 25	20	27	22	-	25
Comic Relief Uganda 2020	111	67	181	-	(3)
Commonwealth Foundation Kenya	11	26	19	-	18
Guernsey Bangladesh Education	14	29	42	-	1
Romania in Country	135	59	73	-	121
KBTA - Uganda	3	23	15	-	11
Uganda iHelp Project	51	22	53	-	20
UK Aid Match Kenya 2020	85	-	56	-	29
Peru LACT ED Feb 2021-Jan 2024	46	-	47	-	(1)
Kenya Holding Fund	-	4	101	97	-
Tanzania Holding Fund	-	-	102	102	-
Uganda Holding Fund	-	107	165	59	-
Peru Holding Fund	-	-	99	99	-
Guernsey Education (Bangladesh) 2	-	23	23	-	-
Medicor (Kenya)	-	-	23	-	(23)
Deaf Child Worldwide (Kenya)	-	40	8	-	32
Nelumbo Stiftung Early Intervention (Uganda) Phase 2	-	154	54	-	100

18. Movement of funds 2023-24 (Group) cont'd

Group	Balance at 1 April 2023	Income	Expenditure	Transfers	Balance at 31 March 2024
	£000s	£000s	£000s	£000s	£000s
Restricted funds cont'd					
MTN Telecoms (Uganda)	-	162	149	-	13
Lavelle (Peru)	-	33	29	-	4
FCDO Disability Inclusive Development	-	713	713	-	-
Nelumbo Stiftung Education Phase 2	-	457	195	-	262
John Lewis Foundation	-	100	-	-	100
KJCF (Peru) 2	-	64	5	-	59
Nelumbo Stiftung - Education	-	47	47	-	-
Other Sense International	9	57	39	13	40
Total Restricted	2,773	5,316	4,257	(706)	3,126
Endowment					
Property	351	1	-	-	352
Total Endowment	351	1	-	-	352
Total Funds	50,760	95,276	97,473	-	48,563

18. Movement of funds 2022-23 (Group)

Group	Balance at 1 April 2022	Income	Expenditure	Transfers	Balance at 31 March 2023
	£000s	£000s	£000s	£000s	£000s
Unrestricted funds					
General fund, excluding pension	31,552	77,614	72,071	2,041	39,136
Designated funds	11,097	-	937	(1,660)	8,500
Pension (note 10)	(869)	-	-	869	-
Total unrestricted funds	41,780	77,614	73,008	1,250	47,636
Restricted funds					
Arts & Wellbeing: Co-Op Inclusive Dance	8	22	10	-	20
Arts Council: Dance at Sense	-	78	78	-	-
Big Lottery Fund Grant	47	100	105	-	42
Cafe 55 – Providence Court	51	7	-	-	58
Childrens Services	-	94	-	(94)	-
Childrens Services: North	-	21	-	(21)	-
Childrens Services: South East	58	31	3	(85)	1
Childrens Services: Wolverhampton	34	-	-	-	34
Community Connections	106	-	1	-	105
Cornwall GOT Project	38	15	21	-	32
Denbigh Hub	3	18	-	-	21
DoH Health & Wellbeing Alliance	-	23	-	(23)	-
Dual Sensory Impairment Clinic	-	195	-	(195)	-
EFA Capital Minor Works	-	46	-	(30)	16
Employment and Benefits Staff	15	83	15	(1)	82
GOT Group Warwickshire	28	-	2	-	26
Grafton Street Donations	36	10	-	-	46
Hadley Centre (Operations)	25	40	-	-	65
Holidays Fund	68	34	-	-	102
Lottery Guide Dogs	64	-	-	-	64
Loughborough Hub Capital	200	310	25	(485)	-
Loughborough Hub Revenue	50	(50)	-	-	-
Needs and Numbers Survey	55	-	-	-	55
Northern Ireland Day Centre	107	7	-	-	114
Northern Ireland Mallusk Nursery	25	4	-	-	29
Northern Ireland Out Of Schools Club	96	143	144	-	95
Northern Ireland Outreach Worker	20	-	-	(20)	-
Northern Ireland Special Donations	165	32	16	-	181
North – Yorkshire Donations	40	-	-	-	40
Pears Grant – Promoting Wellbeing	-	195	212	17	-

18. Movement of funds 2022-23 (Group) (cont'd)

Group	Balance at 1 April 2022	Income	Expenditure	Transfers	Balance at 31 March 2023
	£000s	£000s	£000s	£000s	£000s
Restricted funds cont'd					
Stevenage Special Donations	31	-	-	-	31
Sense Coleridge Road – Student Welfare Fund	16	6	-	-	22
Southeast: Sense @ Keech	30	1	3	-	28
Northern Ireland Specialist Services	31	-	-	(31)	-
Sport England – Active Together	-	537	403	(30)	104
Stables and riding	9	34	-	-	43
TBP CSS Studio Development	29	54	-	(82)	1
TouchBase Pears Aspirations	26	-	-	(26)	-
Anne Wall Centre (TBSE)	26	-	-	-	26
TouchBase South East	30	20	-	-	50
Virtual Buddying	-	137	149	12	-
Volunteering: London Transitions	-	35	1	-	34
Warren Farm Rd	2	200	-	-	202
Woodside – Capital	43	-	-	-	43
Woodside – Operations	64	3	7	-	60
Andlaw House	10	-	-	-	10
Children's Services: Sweeney Foundation	50	-	50	-	-
CSS Cymru Fund	26	157	3	(30)	150
North Wales Donations	35	-	-	-	35
Student Fund – Newton Court 1-4	23	1	-	-	24
The Devon Group Fund	33	4	3	-	34
Other	521	29	287	(126)	137
Active Citizens Romania	-	64	37	-	27
NLCF Tanzania Adults vocational 2019-2022	38	-	38	-	-
CareTech Foundation EI TZ 3Y 22-25	-	34	34	-	-
Hollyhock Foundation EI TZ EI 3Y 22-25	-	41	21	-	20
Comic Relief Uganda 2020	81	135	105	-	111
Commonwealth Foundation Kenya	-	30	19	-	11
UK Aid Match Bangladesh	63	-	63	-	-
FCDO UK Aid Match Kenya (Early Intervention)	-	129	129	-	-
UK Aid Direct Kenya Co-Funding	9	25	32	-	2
FCDO Disability in Development Bangladesh Livelihoods	(1)	51	50	-	-
FCDO Disability in Development Kenya Innovation Education	(2)	34	32	-	-
FCDO Disability in Development Kenya	-	93	92	-	1

18. Movement of funds 2022-23 (Group) (cont'd)

Group	Balance at 1 April 2022	Income	Expenditure	Transfers	Balance at 31 March 2023
	£000s	£000s	£000s	£000s	£000s
Restricted funds cont'd					
FCDO Disability in Development Nepal	-	94	93	-	1
FCDO Disability in Development Bangladesh Education	-	114	114	-	-
Guernsey Bangladesh Education	-	23	9	-	14
Jersey Overseas Aid Nepal	37	33	70	-	-
The Batchworth Trust (Nepal)	24	-	24	-	-
Romania in Country	138	28	31	-	135
KBTA – Uganda	-	23	20	-	3
Lavelle	34	-	34	-	-
UN Women (Uganda)	7	33	40	-	-
Uganda iHelp Project	4	107	60	-	51
Nepal Base Fund	-	23	23	-	-
UK Aid Match – Bangladesh	43	(48)	(6)	-	1
Nelumbo Foundation – Education	224	173	398	-	(1)
Thomas Cook Children's Charity (South Goa)	31	-	22	-	9
UK Aid Match Kenya 2020	87	81	83	-	85
Uganda Nelumbo Foundation project	30	-	30	-	-
Peru LACT ED Feb 2021-Jan 2024	28	49	31	-	46
Directors Week	-	31	31	-	-
Kenya Holding Fund	-	77	77	-	-
Tanzania Holding Fund	1	120	121	-	-
Uganda Holding Fund	-	210	210	-	-
Bangladesh Holding Fund	-	5	5	-	-
Peru Holding Fund	-	35	35	-	-
Other Sense International	37	51	93	-	(5)
Total Restricted	3,285	4,784	4,046	(1,250)	2,773
Endowment					
Property	360	-	(9)	-	351
Total Endowment	360	-	(9)	-	351
Total Funds	45,425	82,398	77,063	-	50,760

18. Movement of funds 2023-24 (Company)

Company	Balance at 1 April 2023	Income	Expenditure	Transfers	Balance at 31 March 2024
	£000s	£000s	£000s	£000s	£000s
Unrestricted funds					
General fund, excluding pension	38,618	90,030	93,149	4,256	39,755
Designated funds	8,500	7	325	(3,182)	5,000
Pension (note 10)	-	-	-	-	-
Total unrestricted funds	47,118	90,037	93,474	1,074	44,755
Restricted funds					
Arts & Wellbeing: Co-Op Inclusive Dance	20	-	12	-	8
Big Lottery Fund Grant	42	43	66	-	19
Cafe 55 -Providence Court	58	2	-	-	60
Children's Services	-	321	-	(321)	-
Children's Services: North	-	24	-	(20)	4
Children's Services: South East	1	82	0	(74)	9
Children's Services: Wolverhampton	34	-	-	(34)	-
Community Connections	105	-	-	(29)	76
Cornwall GOT Project	32	6	8	-	30
Denbigh Hub	21	10	-	-	31
DoH Health & Wellbeing Alliance	-	23	-	(23)	-
EFA Capital Minor Works	16	-	50	50	16
Employment and Benefits Staff	82	90	49	(11)	112
GOT Group Warwickshire	26	-	1	-	25
Grafton Street Donations	46	-	2	-	44
Hadley Centre (Operations)	65	15	-	-	80
Holidays Fund	102	56	-	(158)	-
Lottery Guide Dogs	64	(12)	-	-	52
Needs and Numbers Survey	55	(8)	-	-	47
Northern Ireland Day Centre	114	-	-	(5)	109
Northern Ireland Mallusk Nursery	29	-	-	-	29
Northern Ireland Out Of Schools Club	95	149	152	-	92
Northern Ireland Special Donations	181	16	9	-	188
North - Yorkshire Donations	40	-	1	-	39
Stevenage Special Donations	31	-	-	-	31
Sense Coleridge Road – Student Welfare Fund	22	4	4	-	22
Southeast: Sense @ Keech	28	-	7	-	21
Sport England - Active Together	104	-	104	1	1
Stables and riding	43	16	-	-	59
Anne Wall Centre (TBSE)	26	-	-	-	26
TBSE, Hyde Close, Barnet	50	10	3	-	57
Virtual Buddying	-	51	-	(51)	-
Volunteering: London Transitions	34	15	-	-	49
Warren Farm Rd	202	176	-	-	378

18. Movement of funds 2023-24 (Company) (cont'd)

Company	Balance at 1 April 2023 £000s	Income £000s	Expenditure £000s	Transfers £000s	Balance at 31 March 2024 £000s
Restricted funds cont'd					
Woodside - Operations	60	7	-	(67)	-
CSS Cymru Fund	150	3	-	(21)	132
North Wales Donations	35	-	-	-	35
Student Fund - Newton Court 1-4	35	1	3	-	33
The Devon Group Fund	34	2	5	-	31
Loughborough Employment Room	-	-	-	(27)	(27)
Strictly	-	24	8	-	16
Belfast Hub Capital Fund	-	155	-	-	155
Arts & Wellbeing: NLHF-National Trust	-	32	17	(15)	-
Arts & Wellbeing: Esmee Fairbairn (ASW Salaries)	-	88	77	-	11
Arts & Wellbeing: TBP Inclusive Programme	-	33	47	-	(14)
Children's Services: Midlands	-	78	-	(78)	-
Early Intervention: Reaching Communities	-	334	321	19	32
Early Intervention: North Wales/ Denbigh Hub	-	25	-	(25)	-
Arts & Wellbeing: Arts Council (NPO)	-	250	253	3	-
Sport: Sport England System Partner	-	592	537	-	55
Woodside - Sensory Room Equipment	-	35	-	-	35
Other	552	286	182	(140)	516
Total Restricted	2,677	3,039	1,918	(1,074)	2,724
Endowment					
Property	351	1	-	-	352
Total Endowment	351	1	-	-	352
Total Funds	50,146	93,077	95,392	-	47,831

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

18. Movement of funds 2022-23 (Company)

Company	Balance at 1 April 2022	Income	Expenditure	Transfers	Balance at 31 March 2023
	£000s	£000s	£000s	£000s	£000s
Unrestricted funds					
General fund, excluding pension	31,183	76,630	71,236	2,041	38,618
Designated funds	11,097	-	937	(1,660)	8,500
Pension (note 10)	(869)	-	-	869	-
Total unrestricted funds	41,411	76,630	72,173	1,250	47,118
Restricted funds					
Arts & Wellbeing: Co-Op Inclusive Dance	8	22	10	-	20
Arts Council: Dance at Sense	-	78	78	-	-
Big Lottery Fund Grant	47	100	105	-	42
Cafe 55 -Providence Court	51	7	-	-	58
Childrens Services	-	94	-	(94)	-
Childrens Services: North	-	21	-	(21)	-
Childrens Services: South East	58	31	3	(85)	1
Childrens Services: Wolverhampton	34	-	-	-	34
Community Connections	106	-	1	-	105
Cornwall GOT Project	38	15	21	-	32
Denbigh Hub	3	18	-	-	21
DoH Health & Wellbeing Alliance	-	23	-	(23)	-
Dual Sensory Impairment Clinic	-	195	-	(195)	-
EFA Capital Minor Works	-	46	-	(30)	16
Employment and Benefits Staff	15	83	15	(1)	82
GOT Group Warwickshire	28	-	2	-	26
Grafton Street Donations	36	10	-	-	46
Hadley Centre (Operations)	25	40	-	-	65
Holidays Fund	68	34	-	-	102
Lottery Guide Dogs	64	-	-	-	64
Loughborough Hub Capital	200	310	25	(485)	-
Loughborough Hub Revenue	50	(50)	-	-	-
Needs and Numbers Survey	55	-	-	-	55
Northern Ireland Day Centre	107	7	-	-	114
Northern Ireland Mallusk Nursery	25	4	-	-	29
Northern Ireland Out Of Schools Club	96	143	144	-	95
Northern Ireland Outreach Worker	20	-	-	(20)	-
Northern Ireland Special Donations	165	32	16	-	181
North – Yorkshire Donations	40	-	-	-	40
Pears Grant – Promoting Wellbeing	-	195	212	17	-

18. Movement of funds 2022-23 (Company) (cont'd)

Company	Balance at 1 April 2022	Income	Expenditure	Transfers	Balance at 31 March 2023
Restricted funds cont'd					
Stevenage Special Donations	31	-	-	-	31
Sense Coleridge Road – Student Welfare Fund	16	6	-	-	22
Southeast: Sense @ Keech	30	1	3	-	28
Northern Ireland Specialist Services	31	-	-	(31)	-
Sport England - Active Together	-	537	403	(30)	104
Stables and riding	9	34	-	-	43
TBP CSS Studio Development	29	54	-	(82)	1
TouchBase Pears Aspirations	26	-	-	(26)	-
Anne Wall Centre (TBSE)	26	-	-	-	26
TBSE, Hyde Close, Barnet	30	20	-	-	50
Virtual Buddying	-	137	149	12	-
Volunteering: London Transitions	-	35	1	-	34
Warren Farm Rd	2	200	-	-	202
Woodside - Capital	43	-	-	-	43
Woodside - Operations	64	3	7	-	60
Andlaw House	10	-	-	-	10
Children's Services: Sweeney Foundation	50	-	50	-	-
CSS Cymru Fund	26	157	3	(30)	150
North Wales Donations	35	-	-	-	35
Student Fund - Newton Court 1-4	23	1	-	-	24
The Devon Group Fund	33	4	3	-	34
Other	518	346	186	(126)	552
Total Restricted	2,371	2,993	1,437	(1,250)	2,677
Endowment					
Property	360	-	(9)	-	351
Total Endowment	360	-	(9)	-	351
Total Funds	44,142	79,623	73,619	-	50,146

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

18. Movement of funds (cont'd)

Unrestricted funds

General fund

This represents the accumulated reserves of the charity that are available for use at the discretion of the Trustees.

Designated funds

Designated funds are £5.0m (2023: £8.5 million) and include £2.0 million for the maintenance and improvement of the Group's residential accommodation and £0.3 million for three years of contributions to Sense International.

Various future strategic plans will be funded from reserves. Trustees have therefore designated £2.7 million for the following projects:

- £0.5 million for investment in energy efficiency improvements centred on our buildings,
- £1.0 million for digital development
- £1.2 million to further progress the Hubs development programme.

Pensions

See note 10 for the movement during the year. The Scheme is nil in the year.

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 principal restricted funds are considered to be:

Sport England

A three-year project to build on our foundations of supporting people with complex disabilities to get active.

Children's services

Money donated to support Children & Young People who are Deafblind/multi-sensory impaired.

Northern Ireland day centre

Commissioned day service opportunities for adults with complex needs.

Northern Ireland special donations

An accumulation of donations / fundraised funds raised locally for services in Northern Ireland.

Holidays

Donations and fundraised income to support accessible holidays for people with complex disabilities.

Warren Farm Road

A legacy donation restricted to be used against costs at the Warren Farm Road Care Home.

Comic Relief Uganda

This fund comprises the unspent balance at 31 March 2023 of a grant from Comic Relief to Sense International Uganda for the Holistic Early Child Development (ECD) for Children with Complex Disabilities in Uganda project.

The Romania in-country income fund

This fund comprises funds that are raised by Sense International Romania for use in Romania.

Endowment funds

These are properties given to the charity for its use. The movement on the fund represents the depreciation charge in the year.

Transfers between funds

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 2023-24

Group 2024	Unrestricted funds £000s	Designated funds £000s	Restricted funds £000s	Endowment funds £000s	Total funds £000s
Tangible fixed assets	35,491	-	-	352	35,843
Net current assets	3,980	5,000	3,568	-	12,548
Long-term liabilities	(24)	-	-	-	(24)
Total	39,447	5,000	3,568	352	48,367

Company 2024	Unrestricted funds £000s	Designated funds £000s	Restricted funds £000s	Endowment funds £000s	Total funds £000s
Tangible fixed assets	35,471	-	-	352	35,823
Fixed asset Investments	30	-	-	-	30
Net current assets	4,057	5,000	2,724	-	11,781
Total	39,558	5,000	2,724	352	47,634

19. Analysis of net assets between fund balances 2022-23

Group 2023	Unrestricted funds £000s	Designated funds £000s	Restricted funds £000s	Endowment funds £000s	Total funds £000s
Tangible fixed assets	33,577	-	-	351	33,928
Net current assets	5,591	8,500	2,773	-	16,864
Long-term liabilities	(32)	-	-	-	(32)
Total	39,136	8,500	2,773	351	50,760

Company 2023	Unrestricted funds £000s	Designated funds £000s	Restricted funds £000s	Endowment funds £000s	Total funds £000s
Tangible fixed assets	33,548	-	-	351	33,899
Fixed asset Investments	30	-	-	-	30
Net current assets	5,040	8,500	2,677	-	16,217
Total	38,618	8,500	2,677	351	50,146

20. Capital commitments

At 31 March 2024 the Group had capital commitments of £555k (2023: £45k).

21. Contingent liabilities

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

As disclosed in note 27 two of the Company's subsidiaries, Helping Sense Limited and Sense4Enterprise Limited, have taken advantage of the exemption available under Section 479 of the Companies Act 2006 in respect of the requirement for audit. As a condition of the exemption, the Company has guaranteed the year-end liabilities of the relevant subsidiaries until they are settled in full. The liabilities of one of the subsidiaries (Sense4Enterprise Limited) at the year-end were £134,814 (2023: £126,736). The Trustees are satisfied that this does not impact on the going concern position of the Group and believe that this is an accurate and robust guarantee. The other subsidiary (Helping Sense Limited) had assets of £30,000 (2023: £30,000) at 31 March 2024.

22. Operating lease commitments

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

Group and Company	2024	2023
	Land and buildings £000s	Land and buildings £000s
Operating leases which expire:		
Within one year	3,985	4,378
In two to five years	13,055	12,640
After five years	10,907	9,888
Total	27,947	26,906

23. Reconciliation of net Income/(expenditure) to net cash inflow / (outflow) from operating activities

	2024	2023
	£000s	£000s
Net income before pension revaluations	(2,193)	(3,715)
Defined benefit pension scheme deficit reduction payments	-	(452)
Interest received	(471)	(299)
Interest paid	-	236
Gain on interest rate swap closed	-	(233)
Depreciation Charges	3,421	2,958
Profit on sale of fixed assets	(305)	(201)
(Increase)/ decrease in stock	30	(246)
(Increase)/decrease in debtors	(828)	(1,607)
Increase/(decrease) in creditors	385	165
Net cash provided by (used in) operating activities	39	(3,394)

24. Reconciliation of net cash flow to movement in net cash

	2023 £000s	2022 £000s
(Decrease)/increase in cash in the year	(4,523)	(5,041)
Bank loan interest repayments	-	319
Repayment of bank loan	-	5,333
Changes generated from cash flows	(4,523)	611
Net cash at start of year (including short term deposits)	14,667	14,056
Net cash at end of year	10,144	14,667

25. Analysis of changes in net debt 2023-24

	At 1 April 2023 £000s	Cash flows £000s	Non-cash changes £000s	At 31 March 2024 £000s
Cash at bank and in hand	5,667	477	-	6,144
Current asset investments	9,000	(5,000)	-	4,000
Total	14,667	(4,523)	-	10,144

25. Analysis of changes in net debt 2022-23

	At 1 April 2022 £000s	Cash flows £000s	Non-cash changes £000s	At 31 March 2023 £000s
Cash at bank and in hand	15,708	(10,041)	-	5,667
Current asset investments	4,000	5,000	-	9,000
Debt due within one year	(319)	319	-	-
Debt due after one year	(5,333)	5,333	-	-
Total	14,056	611	-	14,667

26. Analysis of cash and cash equivalents

	2024 £'000	2023 £'000
Cash at bank and in hand	6,144	5,667
Current asset investments	4,000	9,000
Total	10,144	14,667

Current asset investments are fixed term deposits for a term of one year or less.

27. Related party transactions

The Group provides services to children or family members of some Trustees and Board members of the charity. These services are provided as part of the contracts agreed with funding authorities on the same commercial terms as with any other service user. These transactions happen at arm's length.

Balances with subsidiaries are disclosed below:

	31 March 2024 Debtor/ (Creditor) £	31 March 2023 Debtor/ (Creditor) £
Sense International	215,491	199,816
Helping Sense Limited	(30,000)	(30,000)
Sense4Enterprise Limited	134,813	126,736

28. Subsidiary companies

Sense International

	2024 £000s	2023 £000s
Income	3,135	2,347
Expenditure	(2,817)	(3,009)
Net movement in funds	318	(662)
Assets	1,271	883
Liabilities	(404)	(328)
Net assets	867	555

Helping Sense Limited

	2024 £000s	2023 £000s
Turnover	5,436	4,966
Cost of sales	(838)	(863)
Gross profit	4,598	4,103
Operating expenses	(4,598)	(4,103)
Net profit	-	-
Assets	30	30
Net assets	30	30

Sense4Enterprise Limited

	2024 £000s	2023 £000s
Income	314	84
Expenditure	(322)	(89)
Net movement in funds	(8)	(5)
Liabilities	(134)	(126)
Net liabilities	(134)	(126)