

A young boy with short blonde hair and black-rimmed glasses is sitting and holding a bright orange in his hands. He is wearing a light green polo shirt and grey shorts. The background is a blurred indoor setting.

henshaws

beyond expectations

**.our
journey**

Annual Review,
Trustee Report &
Accounts 2018-19

Supporting people with sight loss and a range
of other disabilities to go beyond expectations.



The Countess of Wessex on her visit to Henshaws Specialist College



.contents

- 04** about henshaws
- 06** our values
- 07** message from the chair and the chief executive
- 08** knowledge village & digital
- 10** specialist college
- 12** community services
- 14** arts & craft centre
- 15** housing & support
- 16** supporters
- 17** funded projects
- 18** staff and volunteers
- 19** financials
- 28** independent auditor's report
- 30** statement of financial activities
- 31** balance sheet
- 32** statement of cash flows
- 33** notes to the financial statements





•about henshaws

Who we are

Henshaws has over 180 years of helping people living with sight loss and a range of other disabilities.

Our aims

Helping to reduce social isolation and increase independence through empowering disabled people to go beyond expectations and achieve their ambitions.

Our vision

To enable people with sight loss and a range of other disabilities to build the skills and independence they need to achieve the future they want.

How we support

Our dedicated staff and volunteers are the fuel of the organisation; they provide support, advice and training, enabling people and their families to build skills, develop confidence, help each other and look forward to a more positive future.

Where we support

We work throughout the North of England and support people in our Specialist College, Residential and Supported Housing, Community Centres and Arts & Crafts Centre. We also support disabled people in their local community. We are continually developing technology to support more people, wherever they are, through delivery of online assistance. Our Knowledge Village provides valuable information for professionals working in social care, people with sight loss and their carers and families.





 **Newcastle** ●
Housing

 **Knaresborough** ●
Arts & Craft Centre

● **Harrogate**  
Specialist College
& Housing

 **Manchester**
Sight Loss



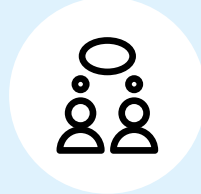


• our values



Informed

Always aiming to increase knowledge through experience, expertise and history



Sharing

Desire to exchange experience and ideas with others



Compassionate

Displaying empathy and understanding



Inspiring

Through the life changing impact on the people we support



Proactive

Actively helping and supporting individuals



Empowering

Encouraging and supporting individuals to reach their full potential



• message from the chair and the chief executive

2018-19 has been a mixed year for Henshaws; one of new initiatives but also one of challenges. Our amazing community of service users, their friends, family, support workers, our staff and volunteers have continued to go beyond expectations both personally and professionally and we are immensely proud of them.

The Henshaws Knowledge Village has become established in the Visually Impaired (VI) community, 79% of those with a VI said they were better able to manage their day to day life since accessing it and 83% of those who work with people with a VI said they had increased their knowledge and understanding by using our content. We added a shop and library and increased our content by about 20% from the previous year.

The Greater Manchester Vision Strategy with representatives from across the VI sector in Greater Manchester (GM); including Health, Local Authorities (LA), local and national charities continues to recognise Henshaws as the lead organisation. Our Information and Guidance (IAG) service provides valuable – sometimes life changing – impact for our service users with many reporting over 60% improvements in knowledge and confidence after accessing the IAG service.

With a special visit by the Countess of Wessex to Henshaws Specialist College, its reputation and achievements grow from strength to strength. In November we gained Ofsted ‘Good’ grading in all areas. Over 70% of Supported Internship students achieved employment at the end of their programme in college and students achieved over 95% of their academic progress targets, which are based on their Education and Health Care Plan targets, with over 70% exceeding expected progress. In addition all students who entered the Duke of Edinburgh Silver Award achieved the challenge.

Housing & Support Services had good feedback from our service users with 97% of residents being satisfied with Henshaws services and the staffing support they receive and 95% of residents feel more socially included and less isolated.

The Henshaws Arts & Crafts Centre continues to hold a unique place in the Knaresborough community providing specialist day arts and well-being workshops to many Artmakers. Our impact survey showed 93% of Artmakers feel more socially included and less isolated and 71% of Artmakers showed increased formal speech and language improvement through attending the centre.

Being predominately a people-led service delivery charity means continual improvement in staff practices and support of volunteers is at the heart of our strategy to ensure high quality services. This is reflected in our staff values and many of our staff have decades of service with the charity.

With the introduction of a number of new executive Directors and strengthening of the Trustee Board, we are focussing our strategic plan to develop a firm, sustainable foundation for the future. Our financial position will continue to be tight but with better efficiency at College and Housing, and new digital opportunities for fundraising and product relationships, we are working through financial challenges.

Henshaws continues to change the lives of people with disabilities, supporting them to achieve their goals in life and to go beyond expectations. In the words of Mary after having a digital assessment, “I think it’s brilliant. I am learning things I never knew about. It’s opened my eyes, enhanced my life. I feel as though I am no longer apologising for not being able to do things all the time. It’s definitely boosted my self-esteem.”

We continued to be amazed and honoured to support such special people, with such a great staff team and we will do all we can to ensure Henshaws goes beyond expectations in all that it does.

Kevin Brady
Chair



Nick Marr
Chief Executive





•knowledge village & digital

Our Knowledge Village is an online platform providing valuable information for professionals working in social care, people with sight loss and their carers and families.

In our Henshaws Knowledge Village Annual Survey 2019 we asked our service users “Why are you subscribed to the Knowledge Village?”. This is what they said:

- To be aware of new tips, apps, and hacks to help me remain independent
- To keep up-to-date with ideas and technology for my clients
- To be more aware of new products
- To be kept informed of new ideas to help me live independently
- Helps me get ideas for my job
- To develop my knowledge, skills and awareness
- To find out more about what is out there to help people within the job I do
- Keeping up to date on assistive technology
- Professional knowledge
- To be kept updated. I don't have the time or the expertise to keep myself updated on all the aspects of sight loss \ tech but this is one way I can do it. It really helps me in my job.

79% of those with a VI said they were better able to manage their day to day life since accessing the Knowledge Village.

83% of those who work with people with a VI said they had increased their knowledge and understanding by using the Knowledge Village.

knowledge village & digital

Henshaws Knowledge Village is a free online resource on our website www.henshaws.org.uk. where we share our extensive knowledge and expertise with those experiencing or working with sight loss and other disabilities. People with sight loss, their friends and families and the professionals working with them can explore our information library of blogs, eBooks, videos and downloads to learn about everything from assistive technology to useful Life Hacks, Daily Living Tips and specific information for children and their families. The Knowledge Village enables us to deliver valuable information to a diverse and remote population in a cost effective manner whilst still having the wealth of 1:1 support and expertise available through our First Step contact centre and the activities delivered in the local hubs.

To visit our Knowledge Village go to www.henshaws.org.uk/knowledge-village



What we achieved



52,552

video views
(22% increase)



13%

website visitors
from outside
the UK



52,701

blog views
(29% increase)

“I’m only a year into my sight loss journey so it’s all still new to me. Thanks to you I now cook simple meals instead of eating only sandwiches and shop prepared salads. Another Henshaws video helped me learn how to cross the road -the turning knob underneath is a godsend!”

Lynne



1,724

hours of video
viewing
(23% increase)



262,138

engagements made
(13% increase)



“I have recently been registered partially sighted. I have chosen to be proactive and find ways and solutions around living with my condition. The Life Hack eBook helped to give me the confidence to be more independent and realise there is a lot I can actually still do”

Katy

“I just wanted to say how helpful the Knowledge Village resources are, both to us as professionals and also to our service users. It’s difficult for us as Rehabilitation Workers to keep up to date with the latest technology as it evolves, and it is really helpful to be able to use your resources in order to be aware of what’s newly available. The potential benefits for our service users can be life-changing.

Andrea, Rehabilitation Officer, Community Social Work Team





•specialist college

Our Specialist College in Harrogate focuses on delivering highly personalised educational experiences for school leavers aged 16-25 years old. We also had a specialist facility in Bradford working with young people on developing skills for employability.

Working with high needs students we aim to enable, empower and equip every student to progress into a fulfilling adult life to go beyond expectations.

Our student impact in 2018-2019 was:

- **Over 7,522 hours** of student facing therapeutic intervention delivered by specialist staff
- **1,956** individualised therapeutic resources produced to support and improve students access to learning
- **More than 50** different training courses delivered to internal staff to ensure a skilled work force
- **Over 70%** of Supported Internship students achieved employment at the end of their programme in college
- **Students achieved over 95%** of their academic progress targets, which are based on their Education, Health and Care Plan targets, with over 70% exceeding expected progress
- **Duke of Edinburgh Silver Award** achieved by all students who entered the challenge
- **More than 14,000 hours** of respite care delivered through the college residential provision
- **In excess of 50** diagnosed conditions which range from Autism to very rare and medically complex conditions that are supported by over 210 care, clinical, education and therapeutic professionals
- **Over 92%** of students passed the accredited qualifications they were entered for
- **Embed our core values** of Building Confidence, Developing Independence and Supporting Achievement, ensuring there are a thread that runs through everything we do in college

henshaws specialist college

Our Specialist College in Harrogate is a transformational place. Through our personalised approach to education, learning and care we empower young people aged 16-25 living with a disability to progress and live life the way they want.

Every one of our students follows an individual study programme designed around their needs. Whether it is preparing for employment, making friends or learning to live more independently, we enable our students to make their aspirations possible and goals a reality.





What we achieved



7,522
hours therapeutic
intervention delivered



1,956
individualised therapeutic
resources produced



70%
of Supported Internship
students in employment



70%
students exceeded
expected progress.



92%
students passed
accredited qualifications

Matthew Glass

By John Armitage



Matthew is a student enrolled on the Supported Internship programme. When Matthew came to the college a number of years ago he was quite unsure of himself and became very anxious in sessions. Being at Henshaws college has given him the confidence to believe in himself and overcome these obstacles.

Whilst studying at the college he has been an active member of the Student Parliament and won Henshaws Got Talent. He was also a fantastic Ambassador for Henshaws when he went to Ilkley Grammar School and worked with nearly 120 students. He has also delivered the closing speech to our graduates and is very proud of his achievements at the college.

Matthew has worked as an IT assistant as part of his internal work placement. This helped him decide on the work that he wants to do which is IT Admin. He has supported a number of students to help them develop their understanding of the IT equipment.

The confidence and skills Matthew has gained while studying here have helped him develop into a sensitive, empathetic, resourceful and ambitious person who feels that he is now ready for the world of work.





•community services

Henshaws Community Services operates across Greater Manchester and Merseyside (for children's and young people's services) responding to the specific needs of the communities in which we work and partnering with key organisations across the locations to achieve better outcomes for people with sight loss. Our Information and Guidance (IAG) service provides valuable, sometimes life changing, impact for our service users.

| What service users said | Pre-IAG | Post-IAG |
|--|---------|----------|
| "I know about aids & equipment which can help me" | 19% | 82% |
| "I feel good about myself" | 27% | 76% |
| "I get out of the house regularly" | 35% | 69% |
| "I am able to do day to day tasks by myself at home" | 34% | 82% |
| "I am able to travel around my community on my own" | 28% | 56% |
| "I feel informed about my eye condition" | 34% | 85% |

community services

Henshaws Community Services supports visually impaired people to make informed choices about their future and take the next step in life; whether that's towards employment, accessing new technology, or meeting new people in our social groups. We are here throughout people's sight loss journey offering expert support, guidance and skills helping people to fulfil their potential.

Our hubs in the North of England offer a range of services to provide visually impaired people an improved quality of life.





What we achieved



56

children and young people attended our 'I Can Do It' courses in Greater Manchester and Merseyside.



1,976

patient contacts made by Henshaws Patient Support Service at MREH



287

Enablement Assessments performed



616

individual VIP supported with digital assessments & training



735

new people supported



2,563

Triage and IAG interventions

Community Services Case Study

Annual Review 2018-19

Joan regularly attends the activities in our newest community hub in the borough of Tameside, following the dissolution of local organisation Tameside Sight.

She has macular degeneration, and enjoys the companionship offered by our weekly social group. She has also completed our six week long Living With Sight Loss course, and has attended our digital technology assessments to help her with aids to assist living with a visual impairment.

Joan started to experience frightening hallucinations, but our staff were able to provide her with timely information about Charles Bonnet Syndrome (CBS). Whilst these were scary at first, Joan began to make sketches of the images she saw as it helped her to explain the condition better to her family and friends. It also helped her to reconnect with her passion for drawing, which she had shied away from since the passing of her late husband.

Over time, Joan has turned these sketches into pieces of art, both on canvas and pottery, which show an interesting range of shapes and recurring images which Joan experiences on her sight loss journey. Joan says: "I hope they don't go away, I look forward to going to bed at night as I never know what I am going to see!"

We are working with Joan now to arrange an exhibition that can help to raise the profile of CBS across Greater Manchester.





arts & crafts centre

Henshaws Arts & Crafts Centre is a multi-activity centre based in Knaresbough. The Centre provides a range of services and activities for disabled people of all ages across the North Yorkshire area and beyond. The services cover skills based activities including; arts, horticulture, handicrafts, therapy and wellbeing, technical including woodwork, metalwork, music, health and fitness, IT skills and volunteering opportunities including in the public café.

Disabled people are given extensive choice in the activities they participate in and access to the services they choose are based on a flexible model to best meet their needs and enjoyment. Skills and learning outcomes are embedded across all activities and all programmes are designed to increase independence for beneficiaries to help them 'go beyond' their expectations.

Henshaws Arts and Crafts Centre Impact

95% of Artmakers overall enjoy coming and engage well in activities

93% of Artmakers demonstrate increased confidence and motivation following access to services

90% of Artmakers demonstrate increased Health and Wellbeing benefits following access to services

53% of Artmakers demonstrate increased independent living skills / skills for life following access to services

71% of Artmakers showed increased formal speech and language improvement

93% of Artmakers feel more socially included and less isolated

henshaws arts & crafts

Henshaws Arts & Crafts is a community hub where creativity, friendships and opportunities come to life. Through our workshops, people living with a range of disabilities discover their talents, put them into practice and realise their full potential. Our workshops include employability training, health & wellbeing, arts & crafts and multi-sensory. The Centre is open to the public, with a fully licensed café, accessible facilities and green spaces. We hold regular events such as exhibitions, live music and craft fairs.



Jacob's story

**By Pottery workshop leader,
Debbie Dunn**



Jacob attends the pottery, art studio, woodwork, horticulture, café and music workshops at our Arts & Crafts Centre. For Artmakers like Jacob, coming to Henshaws is about more than making art.

Over the last three years, we have supported Jacob to develop his skills from drawing to playing the drums. As a result his confidence in his own abilities has increased, he is building his social skills and he has a greater independence which benefits him in his everyday life.

I have watched Jacob develop and strengthen his skills from week to week. We have worked closely with him to increase his confidence in communicating. Over time he has become much more confident and chatty with everyone around him. He is a caring and friendly person and has recently supported one of his friends to come back to the centre after a period of illness. We know that friendships like these and the feeling of being part of a community have a huge impact on Artmakers' wellbeing and self-belief.

Jacob recently exhibited some of his drawings and ceramic work in our 21st birthday exhibition at a local church. Jacob's godmother Debbie Riley visited the exhibition on its opening night and she said "I'm delighted to see Jacob's work here in such a beautiful setting. All artists have their own individual styles and their unique designs really come straight off the walls as you walk around".



•housing & support

Henshaws has 16 registered residential care homes and provides supported living and domiciliary care services for 46 residential care service users and 18 supported living service users. Support to residents is delivered through qualified support workers and experienced rehabilitation specialists, including the Henshaws Therapy Education Support Service team (TESS). The service provides 24-hour support with a focus on enabling people to gain the most from their skills and abilities.

Most of the residents are long-term service users and everyone who uses the service has access to living skills training in their own home. Typically, skills training programmes cover practical tasks such as menu planning, shopping, cleaning, orientation, route training, support to use community facilities and resources and increasing skills to access social activities. Individuals' progress is reported to the funding local authority at regular junctures through reports and review meetings and all residential service users' files were considered in generating these results.

97% of residents are satisfied with Henshaws services and the staffing support they receive

100% of residents demonstrate increased self-confidence following access to services

77% of residents demonstrated improved mental well-being through access to services

91% of residents demonstrate improved independent living skills in their home following access to services

90% are physically safer in the home following access to services

95% of residents feel more socially included and less isolated

housing & support

We have offered specialist Housing and Support Services for people with visual impairments and other disabilities for nearly 30 years. Our services are based in houses in local communities, in ordinary residential areas. In our Registered Residential Care Homes we can provide 24-hour care for long or short term stays, including Reablement, where people stay with us for a short period of time, typically 6-18 months, to build their skills and re-establish their independence. We also offer Supported Living, and a Home Support and Domiciliary Service, supporting people to live more independently in their own home or tenancy, and access community activities.

Kez's journey

**By Chris Ogden,
support worker**

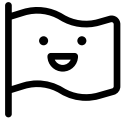


Kez has benefited from a range of Henshaws services by attending the specialist college and Arts & Crafts Centre to being a tenant in our residential housing. She has no sight but this is no barrier to her creativity. She works with torn or cut pieces of paper which she assembles using bowls, containers and moulds.

Henshaws supports Kez to be independent by encouraging her to pursue her own interests. Recent examples include trips to see old college friends up in Scotland and Newcastle. She is also involved in regular house meetings. Kez picks up new technologies very quickly, and after a few sessions with the TESS team and lots of practice in her own time is able to use her PC, tablet and phone to contact friends and family via Facebook, text messages or calls. It was via this technology that Kez rediscovered old friendships and found a way to connect with them again.

The TESS team have also taught her how to use the toaster and microwave independently so she can make simple snacks and she can use the Breville One Cup to make a cup of tea. She has recently been taught to use the oven and practices all these skills in the house as part of her day to day living. She can do her own laundry as the washing machine and drier both have 'bump ons' to enable her to set them independently.





•supporters

Every year we are amazed by the efforts and achievements of those who choose to support Henshaws through taking on a challenge event. Whether it's cycling through the Yorkshire hills or throwing themselves out of a plane at 15,000 ft, our fundraisers truly go beyond expectations to raise money for our life changing services. We are also very grateful for all our corporate supporters who help raise funds for Henshaws through a variety of events and initiatives.

Fleetcor – Corporate Support Yorkshire Services

Supporting their local charity and having lots of fun at the same time! I mean, check out the incredible - and delicious fundraisers Fleetcor have organised to raise funds for Henshaws over the Summer. Special thanks to the brilliant Natasha Welsh and Adam Selfridge for all your hard work! From serving up delicious Heck sausages and veggie bangers to a hungry work force, a Silent Auction with incredible prizes such as a duvet day, tea and cake brought to your desk once a month and a doggy day pass, plus a Summer BBQ still to come at Six Poor Folk serving delicious Slingsby Gin, we love their innovative fundraisers which have been raising funds to support Henshaws Capital Appeal. With a fundraising total to date of £1,321.37, Fleetcor have certainly put the fun into fundraising!

To find out more @FleetcorCareers #LoveFleetcor



Dave Mulligan - Walking the length of Britain for Henshaws

Congratulations to Dave, a Henshaws service user from our Bolton hub, who recently completed his mammoth challenge, walking the length of Britain independently (over 900 miles!), all with less than 5% vision. His journey from Cape Wrath to Dungeness took him through driving rain and scorching sun over 42 days but he kept smiling every step of the way. He used Google maps to navigate his way down the country spending over 80 days on the road in between stop offs in local B&Bs and hotels.

Dave said “Getting involved with Henshaws has helped me a great deal, I’m part of the braille group now and get regular help with tech and it’s changed my attitude in a way. It goes without saying that walking the length of Britain is a physically hard challenge, but it is the mental side that can often be harder; spending that long on your own counting down the miles. I love doing them though, and it’s also a positive that I can raise awareness of what blind people can do!”

Dave raised over £4,000 to be shared between Henshaws and Guide Dogs; well done Dave!





•funded projects

First Step

Our First Step team empower people with visual impairment to gain the skills and knowledge needed to take control of their lives. Through their conversations, the team help people to understand what type of support they might need and where they can find it. We are very grateful to The Masonic Charitable Foundation which has funded our First Steps Project with a grant of £60,000 over 3 years.

Michael Bishop Knowledge Village

The Knowledge Village is an online portal providing informed and relevant content to people seeking accessible information and advice for living with sight loss. Appreciation goes to The Michael Bishop Foundation for their funding of £50,000 over two years and generous support of the Henshaws Knowledge Village.

BBC Children in Need 'Can Do, Will Do' Project

BBC Children in Need have funded our 'Can Do, Will Do' project over 3 years with a grant of £92,581. This has supported children and families across Greater Manchester with information, advice and guidance, 'I Can Do It' skills based courses and holiday activities.





•staff and volunteers

Henshaws staff are highly skilled and experienced but most significantly hugely dedicated and passionate about achieving the very best for the people who benefit from our services. They continuously go beyond expectations to give others the opportunity to be their very best.

We are enormously grateful to all our volunteers. Their selfless passion, compassion and enthusiasm is an inspiration to us all. Without volunteers providing their time and skills, we would not be able to deliver many of our life changing services.

Being predominately a people-led service delivery charity means we need to keep continual improvement in staff practices and support of volunteers at the heart of our strategy to ensure high quality in our services. This is reflected in some of achievements, such as:

- Total headcount 443 (permanent employed staff)
- Median Gender pay gap is -3.73
- 17% of staff have over 10 years service with the charity!
- We actively support independence – 15% of our staff team have a disability as per defined by the Equalities Act.
- 73% of our staff work flexibly

Supporters and Volunteers Case Study

Jim has been volunteering for Henshaws for almost 4 years. He wanted to use the extensive technology skills that he had gained from his working career, to help others during his retirement and give something back to his local community.

Jim comes into the Head Office in Stretford each week to carry out 1:1 assessments with visually impaired people, who would like to use technology to help them with everyday living and keep them connected to friends and family. By generously volunteering his time and skills, we are able to reach even more people who need our support, meaning that Jim has become a valuable member of our Digital Team.

Jim spends some of his leisure time researching the latest gadgets, apps and technology solutions to make sure he is keeping abreast of developments in this fast-moving field. He also receives our monthly Knowledge Village emails and Tech Talk session summaries to help him keep up to date.

Jim often cycles into the office on his volunteering days, which is no mean feat in the wet Manchester weather!



•financials

2018-19





•strategic review

The Trustee Board undertakes a three year rolling strategy review each year.

Eight key development objectives form the basis of the current Strategy and they are expressed through an annual update of the Business Plan. This details how the strategy will be implemented and is presented to the Trustee Board in each year along with the supporting budget.

The Strategic Objectives for Henshaws are:

1. Provision of an excellent service.
2. Development of the appropriate services for the present and future agendas.
3. Development of financially stable services.
4. Proactive development of services.
5. Development of a responsive provision for clientele needs.
6. Development of a flexible planned response to changes in the external commercial environment.
7. Development of the staffing structure to include improved recruitment, retention and training of all staff.
8. Maximisation and development of resources for present and future opportunities.

The year 2018-19 was one of consolidating our conventional delivery of services and agreeing that the forward strategic direction will be strongly digital in character to enable delivery to many new service users in new and innovative ways.

The setting of objectives and monitoring of performance is conducted via a structure of business committees and the use of dashboards, scorecards and other key performance indicators.

In late February and early March 2020 the impacts of the global COVID-19 pandemic became apparent. Our trustee board and senior management developed plans to protect service users and staff and to ensure the safe delivery of all our services. The implementation of these plans has meant that some services could not be delivered in their normal form and we have adapted our offer to provide as much support as possible in these unprecedented times.

The financial consequences of the pandemic could have been catastrophic, had it not been for the excellent work of all our staff and the continued support of our funders; both local authority and generous donors. At the date of this report, the charity had been able to manage its cash flow without seeking further borrowings.

The COVID outlook remains uncertain, but the trustee board remain hopeful about the future of the charity and its finances.



• legal & administrative information

The Charity's name is Henshaws Society for Blind People and its registered charity number is 221888. It was founded in 1837 and registered as a charity on 14 April 1980.

The Charity is governed by the following trust documents: (i) a Charity Commission Scheme dated 18 September 2000; (ii) resolutions of the members of the Charity dated 18 September 2012; and (iii) a Charity Commission Scheme dated 28 February 2013.

The sole trustee is Henshaws Society for Blind People Trustee Limited, company number 8313313. The company was incorporated on 29 November 2012 under the Companies Act 2006 as a private company limited by guarantee. It is governed by its Articles of Association, with its sole purpose being to act as corporate trustee of the Charity.

The Charity and Trustee's registered office together with details of the Trustee Board of Directors, Charity Senior Management Team and principal advisors are shown on page 54.

Charitable objects and public benefit

The Trustee has considered the question of public benefit and is satisfied that all of the Charity's charitable service delivery is for public benefit as defined by charity law (section 17 of the Charity Act 2011) and Charity Commission regulations.

The objects of the Charity are:

- (a) the relief of people who are blind or visually impaired (which shall be the principal object);
- (b) the relief of people with other disabilities; and
- (c) the relief of the families and carers of blind or visually impaired people and other people with disabilities principally, but not exclusively, by providing services, care, facilities, support, advice, education and training.

Governance and management

The Trustee acts for and in the name of the Charity. The Trustee retains ultimate control over all aspects of the Charity's work and ensures that its financial and legal responsibilities are properly fulfilled. The Trustee's Board of Directors consists of up to 20 Directors and comprises the Chair, Treasurer and other elected Directors.

See page 54 for full list of trustee board of directors and the senior management team.

Trustee board members are recruited through an open process of selection and are appointed for a period of three years, after which they may stand for re-election for a second term.

The Charity has purchased indemnity insurance with regard to liability in respect of negligence, default and breach of duty or trust other than that caused by wilful or criminal actions.

All board members give their time voluntarily and receive no benefits from the Charity (any expenses reclaimed are set out in note 5 to the accounts).

New board members receive a Trustee handbook and undergo an induction process to brief them on their legal obligations and responsibilities, the work of the Charity and the sector in which it operates. The Trustee Board undertakes an Annual Skills Audit and members are asked to identify any training needs, which are addressed either by in-house training sessions or by encouraging them to attend appropriate external training events.

There are five sub-committees with clear terms of reference approved by the Board. These are the Business, Finance and Investment Committee, Audit Committee, Governance Committee, People and Reward Committee and the Education and Governance Committee. There are also other sub-groups which act in an advisory capacity to the Trustee Board.

Day to day responsibility for the management of the Charity rests with the Chief Executive, who is directly accountable to the Trustee Board. The Senior Management Team of the Charity is detailed in Note 5 and on page 54. Accountability and Authority levels are clearly defined in the Charity's Corporate Governance Documents, which are reviewed on an annual basis.



• financial review

(i) Operational performance

The majority of the Charity's income is derived from local authority funded fees. The economic climate in recent years has led to local authority funding cutbacks and hence put pressure on fees paid for services.

The growth plans we instigated in recent years have taken longer to produce positive financial results than we had hoped. Ensuring the quality and continuity of services against a backdrop of continued austerity has taken its toll on the Charity's finances. In the year we have incurred a deficit of £1.7 million, despite a rise in operational income of £1.1 million. In some areas the cost of providing services exceeds the amounts that we are paid. This is a situation we cannot afford to continue.

College income rose by 13% to £6.5 million due to increased student numbers for the fourth year in a row. Difficulties in recruiting and retaining the necessary quality of staff resulted in higher than expected staff costs and meant that we could not offer all of the courses planned.

Our Bradford outcentre continued to struggle financially and a decision was taken to close it at the end of the summer 2019 term. The demand for the services offered in Bradford has not materialised at the levels we believed it would.

Income for Housing & Support was £3.4 million; split between £2.1 million from Residential Services, £1.1 million from Supported Living services and £0.2 million from property services.

The sale of the Residential property that we closed in the previous year was achieved resulting in proceeds of £0.4m and a profit on disposal of £0.2 million. We continue to pursue Residential fee increases from local authorities to reflect increased costs, particularly staffing costs, and to ensure sustainability of services

The move to more Supported Living services has been difficult and not yielded the financial results anticipated. Recruitment and retention of appropriate staff has been difficult. The impact of significant rises in national minimum wage and pension costs cannot be understated in this area. Achieving fee increases to reflect these higher costs has proved challenging. In March 2020 the trustees took the decision to no longer offer Supported Living care and negotiated an orderly transfer of this service to North Yorkshire County Council. Completion of the transfer took place at the end of September 2020.

Income at our Arts & Crafts Centre was £0.8 million, an increase of 15%. Costs rose at a higher rate and the result for the year worsened slightly compared to the previous year.

Demand for this service remains strong following closures of day services for disabled people in the surrounding areas. The centre has developed its workshop offer, increasing the number of activities available to its service users (known as Artmakers). However the capacity of the centre does not allow it to be wholly self-sustaining from fee income and has reached full capacity.

The centre celebrates its 21st anniversary this year and a range of activities are planned in order to celebrate this and raise funds for the capital campaign.

Community Services continued to develop a 'Hub & Spoke' model for delivery of its conventional services. In addition it continued to develop the Knowledge Village which matches the visual impairment community with the best technology available in order to enhance independence and digital inclusion. Whilst these services mainly rely on voluntary donations and other fundraised income to operate, good progress is being made with opportunities for income from other sources. We continue to identify opportunities to generate income by the use of our knowledge and skills in this, and our other, areas.

Our strategy for Community Services to consolidate its position as the primary Visual Impairment charity for Greater Manchester is making progress and we see opportunities arising from the devolution of Greater Manchester to provide sustainable support for services in the area. We will also increase our focus on the development of the Knowledge Village over the next few years.

Fundraising had a difficult year with income down by just under £0.5 million. Income from all sources was lower than in previous years. The work carried out in developing our Lottery and individual giving programmes did not produce the results we had hoped. A strategic review of the activities in this area is being undertaken.

(ii) Investment performance

The investment portfolios are managed by two investment management companies to maximise financial performance. Performance of these managers is monitored by the Business, Finance and Investment Committee throughout the year.

At 31 August 2019 our investment portfolio stood at £3.1 million, of which £1.3 million was Permanent Endowment and £0.3 million was a restricted fund. Net gains on investments in the year amounted to £0.09m (2018: £0.05m).

On 6 July 2020 the Charity Commission agreed to the trustees' request that the Permanent Endowment investments could be converted into unrestricted funds.

Balance sheet

Total funds as at 31 August 2019 were £5.4 million (2018: £8.1 million). This reserves figure is after taking account of the negative Pension Reserve of £3.2 million which represents the difference between the expected liabilities owed to members of the SHPS defined benefits pension scheme and its assets.

A revaluation of our housing portfolios has resulted in increases to the value in the accounts of approximately £3.7 million.

Total overdraft and loans consisted of £4.2 million (2018: £3.3 million), of which £2.5 million (2018: £1.6 million) was secured on fixed assets and £1.7 million (2018: £1.7 million) was secured against investment funds.

(iii) Financial outlook

The growth in activities of recent years has placed significant financial pressure on the Charity. The Trustee Board and senior management have identified 2019-20 as a year of stability. There will be no expansion of services, or numbers of beneficiaries within those services. We will aim to capitalise on the economies of scale and efficiencies that growth in services has brought.

Demand for our services remains strong and we aim to provide these cost effectively whilst maintaining quality and being paid appropriately.



• financial review

Risk management

The Trustee has overall responsibility for establishing and maintaining the Charity's system of internal control and for reviewing its effectiveness. The system of internal control is designed to manage key risks and to provide reasonable assurance that planned business objectives and outcomes are achieved. It also exists to give reasonable assurance about the preparation and reliability of financial and operational information and the safeguarding of the Charity's assets and interests.

In meeting its responsibilities, the Trustee Board adopts a risk-based approach to internal controls and all major risks that the Charity is exposed to have been identified, reviewed and procedures have been established to manage those risks.

Processes in place regarding risk management and internal control include the following:

- A comprehensive risk management framework, which consists of a top-down risk review by the Trustee Board via the Audit Committee and a bottom up review by individual functions.
- The Audit Committee receives an annual report on the effectiveness of controls from the external Auditor.

The principal risks and uncertainties to which the Charity is exposed are:

- Safeguarding vulnerable service users. Robust systems are in place to ensure that vulnerable people using our services are in a safe environment.
- Health & safety. We undertake to give our staff and service users a safe working environment. This includes the provision of quality training as well as the development of a culture of risk awareness and management.
- Income generation. The Charity is faced with a challenging economic climate as much of its income is linked to local authority provision, which is itself under increasing financial pressures. Income levels are continually monitored and there is ever increasing focus on maintaining and enhancing sources of income.
- Cash flow risk. The Trustee Board has undertaken to invest in front line service development across the Charity. This means that cash flow management has become increasingly important and measures are taken, including enhanced budgetary and cost controls as well as the arrangement of overdraft and loan facilities, to ensure sufficient funds are available to meet demands.
- COVID-19 risk. The Charity has implemented measures to mitigate the risk posed to service users, staff and the Charity's finances. These measures have been developed from advice regarding best practice from Government and other agencies.

Fundraising management

Our fundraising strategy and activities reflect our organisational values and is reviewed regularly to ensure it is meeting the needs of the organisation and using resources efficiently and ethically for sustainable income growth. Our relationship with our supporters is very important to us and we monitor feedback and take complaints seriously.

We occasionally work with professional fundraisers and commercial organisations. All contracts and partnerships are subject to due diligence and close management. External partners receive regular training and shadowing visits from the fundraising team. Henshaws is a member of the Fundraising Regulator and follows the Fundraising Code of Practice. We also take our responsibilities to protect vulnerable people seriously and follow the Institute of Fundraising guidance on treating donors fairly, and make sure all our agency partners are fully aware of our policies.

Treasury management and investment powers and policy

Under the Charity Scheme, the Trustee may make any kind of investment that it could make if it were absolutely entitled to the assets of the Charity, subject to the exercise of a duty of care and having regard to the approved standard investment criteria. Within the powers of delegation, the Trustee Board may also authorise one or more persons to exercise all or any of their delegable functions as their agent. Delegable functions include any function relating to the investment of assets belonging to the Charity. Treasury management is defined as the management of the Charity's cash flows, its borrowing and its investments, the management of the associated risks and the pursuit of the optimum performance or return consistent with those risks.

There are four principles of treasury management that drive the policy;

- Compliance – with statute, regulation and best practice
- Security – of financial assets
- Liquidity – adequate to meet financial obligations
- Effectiveness and efficiency – in the use of financial resources.

The Charity has recognised that its cash and reserves should be allocated in a manner consistent with these principles.

In deciding where to invest surplus funds the Charity's objective is to get a reasonable return at an acceptable level of risk. The balance between capital growth and income will be determined in accordance with the needs of the Charity using a range of investments that are permitted for charity holdings. The Charity has split its portfolio of investments between investment managers who manage the funds on a discretionary basis in accordance with investment guidelines that are reviewed annually by the Business, Finance and Investment Committee.

Should liquid funds be available, the Charity operates an approved list of deposit takers for cash not immediately required.

Funds set aside in investments are viewed as long-term holdings and over time it is expected that a rate of return above inflation will be achieved on these assets.

Reserves policy

The Charity Commission use the term reserves to describe that part of a charity's income funds that is freely available for its general (unrestricted) purposes. "Reserves" are therefore the resources the charity has or can make available to spend, for any or all of the charity's purposes, once it has met its commitments. More specifically they define "reserves" as income which becomes available to the charity and is to be expended at the Trustee's discretion in furtherance of any of the charity's objects (sometimes referred to as "general purpose" income); but which is not yet spent, committed, designated or invested in fixed assets.

This definition of reserves might more commonly be referred to as free reserves.

When the Trustee Board reviewed the Charity's reserves policy and level of reserves, they concluded that it was not appropriate to set their free reserves level purely by reference to a period of time of ongoing operations, as some 80% of our income comes from contracted fees and grants from a wide spread of statutory funders, which to some extent mitigate our exposure.

The Trustee Board acknowledged, however, that there was a more significant degree of uncertainty about the remaining income, which comes mainly from fundraising and time limited funding, and that some sources of income are especially vulnerable to changes in government legislation, policies and priorities.



• financial review

Reserves policy – continued

In reviewing the reserves policy the Trustee Board aims to ensure that the Charity is able to continue to provide all services for a period of at least twelve months, in the event of a significant proportion of income not being realised. All sources of income were reviewed and individual risk factors assigned to take account of the following factors:

- The source of the income
- The predictability of the income based on historical information and experience
- The certainty of anticipated increases in fee levels
- The size of the area of operation (e.g. bed numbers in a residential scheme)
- Demand for the service and the nature of that demand (ongoing, periodic, annual etc.)
- Any known or anticipated changes in funding legislation

In addition, the Trustee Board has concluded that the Charity should also keep available as free reserves amounts relating to a deficit for the year ahead.

In applying the risk factors shown above to the Charity's anticipated income, the Trustee Board have concluded that a level of free reserves of £1.1 million (2017-18 £1.3m) would provide them with the safeguards they need to be able to guarantee continuity of services during periods of instability, uncertainty or change.

As at 31st August 2019 our free reserves, as defined by our bank covenants, stood at £(1.2)million, (2017-18 £0.3 million). Under the Charity Commission's guidance, the free reserves are calculated at £(2.1) million (2017-18: £(0.9)million), the difference being the long-term portion of the bank loan of £0.9million (2017-18: £1.2million). We acknowledge that the free reserves position is lower than we would wish and the intention is to rebuild the free reserves position over the next three years.

In September 2019, the renegotiation of the bank overdraft facility was concluded. Had the conversion of the Permanent Endowment investments and the refinancing taken place within the year, the free reserves position under our banking covenants would have improved by a further £2.6 million.

Remuneration policy

The People and Reward Committee oversee the remuneration and benefits structure for staff, including key management personnel, and ensure that the pay framework operates within the required remit. Pay scales are monitored regularly with market comparators. The Committee considers feedback from the annual staff survey and Joint Staff Consultative Committee, supports HR processes and considers any major proposed changes to HR policies. A comprehensive job evaluation exercise was undertaken during the year.

Staff liaison

A number of divisional Joint Staff Consultative Committees are used to discuss employment matters, working practices and strategic issues of employment with staff and to share business information. These divisional committees feed in to an overarching Charity-wide committee.

Going concern

The Trustee Board has reviewed the Charity's financial position taking into account the levels of reserves, amounts receivable, the annual and financial plans, together with its systems of financial risk management. In addition the Board has considered the impact of COVID-19, the net current liabilities of £2.6m and the covenant breach detailed in note 10 to the accounts in considering the appropriateness of the basis.

The Board believes that the borrowing facilities are adequate to meet its ongoing financial needs and that the Charity is able to manage operational and financial risk satisfactorily. Accordingly, they have reasonable expectation that sufficient resources are available to continue in operational existence and therefore continue to adopt the going concern basis of accounting in preparing the annual financial statements.

Summary

The Charity's achievements this year have only been possible through the generosity of our donors, funders, volunteers, supporters and the dedication and commitment of Henshaws' management and staff. Thank you very much to everyone who supported us this year

Kevin Brady Chair - 23 November 2020



• statement of responsibilities of the trustee

The Trustee is responsible for preparing the Trustee's Report and Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Charity law requires the Trustee to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the Charity and of the incoming resources and application of resources of the Charity for that period. In preparing those financial statements the Trustee's Board of Directors is required to:

- (a) Select suitable accounting policies and then apply them consistently;
- (b) Observe the methods and principles in the Charities SORP (FRS 102);
- (c) Make judgements and estimates that are reasonable and prudent;
- (d) State whether applicable accounting standards have been followed subject to any material departures disclosed and explained in the financial statements;
- (e) Prepare the financial statements on the going concern basis unless it is inappropriate to assume that the Charity will continue in business.

The Trustee is responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charity and to enable it to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008, the provisions of the Trust Deeds and with Accounting & Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) and the Financial Reporting Standard applicable in the UK and the Republic of Ireland (FRS 102). The Trustee is also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud or other irregularities.

The Board of Directors is responsible for the maintenance and integrity of the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ legislation in other jurisdictions.

Approved by the Trustee Board of Directors and signed on its behalf by
Kevin Brady
23 November 2020



independent Auditor's Report to the trustee of Henshaws Society for Blind People

Opinion

We have audited the financial statements of Henshaws Society for Blind People "the charity" for the year ended 31 August 2019 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 August 2019 and of the charity's incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report to you in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

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

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustee is responsible for the other information. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion 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 such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in 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 in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the trustee's report is inconsistent in any material respect with the financial statements; or
- proper accounting records have not been kept by the charity; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of the trustee

As explained more fully in the Statement of Responsibilities of the Trustee, set out on page 27, the charity trustee is responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustee determines 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 trustee is responsible for assessing the charity'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 trustee either intends to liquidate the charity or to cease operations, or has no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

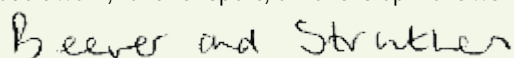
We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's web-site at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustee, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustee those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Beever and Struthers

Statutory Auditor

Beever and Struthers is eligible to act as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006

St George's House
215-219 Chester Road
Manchester
M15 4JE
21 December 2020



statement of financial activities for the year ended 31 August 2019

| | Note | Unrestricted funds £'000 | Restricted funds £'000 | Endowment funds £'000 | Total funds 2019 £'000 | Restated Total funds 2018 £'000 |
|---|------|--------------------------------|------------------------------|-----------------------------|------------------------------|--|
| Income from: | | | | | | |
| Charitable activities: | | | | | | |
| Education & training services | | 7,275 | - | - | 7,275 | 6,304 |
| Housing & support services | | 3,391 | - | - | 3,391 | 3,221 |
| Community services | | 81 | 226 | - | 307 | 329 |
| | | 10,747 | 226 | - | 10,973 | 9,854 |
| Donations and legacies | | 519 | 84 | - | 603 | 1,063 |
| Other trading activities | | 205 | 10 | - | 215 | 225 |
| Investments | | 151 | 9 | - | 160 | 149 |
| Other | | 219 | - | - | 219 | 5 |
| Total income | 2 | 11,841 | 329 | - | 12,170 | 11,296 |
| Expenditure on: | | | | | | |
| Charitable activities: | | | | | | |
| Education & training services | | 8,098 | - | - | 8,098 | 6,953 |
| Housing & support services | | 4,082 | - | - | 4,082 | 3,594 |
| Community services | | 704 | 295 | - | 999 | 1,130 |
| | | 12,884 | 295 | - | 13,179 | 11,677 |
| Raising funds | | 543 | 72 | - | 615 | 513 |
| Other | | 99 | 17 | 4 | 120 | 106 |
| Total expenditure | 3 | 13,526 | 384 | 4 | 13,914 | 12,296 |
| Net (expenditure) before gains on investments | | (1,685) | (55) | (4) | (1,744) | (1,000) |
| Net gains on investments | | 44 | 20 | 25 | 89 | 48 |
| Transfers between funds | | 3,023 | (3,033) | 10 | - | - |
| Gains / (losses) on revaluation of fixed assets | | 285 | (14) | - | 271 | (265) |
| Initial recognition of multi-employer defined benefit scheme | | (1,003) | - | - | (1,003) | - |
| Actuarial losses in respect of pension schemes | | (270) | - | - | (270) | - |
| Net income /(expenditure) - movement in funds | | 394 | (3,082) | 31 | (2,657) | (1,217) |
| Reconciliation of funds | | | | | | |
| Total funds brought forward | | 2,887 | 3,923 | 1,268 | 8,078 | 9,295 |
| Total funds carried forward | | 3,281 | 841 | 1,299 | 5,421 | 8,078 |

All gains and losses recognised in the year are included in the Statement of Financial Activities.

The notes on pages 33 to 54 form an integral part of the financial statements.


All income and expenditure relates to continuing operations.

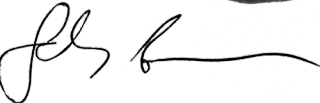


balance sheet at 31 August 2019

| | Note | Unrestricted funds £'000 | Restricted funds £'000 | Endowment funds £'000 | Total funds 2019 £'000 | Restated Total funds 2018 £'000 |
|--|------|-----------------------------|---------------------------|--------------------------|------------------------------|--|
| Fixed assets | | | | | | |
| Tangible fixed assets | 6 | 8,503 | 461 | - | 8,964 | 9,179 |
| Investments | 7 | 1,504 | 311 | 1,299 | 3,114 | 4,523 |
| Total fixed assets | | 10,007 | 772 | 1,299 | 12,078 | 13,702 |
| Current assets | | | | | | |
| Consumable stock | | 5 | - | - | 5 | 5 |
| Debtors | 8 | 1,026 | - | - | 1,026 | 921 |
| Cash at bank and in hand | | 1,441 | 69 | - | 1,510 | 150 |
| | | 2,472 | 69 | - | 2,541 | 1,076 |
| Liabilities | | | | | | |
| Creditors: Amounts due within one year | 9 | (5,153) | - | - | (5,153) | (3,592) |
| Net current (liabilities)/assets | | (2,681) | 69 | - | (2,612) | (2,516) |
| Total assets less current liabilities | | 7,326 | 841 | 1,299 | 9,466 | 11,186 |
| Creditors: amounts falling due after more than one year | 10 | (896) | - | - | (896) | (3,108) |
| Net assets excluding pension liability | | 6,430 | 841 | 1,299 | 8,570 | 8,078 |
| Defined benefit scheme liability | | (3,149) | - | - | (3,149) | - |
| Total net assets | | 3,281 | 841 | 1,299 | 5,421 | 8,078 |
| Funded by: | | | | | | |
| Unrestricted funds | | 3,106 | - | - | 3,106 | 2,956 |
| Revaluation reserve | | 3,324 | - | - | 3,324 | 2,081 |
| Pension reserve | | (3,149) | - | - | (3,149) | (2,150) |
| Total unrestricted funds | 13a | 3,281 | - | - | 3,281 | 2,887 |
| Restricted funds | | - | 422 | - | 422 | 2,523 |
| Revaluation reserve | | - | 419 | - | 419 | 1,400 |
| Total restricted funds | 13b | - | 841 | - | 841 | 3,923 |
| Permanent endowment funds | 13c | - | - | 1,299 | 1,299 | 1,268 |
| Total funds | 13 | 3,281 | 841 | 1,299 | 5,421 | 8,078 |

The financial statements on pages 30 to 54 were approved by the Board, and authorised for issue, on 23 November 2020 and were signed on its behalf by:


Kevin Brady - Chair


Mrs S Bence - Vice Chair



statement of cash flows for the year ending 31 August 2019

| | Note | Total funds 2019 £'000 | Restated Total funds 2018 £'000 |
|--|------|------------------------------|--|
| Cash flows from operating activities | | | |
| Net cash (used in) operating activities | A | (1,173) | (504) |
| Cash flows from investing activities | | | |
| Dividends, interest and rents received from investments | | 160 | 149 |
| Interest paid | | (139) | (55) |
| Purchase of tangible fixed assets | | (313) | (180) |
| Purchase of long term investments | | (307) | (820) |
| Sale of long term investments | | 1,787 | 835 |
| Sale of property and motor vehicle | | 444 | - |
| Net cash provided by (used in) investing activities | | 1,632 | (71) |
| Cash flows from financing activities | | | |
| Repayment of borrowing | | (414) | (142) |
| Net cash (used in) financing activities | | (414) | (142) |
| Change in cash and cash equivalents in the reporting period | | | |
| Cash and cash equivalents brought forward | | (1,791) | (1,074) |
| Cash and cash equivalents carried forward | B | (1,746) | (1,791) |
| Reconciliation of net movement in funds to net cash flows from operating activities | | | |
| Net movement in funds | | (2,657) | (1,217) |
| (Gains) on investments | | (71) | (48) |
| (Gains)/losses on property revaluations | | (273) | 265 |
| Actuarial losses in respect of pension schemes | | 1,273 | - |
| Defined benefit pension costs less contributions payable | | (351) | - |
| Depreciation | | 575 | 624 |
| (Gain) on disposal of tangible fixed assets | | (218) | - |
| Dividends, interest and rents receivable from investments | | (160) | (149) |
| Interest payable | | 216 | 55 |
| (Increase)/decrease in debtors | | (105) | 56 |
| Increase/(decrease) in creditors | | 598 | (90) |
| | A | (1,173) | (504) |
| Analysis of cash equivalents | | | |
| Cash at bank and in hand | | 1,510 | 150 |
| Bank overdraft & facilities | | (3,256) | (1,941) |
| | B | (1,746) | (1,791) |

The notes on pages 33 to 54 form an integral part of the financial statements.



• notes to the financial statements for the year ended 31 August 2019

1 Accounting policies

The principal policies of the Charity as a public benefit entity as defined by charity law and Charity Commission regulations, are as follows:

a) Basis of accounting

The financial statements are prepared on a going concern basis, under the historical cost convention, as modified by the recognition of certain financial assets and liabilities measured at fair value. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP (FRS 102)) and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also meet the requirements of the Charities Act 2011 and UK Generally Accepted Accounting Practice.

b) Going Concern

The financial statements have been prepared on the going concern basis, which is considered to be appropriate in the context of the Charity's ability to meet its obligations as they fall due, in the period of twelve months following the date of approval of these financial statements. In this consideration, the Charity's asset position, the level and profile of its liabilities and the Charity's ability to determine the level of charitable services delivered, have been taken into account.

The Trustee Board has considered the impact of COVID-19, the net current liabilities of £2.6m and the covenant breach detailed in note 10 to the accounts in considering the appropriateness of the basis. The Board believes that the borrowing facilities are adequate to meet its ongoing financial needs and that the going concern basis of accounting is appropriate in preparing the annual financial statements.

c) Fixed assets and depreciation

i) Fixed assets, except long term investments and assets in the course of construction, are stated at cost less accumulated depreciation and assessed for any impairment of value.

ii) Non residential properties are recorded at original purchase cost and subsequent additions are recorded at cost. Depreciation on these properties and any premiums on leases are charged to the Statement of Financial Activities over the expected economic useful lives of the assets. The rate currently applied is 4% per annum on a straight line basis. The properties are reviewed for impairment annually, and where properties have suffered a permanent diminution in value, the fall in value is recognised in the Statement of Financial Activities.

Residential properties are recorded in the balance sheet at open market values, with their values being reviewed on an annual basis. Any changes in the values of the properties are reflected in the Statement of Financial Activities in the year they arise.

iii) Assets in the course of construction are stated at cost and are transferred into land and buildings when completed. They are not depreciated until complete.

iv) Depreciation on fixed assets is provided on a straight line basis using one of the following rates:-

| | |
|--------------------------------|---------------------|
| Non Residential Properties | 4% per annum |
| Residential Properties | 2% per annum |
| Motor Vehicles | 25% per annum |
| Computer Equipment | 33.33% per annum |
| Furniture, Fixtures & Fittings | 10% - 20% per annum |

Assets are capitalised if their cost is £1,000 or over.



notes to the financial statements for the year ended 31 August 2019

c) Fixed assets and depreciation continued

v) Fixed assets gifted to the Charity are recorded at a reasonable estimate of their value, which is regarded as cost. They are depreciated and assessed over their useful economic life as above.

vi) Long term investments in stocks, shares and related products are stated at their market value at the Balance Sheet date as a reasonable measure of fair value. Unrealised gains and losses arising on the revaluation of investments are, together with the realised gains and losses arising on the sale of investments, shown in the notes to the Statement of Financial Activities as net gains/(losses) on investments. Listed investments may fluctuate in value and are subject to a risk profile set and reviewed by the Trustee Board.

d) Taxation

The Charity benefits from various exemptions from taxation afforded by legislation and is, moreover, not liable to corporation tax on income or gains falling within those exemptions. Recovery is made of tax deducted from income and from receipts under Gift Aid. The Charity is also able to partially recover some VAT expenditure. Expenditure subject to VAT that is not recoverable is recorded in the accounts inclusive of the VAT.

e) Stock

Stock is stated at the lower of cost and net realisable value on a first in first out basis.

f) Debtors

Debtors include amounts owed to the Charity for the provision of goods or services or amounts the Charity has paid in advance for the goods or services it will receive. Debtors are stated in the balance sheet at the amount which is considered to be recoverable within 12 months from the balance sheet date.

g) Creditors

A liability is recognised for the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as an advance payment for goods or services it must provide.

For creditors due for settlement in more than one year, the amount is discounted for the time value of money where material.

h) Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Other than investments which are stated at fair value as noted above in 1c) vi, these are initially recognised at transaction value and may be subsequently measured at their settlement value.

i) Income

Income represents:

- i) income from appeals and fundraising, including donations and legacies
- ii) fees and other income from education and training services
- iii) fees and other income from housing and support services
- iii) grants and other income from community services

Income is recognised when the Charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and amounts can be measured reliably. Where terms and conditions have not been met or uncertainty exists as to whether they can be met then the income is not recognised but deferred as a liability until it is probable that the terms or conditions imposed can be met.



notes to the financial statements for the year ended 31 August 2019

i) Income continued

Investment income is recognised when the Charity's entitlement is irreversible. Legacies are deemed receivable when sufficient information has been received to enable the Charity to reliably measure the amount receivable and when receipt is probable. Donated volunteer time is highly valued by Henshaws as noted in the Trustee Report, but in accordance with accounting regulation is not recognised as income or related expenditure. Gifts-in-kind of material goods or professional services are, however, recognised as income and expenditure (via depreciation if capital goods or services) and any associated conditions noted.

j) Expenditure

Expenditure has been charged on the accruals basis and such charges include value added tax where appropriate.

k) Cost of charitable activities

Costs of charitable activities comprise all costs identified as wholly or mainly attributable to achieving the charitable objects of the Charity. These costs include staff costs, wholly or mainly attributable support costs, an apportionment of general overheads and governance costs. The apportionment is based on several factors including numbers of staff, levels of income and direct cost and complexity of the activity.

l) Costs of raising funds

Fundraising costs include the salaries and overheads of the staff who directly undertake fundraising activities, plus other direct costs and allocated support and governance costs.

m) Governance and support costs

Governance and support costs include the direct costs of administering the Charity. Support costs represent the central services provided, including the cost of maintaining facilities shared by all or most of the Charity.

Support Service costs consists of the following: Management, Finance, Human Resources, Property Services, Research & Information, IT, Maintenance, Disability Support and Marketing. These costs are allocated out to service areas, on an agreed basis of apportionment relating to total income and expenditure, payroll costs, use of IT and floor space occupied, depending on relevance to the activity. They are included in the charitable activities costs reported in the Statement of Financial Activities.

Any redundancy and termination costs are recognised when they are contractually due.

n) Pensions

The Charity contributes to various pension schemes. The assets of each scheme are held separately from those of the Charity in independently administered funds.

Defined benefit schemes:

There are two schemes which provide defined benefits, though one is closed to future accrual. The other is the Teachers' Pension Scheme which is a statutory contribution defined benefit scheme for teachers.

The Charity participates in the Social Housing Pension Scheme (SHPS), a defined benefit multiemployer pension scheme administered by TPT Retirement Solutions (TPT). Historically, TPT has not been able to provide sufficient information for each social landlord's share of SHPS to allow defined benefit accounting to be applied. Instead, in accordance with FRS 102 paragraphs 28.11 and 28.11A, SHPS has been accounted for as a defined contribution scheme and recognised a liability for the present value of the landlord's deficit funding agreement.



• notes to the financial statements for the year ended 31 August 2019

n) Pensions continued

Following changes made to systems and process by TPT, sufficient information is now available for SHPS. In January 2019, the Financial Reporting Council issued FRD71 (Draft amendments to FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland - Multiemployer defined benefit plans) which provides proposed changes to FRS 102 on this issue.

Consistent with the guidance in FRD71 paragraph 4 (FRS 102 paragraph 28.11B), the difference between the deficit funding liability and the net defined benefit for SHPS has been recognised in Other Comprehensive Income. This constitute a change in the accounting policy. The relevant date to apply the adjustment is judged to be 1 September 2018, as TPT does not have data to provide sufficient information before the date 31 August 2018. Further disclosures in this area are included in note 18.

Defined contribution schemes:

Contributions to these schemes are charged to the Statement of Financial Activities as they are paid and allocated in line with individual staff costs of employment.

o) Leases

Finance Leases:

Tangible fixed assets held under finance leases and the related lease obligations are recorded in the Balance Sheet at the fair value of the leased asset at the inception of the lease. The excesses of the lease payments over the recorded lease obligations are treated as finance charges which are amortised over each lease term to give a constant rate of charge in the remaining balance of the obligations.

Operating Leases:

Rentals payable under operating leases are included in total expenditure in annual instalments over the period of the leases.

p) Fund accounting

Fund accounting distinguishes between two primary classes of fund: those that are unrestricted in their use, which can be spent for any purposes of a charity, and those that are restricted in use, which can only be used for a specific charitable purpose.

Restricted funds are either (i) endowment funds or (ii) other restricted funds. Endowments are either permanent or expendable.

Endowments and other restricted funds are disclosed separately in the financial statements and are subject to specific restrictions imposed by the donor or by the nature of the appeal or grant.

The restricted funds comprise of assets that have been given to the Charity subject to certain conditions. They include cash donations and legacies given for a specific purpose, investments and buildings that have been funded from specific bequests until such buildings are complete then they are transferred to unrestricted funds.

The Trustee Board may exercise its discretion to set aside part of an unrestricted fund for designated purposes. Designated funds may also be used where donors have expressed a preference without imposing a trust. The funds so designated remain unrestricted since the Trustee can remove the designation at any time.

q) Accounting judgements and assumptions

Certain judgements and assumptions are made in the preparation of the financial statements. The matters considered above, particularly depreciation rates and asset values as well as the recognition of income and liabilities, are considered to be the most important in understanding the judgements that are involved in preparing the financial statements and the uncertainties that could impact the amounts reported.



notes to the financial statements for the year ended 31 August 2019

2 Income

| | Fees 2019 £'000 | Grants 2019 £'000 | Legacies 2019 £'000 | Other 2019 £'000 | Total year ended 31 Aug 2019 £'000 | Total year ended 31 Aug 2018 £'000 |
|---------------------------------|-----------------------|-------------------------|---------------------------|------------------------|---|---|
| Unrestricted funds | | | | | | |
| Charitable activities: | | | | | | |
| Education & training services | 7,139 | 53 | - | 83 | 7,275 | 6,304 |
| Housing & support services | 3,391 | - | - | - | 3,391 | 3,221 |
| Community services | - | 7 | - | 74 | 81 | 79 |
| | 10,530 | 60 | - | 157 | 10,747 | 9,604 |
| Donations & legacies | - | 170 | 186 | 163 | 519 | 879 |
| Other trading activities | - | - | - | 205 | 205 | 212 |
| Investments | - | - | - | 151 | 151 | 140 |
| Other | - | - | - | 219 | 219 | 5 |
| | 10,530 | 230 | 186 | 895 | 11,841 | 10,840 |
| Restricted funds | | | | | | |
| Charitable activities: | | | | | | |
| Community services | - | 150 | - | 76 | 226 | 250 |
| Donations and legacies | - | 35 | - | 49 | 84 | 184 |
| Other trading activities | - | - | - | 10 | 10 | 13 |
| Investments | - | - | - | 9 | 9 | 9 |
| | - | 185 | - | 144 | 329 | 456 |
| Total Income | 10,530 | 415 | 186 | 1,039 | 12,170 | 11,296 |



notes to the financial statements for the year ended 31 August 2019

3 Expenditure

Analysis of expenditure

| | Staff costs £'000 | Other direct costs £'000 | Depreciation costs £'000 | Governance costs £'000 | Other support costs £'000 | Total year ended 31 Aug 2019 £'000 | Restated Total year ended 31 Aug 2018 £'000 |
|--|----------------------|-----------------------------|-----------------------------|---------------------------|------------------------------|--|---|
| Unrestricted funds | | | | | | | |
| Charitable activities: | | | | | | | |
| Education & training services | 4,643 | 2,098 | 429 | 17 | 911 | 8,098 | 6,741 |
| Housing & support services | 2,367 | 1,141 | 133 | 9 | 432 | 4,082 | 3,560 |
| Community services | 391 | 221 | 7 | 2 | 83 | 704 | 821 |
| | 7,401 | 3,460 | 569 | 28 | 1,426 | 12,884 | 11,122 |
| Donations and legacies | 317 | 142 | 6 | 1 | 77 | 543 | 509 |
| Other trading activities | 28 | 36 | - | - | 11 | 75 | 75 |
| Investments | - | 24 | - | - | - | 24 | 22 |
| Total unrestricted expenditure | 7,746 | 3,662 | 575 | 29 | 1,514 | 13,526 | 11,728 |
| Restricted funds | | | | | | | |
| Charitable activities: | | | | | | | |
| Education & training services | - | - | - | - | - | - | 212 |
| Housing & support services | - | - | - | - | - | - | 34 |
| Community services | 221 | 58 | - | - | 16 | 295 | 309 |
| | 221 | 58 | - | - | 16 | 295 | 555 |
| Donations and legacies | - | 72 | - | - | - | 72 | 4 |
| Other | 6 | 11 | - | - | - | 17 | - |
| Total restricted expenditure | 227 | 141 | - | - | 16 | 384 | 559 |
| Endowment funds | | | | | | | |
| Investments | - | 4 | - | - | - | 4 | 9 |
| Total endowment expenditure | - | 4 | - | - | - | 4 | 9 |
| Total expenditure | 7,973 | 3,807 | 575 | 29 | 1,530 | 13,914 | 12,296 |
| Reallocation per note 3a | 961 | 569 | - | - | (1,530) | - | - |
| Expenditure after reallocation of support costs | 8,934 | 4,376 | 575 | 29 | - | 13,914 | 12,296 |



notes to the financial statements for the year ended 31 August 2019

3(a) Analysis of support costs

| | Education & training services £'000 | Housing & support services £'000 | Community services £'000 | Fundraising £'000 | Trading £'000 | Total year ended 31 Aug 2019 £'000 |
|---------------------------------------|--|-------------------------------------|-----------------------------|----------------------|------------------|---------------------------------------|
| Finance | 139 | 73 | 7 | 13 | 2 | 234 |
| Human resources | 80 | 41 | 8 | 5 | 1 | 135 |
| Information technology | 196 | 9 | 26 | 11 | 4 | 246 |
| Marketing | 116 | 43 | 33 | 25 | 1 | 218 |
| Management | 281 | 149 | 25 | 23 | 3 | 481 |
| Property services | 31 | 53 | - | - | - | 84 |
| Maintenance | 97 | 35 | - | - | - | 132 |
| Disability support | (29) | 29 | - | - | - | - |
| Unrestricted function/activity | 911 | 432 | 99 | 77 | 11 | 1,530 |

3(b) Analysis of governance costs

| | Total year ended 31 Aug 2019 £'000 | Total year ended 31 Aug 2018 £'000 |
|-------------------------------|---------------------------------------|---------------------------------------|
| Legal & Professional | 3 | 6 |
| Audit Fees | 17 | 18 |
| Trustee costs | 9 | 5 |
| Total governance costs | 29 | 29 |

Legal & Professional fees in the year reflect the changes to the legal structure and governance work.



• notes to the financial statements for the year ended 31 August 2019

4(a) Net income/(expenditure)

These are stated after charging:

| | Total year ended 31 Aug 2019 £'000 | Restated year ended 31 Aug 2018 £'000 |
|---|---|--|
| External Auditors' remuneration (excluding VAT): | | |
| Audit fees | 14 | 14 |
| Tax advisory services | - | 2 |
| | 14 | 16 |
| Depreciation | 575 | 624 |
| Operating leases | 260 | 254 |
| Gain on disposal of fixed assets | 219 | - |

4 (b) Operating Leases

The Charity holds properties and office equipment under non cancellable operating leases.

At 31 August 2019 the Charity had total future minimum lease payments under these leases as follows:

| | 2019 £'000 | 2018 £'000 |
|---|---------------|---------------|
| Leases expiring not later than one year | 194 | 242 |
| Leases expiring later than one year and not later than five years | 377 | 466 |
| Leases expiring later than five years | 967 | 962 |
| | 1,538 | 1,670 |



notes to the financial statements for the year ended 31 August 2019

5 Staff costs and employee benefits

| | Total year ended 31 Aug 2019 £'000 | Total Year ended 31 Aug 2018 £'000 |
|---|---|---|
| Wages and Salaries | 8,078 | 7,362 |
| Social security costs | 607 | 552 |
| Defined contribution pension scheme costs | 200 | 143 |
| Defined benefit pension scheme costs | 36 | 38 |
| SHPS remeasurement | - | (40) |
| Redundancy and severance pay | 13 | 55 |
| | 8,934 | 8,110 |

| | | |
|---|-------------|------|
| | 2019 | 2018 |
| The average number of employees and supply workers during the year: | 514 | 481 |

This average is calculated by looking at the totals for employees paid for each month and dividing by the number of months in the year.

In addition to the above employment costs the Charity utilised the services of employment agency staff to support the delivery of essential services to beneficiaries within Education & Training and Housing & Support.

The increase in agency costs was necessitated by difficulties in recruiting staff during the year to support increased service delivery.

| | | |
|---------------------|--------------|-------|
| | 2019 | 2018 |
| | £'000 | £'000 |
| Agency staff costs: | 1,326 | 848 |

Neither the Board of Directors nor persons connected with them received any remuneration or other benefits. The sum of £4,642 (2018: £2,732) was reimbursed for travel expenses incurred by 7 Board members during the year. One Board member was reimbursed expenses for volunteering in another role. See Note 19 Related Parties.

| | | |
|--|--------------|-------|
| | 2019 | 2018 |
| | £'000 | £'000 |

Key management personnel:

| | | |
|--|------------|-----|
| Emoluments for that group of employees | 403 | 358 |
| Employers National Insurance contributions | 47 | 41 |
| Employers pension contributions | 17 | 21 |
| | 467 | 420 |

Key management personnel are defined as the members of the Board of Directors and Senior Management Team: Chief Executive, Deputy Chief Executive, College Principal, Director of Community Services, Director of Fundraising, Director of Housing & Support and Director of Finance and Resources.

The number of employees whose emolument exceeded £60,000 was:

| | | |
|-------------------|-------------|------|
| | 2019 | 2018 |
| £70,001 - £80,000 | - | 2 |
| £80,001 - £90,000 | 1 | - |



notes to the financial statements for the year ended 31 August 2019

6 Tangible fixed assets

| | Land and buildings | | Fixtures, fittings plant & vehicles | Assets under construction | Restated Total |
|---|--|--|--|------------------------------|-------------------|
| | Residential housing Valuation £'000 | Non residential housing Cost £'000 | Cost £'000 | Cost £'000 | Total £'000 |
| Cost | | | | | |
| At 1 September 2018 restated | 4,629 | 10,938 | 3,475 | 15 | 19,057 |
| Additions | 10 | - | 85 | 218 | 313 |
| Transfer on completion | 151 | 54 | - | (205) | - |
| Disposals | - | (475) | (49) | - | (524) |
| Revaluation | 180 | - | - | - | 180 |
| At 31 August 2019 | 4,970 | 10,517 | 3,511 | 28 | 19,026 |
| Depreciation | | | | | |
| At 1 September 2018 restated | - | 6,669 | 3,209 | - | 9,878 |
| Charge for year | 93 | 369 | 113 | - | 575 |
| Disposals | - | (259) | (39) | - | (298) |
| Revaluation | (93) | - | - | - | (93) |
| At 31 August 2019 | - | 6,779 | 3,283 | - | 10,062 |
| Net Book Value at 31 August 2019 | 4,970 | 3,738 | 228 | 28 | 8,964 |
| Net Book Value at 31 August 2018 restated | 4,629 | 4,269 | 266 | 15 | 9,179 |

The valuations were carried out on an open market basis by firms of estate agents with knowledge of the local areas, these valuations were corroborated by the Charity's Estates Management Team

Historical cost of residential properties before valuation

| | Cost £'000 | Depreciation £'000 | Net book value £'000 |
|--------------------------|---------------|-----------------------|----------------------------|
| At 1 September 2018 | 2,626 | (1,476) | 1,150 |
| Additions | 161 | - | 161 |
| Charge for year | - | (83) | (83) |
| At 31 August 2019 | 2,787 | (1,559) | 1,228 |

The Charity has a bank overdraft and loans secured on several of its fixed assets.

The valuations in these accounts of those assets that are pledged as security are:

| | 2019 £'000 | Restated 2018 £'000 |
|---|---------------|---------------------------|
| Non-residential properties | 3,212 | 3,685 |
| Residential properties | 2,265 | 3,079 |
| | 5,477 | 6,764 |
| Value of bank overdraft and loans to which security belongs | | |
| Bank overdraft see Note 9 | 1,556 | 241 |
| Bank loans see Notes 9 & 10 | 976 | 1,390 |
| | 2,532 | 1,631 |



notes to the financial statements for the year ended 31 August 2019

7 Investments

Investments are stated at market value at 31 August 2019 and are held by nominee companies on behalf the Charity

| | Unrestricted £'000 | Restricted £'000 | Permanent endowment £'000 | Total £'000 |
|--------------------------------------|-----------------------|---------------------|---------------------------------|----------------|
| Market Value 1 September 2018 | 2,964 | 291 | 1,268 | 4,523 |
| Additions | 64 | - | 58 | 122 |
| Disposals at market value | (1,544) | - | (243) | (1,787) |
| Revaluation gain - unrealised | 26 | 20 | 25 | 71 |
| Movement within investment portfolio | 4 | - | 181 | 185 |
| Transfers | (10) | - | 10 | - |
| Market Value 31 August 2019 | 1,504 | 311 | 1,299 | 3,114 |

| | Unrestricted £'000 | Restricted £'000 | Permanent endowment £'000 | Total 2019 £'000 | Total 2018 £'000 |
|------------------------------|-----------------------|---------------------|---------------------------------|------------------------|------------------------|
| Investments comprise: | | | | | |
| Listed investments | 1,484 | 311 | 1,115 | 2,910 | 4,501 |
| Cash in bank | 23 | - | 184 | 207 | 22 |
| | 1,507 | 311 | 1,299 | 3,117 | 4,523 |

| | | | | | |
|---------------|-------|-----|-------|-------|-------|
| Historic cost | 1,438 | 226 | 1,049 | 2,713 | 3,106 |
|---------------|-------|-----|-------|-------|-------|

None of the investments have a market value at 31 August 2019 exceeding 5% of the value of the total portfolio.

The Charity had at 31 August 2019 a loan secured and a bank overdraft facility secured on two unrestricted investment portfolios. At 31 August 2019 one of the portfolios had been liquidated and the proceeds held in cash of which £0.7million was pledged as security against the bank overdraft. The valuations in these accounts of the investments pledged as security are:

| | 2019 £'000 | 2018 £'000 |
|----------------|---------------|---------------|
| Loan | 1,504 | 1,494 |
| Bank overdraft | - | 1,470 |
| | 1,504 | 2,964 |

The value of the loan and overdraft to which security belongs:

| | Note | 2019 £'000 | 2018 £'000 |
|----------------|------|---------------|---------------|
| Other loan | 9 | 1,000 | 1,000 |
| Bank overdraft | 9 | - | 700 |
| | | 1,000 | 1,700 |



notes to the financial statements for the year ended 31 August 2019

8 Debtors

| | 2019 £'000 | Restated 2018 £'000 |
|--------------------------------|---------------|---------------------------|
| Trade debtors | 703 | 555 |
| Other debtors | 10 | 8 |
| Prepayments and accrued Income | 313 | 358 |
| | 1,026 | 921 |

9 Creditors: amounts falling due within one year

| | 2019 £'000 | 2018 £'000 |
|------------------------------|---------------|---------------|
| Trade creditors | 794 | 281 |
| Bank overdrafts | 2,256 | 941 |
| Loans | 80 | 139 |
| Other loans | 1,000 | 1,000 |
| Pension scheme liability | - | 293 |
| Special purpose funds held | 16 | 18 |
| Other creditors | 71 | 110 |
| Other taxation | 293 | 137 |
| Accruals and deferred income | 643 | 673 |
| | 5,153 | 3,592 |

10 Creditors: amounts falling due after more than one year

| | 2019 £'000 | 2018 £'000 |
|--------------------------|---------------|---------------|
| Loan | 896 | 1,251 |
| Pension scheme liability | - | 1,857 |
| | 896 | 3,108 |

Loans

The loans are from banks and building societies, secured by charges on the Charity's properties and are repayable in instalments at varying rates of interest due as follows:

| | 2019 £'000 | 2018 £'000 |
|--------------------------------|---------------|---------------|
| Due in less than one year | 80 | 139 |
| Due between one and two years | 81 | 141 |
| Due between two and five years | 250 | 435 |
| Due in five years or more | 565 | 675 |
| | 976 | 1,390 |

One of the Charity's loan agreements is subject to covenant clauses whereby the Charity is required to meet certain financial conditions. At 31 August 2019 the Charity's free reserves were less than £1m and consequently a financial condition was breached. Whilst the bank is contractually entitled to request repayment of the loan, or alter the terms of the loan, it has indicated that it intends to take no action. Therefore, the outstanding balance of £976k is presented as a non-current liability as at 31 August 2019.



notes to the financial statements for the year ended 31 August 2019

11 Deferred income

Deferred income relates to fee income where terms and conditions have not been met at the balance sheet date, or where some uncertainty exists as to whether they can be met. In these instances income is not recognised, but deferred as a liability until it is probable that the terms or conditions imposed can be met.

| | Balance as at 1 September 2018 £'000 | Prior year released £'000 | Additions £'000 | Balance as at 31 Aug 2019 £'000 |
|---------------------------|---|---------------------------------|--------------------|---------------------------------------|
| College fees | 182 | (182) | 303 | 303 |
| Housing and Support fees | 72 | (72) | 5 | 5 |
| Community Services grants | 3 | (3) | - | - |
| Total | 257 | (257) | 308 | 308 |

12 Financial instruments

The carrying amounts of the Charity's financial instruments are as follows:

| | 2019 £'000 | 2018 £'000 |
|--|---------------|---------------|
| Financial assets measured at amortised cost | 2,420 | 593 |
| Financial investment measured at fair value | 2,910 | 4,501 |
| Financial liabilities measured at amortised cost | 5,026 | 5,628 |

13 Reserves

a) Funds reported under FRS 102

| | Restated Balance as at 1 September 2018 Note | Incoming funds £'000 | Unrealised gain on revaluation of tangible fixed assets £'000 | Unrealised gain on investment £'000 | Transfers £'000 | SHPS defined benefit scheme movement £'000 | Amounts expended £'000 | Balance as at 31 Aug 2019 £'000 |
|------------------------|---|----------------------------|--|--|--------------------|---|------------------------------|---------------------------------------|
| (i) Unrestricted Funds | 2,887 | 11,841 | 285 | 44 | 3,023 | (1,273) | (13,526) | 3,281 |
| (ii) Restricted Funds | 14b 3,923 | 329 | (14) | 20 | (3,033) | - | (384) | 841 |
| (iii) Endowment Funds | 14c 1,268 | - | - | 25 | 10 | - | (4) | 1,299 |
| Total | 8,078 | 12,170 | 271 | 89 | - | (1,273) | (13,914) | 5,421 |



notes to the financial statements for the year ended 31 August 2019

13 Reserves – continued

b) Restricted funds: Movement in the year

| | Restated Balance as at 1 September 2018 £'000 | Incoming funds £'000 | Unrealised gain on investment £'000 | Unrealised gain on Property Revaluation £'000 | Transfers £'000 | Amounts expended £'000 | Balance as at 31 Aug 2019 £'000 |
|---|---|----------------------------|--|---|--------------------|------------------------------|---------------------------------------|
| Greater Manchester Community Services | 1 | - | - | - | - | - | 1 |
| BBC Children in Need reference 2017 - 2870/NW | 2 | 29 | - | - | - | (29) | 2 |
| Community Resource Grant | 3 | 3 | - | - | - | (6) | - |
| Media & IT Centre | 459 | - | - | - | (459) | - | - |
| Restricted Fixed Assets | 3,039 | - | - | (14) | (2,563) | - | 462 |
| Sight Support Oldham | 312 | 9 | 20 | - | - | (56) | 285 |
| The National Lottery Community Fund - Pathway to Wellbeing | 8 | 72 | - | - | 8 | (88) | - |
| Include IT Merseyside | - | 8 | - | - | - | (8) | - |
| Bolton Society for Blind People | 2 | 4 | - | - | - | (2) | 4 |
| Bolton Council Department of People Services | 51 | 9 | - | - | - | (55) | 5 |
| Social Investment Business Grant (Reach Fund) | 11 | - | - | - | - | (11) | - |
| Stoller Charitable Trust | 7 | 10 | - | - | - | (14) | 3 |
| College | 19 | - | - | - | (19) | - | - |
| Sport England Tackling Inactivity & Economic Disadvantage | 9 | - | - | - | - | (9) | - |
| Arts & Crafts Centre Capital Appeal | - | 80 | - | - | - | (75) | 5 |
| The National Lottery Community Fund - Live Life, Go Further | - | 37 | - | - | - | (10) | 27 |
| Tameside Sight Services | - | 33 | - | - | - | (6) | 27 |
| Tameside Council | - | 35 | - | - | - | (15) | 20 |
| Total | 3,923 | 329 | 20 | (14) | (3,033) | (384) | 841 |

Restricted funds are funds subject to specific trusts which may be declared by the donor, or with their authority (e.g. in a public appeal) but still within the objects of the Charity. Restricted funds may be restricted income funds, which are expendable in furtherance of some particular aspect of the objects of the charity, or they may be capital funds, where the assets are required to be invested, or retained for actual use, rather than expended.

Restricted Fixed Assets and Media & IT Centre funds relate primarily to premises at College.

Sight Support Oldham funds relate to assets donated by that charity to continue work in Oldham.

Tameside Sight Service fund relates to assets donated by that charity to continue work in Tameside.

c) Endowment funds

Endowment Funds are held in accordance with restrictions placed on them at the time of receipt. Most funds were donated by charities whose primary objects were to help people with visual impairment and this work continues through many aspects of Henshaws activities as detailed in the Trustee Report.



notes to the financial statements for the year ended 31 August 2019

14 Subsidiary companies

Henshaws Society for Blind People has two wholly-owned subsidiary companies, Henshaws Enterprises Limited and Sight Loss Innovation Limited. Neither company is a charity. Henshaws Enterprises Limited was formed on 7 September 2009 with a paid up ordinary share capital of £1. Sight Loss Innovation Limited was formed on 31 May 2017 with a paid up ordinary share capital of £100. Neither company traded during the year ended 31 August 2019, nor did they incur any liability or enter into any commitment.

15 Post balance sheet event

There were no post balance sheet events.

16 Fidelity insurance

The Charity has provided fidelity insurance for its Trustee Board of Directors and officers.

17 Capital commitments

| | | |
|--|---|---|
| Capital expenditure that has been contracted for but has not been provided for in the financial statements | 2019 £'000 Nil | 2018 £'000 Nil |
|--|---|---|

18 Pension obligations

18.1 Defined benefit schemes

The Charity offers one defined benefit scheme, the Teachers Pension Scheme. The defined benefit scheme for Social Housing Pension Scheme (SHPS) was closed to new entrants as at 31 March 2013. The assets of these schemes are held in separate trustee administered funds and the respective pension providers have provided the following disclosure statements:

a) Teachers' Pension Scheme

The Teachers' Pension Scheme (TPS or scheme) is a statutory, unfunded, defined benefit occupational scheme, governed by the Teachers' Pensions Regulations 2010 (as amended), and the Teachers' Pension Scheme Regulations 2014 (as amended). These regulations apply to teachers in schools and other educational establishments, including academies, in England and Wales that are maintained by local authorities. In addition, teachers in many independent and voluntary-aided schools and teachers and lecturers in some establishments of further and higher education may be eligible for membership. Membership is automatic for full-time teachers and lecturers and, from 1 January 2007, automatic too for teachers and lecturers in part-time employment following appointment or a change of contract. Teachers and lecturers are able to opt out of the TPS.



notes to the financial statements for the year ended 31 August 2019

(i) The Teachers' Pension budgeting and valuation account

Although members may be employed by various bodies, their retirement and other pension benefits are set out in regulations made under the Superannuation Act (1972) and Public Service Pensions Act (2013) and are paid by public funds provided by Parliament. The TPS is an unfunded scheme and members contribute on a 'pay as you go' basis – contributions from members, along with those made by employers, are credited to the Exchequer under arrangements governed by the above Acts.

The Teachers' Pensions Regulations 2010 require an annual account, the Teachers' Pension Budgeting and Valuation Account, to be kept of receipts and expenditure (including the cost of pension increases). From 1 April 2001, the Account has been credited with a real rate of return, which is equivalent to assuming that the balance in the Account is invested in notional investments that produce that real rate of return.

(ii) Valuation of the Teachers' Pension Scheme

The latest valuation of the Teachers' Pension Scheme has now taken place, in line with directions issued by HM Treasury and using membership data as at 31 March 2016. As a result of this valuation TPS employers will pay an increased contribution rate of 23.68% from September 2019 (this includes the administration levy of 0.8%). The timing of the implementation is to align its introduction with employers' budget planning cycles. Until then, employers will pay the current rate of 16.48%.

A copy of the latest valuation report can be found on the Teachers' Pension Scheme website at the following location:

<https://www.teacherspensions.co.uk/news/employers/2019/04/teachers-pensions-valuation-report.aspx>

(iii) Scheme changes

The arrangements for a reformed Teachers' Pension Scheme, in line with the recommendations made by Lord Hutton, in particular the introduction of a Career Average Revalued Earnings (CARE) scheme, were implemented from 1 April 2015.

In December 2018, the Court of Appeal held that transitional protection provisions contained in the reformed judicial and firefighter pension schemes, introduced as part of public service pension reforms in 2015, gave rise to direct age discrimination and were therefore unlawful. The Supreme Court, in a decision made in June 2019, have rejected the Government's application for permission to appeal the Court of Appeal's ruling. The case will now be referred to an Employment Tribunal for a decision regarding the remedy which will need to be offered to those members of the two schemes who were subject of the age discrimination.

HM Treasury are clear that the ruling has implications for the other public service schemes, including the Teachers' Pension Scheme. Those implications are currently being considered and any impact on scheme costs is expected to be looked at within the next scheme valuation, which is currently scheduled to be based on April 2020 data and implemented in April 2023.



notes to the financial statements for the year ended 31 August 2019

b) Social Housing Pension Scheme

Present values of defined benefit obligation, fair value of assets and defined benefit liability

| | 31 Aug 2019 £'000 | 31 Aug 2018 £'000 |
|---|-------------------------|-------------------------|
| Fair value of plan assets | 13,659 | 12,215 |
| Present value of defined benefit obligation | 16,808 | 15,368 |
| Deficit in plan | (3,149) | (3,153) |
| Defined benefit liability | (3,149) | (3,153) |

Reconciliation of opening and closing balances of the defined benefit obligation

| | Period ended 31 Aug 2019 £'000 |
|--|--------------------------------------|
| Defined benefit obligation at start of period | 15,368 |
| Expenses | 16 |
| Interest expense | 385 |
| Actuarial (gains) due to scheme experience | (234) |
| Actuarial losses due to changes in demographic assumptions | 50 |
| Actuarial losses due to changes in financial assumptions | 2,135 |
| Benefits paid and expenses | (912) |
| Defined benefit obligation at end of period | 16,808 |

Reconciliation of opening and closing balances of the fair value of plan assets

| | Period ended 31 Aug 2019 £'000 |
|--|--------------------------------------|
| Fair value of plan assets at start of period | 12,215 |
| Interest income | 308 |
| Experience on plan assets (excluding amounts included in interest income) - gain | 1,681 |
| Contributions by the employer | 367 |
| Benefits paid and expenses | (912) |
| Fair value of plan assets at end of period | 13,659 |

The actual return on the plan assets (including any changes in share of assets) over the period ended 31 August 2019 was £1,989,000

Defined benefit costs recognised in statement of financial activities

| | Period from 31 August 2018 to 31 August 2019 £'000 |
|---|---|
| Expenses | 16 |
| Net interest expense | 77 |
| Defined benefit costs recognised in statement of financial activities | 93 |



notes to the financial statements for the year ended 31 August 2019

b) Social Housing Pension Scheme continued

Defined benefit costs recognised in statement of financial activities

| | Period ended 31 Aug 2019 £'000 |
|---|--------------------------------------|
| Experience on plan assets (excluding amounts included in net interest cost) - gain | 1,681 |
| Experience gains and losses arising on the plan liabilities - gain | 234 |
| Effects of changes in the demographic assumptions underlying the present value of the defined benefit obligation - (loss) | (50) |
| Effects of changes in the financial assumptions underlying the present value of the defined benefit obligation - (loss) | (2,135) |
| Total actuarial gains and losses (before restriction due to some of the surplus not being recognisable) - (loss) | (270) |
| Total amount recognised in other comprehensive income - (loss) | (270) |

Assets

| | 31 Aug 2019 £'000 | 31 Aug 2018 £'000 |
|-------------------------------|-------------------------|-------------------------|
| Global Equity | 1,890 | 2,498 |
| Absolute Return | 1,020 | 1,469 |
| Distressed Opportunities | 218 | 119 |
| Credit Relative Value | 313 | - |
| Alternative Risk Premia | 746 | 439 |
| Fund of Hedge Funds | 24 | 401 |
| Emerging Markets Debt | 433 | 397 |
| Risk Sharing | 391 | 225 |
| Insurance-Linked Securities | 382 | 420 |
| Property | 273 | 514 |
| Infrastructure | 695 | 338 |
| Private Debt | 182 | 164 |
| Opportunistic Illiquid Credit | 195 | - |
| Corporate Bond Fund | 598 | 534 |
| Long Lease Property | 236 | - |
| Secured Income | 398 | 461 |
| Liability Driven Investment | 5,616 | 4,222 |
| Net Current Assets | 49 | 14 |
| Total assets | 13,659 | 12,215 |

None of the fair values of the assets shown above include any direct investments in the employer's own financial instruments or any property occupied by, or other assets used by, the employer.



notes to the financial statements for the year ended 31 August 2019

b) Social Housing Pension Scheme continued

Key assumptions

| | 31 Aug 2019 % per annum | 31 Aug 2018 % per annum |
|---|----------------------------|----------------------------|
| Discount Rate | 1.75 | 2.58 |
| Inflation (RPI) | 3.18 | 3.15 |
| Inflation (CPI) | 2.18 | 2.15 |
| Salary Growth | 3.18 | 3.15 |
| Allowance for commutation of pension for retirement cash at | 75% of max allowance | 75% of max allowance |

The mortality assumptions adopted at 31 August 2019 imply the following life expectancies:

| | Years life expectancy at age 65 |
|-------------------------|------------------------------------|
| Male retiring in 2019 | 21.8 |
| Female retiring in 2019 | 23.5 |
| Male retiring in 2039 | 23.2 |
| Female retiring in 2039 | 24.7 |

18.2 Defined contribution schemes

The Charity also contributes to two defined contribution schemes up to a current maximum of 3% of gross salary. Total contributions of £182,048 (2017-18: £126,191) were made to the schemes during the year and the average number of Charity staff who were members of these schemes during the year was 346 (2017-18: 331).

19 Related party transactions

The Charity received donations from 5 directors of the Trustee Board amounting to £2,765 (2017-18 £1,373). The Charity reimbursed Community Services volunteer expenses to 1 director of the Trustee Board amounting to £150 (2017-18 £167).



• notes to the financial statements for the year ended 31 August 2019

20 Voluntary income and income from trusts and grants

Details of voluntary income generated by the fundraising team, appears on page 37. This income has been received from individuals, groups, companies and charitable trusts, who all receive written acknowledgements. Some of the specific grants were as follows:

The National Lottery Community Fund

£71,560.50 from The National Lottery Community Fund as part payment for Henshaws Pathway to Wellbeing: Trafford, Manchester, Salford (Project ID 0010261149).

£36,910 from The National Lottery Community Fund as part payment for Henshaws Live Life, Go Further project.

Community resource grant

£3,000 from Liverpool City Council as part payment towards the costs of a range of services for visually impaired residents of the City of Liverpool delivered from our Merseyside Resource Centre.

BBC Children in Need

£29,185.45 from BBC Children in Need towards the cost of the 'Can do, Will do' programme to improve the independence of visually impaired children in Greater Manchester, reference 2017-2870/NW

Donations

We would like to express heartfelt thanks to all those who played a key role in supporting Henshaws in 2018-19. The continuing generosity and commitment of our local supporters, volunteers, partners and funders throughout the past year has been crucial to our success – thank you all. In addition, we are extremely grateful for all those who have left Henshaws a gift in their Will and for those who support Henshaws on a regular basis, allowing us to plan for our future.

The following grant makers, organisations and individuals had a significant impact in generating voluntary income for Henshaws in 2018-19 with donations in excess of £5,000:

BBC Children in Need
Bruntwood
Cargill
Esprit Warehousing & Docks
Sovereign Healthcare Charitable Trust
The C R H Charitable Trust
The Edward Gostling Foundation
The Masonic Charitable Foundation
The Michael Bishop Foundation
The National Lottery Community Fund
The Nineveh Charitable Trust
The P H Holt Foundation
The R.U.B. White Charitable Trust
The Red Sea Pedestrians
The Stoller Charitable Trust
The Zochonis Charitable Trust



notes to the financial statements for the year ended 31 August 2019

21 Changes in accounting policies

The Charity has adopted the revaluation model for residential properties. This represents a change in accounting policy and as a result the prior year financial statements have been restated as shown in the table below.

The Board believes that this revised basis provides a fairer reflection of the value of the Charity's assets than historical cost.

| | At 1 Sept 2017 £'000 | Net movement in funds ended 31 Aug 2018 £'000 | At 31 Aug 2018 £'000 |
|--|----------------------------|---|----------------------------|
| Total Funds | | | |
| As previously reported | 5,537 | (940) | 4,597 |
| Revaluation of residential properties | 3,756 | (265) | 3,491 |
| Increase in depreciation of residential properties | - | (12) | (12) |
| As restated | 9,293 | (1,217) | 8,076 |

| | At 1 Sept 2017 £'000 | Movement ended 31 Aug 2018 £'000 | At 31 Aug 2018 £'000 |
|--|----------------------------|---|----------------------------|
| Residential properties | | | |
| As previously reported | 1,238 | (88) | 1,150 |
| Revaluation of residential properties | 3,756 | (265) | 3,491 |
| Increase in depreciation of residential properties | - | (12) | (12) |
| As restated | 4,994 | (365) | 4,629 |



• trustee board of directors and the senior management team

The following Directors have served on the Board of Henshaws Society for Blind People Trustee Limited during the course of the year and served at the date of signing this report, unless otherwise stated:

Board of Directors

Kevin Brady, Chair (appointed 17 September 2018)
Sally Bence, Vice Chair
Christine Oates (appointed 17 September 2018)
Arthur Aston (appointed 17 September 2018)
Carl Atkinson (resigned 13 February 2020)
Helen Brazier
Ryan Barber (resigned 23 March 2020)
Richard Platt
Dr Anthony Best (resigned 17 September 2019)
Russell Davidson (resigned 16 October 2019)
Patrick Roche (appointed 4 February 2019)
Elizabeth Craig (appointed 4 February 2019)
Monaza Luqman-Choudry (appointed 4 February 2019, resigned 30 April 2019)
Sarah C Greensides (appointed 18 November 2019)
Nicola M. Bishop (appointed 29 April 2020)
Jonathon M. H. Oxley (appointed 20 May 2020)
John Crowther (resigned 20 March 2019)
Jesse Harris (resigned 20 March 2019)
June Haywood (resigned 20 March 2019)
Andrew Rose (resigned 20 March 2019)

Custodian Trustees

Dr Anthony Best (resigned 18 June 2019)
Russell Davidson (resigned 18 June 2019)

Senior Management Team

Nick Marr, Chief Executive
Melanie Avis, Deputy Chief Executive (resigned 30 June 2019)
Adrian Sugden, College Principal (appointed 7 January 2019)
David McGonigle, Director of Finance and Resources (appointed 7 May 2019)
Robert Cooper, Director of Community Services
Fiona Ashcroft, Director of Fundraising (resigned 31 July 2019)
Stephen Tongue, Director of Fundraising (appointed 9 September 2019)
Rachel Lorimer, Director of Housing and Support (appointed 4 March 2019) (resigned 12 January 2020)
Deirdra Barr, Director of Marketing & Communications (appointed 1 December 2018)
Antoinette Stewart, Director of HR (appointed 2 September 2019)
Michela Lee, Director of Housing Development (appointed 25 November 2019)

President

Sir Warren Smith KCVO, KSTJ, JP
D Litt LLD, Lord Lieutenant of Greater Manchester

Ambassadors

Stefan Andrusyschyn
Phil Collins
Paula Lane
Denise Leigh
Harold F Riley
Hannah Russell MBE
Tom Shaw
Rosie King
Sharon King

Patrons

Sir James Anderton CBE QPM DL
Sir David Barnes (deceased)
Denis Brown
Baroness Susan Masham of Ilton
The Zochonis Charitable Trust

External Auditors

Beever and Struthers,
St George's House,
215-219 Chester Road,
Manchester, M15 4JE

Bankers

Barclays Bank plc
25 James Street,
Harrogate, HG1 1QX

Investment advisers

Rathbone Brothers Plc
1 Curzon Street,
London, W1J 5FB

Sarasin & Partners
100 St Paul's Churchyard,
London, EC4M 8BU

Solicitors

Veale Wasbrough Vizards LLP
Narrow Quay House, Narrow Quay,
Bristol, BS1 4QA

Registered Office

4A Washbrook House,
Lancastrian Office Centre,
Talbot Road, Stretford,
Manchester, M32 0FP

Get involved

As a local charity we rely on generous people, organisations and communities to be able to continue to offer support to those most at risk of isolation.

This year saw 74 businesses support us through staff fundraising, sponsorship or corporate donations. 3,309 individuals gave a regular or one-off gift, 35 community groups showed their support and 53 grant giving bodies supported a range of projects of all sizes. We were also notified that ten generous supporters left us a gift in their will.

We are hugely grateful for their commitment to Henshaws; every donation truly does make a difference.

We have plenty of challenge events taking place throughout the year. Head to our website to see our full list and discover how you could challenge yourself for Henshaws.

website [henshaws.org.uk](https://www.henshaws.org.uk)

email fundraising@henshaws.org.uk

or call the team on **0300 222 5555**