

# CENTRE OF SIGN-SIGHT-SOUND (Y GANOLFAN ARWYDDO-GOLWIG-SAIN)

England & Wales · Charity number 1048017

## Details

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**Other names** NORTH WALES DEAF ASSOCIATION, N W D A

**Status** Registered

**Legal form** Charitable company

**Company number** [02959589](#)

**Registered** 1995-07-17

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** Centre Of Sign Sight Sound  
77 Conway Road  
Colwyn Bay  
Conwy  
LL29 7LN

**Phone** 07719410355

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

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

## Activities

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**Objects:** The relief of people who are deaf, blind, suffer visual or hearing impairment or are disabled and have a physical or mental impairment that has a long-term negative effect on their ability to carry out normal daily activities by the promotion, development and the provision of appropriate facilities, services and resources and in particular, but not exclusively, by promoting, developing and cause to be provided appropriate facilities, services and resources to improve the quality of life and equality of opportunities for people with visual impairment, hearing impairment, physical or mental disability

**Activities:** Centre of Sign-Sight-Sound (COS)With a purpose of "Improving Quality of Life through Equality" COS supports Deaf people and people living with sensory loss and the professionals and organisations who work with them. Promoting a world where sensory loss does not limit, preclude or stigmatise people from achieving their full unique potential.

## Classification

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- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, Disability, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities

## Geography

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- **Area of benefit:** WITHIN NORTH WALES
- Throughout England And Wales

## Finances

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Period end	Income	Expenditure	Assets	Employees
2025-03-31	£799,123	£747,495	£965,044	19
2024-03-31	£894,632	£800,328	£913,416	19
2023-03-31	£681,572	£510,698	£819,112	14
2022-03-31	£658,511	£442,070	£648,238	14
2021-03-31	£584,151	£431,544	£431,796	14

## Trustees

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Name	Role	Appointed
Ashley James		2024-03-13
Christine Jones		2022-05-13
Elizabeth Steele		2022-06-14
Victoria Parker		2024-04-05

**CENTRE OF SIGN-SIGHT-SOUND (Y GANOLFAN ARWYDDO-GOLWG-SAIN)**

England & Wales - Charity number 1048017

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# Accounts

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**CENTRE OF SIGN-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**



**Trustee's Annual Report incorporating the Director's report and Financial Statements  
for the year ended 31 March 2025  
Company Limited by Guarantee No.2959589**

**Registered Charity No. 1048017**

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# Legal and Administrative Report of the Trustees

## FOR THE YEAR ENDED 31 MARCH 2025

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities'.

### Reference and Administrative Information

Registered Company number: 2959589 (England and Wales)

Registered Charity number: 1048017

### Registered Office

77 Conway Road  
Colwyn Bay  
Conwy  
LL29 7LN

### Trustees/Directors

Christine Jones  
Elizabeth Steele  
Ashley James  
Victoria Parker

### Company Secretary

Simon Shutler

### CEO

Sarah Thomas

### Accountants

Aston Hughes & Co  
Chartered Accountants and Statutory Auditors  
Selby Towers  
29 Princes Drive  
Colwyn Bay, Conwy.  
LL29 8PE

### Bankers

National Westminster Bank,  
247 High Street,  
Bangor, Gwynedd.  
LL57 1RW

# Trustee Report incorporating Director's Report

## Structure, Governance and Management

### Governing Document

The Association was incorporated on 17 August 1994 as a company limited by guarantee, with a company registration number of 2959589 and has no share capital. The liability of each member in the event of winding up is limited to £1. The Association is registered with the Charity Commission. The registered charity number is 1048017.

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#### *The objects of the charity are:*

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"The relief of people who are deaf, blind, suffer visual or hearing impairment or are disabled and have a physical or mental impairment that has a long-term negative effect on their ability to do normal daily activities by the promotion, development and the provision of appropriate facilities, services and resources and in particular, but not exclusively, by promoting, developing and cause to be provided appropriate facilities, services and resources to improve the quality of life and equality of opportunities for people with visual impairment, hearing impairment, physical or mental disability."

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#### *The vision, mission and values of the charity are:*

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Our **vision**: a world where Disability, sensory loss or risk does not limit, preclude or stigmatise people from achieving their full potential.

Our **mission**: work with our communities to improve the quality of life and equality of access for Deaf people, people with a sensory loss, Disabled people and people who are at risk.

Our **values**:

We **involve** members in decision making.

We are **open** and **inclusive**.

We are **proud** to work with others.

We work with **integrity**.

We **care** about **Community**.

We **care** about our **team**.

### Recruitment and Appointment of The Board of Directors, known in this document as "The Board".

The directors of the company are also charity trustees for the purposes of charity law and, under the company's Articles, are known as members of The Board. Under the requirements of the Memorandum and Articles of Association, the members of The Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The Centre of Sign-Sight-Sound Y Ganolfan Arwyddo-Golwg-Sain represents people with varying degrees of hearing loss and seeks to ensure that their needs are appropriately reflected through the diversity of

the trustee body. The Association also recognises the importance of people with traditional business skills and individuals are approached to stand for election to The Board when a skills gap appears.

### Trustee Induction and Training

Most trustees are already familiar with the practical work of the charity and are encouraged to take part in events that are run each year.

Additionally, new trustees without previous experience on a management committee are encouraged to attend a short training session with the Chair of the charity who covers:

- The obligations of Board members
- The Memorandum and Articles of Association
- Policies and Procedures
- The Business Plan for the year including future plans and objectives
- The last Annual Report and Financial Statements

New committee members are also encouraged to attend training provided by one of the local voluntary service councils on Roles and Responsibilities of Trustees and are handed a folder containing all of the above mentioned documents.

The trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit.

### Risk Management

The Board has conducted a review of the major risks to which the charity is exposed. The Board have examined the major strategic, compliance, financial and operational risks which the charity faces and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen the risks. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors.

### Organisational Structure

The Centre of Sign Sight Sound has a Board of Directors of not less than 3 and not more than 15 members, who meet on a regular basis and are responsible for the strategic direction and policy of the charity. Current members are from a variety of backgrounds relevant to the work of the charity.

The day to day responsibility for the provision of the services rests with the Management Team who are responsible for ensuring that the charity delivers the services specified to a high standard. The Team is also responsible for the supervision of other staff, ensuring that they continue to develop their skills and working practices in line with good practice.

### Related Parties

The Centre of Sign Sight Sound works closely with a number of national organisations which complement the charity's objectives including the Association of Sign Language Interpreters, RNID, Elite Supported Employment, Agoriad Cyf, Merthyr Institute for the Blind, British Society for Mental Health and Deafness, the six voluntary service councils covering the North Wales region as well as Wales Council for Voluntary Action. The Centre of Sign Sight Sound is also a member of the Consortium of Deaf Organisations in Wales. The charity also works closely with Clecs Media Cyf whose two directors are also members of the management team.

## Objectives and Activities

The aims, objective and principal activity of the company is the support of profoundly Deaf, deafened, deafblind, hard of hearing and Disabled people within North Wales. Imperative to this is the promotion, development and provision of appropriate facilities, services and resources with a purpose of public benefit for those affected by deafness.

The Association does this by providing:

- Advice and Information
- Deaf awareness, communication training and BSL Awareness training for businesses and service providers
- Educational Services
- Equipment demonstrations and rehabilitation/habilitation and enablement advice for deaf people
- Community Information, Advice, Support and Advocacy Services
- Specialist employability services
- Media Production
- Lobbying for equal access to services and employment

# Achievements and Performance for the period 1st April 2024 to 31st March 2025



## Accessible Health

We have worked closely with colleagues from Betsi Cadwaladr University Health Board to ensure Deaf and Hard of Hearing people have equitable access to Health Services.

BCUHB paid us £23,351 this year, this is used for wages, making health information videos, administration and travel.

Working on Accessible Health are Ffion, Sarah and they are supported by the admin team.

Our stats for 2024/2025

- Appointments made/cancelled - 402
- Interactions with WITS - 95
- Advice to Health Professionals - 215
- Any other work associated with health - 150
- Total Accessible Health Jobs in 2024/2025 - 862

## Live Well with Hearing Loss

Our Live Well with Hearing Loss 2 project is funded by Welsh Government via their sustainable social services fund and supports people to remain as independent as possible in their own homes. This year is the first year we have been fully responsible for the project delivery.



The income for this project is £212,816 and is used for wages, office space in Cardiff, demonstration equipment, travel and administration.

The Live Well Team are Charis, Ellie, Helen, Bethan, Lauren, Kerry and Steph.

In the 12 months covered by this report we supported 660 people and carried out 3137 interventions.

## Information, Advice and Assistance (IAA)

The Information, Advice and Advocacy service continues in Gwynedd and Denbighshire, and we work with Conwy Deaf Translation and Support Service, and the Deaf Club Conwy Coffee Morning to provide the service during some of their drop-in's and on an emergency basis for those unable to attend the pre-booked sessions. This year also saw us return to work in Ynys Mon.

The contracts bring in an income of £58,034 which was used for wages and travel, the cost of making information videos and administration.

The team behind IAA are Ffion, John and Sarah with support from the admin team.

## WorkingSense



After JobSense finished we applied for funds from the Levelling Up/Shared Prosperity Fund. This was to offer the same services as JobSense but to all disabled people in Conwy, Denbighshire and Flintshire. This project has run from 1 September 2023 to 31 March 2025.

The income for the project in the year was £248,913 which covered the same costs as JobSense but with additional staff to cover the larger area.

The WorkingSense team are Clare, Hana, Becky, Sue, Faith, Adele and Simon, who have supported 111 people during the project.

Our WorkingSense project has been refunded for a further 12 months but with a reduction in funding and outputs.

## Training

Our portfolio of training including Deaf and Sensory Loss Awareness, and British Sign Language continues to be successful with various businesses and organisations. We work with Agored and Adult Learning Wales to accredit our introduction to BSL and to quality mark our online sensory loss awareness course.

## The Abi Project

The Abi Project goes from strength to strength with primary and some secondary schools, throughout the region enjoying visits by the team to teach BSL to their pupils. We have received some fabulous feedback and have seen how children with additional learning needs take to the language and how it has improved their all round education.



The training is not externally funded, costs are being met from donations from the Forrester Trust £20,000, our reserves and from the sale of external adult training. The training team are John, Angela, Dawn, Debbie, Ffion and Dasher.

## Digital Media

Cael Cymru, our lottery funded project came to an end this year with a final contribution of £45,776. This has seen places of interest being made more accessible using BSL clips and audio recordings.

The team have also supported the IAA team to make community videos covering topics such as the purple plaque event dedicated to Dot Miles, news from New York City during Deaf Awareness Week, the burst water pipes in Conwy and Gwynedd Council's resident's survey.

COS has re-branded this year with a new logo, and we have welcomed Dewi to the team who is working on our new website.

## Finance

### Financial Review

#### Funding 2024/25

We have received funding from Denbighshire, in partnership with Vision Support, Ynys Mon and Gwynedd County Councils for Information, Advice and Advocacy support. We continue to support Betsi Cadwaladr University Health Board for accessible health. These are service level agreements with signed contracts for agreed levels of service for a set level of funding.

Funding for restricted projects had continued to be received from the National Lottery People & Places for the Cael Cymru project, which finished at the end of August 2024. We have also received support from National Lottery People & Places for a Cost of Living project which produced videos to explain what this meant, what was happening and where help could be found. This project finished at the end of March 2025. All the videos are still available to help people.

We also run the Live Well with Hearing Loss project. This was expanded for another year and will now finish at the end of March 2026. The income for the year has remained similar at £212,816 (2024: £213,273) Staff time has reduced slightly on the project but it is achieving all its key performance targets.

The WorkingSense project is funded by the Welsh Government through the Shared Prosperity Fund with payments of £248,913 in 2024/25. This has just been extended to the end of March 2026 with reduced funding of £199,957 for the current year.

We have received donations of £1,277 (2024: £1,644) in the year from private individuals and groups.

Sales of interpreting services decreased as COS no longer employs interpreters. Access to Work support has remained steady this year as we continue to employ one person requiring communication support currently.

We have received funding from The Forrester Family Trust for £40,000 of which £20,000 has gone to directly support the Education Officer teaching BSL in primary schools across North Wales. This was also supported last year by our participation in the ITV People's Choice contest for funding where we received £10,000 and Gwynt-Y-Mor and Clocaenog wind farms where we received £6,000 and £4,500 respectively. The remaining funding to support the venture is being taken from our restricted legacy for the provision of services to children and general reserves. We have also invested £99,000 in the purchase of books to support the teaching which are being distributed free to schools. The books support the course and are in English and Welsh. There are 10 books in each language supporting the course. A bid was put to the Welsh Government for educational funding to support the project, but we were unsuccessful. We will continue to collect evidence to support the teaching method and how it supports children in their learning, this the hope that smaller pots of money can be found to support and expand the teaching across Wales to enhance children's education and learning.

Media services in general have fallen as more time was used in specific cost of living videos and work on the Cael Cymru project.

Our income for the year decreased to £799,123 (2024: £894,632). This is due to the ending of the Cael Cymru and Cost of Living projects in the year. Also, the 2024 accounts include the final payments for the Jobsense project. This has also accounted for the salaries remaining steady at £589,100 (2024: £583,906) and full-time equivalent headcount remaining the same at 19 (2024: 19).

Office expenditure has decreased in line with the expected costs and lower than last year as this included £65,667 in 2024 to replace the heating system in the building.

The organisation provides quarterly management accounts compared to budget that are discussed in the Trustee Board meetings.

The management team is made up of 4 senior managers who work on the various aspects of the charity's delivery of services and administer the charity on a day-to-day basis.

### Reserves Policy

The Board have reviewed its reserves policy and determined that the unrestricted general funds held by the charity should aim to be six months of income received. This would provide sufficient funds for the charity to operate whilst waiting payment of grants and to respond to emergency applications for grants and fund-raising initiatives which arise from time to time. The present level of unrestricted reserves available to the charity is £639,554 (2024: £502,882) which are readily available to meet the general activities of the charity. This is higher than 6 months of income, but the Board has agreed to continue funding a Child Education Officer and the Catrin & Abi project to March 2026 after being unsuccessful in the bid education funding recently. This will reduce the level of reserves back towards the 6 month target.

The Board has agreed have a designated property reserve of £320,002 (2024: £324,336) in line with Charity Commission guidance which represents the book value of the freehold property held by the charity. The Charity also has restricted reserves of £13,498 (2024: £86,198). This represents a restricted legacy for the provision of services to children with a hearing loss.

### Plan for the Association for Future Periods

The Association continually reviews and develops its strategic business plan, to drive and inform the organisations work in the coming years. The plan is reviewed annually to ensure its relevance and practicality.

The Association's Board of Trustees are aware that the organisation is, currently and for the foreseeable future operational periods, facing a rapidly changing and challenging external commissioning/funding and hence operational delivery environment. There is less local authority funding now. Consequently, to remain sustainable in the long term, the Association needs to adapt, develop and constantly review its business, financial, operational and growth strategies. The Association is now seeking funding from a much broader group of agencies to provide services to a greater range of disabled and sensory loss users. The Association is looking to extend its partnerships with other similar organisations to deliver these services.

### Public Benefit

The trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales, information is given above in the achievements and performance section.

### Fundraising

How we fundraise

Our fundraising activities are delivered in house. We take a supporter-led approach to our fundraising, which means we offer a variety of ways that the public can engage with our fundraising. It is important to us that supporters find a way to give to us that works for them. This includes, but is not limited to, making one-off or repeat donations, taking on a challenge, and asking their networks to support them, buying a lottery or raffle ticket, or leaving a gift to us in their will.

Ensuring positive fundraising

Our aim is to ensure that engaging with COS's fundraising activities is a positive experience and that donors and the public are always treated with respect, fairness, honesty, and clarity. We regularly review our fundraising approach and work with others with the aim of promoting best practice across the charity sector.

#### Keeping our supporters' data safe

We take the role of protecting and using supporter data in the right way very seriously. Our Chief Data Officer and Information Security team continually review how we securely and safely store, manage, and destroy personal and sensitive information. We maintain a strict adherence to the Data Protection Act 2018 and record supporters' preferred methods of communication.

#### Fundraising through third parties

We do not fundraise through 3rd parties.

#### How we monitor fundraising

All fundraising activity is subject to an approval process that is supported by our Board of Trustees.

The performance of fundraising campaigns is regularly reviewed. We are consistently looking to hear feedback from supporters and internal and external stakeholders to deliver a high standard of performance and compliance.

#### Protecting the privacy and data of our supporters

We remain committed to protecting and respecting the privacy of all our supporters.

In 2024/2025 we received 0 complaints about our fundraising practices. We take all complaints seriously and respond to each one in line with our complaints policy.

#### Protecting vulnerable people

We adhere to the Chartered Institute of Fundraising's principles of:

Being respectful – we are mindful of and sensitive to any particular need that a donor may have. We strive to respect the wishes and preferences of the donor.

Being responsive – we adapt our approach and are flexible to meet the needs of our donors. We will ask questions and take any necessary steps to ensure our donors safety and integrity.

Being fair – we do not make decisions based solely on a particular characteristic such as a person's appearance, the way they talk, any medical condition, or disability. COS treats everyone as a unique individual.

Being accountable - we take responsibility for their actions. We ensure that our work is carried out in line with the Code of Fundraising Practice.

### Statement of Trustees Responsibility

The Trustees (who are also the directors of Centre of Sign-Sight-Sound Y Ganolfan Arwyddo-Golwg-Sain for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally accepted Accounting Practice) and applicable law and regulation.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

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

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

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

#### Small Companies Provision statement

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies' regime within part 15 of the Companies Act 2006.

Trustee: *b. Jones*  
CHRISTINE JONES

Date: 28-11-25

Trustee: *Y Steele*  
ELIZABETH STEELE

Date: 28-11-25

## Independent examiner's report to the Trustees of Centre of Sign Sight Sound Charitable Company

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2025, which are set out on pages 12 to 23.

### Responsibilities and basis of report

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

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the '2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

### Independent examiner's report

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those accounting records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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



Mr Gareth Lowe BSc ACA

Date:

28-11-25

for and on behalf of:

Aston Hughes & Co Chartered Accountants and Statutory Auditors  
Selby Towers, 29 Princes Drive, Colwyn Bay  
North Wales, LL29 8PE

**CENTRE OF SIGN-SIGHT-SOUND**  
**Y GANOLFAN ARWUDDO-GOLWG-SAIN**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**INCLUDING INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED 31 MARCH 2025**

	Note	Unrestricted Fund £	Restricted Fund £	Total 2025 £	Unrestricted Fund £	Restricted Fund £	Total 2024 £
<b>Income and Endowments</b>							
<b>From:</b>							
Donations & Legacies	2	1,342	-	1,342	1,890	-	1,890
Investment Income		12,181	-	12,181	8,237	-	8,237
<b>Charitable activities</b>							
Activity based Grants & Contracts	3	121,385	556,850	678,235	112,614	676,429	789,043
Training & Service Provision	4	102,750	-	102,750	91,682	-	91,682
Rental Income		4,615	-	4,615	3,780	-	3,780
Profit on sale of Fixed Assets		-	-	-	0	-	0
<b>Total Incoming resources</b>		<b>242,273</b>	<b>556,850</b>	<b>799,123</b>	<b>218,203</b>	<b>676,429</b>	<b>894,632</b>
<b>Resources expended</b>							
<b>Raising funds</b>		50	-	50	-	-	-
<b>Charitable activities</b>	5	160,520	586,925	747,445	169,882	630,446	800,328
<b>Total expenditure</b>		<b>160,570</b>	<b>586,925</b>	<b>747,495</b>	<b>169,882</b>	<b>630,446</b>	<b>800,328</b>
<b>Net Income/(expenditure) for the year</b>	7	81,703	(30,075)	51,628	48,321	45,983	94,304
Transfer between Funds	16	42,625	(42,625)	-	30,213	(30,213)	-
<b>Net Movement in Funds for the Year</b>		<b>124,328</b>	<b>(72,700)</b>	<b>51,628</b>	<b>78,534</b>	<b>15,770</b>	<b>94,304</b>
<b>Reconciliation of funds</b>							
Total funds brought forward		827,218	86,198	913,416	748,684	70,428	819,112
<b>Total funds carried forward</b>	16	<b>951,546</b>	<b>13,498</b>	<b>965,044</b>	<b>827,218</b>	<b>86,198</b>	<b>913,416</b>

**CENTRE OF SIGN-SIGHT-SOUND**  
**Y GANOLFAN ARWUDDO-GOLWG-SAIN**  
**(REGISTRATION NUMBER 02959589)**

**BALANCE SHEET**  
**AT 31 MARCH 2025**

		<b><u>2025</u></b>		<b><u>2024</u></b>	
<b><u>Note</u></b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b><u>FIXED ASSETS</u></b>					
Tangible Assets	9		326,984		349,651
<b><u>CURRENT ASSETS</u></b>					
Stocks	10	80,192		89,177	
Debtors	11	35,396		10,198	
Cash at bank and in hand		561,968		501,362	
		677,556		600,737	
<b><u>CREDITORS DUE WITHIN 1 YEAR</u></b>					
Due within one year	12	39,496		36,972	
<b><u>NET CURRENT ASSETS</u></b>					
	13		638,060		563,765
<b><u>TOTAL ASSETS LESS</u></b>					
<b><u>CURRENT LIABILITIES</u></b>	14		<b>965,044</b>		<b>913,416</b>
<b><u>CAPITAL AND RESERVES</u></b>					
Unrestricted Funds	16		631,543		502,882
Designated Funds	16		320,002		324,336
Restricted Funds	16		13,498		86,198
			<b>965,044</b>		<b>913,416</b>

For the financial year ended 31 March 2025, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476.

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting record and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the Board of Trustees on and were signed on its behalf by:

Trustee *C. Jones*  
 CHRISTINE JONES

Date: *28-11-25*

Trustee *E. Steele*  
 ELIZABETH STEELE

**CENTRE OF SIGN-SIGHT-SOUND**  
**Y GANOLFAN ARWUDDO-GOLWG-SAIN**  
**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

	<b>Note</b>	<b>Total 2025 £</b>	<b>Total 2024 £</b>
<b>Cash flows from operating activities</b>			
Net cash income (expenditure)		51,628	94,304
Finance costs		-	3,427
		<b>51,628</b>	<b>97,731</b>
<b>Adjustment to cash flows from non cash items</b>			
Depreciation	9	23,980	26,835
		<b>75,608</b>	<b>124,566</b>
<b>Working Capital adjustments</b>			
(Increase)/Decrease in debtors	11	(25,198)	66,504
Increase/(Decrease) in creditors	12	2,524	5,051
		<b>52,934</b>	<b>196,121</b>
<b>Net Cash flow from operating activities</b>			
<b>Cash flows from investing activities</b>			
Purchase of Book Stock	10	-	(89,177)
Costs of Book Sales and Donations	10	8,985	-
Purchase of tangible fixed assets	9	(1,313)	(9,299)
Disposal of tangible fixed assets		-	-
		<b>7,672</b>	<b>(98,476)</b>
<b>Cash flows from financing activities</b>			
Interest paid		-	(3,427)
Loan repayments		-	(87,646)
		<b>-</b>	<b>(91,073)</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>	<b>15</b>	<b>60,606</b>	<b>6,572</b>
<b>Cash and cash equivalents brought forward</b>		<b>501,362</b>	<b>494,790</b>
<b>Cash and cash equivalents carried forward</b>		<b>561,968</b>	<b>501,362</b>

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

## **1 ACCOUNTING POLICIES**

### **a. Charity Status**

The charity is a charity limited by guarantee incorporated in England and Wales and consequently does not have a share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation. The registered office address is provided on the company information page.

### **b. Accounting convention**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Centre of Sign Sight Sound meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

### **c. Going Concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

### **d. Fixed Assets**

All Fixed Assets apart from those purchased by specific fundraising projects are capitalised at cost. Assets below £500 are not capitalised.

Depreciation has been calculated at a rate suitable for writing off the assets of the company over their useful lives

The rate applied has been:

Fixtures and fittings	15% Straight line
Computer equipment	25% Straight line
Motor vehicles	25% Straight line
Buildings	2% Straight line

### **e. Donations**

Income from donations and grants, including capital grants, is included in incoming resources when these are receivable, except as follows:

\* When donors specify that donations and grants given to the charity must be used in future accounting periods, the income is deferred until those periods.

\*When donors impose conditions that have to be fulfilled before the charity becomes entitled to use such income, the income is deferred and not included in incoming resources until the pre-conditions are met.

\*When donors specify that donations and grants, including capital grants, are for particular restricted purposes, which do not amount to pre-conditions regarding entitlement, this is included in incoming resources of restricted funds when receivable.

### **f. Legacies**

Income from legacies are included in incoming resources when the organisation becomes legally entitled to the asset and the value recorded can be with sufficient reliability.

### **g. Interest receivable**

Interest is included when receivable by the charity.

**CENTRE OF SIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2025 (Cont.)**

**h. Operating leases**

Operating lease rentals are charged to the Income and Expenditure account as incurred.

**i. Resources expended**

Resources expended are included in the Statement of Financial Activities on an accruals basis. Certain expenditure is directly attributable to specific activities and has been included in those categories. Where items of expenditure involved more than one cost category the basis of apportionment is as follows:

	Fundraising	Direct Charitable	Governance
Salaries			
Managing Director		90%	10%
Management Team		90%	10%

**j. Pension costs**

The company operates a defined contribution pension scheme. Contributions payable to this scheme are charged to the income and expenditure account in the period to which they relate. These contributions are invested separately from the company's assets.

**k. debtors**

Trade debtors are amounts due from customers or funders. A provision for impairment of debtors is made when there is objective evidence that the charity may not be able to collect all the amounts due.

**l. Cash at bank and in hand**

Cash and cash equivalents comprise cash on hand and call deposits.

**m. Stocks**

Stocks are valued at cost, after making due allowance for any obsolete and slow moving items. The books are distributed free to schools to help teach BSL to children. They are also available for sale as a resource to other people and organisations for this purpose. Cost is calculated on a first in, first out basis.

**n. Borrowings**

A mortgage secured on the property with a carrying value of £324,336 (2023: £328,670) was repaid during the year. The finance provider retains a security over the property.

**o. Unrestricted Funds**

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

**p. Restricted Funds**

Restricted funds are to be used for specific purposes, within the objects of the charity, as laid down by the donor. The objects of the Charity without further specified purpose and are available as general funds.

**q. Designated Funds**

Designated funds represent unrestricted funds which have been designated by the directors in furtherance of the general objectives of the charity.

**CENTRE OF SIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2025 (Cont.)**

<b>2 DONATIONS AND LEGACIES</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Donations	1,277	1,644
Gift Aid Reclaimed	-	161
Membership Income	65	85
<b>Total</b>	<b>1,342</b>	<b>1,890</b>
<b>3 GRANTS</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
<b>General Fund</b>		
Denbighshire County Council	20,365	20,365
Flintshire County Council	-	40,585
Gwynedd County Council	27,007	27,007
Ynys Mon County Council	10,662	2,132
BCUHB - Accessible Health	23,351	22,525
Forrester Family Trust	40,000	-
	<b>121,385</b>	<b>112,614</b>
<b>Restricted Funds</b>		
Live Well with Hearing Loss Project	212,816	213,273
JobSense EW	-	21,445
JobSense WWV	-	126,156
WorkingSense	248,913	177,716
National Lottery Community Fund Cael Cymru	45,776	67,623
National Lottery Community Fund Cost of Living	49,080	48,669
Education Officer	265	21,547
<b>Total</b>	<b>678,235</b>	<b>789,043</b>
<b>4 INCOME FROM TRAINING AND SERVICE PROVISION</b>	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Interpreting	1,140	365
ATW support services	57,049	55,528
Training Income	8,925	9,559
Consultations	16,935	16,935
BSL Video Clips	1,400	1,880
Advice and Advocacy	1,694	7,266
Sundry	15,607	150
<b>Total</b>	<b>102,750</b>	<b>91,682</b>

**CENTRE OF SIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2025 (Cont.)**

**5 DIRECT CHARITABLE EXPENDITURE**

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Provision of services						
Salaries	52,463	517,534	569,997	40,081	525,409	565,490
Cost of services	13,190	50,422	63,612	6,296	27,261	33,556
Office expenditure	46,917	18,969	65,886	80,615	75,176	155,791
Depreciation	23,980	-	23,980	24,234	2,602	26,835
Governance	23,970	-	23,970	18,655	-	18,655
<b>Total</b>	<b>160,520</b>	<b>586,925</b>	<b>747,445</b>	<b>169,882</b>	<b>630,446</b>	<b>800,328</b>

**6 ANALYSIS OF GOVERNANCE COSTS**

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Salaries	19,104	-	19,104	18,115	-	18,115
Independent review	4,451	-	4,451	19	-	19
Accountancy Costs	415	-	415	521	-	521
	<b>23,970</b>	<b>-</b>	<b>23,970</b>	<b>18,655</b>	<b>-</b>	<b>18,655</b>

**7 NET INCOMING (OUTGOING) RESOURCES FOR THE YEAR**

This is stated after charging:	2025 £	2024 £
Depreciation	23,980	26,835
Accountancy	415	521
Operating lease expenditure	821	2,213
Independent review	4,451	19

No trustees received remuneration from the Charity during the year.

No travel costs were reimbursed to no trustees in either year

**RELATED PARTY TRANSACTIONS**

The charity paid £nil (2024: £99,000) to Clecs Media Cyf for the purchase of 100,000 books at cost in the Catrin & Abi series to use in its teaching of BSL in schools. These books were purchased at cost with the right to use and promote Catrin & Abi. Clecs Media Cyf is a company whose directors are also part of the senior management team of the charity. All transactions were approved by the Trustees.

**CENTRE OF SIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2025 (Cont.)**

**8 STAFF COSTS AND NUMBERS**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Staff costs were as follows:		
Salaries	520,809	516,296
Social Security costs	42,034	45,482
Pension costs	26,257	22,128
	<b>589,100</b>	<b>583,906</b>

No employee earned £60,000 or more.

	<b>2025</b>	<b>2024</b>
The average number of employees during the year was		
Direct Charitable Activities	15	15
Management & Administration	4	4
Total	<b>19</b>	<b>19</b>

Total amount of key management remuneration and benefits in the year totalled £191,038 (2024: £168,787)

**PENSION COSTS**

**Defined contribution scheme**

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £26,257 (2024: £22,128). The pension cost is allocated to activities and funds in accordance with the nature of the work undertaken by staff.

**9 TANGIBLE FIXED ASSETS**

	<b>Land and Buildings</b>	<b>Fixtures, Fittings, Equipment</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b><u>COST</u></b>			
At 1 April 2024	366,719	119,999	486,718
Additions	-	1,313	1,313
Disposals	-	(12,208)	(12,208)
At 31 March 2025	366,719	109,104	475,823
<b><u>DEPRECIATION</u></b>			
At 1 April 2024	42,383	94,684	137,067
Charge for the year	4,334	19,646	23,980
Disposals	-	(12,208)	(12,208)
At 31 March 2025	46,717	102,122	148,839
<b><u>NET BOOK VALUE</u></b>			
At 31 March 2024	324,336	25,315	349,651
<b>At 31 March 2025</b>	<b>320,002</b>	<b>6,982</b>	<b>326,984</b>

The net book value at 31 March 2025 and 31 March 2024 represents fixed assets used in the relief of people with a Sensory Loss and Disabled people within Wales.

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2025 (Cont.)**

**10 STOCKS**

	2025	2024
	£	£
Books for resale and distribution	<b>80,192</b>	<b>89,177</b>

There is no significant difference between the replacement cost of the books and their carrying amount.

**11 DEBTORS**

	2025	2024
	£	£
Trade debtors	14,066	7,099
Prepayments & Accrued Income	21,330	3,099
	<b>35,396</b>	<b>10,198</b>

**12 CREDITORS - due within one year**

	2025	2024
	£	£
Trade creditors	2,354	5,952
Other Creditors	6,704	3,299
Taxation and Social Security	8,685	11,281
Accruals	21,753	16,440
	<b>39,496</b>	<b>36,972</b>

**13 OPERATING LEASE COMMITMENTS**

The following operating lease payments are committed to be paid:

	2025	2024
	£	£
Expiring		
Within one year	1,261	4,913
Between one and five years	3,802	6,728
	<b>5,063</b>	<b>11,641</b>

**14 ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Total	General	Designated	Restricted
	2025	Fund	Property	Funds
	£	£	£	£
Fund balances at 31 March 2025 are represented by:				
Fixed assets	326,984	6,982	320,002	-
Current assets	677,556	664,058	-	13,498
Current liabilities	39,496	39,496	-	-
Long term liabilities	-	-	-	-
	<b>965,044</b>	<b>631,544</b>	<b>320,002</b>	<b>13,498</b>

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2025 (Cont.)**

**14 ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Total 2025	General Fund	Designated Property Fund	Restricted Funds
Fund balances at 31 March 2024 are represented by:	£	£	£	£
Fixed assets	349,651	25,315	324,336	-
Current assets	600,737	514,539	-	86,198
Current liabilities	36,972	36,972	-	-
Long term liabilities	-	-	-	-
	<b>913,416</b>	<b>502,882</b>	<b>324,336</b>	<b>86,198</b>

**15 Analysis of changes in net debt**

	At 1 April 2024	Cash flows	Other	At 31 March 2025
	£	£	£	£
Cash and bank on hand	501,362	60,606	-	561,968
Total	<b>501,362</b>	<b>60,606</b>	<b>-</b>	<b>561,968</b>

**16 FUNDS**

The income of funds of the charity include restricted funds.

	At 1 April 2024	Incoming Resources	Outgoing Resources	Transfers	At 31 March 2025
<b>Restricted funds</b>	£	£	£	£	£
Dr Ceinwen Evans	41,157	-	27,659	-	13,498
Live Well with Hearing Loss Project	-	212,816	175,120	37,696	-
WorkingSense	28,672	248,913	261,443	16,142	-
National Lottery Community Fund Cael Cymru	16,369	45,776	42,373	19,772	-
National Lottery Community Fund Cost of Living	-	49,080	44,160	4,920	-
Children's Education and Training Officer	-	265	36,170	(35,905)	-
	86,198	556,850	586,925	42,625	13,498
<b>Unrestricted funds</b>					
General reserve	502,882	242,273	160,570	(46,959)	631,544
Designated Reserve	324,336			4,334	320,002
	<b>913,416</b>	<b>799,123</b>	<b>747,495</b>	<b>-</b>	<b>965,044</b>

**CENTRE OF SIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWYG-SAIN**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2025 (Cont.)**

**16 FUNDS (Cont.)**

	At 1 April 2023	Incoming Resources	Outgoing Resources	Transfers	At 31 March 2024
	£	£	£	£	£
<b>Restricted funds</b>					
Dr Ceinwen Evans	53,164	-	12,007	-	41,157
Live Well with Hearing Loss Project	-	213,273	208,760	4,513	-
JobSense WWV	-	126,156	108,464	17,692	-
JobSense EW	-	21,445	-	21,445	-
WorkingSense	-	177,716	149,017	27	28,672
National Lottery Community Fund Cael Cymru	17,264	67,623	87,490	(18,972)	16,369
National Lottery Community Fund Cost of Living	-	48,669	43,161	5,508	-
Children's Education and Training Officer	-	21,547	21,547	-	-
	70,428	676,429	630,446	30,213	86,198
<b>Unrestricted funds</b>					
General reserve	420,014	218,203	169,882	(34,547)	502,882
Designated Reserve	328,670	-	-	4,334	324,336
	<b>819,112</b>	<b>894,632</b>	<b>800,328</b>	<b>-</b>	<b>913,416</b>

**Purpose of Restricted Funds:**

**Dr Ceinwen Evans** - Restricted legacy for the provision of services to children. The expenditure represents the salary of an Education Officer going into primary schools in North Wales to deliver a programme of sensory loss awareness and BSL lessons. The remainder of the project income and costs are included under the Education Officer.

**Live Well with Hearing Loss Project** - This is a 2 year project to support people confronting hearing loss, deafness and tinnitus through Hearing Hubs ensuring people with a hearing loss get the help they need.

**JobSense West Wales and the Valleys (WWV)** - This was a 2 year project through the Welsh Government and Welsh European Funding Office to help people over 25 with vision impairment towards employment. The transfer to general reserves represents the share of overheads allocated to the project.

**JobSense East Wales (EW)** - This was a 3-year project through the Welsh Government and Welsh European Funding Office to help people over 25 with vision impairment towards employment. The transfer to general reserves represents the share of overheads allocated to the project.

**WorkingSense** - This was a 15-month project through the Welsh Government and Shared Prosperity Fund to help people over 25 with a disability towards employment. We are waiting for confirmation that the programme has been extended to 31 March 2026.

**National Lottery Community Fund** - People and Places Funding for Cael Cymru Project to produce 40 accessible videos for History Points of tourist attractions and an online learning platform for the tourist industry to teach deaf awareness. The transfers in represent funding paid in advance over the first 3 years of the project.

**National Lottery Community Fund** - People and Places Funding for develop a bespoke Information, Advice and Assistance service to help people with a sensory loss understand the effects of the cost-of-living crisis where they can contact us in the language or method of their choice to access the type of information that goes beyond translation into explanation in an accessible format.

**Children's Education and Training Officer** - Funding has been received from Gwynt y Môr Community Fund and Clocaenog Forest Wind Farm Fund to support the salary of the officer to deliver 10 sessions teaching BSL to both pupils and teachers in their community areas.

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWIG-SAIN**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2025 (Cont.)**

**General Funds**

These are the general funds of the charity and are held to meet the requirements and general activities of the charity.

**Designated Funds**

The designated property fund represents the value of the freehold property owned by the charity (note 9). This fund was created as the value the property does not form part of the free reserves of the charity. It would take the trustees time to realise these funds and in so doing this would impact on the charity's activities. Previously the fund represented the value of the property less the associated mortgage.

**Transfer of funds**

Transfers are when the conditions of the funding being provided have been satisfied and includes where permitted within the grant conditions an amount for full cost recovery.

Sufficient resources are believed to be available to enable every fund to be used in accordance with any restriction imposed.

**CENTRE OF SIGN-SIGHT-SOUND (Y GANOLFAN ARWYDDO-GOLWG-SAIN)**

England & Wales - Charity number 1048017

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# Accounts

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**CENTRE OF SIGN-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWYG-SAIN**



Trustee's Annual Report incorporating the Director's report and Financial Statements  
for the year ended 31 March 2024

**Company Limited by Guarantee No.2959589**

**Registered Charity No. 1048017**

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# Legal and Administrative Report of the Trustees

## FOR THE YEAR ENDED 31 MARCH 2024

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities'.

### Reference and Administrative Information

Registered Company number: 2959589 (England and Wales)

Registered Charity number: 1048017

### Registered Office

77 Conway Road  
Colwyn Bay  
Conwy  
LL29 7LN

### Trustees/Directors

Iain de Wit (resigned 23/02/2024)

Christine Jones

Elizabeth Steele

Dawn Sommerlad (resigned 20/03/2024)

Ashley James (Appointed 13/03/2024)

Victoria Parker (Appointed 05/04/2024)

### Company Secretary

Mr. S G Shutler

### CEO

Sarah Thomas

### Accountants

Aston Hughes & Co  
Chartered Accountants and Statutory Auditors  
Selby Towers  
20 Princes Drive  
Colwyn Bay, Conwy.  
LL29 8PE

### Bankers

National Westminster Bank,  
247 High Street,  
Bangor, Gwynedd.  
LL57 1RW

# Trustee Report incorporating Director's Report

## Structure, Governance and Management

### Governing Document

The Association was incorporated on 17 August 1994 as a company limited by guarantee, with a company registration number of 2959589 and has no share capital. The liability of each member in the event of winding up is limited to £1. The Association is registered with the Charity Commission. The registered charity number is 1048017. The governing document of the Association is the Memorandum and Articles of Association, this was last amended at the Extraordinary General Meeting held on the 12<sup>th</sup> April 2024.

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#### *The objects of the charity are:*

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"The relief of people who are deaf, blind, suffer visual or hearing impairment or are disabled and have a physical or mental impairment that has a long-term negative effect on their ability to do normal daily activities by the promotion, development and the provision of appropriate facilities, services and resources and in particular, but not exclusively, by promoting, developing and cause to be provided appropriate facilities, services and resources to improve the quality of life and equality of opportunities for people with visual impairment, hearing impairment, physical or mental disability."

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#### *The vision, mission and values of the charity are:*

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Our **vision**: a world where Disability, sensory loss or risk does not limit, preclude or stigmatise people from achieving their full potential.

Our **mission**: work with our communities to improve the quality of life and equality of access for Deaf people, people with a sensory loss, Disabled people and people who are at risk.

Our **values**:

We **involve** members in decision making.

We are **open** and **inclusive**.

We are **proud** to work with others.

We work with **integrity**.

We **care** about **Community**.

We **care** about our **team**.

### Recruitment and Appointment of The Board of Directors, known in this document as "The Board"

The directors of the company are also charity trustees for the purposes of charity law and, under the company's Articles, are known as members of The Board. Under the requirements of the Memorandum and Articles of Association, the members of The Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The Centre of Sign-Sight-Sound represents people with varying degrees of hearing loss and seeks to ensure that their needs are appropriately reflected through the diversity of the trustee body. The Association also recognises the importance of people with traditional business skills and individuals are approached to stand for election to The Board when a skills gap appears.

### Trustee Induction and Training

Most trustees are already familiar with the practical work of the charity and are encouraged to take part in events that are run each year.

Additionally, new trustees without previous experience on a management committee are encouraged to attend a short training session with the Chair of the charity who covers:

- The obligations of Board members
- The Memorandum and Articles of Association
- Policies and Procedures
- The Business Plan for the year including future plans and objectives
- The last Annual Report and Financial Statements

New committee members are also encouraged to attend training provided by one of the local voluntary service councils on Roles and Responsibilities of Trustees and are handed a folder containing all of the above mentioned documents.

The trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit.

### Risk Management

The Board has conducted a review of the major risks to which the charity is exposed. The Board have examined the major strategic, compliance, financial and operational risks which the charity faces and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen the risks. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors.

### Organisational Structure

The Centre of Sign Sight Sound has a Board of Directors of not less than 3 and not more than 15 members, who meet on a regular basis and are responsible for the strategic direction and policy of the charity. Current members are from a variety of backgrounds relevant to the work of the charity.

The day to day responsibility for the provision of the services rests with the Management Team who are responsible for ensuring that the charity delivers the services specified to a high standard. The Team is also responsible for the supervision of other staff, ensuring that they continue to develop their skills and working practices in line with good practice.

### Related Parties

The Centre of Sign Sight Sound works closely with a number of national organisations which complement the charity's objectives including the Association of Sign Language Interpreters, RNID, Elite Supported Employment, Agoriad Cyf, Merthyr Institute for the Blind, British Society for Mental Health and Deafness, the six voluntary service councils covering the North Wales region as well as Wales Council for Voluntary Action. The Centre of Sign Sight Sound is also a member of the Consortium of

Deaf Organisations in Wales. The charity also works closely with Clecs Media Cyf whose two directors are also members of the management team.

## Objectives and Activities

The aims, objective and principal activity of the company is the support of profoundly Deaf, deafened, deafblind, hard of hearing and Disabled people within North Wales. Imperative to this is the promotion, development and provision of appropriate facilities, services and resources with a purpose of public benefit for those affected by deafness.

The Association does this by providing:

- Advice and Information
- Deaf awareness, communication training and BSL Awareness training for businesses and service providers
- Educational Services
- Equipment demonstrations and rehabilitation/habilitation and enablement advice for deaf people
- Community Information, Advice, Support and Advocacy Services
- Specialist employability services
- Media Production
- Lobbying for equal access to services and employment

# Achievements and Performance for the period 1st April 2023 to 31st March 2024

## Accessible Health



We have worked closely with colleagues from Betsi Cadwaladr University Health Board to ensure Deaf and Hard of Hearing people have equitable access to Health Services.

BCUHB paid us £22,525 this year, this is used for wages, making health information videos, administration and travel.

Working on Accessible Health are Ffion, Sarah and they are supported by the admin team.

### Our stats for 2023/2024

- Appointments made/cancelled - 412
- Interactions with WITS - 135
- Advice to Health Professionals - 317
- Any other work associated with health - 164
- Total Accessible Health Jobs in 2022/2023 - 1028

## Live Well with Hearing Loss

Our Live Well with Hearing Loss 2 project is funded by Welsh Government via their sustainable social services fund and supports people to remain as independent as possible in their own homes. This year is the first year we have been fully responsible for the project delivery.



The income for this project is £213,273 and is used for wages, office space in Cardiff, demonstration equipment, travel and administration.

The Live Well Team are Charis, Ellie, Helen, Bethan, Lauren, Kerry and Steph.

In the 12 months covered by this report we supported 511 people and carried out 2378 interventions.

## Flintshire CSI

Our Flintshire project ended on 31 March this year.

We were part of a group of organisations supporting Social Services in Flintshire. COS was responsible for providing information to Disabled residents of the county about aids, equipment and technologies that support them in their daily lives.

The majority of the work was done online with specialist pages on our website sharing how to videos, lists of new equipment, links to providers etc. The pages were visited 36000 times in the last 12 months for information.

Flintshire's contract with us saw them pay £40,585 which covered wages, travel, equipment, the cost of part of the website and some licenses. Working on the project were John, Sarah and Ffion.



## Information, Advice and Assistance (IAA)

The Information, Advice and Advocacy service continues in Gwynedd and Denbighshire, and we work with Conwy Deaf Translation and Support Service, and the Deaf Club Conwy Coffee Morning to provide the service during some of their drop-in's and on an emergency basis for those unable to attend the pre-booked sessions. This year also saw us return to work in Ynys Mon.



The contracts bring in an income of £49,504 along with £48,669 from the National Lottery to provide information about the Cost of Living was used for wages and travel, the cost of making information videos and administration.

The team behind IAA are Ffion, John and Sarah with support from the admin team.

## JobSense

JobSense was an employment project that we deliver in partnership with Agoriad Cyf, Elite and Merthyr Institute for the Blind. We worked with people who find it difficult to get into employment because of their Sensory Loss who live in Conwy and Denbighshire.

The project came to an end in August 2023 by which time we had supported 81 people to move closer to finding a job, some of them volunteered, some went into education, and some got paid jobs.

In this year we were paid £126,156 that covered wages, training for people on the project, travel and administration. We were also able to pay for essentials for some of our customers to buy clothes for interviews etc.

The JobSense team were Clare, Susan, Becky, Alyson, Sian and Owen.



## WorkingSense



After JobSense finished we applied for funds from the Levelling Up/Shared Prosperity Fund. This was to offer the same services as JobSense but to all disabled people in Conwy, Denbighshire and Flintshire. This project will run from 1 September 2023 to 31 December 2024.

The income for the project in the year was £177,716 which covered the same costs as JobSense but with additional staff to cover the larger area.

The WorkingSense team are Clare, Hana, Susan, Becky, Adele, Faith and Simon, who have supported 46 people in the first 6 months of the project.

## Training

This year has seen the introduction of a brand new course taking BSL into primary schools in North Wales. The Abi Project offers up to 10 sessions to schools, taking pupils through an introduction to BSL using a course of books created for us by Clecs Media Cyf. The books follow the antics of Abi, a Deaf girl and her sister Catrin as they use play and imagination to lead the reader through learning the signs for numbers, animals, colours and family, with titles such as "There's a Dinosaur in the Garden" and "Trip to the Moon".



Whilst we have had some funding for this (£21,547), the majority has been funded by COS from restricted reserves and general reserves, covering wages, the books, travel and administration. The team are John, Angela, Debbie and Ffion with support from the administration team.

## Digital Media

Our Digital Media Team continue to work on Cael Cymru, our lottery funded project to make places of historical or tourism interest more accessible for all people with the introduction of signed videos and audio tracks of their written information and an online Sensory Loss Awareness Training course. This course will be accessible via BSL, English and Welsh.

The team have also created media for the Accessible Health Team, IAA Team, JobSense and BCUHB.

Income has come from the National Lottery and BCUHB totalling £69,503 which covers wages, equipment, software licences and administration. The team are John, Sarah, Ffion and Steph.

## Finance

### Financial Review

#### Funding 2023/24

We have received funding from Denbighshire, in partnership with Vision Support, Ynys Mon and Gwynedd County Councils for Information, Advice and Advocacy support. Our support contract in Flintshire was extended for 18 months and finished on 31 March 2024. We continue to support Betsi Cadwaladr University Health Board for accessible health. These are service level agreements with signed contracts for agreed levels of service for a set level of funding.

Funding for restricted projects has continued to be received from the National Lottery People & Places for the Cael Cymru project. We have also received support from National Lottery People & Places for a Cost of Living project which is producing ongoing videos to explain what this means, what is happening and where help can be found.

In the past grant money was received from RNID for our share of the Live Well with Hearing Loss project. This year we have taken ownership of the project and now employ the RNID staff from South Wales also in delivering this programme directly. This has seen a significant increase in income for the year to £213,273 (2023: £55,371) to cover our expanded team and management of the project.

Grant money was received from the Welsh Government and Welsh European Funding Office to support the JobSense projects in Northeast and North West Wales. The Northeast project finished last year and the final payment for £21,445 was received in this year. The Northwest project finished this year with payments totalling £126,156 (2023: £249,522). This has now been superseded by the WorkingSense project funded by the Welsh Government through the Levelling-Up Fund with payments of £177,716.

We have received donations of £1,644 (2023: £5,338) in the year from private individuals and groups.

Sales of interpreting services decreased as COS no longer employs interpreters. Access to Work support has remained steady this year as we continue to employ one person requiring communication support currently.

We have received funding from Gwynt-Y-Mor and Clocaenog wind farms to help support our Education Officer teaching BSL in primary schools across North Wales. This was also supported by our participation in the ITV People's Choice contest for funding where we received £10,000. The remaining funding to

support the venture is being taken from our restricted legacy for the provision of services to children and general reserves. We have also invested £99,000 in the purchase of books to support the teaching which are being distributed free to schools. The books support the in school course and are in English and Welsh. There are 10 books in each language supporting the course.

Media services in general have fallen as more time was used in specific cost of living videos and work on the Cael Cymru project.

The new WorkingSense project and management of the Live Well Project have seen our income for the year increase to £894,632 (2023: £681,572). This has also accounted for the salaries increasing to £583,906 (2023: £396,139) and full-time equivalent headcount increasing to 19 (2023: 14).

Office expenditure has increased in line with the new projects but also includes £65,667 to replace the heating system in the building.

The remaining mortgage was repaid during the year.

The organisation provides quarterly management accounts compared to budget that are discussed in the Trustee Board meetings.

The management team is made up of 4 senior managers who work on the various aspects of the charity's delivery of services and administer the charity on a day-to-day basis.

### Reserves Policy

The Board have reviewed its reserves policy and determined that the unrestricted general funds held by the charity should aim to be six months of income received. This would provide sufficient funds for the charity to operate whilst waiting payment of grants and to respond to emergency applications for grants and fund-raising initiatives which arise from time to time. The present level of unrestricted reserves available to the charity is £515,113 (2023: £420,014) which are readily available to meet the general activities of the charity. This is slightly higher than 6 months of income, but the Board has agreed to fund a Child Education Officer for a year from October 2023 after being unsuccessful in the bid for the People's Choice recently. This will reduce the level of reserves back to the 6 month target.

The Board has agreed have a designated property reserve of £324,336 (2023: £328,670) in line with Charity Commission guidance which represents the book value of the freehold property held by the charity. The Charity also has restricted reserves of £93,029 (2023: £70,428). This represents a restricted legacy for the provision of services to children with a hearing loss, and the advance from the National Lottery for the Cael Cymru and Cael Cymru projects.

### Plan for the Association for Future Periods

The Association continually reviews and develops its strategic business plan, to drive and inform the organisations work in the coming years. The plan is reviewed annually to ensure its relevance and practicality.

The Association's Board of Trustees are aware that the organisation is, currently and for the foreseeable future operational periods, facing a rapidly changing and challenging external commissioning/funding and hence operational delivery environment. There is less local authority funding now. Consequently, to remain sustainable in the long term, the Association needs to adapt, develop and constantly review its business, financial, operational and growth strategies. The Association is now seeking funding from a much broader group of agencies to provide services to a greater range of disabled and sensory loss users. The Association is looking to extend its partnerships with other similar organisations to deliver these services.

## Public Benefit

The trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales, information is given above in the achievements and performance section.

## Fundraising

### How we fundraise

Our fundraising activities are delivered in house. We take a supporter-led approach to our fundraising, which means we offer a variety of ways that the public can engage with our fundraising. It is important to us that supporters find a way to give to us that works for them. This includes, but is not limited to, making one-off or repeat donations, taking on a challenge, and asking their networks to support them, buying a lottery or raffle ticket, or leaving a gift to us in their will.

### Ensuring positive fundraising

Our aim is to ensure that engaging with COS's fundraising activities is a positive experience and that donors and the public are always treated with respect, fairness, honesty, and clarity. We regularly review our fundraising approach and work with others with the aim of promoting best practice across the charity sector.

### Keeping our supporters' data safe

We take the role of protecting and using supporter data in the right way very seriously. Our Chief Data Officer and Information Security team continually review how we securely and safely store, manage, and destroy personal and sensitive information. We maintain a strict adherence to the Data Protection Act 2018 and record supporters' preferred methods of communication.

### Fundraising through third parties

We do not fundraise through 3rd parties.

### How we monitor fundraising

All fundraising activity is subject to an approval process that is supported by our Board of Trustees.

The performance of fundraising campaigns is regularly reviewed. We are consistently looking to hear feedback from supporters and internal and external stakeholders to deliver a high standard of performance and compliance.

### Protecting the privacy and data of our supporters

We remain committed to protecting and respecting the privacy of all our supporters.

In 2023/2024 we received 0 complaints about our fundraising practices. We take all complaints seriously and respond to each one in line with our complaints policy.

### Protecting vulnerable people

We adhere to the Chartered Institute of Fundraising's principles of:

Being respectful – we are mindful of and sensitive to any particular need that a donor may have. We strive to respect the wishes and preferences of the donor.

Being responsive – we adapt our approach and are flexible to meet the needs of our donors. We will ask questions and take any necessary steps to ensure our donors safety and integrity.

Being fair – we do not make decisions based solely on a particular characteristic such as a person’s appearance, the way they talk, any medical condition, or disability. COS treats everyone as a unique individual.

Being accountable - we take responsibility for their actions. We ensure that our work is carried out in line with the Code of Fundraising Practice.

### Statement of Trustees Responsibility

The Trustees (who are also the directors of Centre of Sign-Sight-Sound for the purposes of company law) are responsible for preparing the trustees’ report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally accepted Accounting Practice) and applicable law and regulation.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

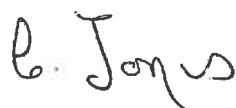
- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK, Accounting Standards have been followed, subject to any material departures disclosed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

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

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

### Small Companies Provision statement

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies’ regime within part 15 of the Companies Act 2006.

Trustee: 

Date: 21.09.24

Trustee: 

Date: 27.09.24

## Independent examiner's report to the Trustees of Centre of Sign Sight Sound

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2024, which are set out below.

### *Responsibilities and basis of report*

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

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the '2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

### Independent examiner's report

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those accounting records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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

  
.....  
Mr Gareth Lowe BSc ACA

Date:

for and on behalf of:  
Aston Hughes & Co Chartered Accountants and Statutory Auditors  
Selby Towers, 29 Princes Drive, Colwyn Bay  
North Wales, LL29 8PE

**CENTRE OF SIGN-SIGHT-SOUND**  
**Y GANOLFAN ARWUDDO-GOLWG-SAIN**  
**(REGISTRATION NUMBER 02959589)**

**BALANCE SHEET**  
**AT 31 MARCH 2024**

		<u>2024</u>		<u>2023</u>	
	<u>Note</u>	£	£	£	£
<b><u>FIXED ASSETS</u></b>					
Tangible Assets	9		349,651		367,187
<b><u>CURRENT ASSETS</u></b>					
Stocks	10	89,177		-	
Debtors	11	10,198		76,702	
Cash at bank and in hand		<u>501,362</u>		<u>494,790</u>	
			600,737		571,492
<b><u>CREDITORS DUE WITHIN 1 YEAR</u></b>					
Due within one year	12	<u>36,972</u>		<u>31,921</u>	
<b><u>NET CURRENT ASSETS</u></b>	13		563,765		539,571
<b><u>MORTGAGE DUE MORE THAN 1 YEAR (secured)</u></b>					
			-		87,646
<b><u>TOTAL ASSETS LESS</u></b>					
<b><u>CURRENT LIABILITIES</u></b>	14		<u>913,416</u>		<u>819,112</u>
<b><u>CAPITAL AND RESERVES</u></b>					
Unrestricted Funds	16		502,882		420,014
Designated Funds	16		324,336		328,670
Restricted Funds	16		86,198		70,428
			<u>913,416</u>		<u>819,112</u>

For the financial year ended 31 March 2024, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476.

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting record and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the Board of Trustees on and were signed on its behalf by:

Trustee *B. Jones*

Date: 27.09.24

Trustee *E. Heale*

**CENTRE OF SIGN-SIGHT-SOUND**  
**Y GANOLFAN ARWUDDO-GOLWG-SAIN**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**INCLUDING INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED 31 MARCH 2024**

	<u>Note</u>	<u>Unrestricted</u> <u>Fund</u> £	<u>Restricted</u> <u>Fund</u> £	<u>Total</u> <u>2024</u> £	<u>Unrestricted</u> <u>Fund</u> £	<u>Restricted</u> <u>Fund</u> £	<u>Total</u> <u>2023</u> £
<b>Income and Endowments From:</b>							
Donations & Legacies	2	1,890	-	1,890	5,628	-	5,628
Investment Income		8,237	-	8,237	3,702	-	3,702
<b>Charitable activities</b>							
Activity based Grants & Contracts	3	112,614	676,429	789,043	106,175	453,660	559,835
Training & Service Provision	4	91,682	-	91,682	104,484	-	104,484
Rental Income		3,780	-	3,780	7,923	-	7,923
Profit on sale of Fixed Assets		-	-	-	0	-	0
<b>Total Incoming resources</b>		<b>218,203</b>	<b>676,429</b>	<b>894,632</b>	<b>227,912</b>	<b>453,660</b>	<b>681,572</b>
<b>Resources expended</b>							
Raising funds		-	-	-	13	-	13
Charitable activities	5	169,882	630,446	800,328	101,937	408,748	510,685
<b>Loss on disposal of fixed assets</b>							
<b>Total expenditure</b>		<b>169,882</b>	<b>630,446</b>	<b>800,328</b>	<b>101,950</b>	<b>408,748</b>	<b>510,698</b>
<b>Net Income/(expenditure) for the year</b>	7	48,321	45,983	94,304	125,962	44,912	170,874
Transfer between Funds		30,213	(30,213)	-	124,381	(124,381)	-
<b>Net Movement in Funds for the Year</b>		<b>78,534</b>	<b>15,770</b>	<b>94,304</b>	<b>250,343</b>	<b>(79,469)</b>	<b>170,874</b>
<b>Reconciliation of funds</b>							
Total funds brought forward		748,684	70,428	819,112	498,341	149,897	648,238
<b>Total funds carried forward</b>	16	<b>827,218</b>	<b>86,198</b>	<b>913,416</b>	<b>748,684</b>	<b>70,428</b>	<b>819,112</b>

**CENTRE OF SIGN-SIGHT-SOUND**  
**Y GANOLFAN ARWUDDO-GOLWG-SAIN**  
**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

	<b>Note</b>	<b>Total 2024 £</b>	<b>Total 2023 £</b>
<b>Cash flows from operating activities</b>			
Net cash income (expenditure)		94,304	170,874
Finance costs		3,427	5,763
		<b>97,731</b>	<b>176,638</b>
<b>Adjustment to cash flows from non-cash items</b>			
Depreciation	9	26,835	14,851
		<b>124,566</b>	<b>191,489</b>
<b>Working Capital adjustments</b>			
Decrease/(Increase) in debtors	11	66,504	3,916
Increase/(Decrease) in creditors	12	5,051	(4,480)
		<b>196,121</b>	<b>190,925</b>
<b>Net Cash flow from operating activities</b>			
<b>Cash flows from investing activities</b>			
Purchase of Book Stock	10	(89,177)	-
Purchase of tangible fixed assets	9	(9,299)	(14,097)
Disposal of tangible fixed assets			
		<b>(98,476)</b>	<b>(14,097)</b>
<b>Cash flows from financing activities</b>			
Interest paid		(3,427)	(5,763)
Loan repayments	12	(87,646)	(90,178)
		<b>(91,073)</b>	<b>(95,942)</b>
		<b>6,572</b>	<b>80,886</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>	15		
<b>Cash and cash equivalents brought forward</b>		494,790	413,904
<b>Cash and cash equivalents carried forward</b>		<b>501,362</b>	<b>494,790</b>

**CENTRE OF SIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**1 ACCOUNTING POLICIES**

**a. Charity Status**

The charity is a charity limited by guarantee incorporated in England and Wales and consequently does not have a share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation. The registered office address is provided on the company information page.

**b. Accounting Convention**

The financial statements have been prepared under the historical cost convention (unless otherwise stated) and in accordance with the 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 Ireland (FRS 102 Charities SORP), the Companies Act 2006 and the Charities Act 2011.

Centre of Sign Sight Sound meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

**c. Going Concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

**d. Fixed Assets**

All Fixed Assets apart from those purchased by specific fundraising projects are capitalised at cost. Assets below £500 are not capitalised.

Depreciation has been calculated at a rate suitable for writing off the assets of the company over their useful lives

The rate applied has been:

Fixtures and fittings	15% Straight line
Computer equipment	25% Straight line
Motor vehicles	25% Straight line
Buildings	2% Straight line

**e. Donations**

Income from donations and grants, including capital grants, is included in incoming resources when these are receivable, except as follows:

\* When donors specify that donations and grants given to the charity must be used in future accounting periods, the income is deferred until those periods.

\*When donors impose conditions that must be fulfilled before the charity becomes entitled to use such income, the income is deferred and not included in incoming resources until the pre-conditions are met.

\*When donors specify that donations and grants, including capital grants, are for particular restricted purposes, which do not amount to pre-conditions regarding entitlement, this is included in incoming resources of restricted funds when receivable.

**f. Legacies**

Income from legacies are included in incoming resources when the organisation becomes legally entitled to the asset and the value recorded can be with sufficient reliability.

**g. Interest receivable**

Interest is included when receivable by the charity.

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS (Cont.)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**h. Operating leases**

Operating lease rentals are charged to the Income and Expenditure account as incurred.

**i. Resources expended**

Resources expended are included in the Statement of Financial Activities on an accruals basis. Certain expenditure is directly attributable to specific activities and has been included in those categories. Where items of expenditure involved more than one cost category the basis of apportionment is as follows:

	Fundraising	Direct Charitable	Governance
Salaries			
Managing Director		90%	10%
Management Team		90%	10%

**j. Pension costs**

The company operates a defined contribution pension scheme. Contributions payable to this scheme are charged to the income and expenditure account in the period to which they relate. These contributions are invested separately from the company's assets.

**k. debtors**

Trade debtors are amounts due from customers or funders. A provision for impairment of debtors is made when there is objective evidence that the charity may not be able to collect all the amounts due.

**l. Cash at bank and in hand**

Cash and cash equivalents comprise cash on hand and call deposits.

**m. Stocks**

Stocks are valued at cost, after making due allowance for any obsolete and slow moving items. The books are distributed free to schools to help teach BSL to children. They are also available for sale as a resource to other people and organisations for this purpose. Cost is calculated on a first in, first out basis.

**n. Borrowings**

A mortgage secured on the property with a carrying value of £328,670 was repaid during the year. (2023: £328,670). The mortgage was repayable over 25 years to July 2039 at a variable interest rate of 9.25% (2022: Fixed Rate of 4.15%).

**o. Unrestricted Funds**

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

**p. Restricted Funds**

Restricted funds are to be used for specific purposes, within the objects of the charity, as laid down by the donor. The objects of the Charity without further specified purpose and are available as general funds.

**q. Designated Funds**

Designated funds represent unrestricted funds which have been designated by the directors in furtherance of the general objectives of the charity

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS (Cont.)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

<b>2 DONATIONS AND LEGACIES</b>		<b>2024</b>	<b>2023</b>
		£	£
Donations		1,644	5,338
Gift Aid Reclaimed		161	205
Membership Income		85	85
<b>Total</b>		<b>1,890</b>	<b>5,628</b>
<b>3 GRANTS</b>		<b>2024</b>	<b>2023</b>
		£	£
<b>General Fund</b>			
Denbighshire County Council		20,365	20,365
Flintshire County Council		40,585	40,585
Gwynedd County Council		27,007	23,142
Ynys Mon County Council		2,132	-
BCUHB - Accessible Health		22,525	22,083
		<b>112,614</b>	<b>106,175</b>
<b>Restricted Funds</b>			
RNID LWHL Project		213,273	55,371
JobSense EW		21,445	59,053
JobSense WWV		126,156	249,522
WorkingSense		177,716	-
National Lottery Community Fund Cael Cymru		67,623	89,714
National Lottery Community Fund Cost of Living		48,669	-
Education Officer		21,547	-
<b>Total</b>		<b>789,043</b>	<b>559,835</b>
<b>INCOME FROM TRAINING AND SERVICE</b>			
<b>4 PROVISION</b>		<b>2024</b>	<b>2023</b>
		£	£
Interpreting		365	12,860
ATW support services		55,528	54,378
Training Income		9,559	14,331
Consultations		16,935	17,261
Fire Service Home Safety Checks		-	80
BSL Video Clips		1,880	-
Advice and Advocacy		7,266	1,556
Sundry		150	4,018
<b>Total</b>		<b>91,682</b>	<b>104,484</b>

**CENTRE OF SIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS (Cont.)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

	Unrestricted Funds	Restricted Funds	Total 2024	Unrestricted Funds	Restricted Funds	Total 2023
	£	£	£	£	£	£
<b>DIRECT CHARITABLE</b>						
<b>5 EXPENDITURE</b>						
Provision of services						
Salaries	40,081	525,409	565,490	62,064	327,250	389,314
Cost of services	6,296	27,261	33,556	9,341	13,653	22,994
Office expenditure	80,615	75,176	155,791	1,450	62,446	63,896
Depreciation	24,234	2,602	26,835	9,452	5,399	14,851
Governance	18,655	-	18,655	19,630	-	19,630
<b>Total</b>	<b>169,882</b>	<b>630,446</b>	<b>800,328</b>	<b>101,936</b>	<b>408,748</b>	<b>510,685</b>

	Unrestricted Funds	Restricted Funds	Total 2024	Unrestricted Funds	Restricted Funds	Total 2023
	£	£	£	£	£	£
<b>ANALYSIS OF</b>						
<b>6 GOVERNANCE COSTS</b>						
Salaries	18,115	-	18,115	16,825	-	16,825
Premises and Office expenditure	-	-	-	-	-	-
Independent review	19	-	19	2,100	-	2,100
Accountancy Costs	521	-	521	706	-	706
	<b>18,655</b>	<b>-</b>	<b>18,655</b>	<b>19,630</b>	<b>-</b>	<b>19,630</b>

<b>7 NET INCOMING (OUTGOING) RESOURCES FOR THE YEAR</b>	<b>2024</b>	<b>2023</b>
<b>This is stated after charging:</b>	<b>£</b>	<b>£</b>
Depreciation	26,835	14,851
Accountancy	521	706
Operating lease expenditure	2,213	2,693
Independent review	19	2,100

No trustees received remuneration from the Charity during the year.

Travel costs amounting to £nil (2023: £216) were reimbursed to no trustees (2023: 1 trustee).

**RELATED PARTY TRANSACTIONS**

During the year the charity paid £99,000 to Clecs Media Cyf for the purchase of 100,000 books at cost in the Catrin & Abi series to use in its teaching of BSL in schools. These books were purchased at cost with the right to use and promote Catrin & Abi. In the year to 31 March 2023 the charity received £6,000 for rental of office space from Clecs Media Cyf a company whose 2 directors are also part of the senior management team of the charity. The charity also paid out £8,000 to Clecs Media Cyf for advertising. £1,000 was for advertising the charity and £7,000 was for advertising of the Cael Cymru project across North Wales. All transactions were approved by the Trustees.

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS (Cont.)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

<b>8 STAFF COSTS AND NUMBERS</b>	<b>2024</b>	<b>2023</b>
Staff costs were as follows:	£	£
Salaries	516,296	352,328
Social Security costs	45,482	28,823
Pension costs	22,128	14,988
Redundancy	-	-
Miscellaneous	-	-
	<b>583,906</b>	<b>396,139</b>

No employee earned £60,000 or more in the year.

The average number of employees during the year was

	<b>2024</b>	<b>2023</b>
Direct Charitable Activities	15	10
Management & Administration	4	4
Total	<b>19</b>	<b>14</b>

Total amount of key management remuneration and benefits in the year totalled £168,787 (2023: £168,248)

**PENSION COSTS**

**Defined contribution scheme**

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £22,128 (2023: £14,988). The pension cost is allocated to activities and funds in accordance with the nature of the work undertaken by staff.

**9 TANGIBLE FIXED ASSETS**

	<b>Land and Buildings</b>	<b>Fixtures, Fittings, Equipment</b>	<b>Motor Vehicles</b>	<b>Total</b>
	£	£	£	£
<b><u>COST</u></b>				
At 1 April 2023	366,719	110,700	-	477,419
Additions	-	9,299	-	9,299
Disposals	-	-	-	-
At 31 March 2024	366,719	119,999	-	486,718
<b><u>DEPRECIATION</u></b>				
At 1 April 2023	38,049	72,183	-	110,232
Charge for the year	4,334	22,501	-	26,835
Disposals	-	-	-	-
At 31 March 2024	42,383	94,684	-	137,067
<b><u>NET BOOK VALUE</u></b>				
At 31 March 2023	328,670	38,517	-	367,187
<b>At 31 March 2024</b>	<b>324,336</b>	<b>25,315</b>	<b>-</b>	<b>349,651</b>

The net book value at 31 March 2024 and 31 March 2023 represents fixed assets used in the relief of people with a Sensory Loss and Disabled people within Wales.

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS (Cont.)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**10 STOCKS**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Books for resale and distribution	<b>89,177</b>	<b>-</b>

There is no significant difference between the replacement cost of the books and their carrying amount.

**11 DEBTORS**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Trade debtors	7,099	11,225
Prepayments & Accrued Income	3,099	65,477
	<b>10,198</b>	<b>76,702</b>

**CREDITORS - due within**

**12 one year**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Trade creditors	5,952	5,918
Other Creditors	-	12,587
Mortgage due within 1 year (secured)	-	2,463
Taxation and Social Security	14,580	8,804
Accruals	16,440	2,149
	<b>36,972</b>	<b>31,921</b>

**Mortgage due more than 1 year**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Amounts payable by instalments 2-5 years (secured)	-	12,117
Amounts payable by instalments greater than 5 years (secured)	-	75,529
	<b>-</b>	<b>87,646</b>

During the year the mortgage was repaid. The mortgage was secured on the property with carrying value of £328,670 in 2023. The mortgage was repayable over 25 years ending July 2039, at a variable interest rate of 9.25% (2023: variable rate of 9.25%).

**13 OPERATING LEASE COMMITMENTS**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
The following operating lease payments are committed to be paid:		
Expiring		
Within one year	4,913	2,603
Between one and five years	6,728	2,263
	<b>11,641</b>	<b>4,866</b>

**CENTRE OF SIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS (Cont.)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**14 ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Total 2024	General Fund	Designated Property Fund	Restricted Funds
Fund balances at 31 March 2024 are represented by:	£	£	£	£
Fixed assets	349,651	25,315	324,336	-
Current assets	600,737	514,539	-	86,198
Current liabilities	36,972	36,972	-	-
Long term liabilities	-	-	-	-
	<b>913,416</b>	<b>502,882</b>	<b>324,336</b>	<b>86,198</b>

**ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Total 2023	General Fund	Designated Property Fund	Restricted Funds
Fund balances at 31 March 2023 are represented by:	£	£	£	£
Fixed assets	352,336	28,001	324,336	-
Current assets	571,492	501,064	-	70,428
Current liabilities	31,921	31,921	-	-
Long term liabilities	87,646	87,646	-	-
	<b>804,262</b>	<b>409,499</b>	<b>324,336</b>	<b>70,428</b>

**15 Analysis of changes in net debt**

	At 1 April 2023	Cash flows	Other	At 31 March 2024
	£	£	£	£
Cash and bank on hand	494,790	6,572	-	501,362
Loan falling due within one year	(2,462)	2,462	-	-
Loan falling due in more than one year	(87,646)	87,646	-	-
Total	<b>404,682</b>	<b>96,680</b>	<b>-</b>	<b>501,362</b>

**CENTRE OF SIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS (Cont.)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**16 FUNDS**

The income of funds of the charity includes restricted funds.

	At 1 April 2023	Incoming Resources	Outgoing Resources	Transfers	At 31 March 2024
<b>Restricted funds</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Dr Ceinwen Evans	53,164	-	12,007	-	41,517
RNID Living Well Project	-	213,273	208,760	4,513	-
JobSense WWV	-	126,156	108,464	17,692	-
JobSense EW	-	21,445	-	21,445	-
WorkingSense	-	177,716	149,017	27	28,672
National Lottery Community Fund Cael Cymru	17,264	67,623	87,490	(18,972)	16,369
National Lottery Community Fund Cost of Living	-	48,669	43,161	5,508	-
Children's Education and Training Officer	-	21,547	21,547	-	-
	70,428	676,429	630,446	30,213	86,198
<b>Unrestricted funds</b>					
General reserve	420,014	218,203	169,882	(34,547)	502,882
Designated Reserve	328,670	-	-	4,334	324,336
	<b>819,112</b>	<b>894,632</b>	<b>800,328</b>	<b>-</b>	<b>913,416</b>

	At 1 April 2022	Incoming Resources	Outgoing Resources	Transfers	At 31 March 2023
<b>Restricted funds</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Dr Ceinwen Evans	53,695	-	-	531	53,164
RNID Living Well Project	-	55,371	48,681	6,690	-
JobSense WWV	-	249,522	204,152	45,370	-
JobSense EW	45,274	59,053	37,253	67,074	-
COVID -19	12,472	-	12,472	-	-
National Lottery Community Fund	27,247	89,714	94,450	5,247	17,264
Ynys Mon County Council	10,000	-	10,000	-	-
Puffins Project	1,209	-	1,740	(531)	-
	149,896	453,659	408,748	124,381	70,428
<b>Unrestricted funds</b>					
General reserve	313,590	227,912	101,950	15,204	424,348
Designated Reserve	184,751	-	-	(139,585)	324,336
	<b>648,238</b>	<b>681,572</b>	<b>510,698</b>	<b>-</b>	<b>819,112</b>

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS (Cont.)**  
**FOR THE YEAR ENDED 31 MARCH 2024**

**Purpose of Restricted Funds:**

**Dr Ceinwen Evans** - Restricted legacy for the provision of services to children. The expenditure represents the salary of an Education Officer going into primary schools in North Wales to deliver a programme of sensory loss awareness and BSL lessons. The remainder of the project income and costs are included under the Education Officer.

**RNID Living Well with Hearing Loss Project** - This is a 2-year project to support people confronting hearing loss, deafness and tinnitus through Hearing Hubs ensuring people with a hearing loss get the help they need.

**JobSense West Wales and the Valleys (WWV)** - This was a 2-year project through the Welsh Government and Welsh European Funding Office to help people over 25 with vision impairment towards employment. The transfer to general reserves represents the share of overheads allocated to the project.

**JobSense East Wales (EW)** - This was a 3-year project through the Welsh Government and Welsh European Funding Office to help people over 25 with vision impairment towards employment. The transfer to general reserves represents the share of overheads allocated to the project.

**WorkingSense** - This is a 15-month project through the Welsh Government and shared Prosperity fund to help people over 25 with a disability towards employment. The balance in the restricted fund represents the advance for April 2024.

**COVID -19 Grants** - These were from the Steve Morgan Foundation, Coronavirus Resilience Fund, Gwynt-Y-Mor, Denbigh Church Fund, Charities Aid Foundation, Pocklington Trust, Tesco Bags Groundforce, Mantell Gwynedd and Medryn Mon toward providing information, advice and advocacy through multi-media videos and other multi-media communications to explain COVID-19 to the sensory loss community in Welsh and English.

**National Lottery Community Fund** - People and Places Funding for Cael Cymru Project to produce 40 accessible videos for History Points of tourist attractions and an online learning platform for the tourist industry to teach deaf awareness. The transfers in represent funding paid in advance over the first 3 years of the project.

**National Lottery Community Fund** - People and Places Funding for develop a bespoke Information, Advice and Assistance service to help people with a sensory loss understand the effects of the cost-of-living crisis where they can contact us in the language or method of their choice to access the type of information that goes beyond translation into explanation in an accessible format.

**Ynys Mon County Council** - Grant toward producing videos and to create an online awareness package for children and young people in relation to criminal exploitation.

**Children's Education and Training Officer** - Funding has been received from Gwynt y Môr Community Fund and Clocaenog Forest Wind Farm Fund to support the salary of the officer to deliver 10 sessions teaching BSL to both pupils and teachers in their community areas.

**Puffins Project** - a project to establish an early years provision to support families with deaf children so they have the best start to their school years following the long period of reduced access due to COVID.

**General Funds**

These are the general funds of the charity and are held to meet the requirements and general activities of the charity.

**Designated Funds**

The designated property fund represents the value of the freehold property owned by the charity (note 9). This fund was created as the value the property does not form part of the free reserves of the charity. It would take the trustees time to realise these funds and in so doing this would impact on the charity's activities. Previously the fund represented the value of the property less the associated mortgage.

**Transfer of funds -**

Transfers are when the conditions of the funding being provided have been satisfied and includes where permitted within the grant conditions an amount for full cost recovery.

Sufficient resources are believed to be available to enable every fund to be used in accordance with any restriction imposed.



**CENTRE OF SIGN-SIGHT-SOUND (Y GANOLFAN ARWYDDO-GOLWG-SAIN)**

England & Wales - Charity number 1048017

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# Accounts

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**CENTRE OF SIGN-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWIG-SAIN**



Trustee's Annual Report and Financial Statements for the year ended 31 March 2023  
**Company Limited by Guarantee No.2959589**

**Registered Charity No. 1048017**

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## Legal and Administrative Report of the Trustees

### **FOR THE YEAR ENDED 31 MARCH 2023**

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities'.

### **Reference and Administrative Information**

Registered Company number 2959589 (England and Wales)  
Registered Charity number 1048017

### **Registered Office**

77 Conway Road  
Colwyn Bay  
Conwy  
LL29 7LN

### **Trustees/Directors**

Mark Davies (resigned 21/11/2022)  
Iain de Wit  
Christine Jones  
Sylvia Jean Margaret McCabe (resigned 13/05/2022)  
Elizabeth Steele  
Dawn Sommerlad

### **Company Secretary**

Mr. S G Shutler

### **Managing Director**

Sarah Thomas

**Accountants**

Aston Hughes & Co  
Chartered Accountants and Statutory Auditors  
Selby Towers  
20 Princes Drive  
Colwyn Bay, Conwy.  
LL29 8PE

**Bankers**

National Westminster Bank,  
247 High Street,  
Bangor, Gwynedd.  
LL57 1RW

## Structure, Governance and Management

### Governing Document

The Association was incorporated on 17 August 1994 as a company limited by guarantee, with a company registration number of 2959589 and has no share capital. The liability of each member in the event of winding up is limited to £1. The Association is registered with the Charity Commission. The registered charity number is 1048017. The governing document of the Association is the Memorandum and Articles of Association, This was last amended at the Annual General Meeting held on the 3rd December 2019.

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*The objects of the charity are:*

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"The relief of people who are deaf, blind, suffer visual or hearing impairment or are disabled and have a physical or mental impairment that has a long-term negative effect on their ability to do normal daily activities by the promotion, development and the provision of appropriate facilities, services and resources and in particular, but not exclusively, by promoting, developing and cause to be provided appropriate facilities, services and resources to improve the quality of life and equality of opportunities for people with visual impairment, hearing impairment, physical or mental disability."

### Recruitment and Appointment of The Board of Directors, known in this document as "The Board"

The directors of the company are also charity trustees for the purposes of charity law and, under the company's Articles, are known as members of The Board. Under the requirements of the Memorandum and Articles of Association, the members of The Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The Centre of Sign-Sight-Sound represents people with varying degrees of hearing loss and seeks to ensure that their needs are appropriately reflected through the diversity of the trustee body. The Association also recognises the importance of people with traditional business skills and individuals are approached to stand for election to The Board when a skills gap appears.

### Trustee Induction and Training

Most trustees are already familiar with the practical work of the charity and are encouraged to take part in events that are run each year.

Additionally, new trustees without previous experience on a management committee are encouraged to attend a short training session with the Chair of the charity who covers:

- The obligations of Board members
- The Memorandum and Articles of Association
- Policies and Procedures
- The Business Plan for the year including future plans and objectives
- The last Annual Report and Financial Statements

New committee members are also encouraged to attend training provided by one of the local voluntary service councils on Roles and Responsibilities of Trustees and are handed a folder containing all of the above mentioned documents.

The trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit.

### Risk Management

The Board has conducted a review of the major risks to which the charity is exposed. The Board have examined the major strategic, compliance, financial and operational risks which the charity faces and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen the risks. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors.

## Organisational Structure

The Centre of Sign Sight Sound has a Board of Directors of not less than 3 and not more than 15 members, who meet on a regular basis and are responsible for the strategic direction and policy of the charity. Current members are from a variety of backgrounds relevant to the work of the charity.

The day to day responsibility for the provision of the services rests with the Management Team who are responsible for ensuring that the charity delivers the services specified to a high standard. The Team are also responsible for the supervision of other staff, ensuring that they continue to develop their skills and working practices in line with good practice.

## Related Parties

The Centre of Sign Sight Sound works closely with a number of national organisations which complement the charity's objectives including the Association of Sign Language Interpreters, RNID, Elite Supported Employment, Agoriad Cyf, Merthyr Institute for the Blind, British Society for Mental Health and Deafness, the six voluntary service councils covering the North Wales region as well as Wales Council for Voluntary Action. The Centre of Sign Sight Sound is also a member of the Consortium of Deaf Organisations in Wales.

## Objectives and Activities

The aims, objective and principal activity of the company is the support of profoundly Deaf, deafened, deafblind, hard of hearing and Disabled people within North Wales. Imperative to this is the promotion, development and provision of appropriate facilities, services and resources with a purpose of public benefit for those affected by deafness.

The Association does this by providing:

- Advice and Information
- Deaf awareness, communication training and BSL Awareness training for businesses and service providers
- Educational Services

- Equipment demonstrations and rehabilitation/habilitation and enablement advice for deaf people
- Community Information, Advice, Support and Advocacy Services
- Specialist employability services
- Media Production
- Lobbying for equal access to services and employment

# Achievements and Performance for the period 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023

## Accessible Health



We have worked closely with colleagues from Betsi Cadwaladr University Health Board to ensure Deaf and Hard of Hearing people have equitable access to Health Services.

Our stats for 2022/2023

- Appointments made/cancelled 469
- Interactions with WITS 157
- Advice to Health Professionals 352
- Any other work associated with health 126
- Total Accessible Health Jobs in 2022/2023 1104

## Live Well with Hearing Loss

Our Live Well with Hearing Loss 2 project is now in its third year supporting people to remain as independent as possible in their own homes. Our befriending service has recruited a group of volunteers who are now offering befriending either in person, by phone or by letter.

## Flintshire CSI

Our Flintshire project was once again extended until September 2023.

The project relied very heavily on meeting people out in the community and, as you can imagine, this proved to be difficult for a lot of the year, however, as restrictions have lifted we have ventured back into the community organising community hubs with Keyring, on of the other CSI partners.

Our online presence remains high attracting thousands of visitors to specific pages about aids and equipment.



## Information, Advice and Assistance (IAA)

### General

The Information, Advice and Advocacy service continues in Gwynedd and Denbighshire and we work with Conwy Deaf Translation and Support Service, and the Deaf Club Conwy Coffee Morning to provide the service during some of their drop-in's and on an emergency basis for those unable to attend the pre-booked sessions.

## COVID

Our bespoke COVID service ran for the first third of the year. We continued to produce a catalogue of information videos about the pandemic and share some of the anecdotal information that people with a sensory loss may miss out on, information that some people may pick up by overhearing other people talking, or because it had been reported on the radio.

In the 4 months covered by this report, we carried out 411 assignments with individuals and produced 6 videos that have reached 1746 people! All thanks to the following people and organisations that supported us:



Moondance Foundation  
Steve Morgan Foundation

## JobSense

JobSense is an employment project that we deliver in 2 partnerships, one with RNID and Elite Supported Employment, the other with Agoriad Cyf, Elite and Merthyr Institute for the Blind. We work with people who find it difficult to get into employment because of their Sensory Loss who live all over North Wales.

Our East project came to an end in December 2022. During that time we supported 27 people who were Blind or visually impaired closer to employment.

Our West project will run through to September 2023. Where we were only able to work with people with a Visual Impairment in the East, we are able to work with anyone with a sensory loss in the West.

As a result of the work of the team, we have been able to work with some 64 people over the last 12 months, finding employment for some and supporting others into training.



## Training

Our training has really re-found it's feet this year. We have run various Sensory Awareness, Deaf Awareness and BSL classes to a range of customers, from Citizen's Advice to Wrexham County Council.

We have trained a total of 93 learners this year with more courses booked through to next year.

We have also been able to launch our online Sensory Loss Awareness course this year, more on that can be found in the Cael Cymru section.

## Digital Media

Our Digital Media Team continue to work on Cael Cymru, our lottery funded project to make places of historical or tourism interest more accessible for all people with the introduction of signed videos and audio tracks of their written information and an online Sensory Loss Awareness Training course. This course will be accessible via BSL, English and Welsh.

The team have also created media for DeafBlind UK, various health related media for BCUHB and all of the internal media for the organisation.

## Finance

### Financial Review

#### Funding 2022/23

We have received funding from Denbighshire, in partnership with Vision Support, and Gwynedd County Councils for Information, Advice and Advocacy support. Our contract Flintshire was extended for 18 months and will now finish in March 2024. We continue to support Betsi Cadwaladr University Health Board for accessible health. These are service level agreements with signed contracts for agreed levels of service for a set level of funding.

We completed our information and advice through multi-media videos and other communication channels for COVID in June 2022 with the support given to us by the Steve Morgan Foundation and Moondance Foundation in the last financial year.

Funding for restricted projects has continued to be received from the National Lottery People & Places for the Cael Cymru project.

Grant money was received from RNID for our share of the Live Well with Hearing Loss project.

Grant money was received from the Welsh Government and Welsh European Funding Office to support the JobSense projects in North East and North West Wales.

We have received donations of £5,338 (2022: £3,761) in the year from private individuals and groups.

Sales of interpreting services decreased as COS no longer employs interpreters. Access to Work support has decreased this year as we only employ one person requiring communication support currently..

Media services in general have fallen as more time was used in specific COVID-19 videos and work on the Cael Cymru project.

The organisation provides quarterly management accounts that are discussed in the Trustee Board meetings.

The management team is made up of 4 senior managers who work on the various aspects of the charity's delivery of services and administer the charity on a day to day basis.

#### Reserves Policy

The Board have reviewed its reserves policy and determined that the unrestricted general funds held by the charity should aim to be six months of income received. This would provide sufficient funds for the charity to operate whilst waiting payment of grants and to respond to emergency applications for grants and fund-raising initiatives which arise from time to time. The present level of unrestricted reserves available to the charity is £420,014 (2022: £313,590) which are readily available to meet the general activities of the charity. This is slightly higher than 6 months of income, but the Board has agreed to fund a Child Education Officer for a year from October 2023 after being unsuccessful in the bid for the People's Choice recently. This will reduce the level of reserves back to the 6 month target.

The Board has agreed have a designated property reserve of £328,670 (2022: £184,751) in line with Charity Commission guidance which represents the book value of the freehold property held by the

charity. The Charity also has restricted reserves of £70,428 (2022: £149,897). This represents a restricted legacy for the provision of services to children with a hearing loss, and the advance from the National Lottery for the Cael Cymru project.

### Plan for the Association for Future Periods

The Association continually reviews and develops its strategic business plan, to drive and inform the organisations work in the coming years. The plan is reviewed annually to ensure its relevance and practicality.

The Association's Board of Trustees are aware that the organisation is, currently and for the foreseeable future operational periods, facing a rapidly changing and challenging external commissioning/funding and hence operational delivery environment. There is less local authority funding now. Consequently, to remain sustainable in the long term, the Association needs to adapt, develop and constantly review its business, financial, operational and growth strategies. The Association is now seeking funding from a much broader group of agencies to provide services to a greater range of disabled and sensory loss users. The Association is looking to extend its partnerships with other similar organisations to deliver these services.

### Public Benefit

The trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales, information is given above in the achievements and performance section.

### Fundraising

#### How we fundraise

Our fundraising activities are delivered in house. We take a supporter-led approach to our fundraising, which means we offer a variety of ways that the public can engage with our fundraising. It is important to us that supporters find a way to give to us that works for them. This includes, but is not limited to, making one-off or repeat donations, taking on a challenge, and asking their networks to support them, buying a lottery or raffle ticket, or leaving a gift to us in their will.

#### Ensuring positive fundraising

Our aim is to ensure that engaging with COS's fundraising activities is a positive experience and that donors and the public are always treated with respect, fairness, honesty, and clarity. We regularly review our fundraising approach and work with others with the aim of promoting best practice across the charity sector.

#### Keeping our supporters' data safe

We take the role of protecting and using supporter data in the right way very seriously. Our Chief Data Officer and Information Security team continually review how we securely and safely store, manage, and destroy personal and sensitive information. We maintain a strict adherence to the Data Protection Act 2018 and record supporters' preferred methods of communication.

#### Fundraising through third parties

We do not fundraise through 3rd parties.

#### How we monitor fundraising

All fundraising activity is subject to an approval process that is supported by our Board of Trustees.

The performance of fundraising campaigns is regularly reviewed. We are consistently looking to hear feedback from supporters and internal and external stakeholders to deliver a high standard of performance and compliance.

Protecting the privacy and data of our supporters

We remain committed to protecting and respecting the privacy of all our supporters.

In 2022/2023 we received 0 complaints about our fundraising practices. We take all complaints seriously and respond to each one in line with our complaints policy.

Protecting vulnerable people

We adhere to the Chartered Institute of Fundraising's principles of:

Being respectful – we are mindful of and sensitive to any particular need that a donor may have. We strive to respect the wishes and preferences of the donor.

Being responsive – we adapt our approach and are flexible to meet the needs of our donors. We will ask questions and take any necessary steps to ensure our donors safety and integrity.

Being fair – we do not make decisions based solely on a particular characteristics such as a person's appearance, the way they talk, any medical condition, or disability. COS treats everyone as a unique individual.

Being accountable - we take responsibility for their actions. We ensure that our work is carried out in line with the Code of Fundraising Practice.

### Statement of Trustees Responsibility

The Trustees (who are also the directors of Centre of Sign-Sight-Sound for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally accepted Accounting Practice) and applicable law and regulation.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

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

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

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

Small Companies Provision statement

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within part 15 of the Companies Act 2006.

Trustee: *B. Jones*

Date: *30/8/2023*

Trustee: *[Signature]*

Date: *30/8/2023*

## Independent examiner's report to the Trustees of Centre of Sign Sight Sound

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023, which are set out below.

### *Responsibilities and basis of report*

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

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the '2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

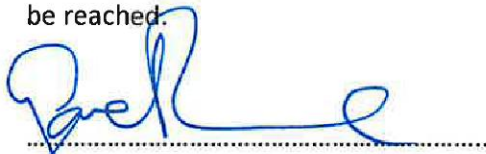
### Independent examiner's report

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those accounting records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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



.....  
Mr Gareth Lowe BSc ACA

Date: 5/9/23

for and on behalf of:

Aston Hughes & Co Chartered Accountants and Statutory Auditors  
Selby Towers, 29 Princes Drive, Colwyn Bay  
North Wales, LL29 8PE

**CENTRE OF SIGN-SIGHT-SOUND**  
**Y GANOLFAN ARWUDDO-GOLWG-SAIN**  
**(REGISTRATION NUMBER 02959589)**  
**BALANCE SHEET**  
**AT 31 MARCH 2023**

	<u>Note</u>	<u>2023</u>		<u>2022</u>	
		£	£	£	£
<b><u>FIXED ASSETS</u></b>					
Tangible Assets	9		367,187		367,941
<b><u>CURRENT ASSETS</u></b>					
Debtors	10	76,702		80,618	
Cash at bank and in hand		<u>494,790</u>		<u>413,904</u>	
			571,492		494,522
<b><u>CREDITORS DUE WITHIN 1 YEAR</u></b>					
Due within one year	11	<u>31,921</u>		<u>36,400</u>	
<b><u>NET CURRENT ASSETS</u></b>					
	12		539,571		458,122
<b><u>MORTGAGE DUE MORE THAN 1 YEAR (secured)</u></b>					
			87,646		177,824
<b><u>TOTAL ASSETS LESS</u></b>					
<b><u>CURRENT LIABILITIES</u></b>					
	13		<u><u>819,112</u></u>		<u><u>648,238</u></u>
<b><u>CAPITAL AND RESERVES</u></b>					
Unrestricted Funds	15		420,014		313,590
Designated Funds	15		328,670		184,751
Restricted Funds	15		70,428		149,897
			<u><u>819,112</u></u>		<u><u>648,238</u></u>


For the financial year ended 31 March 2023, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476.

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting record and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the Board of Trustees on and were signed on its behalf by:

Trustee 

Date: 30/8/2023

Trustee 

Date: 30/8/2023

**CENTRE OF SIGN-SIGHT-SOUND**  
**Y GANOLFAN ARWUDDO-GOLWG-SAIN**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**INCLUDING INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED 31 MARCH 2023**

	<u>Note</u>	<u>Unrestricted</u> <u>Fund</u> £	<u>Restricted</u> <u>Fund</u> £	<u>Total</u> <u>2023</u> £	<u>Unrestricted</u> <u>Fund</u> £	<u>Restricted</u> <u>Fund</u> £	<u>Total</u> <u>2022</u> £
<b>Income and Endowments</b>							
<b>From:</b>							
Donations & Legacies	2	5,628	-	5,628	3,978	-	3,978
Investment Income		3,702	-	3,702	36	-	36
<b>Charitable activities</b>							
Activity based Grants & Contracts	3	106,175	453,660	559,835	109,135	409,198	518,333
Training & Service Provision	4	104,484	-	104,484	131,846	-	131,846
Rental Income		7,923	-	7,923	3,619	-	3,619
Profit on sale of Fixed Assets		-	-	-	700	-	700
<b>Total Incoming resources</b>		<b>227,912</b>	<b>453,660</b>	<b>681,572</b>	<b>249,313</b>	<b>409,198</b>	<b>658,511</b>
<b>Resources expended</b>							
<b>Raising funds</b>		13	-	13	124	-	124
<b>Charitable activities</b>	5	101,937	408,748	510,685	169,189	272,757	441,946
<b>Loss on disposal of fixed assets</b>							
<b>Total expenditure</b>		<b>101,950</b>	<b>408,748</b>	<b>510,698</b>	<b>169,312</b>	<b>272,757</b>	<b>442,070</b>
<b>Net Income/(expenditure) for the year</b>	7	125,962	44,912	170,874	80,001	136,441	216,441
Transfer between Funds		124,381	(124,381)	-	67,994	(67,994)	-
<b>Net Movement in Funds for the Year</b>		<b>251,499</b>	<b>(79,469)</b>	<b>170,874</b>	<b>147,994</b>	<b>68,447</b>	<b>216,441</b>
<b>Reconciliation of funds</b>							
Total funds brought forward		498,341	149,897	648,238	350,347	81,450	431,797
<b>Total funds carried forward</b>		<b>748,684</b>	<b>70,428</b>	<b>819,112</b>	<b>498,341</b>	<b>149,897</b>	<b>648,238</b>

**CENTRE OF SIGN-SIGHT-SOUND**  
**Y GANOLFAN ARWUDDO-GOLWG-SAIN**  
**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

	<u>Note</u>	<u>Total</u> <u>2023</u> £	<u>Total</u> <u>2022</u> £
<b>Cash flows from operating activities</b>			
Net cash income (expenditure)		170,874	216,441
Finance costs		5,763	7,737
		<u>176,638</u>	<u>224,178</u>
 <b>Adjustment to cash flows from non cash items</b>			
Depreciation	9	14,851	12,058
		<u>191,489</u>	<u>236,236</u>
 <b>Working Capital adjustments</b>			
(Increase)/ decrease in debtors	10	3,916	(66,580)
Increase/ (decrease) in creditors	11	(4,480)	(1,697)
		<u>190,925</u>	<u>167,959</u>
 <b>Net Cash flow from operating activities</b>			
 <b>Cash flows from investing activities</b>			
Purchase of tangible fixed assets	9	(14,097)	(19,848)
Disposal of tangible fixed assets			
		<u>(14,097)</u>	<u>(19,848)</u>
 <b>Cash flows from financing activities</b>			
Interest paid		(5,763)	(7,737)
Loan repayments		(90,178)	(7,111)
		<u>(95,942)</u>	<u>(14,847)</u>
<b>Net increase/(decrease) in cash and cash equivalents</b>	<b>14</b>	<b><u>80,886</u></b>	<b><u>133,263</u></b>
<b>Cash and cash equivalents brought forward</b>		<b>413,904</b>	<b>280,641</b>
<b>Cash and cash equivalents carried forward</b>		<b><u>494,790</u></b>	<b><u>413,904</u></b>

**CENTRE OF SIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

## **1 ACCOUNTING POLICIES**

### **a. Charity Status**

The charity is a charity limited by guarantee incorporated in England and Wales and consequently does not have a share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation. The registered office address is provided on the company information page.

### **b. Accounting convention**

The financial statements have been prepared under the historical cost convention (unless otherwise stated) and in accordance with the 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 Ireland (FRS 102 Charities SORP), the Companies Act 2006 and the Charities Act 2011.

Centre of Sign Sight Sound meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

### **c. Going Concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

### **d. Fixed Assets**

All Fixed Assets apart from those purchased by specific fundraising projects are capitalised at cost. Assets below £500 are not capitalised.

Depreciation has been calculated at a rate suitable for writing off the assets of the company over their useful lives

The rate applied has been:

Fixtures and fittings	15% reducing balance
Computer equipment	33% reducing balance
Motor vehicles	25% Straight line
Buildings	2% Straight line

### **e. Donations**

Income from donations and grants, including capital grants, is included in incoming resources when these are receivable, except as follows:

\* When donors specify that donations and grants given to the charity must be used in future accounting periods, the income is deferred until those periods.

\*When donors impose conditions that have to be fulfilled before the charity becomes entitled to use such income, the income is deferred and not included in incoming resources until the pre-conditions are met.

\*When donors specify that donations and grants, including capital grants, are for particular restricted purposes, which do not amount to pre-conditions regarding entitlement, this is included in incoming resources of restricted funds when receivable.

### **f. Legacies**

Income from legacies are included in incoming resources when the organisation becomes legally entitled to the asset and the value recorded can be with sufficient reliability.

### **g. Interest receivable**

Interest is included when receivable by the charity.

### **h. Operating leases**

Operating lease rentals are charged to the Income and Expenditure account as incurred.

**CENTRE OF SIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2023 Continued**

**i. Resources expended**

Resources expended are included in the Statement of Financial Activities on an accruals basis. Certain expenditure is directly attributable to specific activities and has been included in those categories. Where items of expenditure involved more than one cost category the basis of apportionment is as follows:

	Fundraising	Direct	Charitable Governance
Salaries			
Managing Director		90%	10%
Management Team		90%	10%

**j. Pension costs**

The company operates a defined contribution pension scheme. Contributions payable to this scheme are charged to the income and expenditure account in the period to which they relate. These contributions are invested separately from the company's assets.

**k. debtors**

Trade debtors are amounts due from customers or funders. A provision for impairment of debtors is made when there is objective evidence that the charity may not be able to collect all the amounts due.

**l. Cash at bank and in hand**

Cash and cash equivalents comprise cash on hand and call deposits.

**m. Borrowings**

Mortgage secured on the property with a carrying value of £328,670 (2022: £333,004). The mortgage is repayable over 25 years to July 2039 at a variable interest rate of 9.25% (2022: Fixed Rate of 4.15%).

**n. Unrestricted Funds**

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the Charity without further specified purpose and are available as general funds.

**o. Restricted Funds**

Restricted funds are to be used for specific purposes, within the objects of the charity, as laid down by the donor. The objects of the Charity without further specified purpose and are available as general funds.

**p. Designated Funds**

Designated funds represent unrestricted funds which have been designated by the directors in furtherance of the general objectives of the charity

	2023	2022
<b>2 DONATIONS AND LEGACIES</b>		
	£	£
Donations	5,338	3,761
Gift Aid Reclaimed	205	-
Membership Income	85	217
<b>Total</b>	<b>5,628</b>	<b>3,978</b>

**CENTRE OF SIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2023 Continued**

<b>3 GRANTS</b>	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
<b>General Fund</b>		
Denbighshire County Council	20,365	23,723
Flintshire County Council	40,585	40,187
Gwynedd County Council	23,142	23,142
BCUHB - Accessible Health	22,083	22,083
	<b>106,175</b>	<b>109,135</b>
<b>Restricted Funds</b>		
RNID LWHL Project	55,371	52,654
COVID-19 Grants	-	49,888
JobSense EW	59,053	139,808
JobSense WWW	249,522	62,935
National Lottery Community Fund	89,714	96,723
Puffins Project	-	7,190
<b>Total</b>	<b>559,835</b>	<b>518,333</b>

<b>4 INCOME FROM TRAINING AND SERVICE PROVISION</b>	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Interpreting	12,860	18,650
ATW support services	54,378	84,809
Training Income	14,331	2,835
Consultations	17,261	14,318
Fire Service Home Safety Checks	80	140
BSL Video Clips	-	9,589
Advice and Advocacy	1,556	-
Sundry	4,018	1,505
<b>Total</b>	<b>104,484</b>	<b>131,846</b>

<b>5 DIRECT CHARITABLE EXPENDITURE</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2023</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2022</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Provision of services						
Salaries	52,064	327,250	379,314	96,238	245,349	341,588
Cost of services	9,341	13,653	22,994	11,098	11,970	23,068
Office expenditure	11,450	62,446	73,896	34,639	10,443	45,082
Depreciation	9,452	5,399	14,851	7,063	4,995	12,058
Governance	19,630	-	19,630	20,151	-	20,151
<b>Total</b>	<b>101,937</b>	<b>408,748</b>	<b>510,685</b>	<b>169,189</b>	<b>272,756</b>	<b>441,946</b>

<b>6 ANALYSIS OF GOVERNANCE COSTS</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2023</b>	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total 2022</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Salaries	16,825	-	16,825	12,342	-	12,342
Premises and Office expenditure	-	-	-	5,711	-	5,711
Independent review	2,100	-	2,100	1,920	-	1,920
Accountancy Costs	706	-	706	177	-	177
<b>Total</b>	<b>19,630</b>	<b>-</b>	<b>19,630</b>	<b>20,151</b>	<b>-</b>	<b>20,151</b>

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2023 Continued**

<b>7 NET INCOMING (OUTGOING) RESOURCES FOR THE YEAR</b>	<b>2023</b>	<b>2022</b>
<b>This is stated after</b>	<b>£</b>	<b>£</b>
<b>charging:</b>		
Depreciation	14,851	12,830
Accountancy	706	177
Operating lease expenditure	2,693	265
Independent review	2,100	1,920
	<u>2,100</u>	<u>1,920</u>

No trustees received remuneration from the Charity during the year.  
Travel costs amounting to £216 (2022 - £124) were reimbursed to 1 trustee (2022 - 1 trustees).

**RELATED PARTY TRANSACTION**

During the year the charity received £6,000 for rental of office space from Clecs Media Cyf a company whose directors are also part of the senior management team of the charity. The charity also paid out £8,000 to Clecs Media Cyf for advertising. £1,000 was for advertising the charity and £7,000 was for advertising of the Cael Cymru project across North Wales. All transactions were approved by the Trustees. (2022: there were no related party transactions.)

<b>8 STAFF COSTS AND NUMBERS</b>	<b>2023</b>	<b>2022</b>
<b>Staff costs were as follows:</b>	<b>£</b>	<b>£</b>
Salaries	352,328	310,366
Social Security costs	28,823	25,347
Pension costs	14,988	12,915
	<u>396,139</u>	<u>348,627</u>

No employee earned £60,000 or more.  
The average number of employees during the year was

	<b>2023</b>	<b>2022</b>
Direct Charitable Activities	10	10
Management & Administration	4	4
Total	<u>14</u>	<u>14</u>

Total amount of key management remuneration and benefits in the year totalled £168,248 (2022: £123,422)

**PENSION COSTS**

**Defined contribution scheme**

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £14,988 (2022: £12,915). The pension cost is allocated to activities and funds in accordance with the nature of the work undertaken by staff.

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2023 Continued**

**9 TANGIBLE FIXED ASSETS**

	Land and Buildings £	Fixtures, Fittings, Equipment £	Motor Vehicles £	Total £
<b><u>COST</u></b>				
At 1 April 2022	366,719	96,603	-	463,322
Additions	-	14,097	-	14,097
Disposals	-	-	-	-
At 31 March 2023	366,719	110,700	-	477,419
<b><u>DEPRECIATION</u></b>				
At 1 April 2022	33,715	61,667	-	95,381
Charge for the year	4,334	10,516	-	14,851
Disposals	-	-	-	-
At 31 March 2023	38,049	72,183	-	110,232
<b><u>NET BOOK VALUE</u></b>				
At 31 March 2022	333,004	34,936	-	367,941
<b>At 31 March 2023</b>	<b>328,670</b>	<b>38,517</b>	<b>-</b>	<b>367,187</b>

The net book value at 31 March 2023 and 31 March 2022 represents fixed assets used in the relief of people with a Sensory Loss and Disabled people within Wales.

**10 DEBTORS**

	2023 £	2022 £
Trade debtors	11,225	46,570
Prepayments & Accrued Income	65,477	34,048
	<u>76,702</u>	<u>80,618</u>

**11 CREDITORS - due within one year**

	2023 £	2022 £
Trade creditors	5,918	3,971
Other Creditors	12,587	3,808
Mortgage due within 1 year (secured)	2,463	6,927
Taxation and Social Security	8,804	9,156
Accruals	2,149	12,538
	<u>31,921</u>	<u>36,401</u>

**Mortgage due more than 1 year**

	2023 £	2022 £
Amounts payable by instalments 2-5 years (secured)	12,117	31,934
Amounts payable by instalments greater than 5 years (secured)	75,529	145,890
	<u>87,646</u>	<u>177,824</u>

Mortgage secured on the property with carrying value of £328,670 (2021: £333,004), the mortgage is repayable over 25 years ending July 2039, at a variable interest rate of 9.25% (2021: Fixed Rate of 4.15%).

**CENTRE OF SIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS**  
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<b>12 OPERATING LEASE COMMITMENTS</b>	<b>2023</b>	<b>2022</b>
The following operating lease payments are committed to be paid within one year	<b>£</b>	<b>£</b>
Expiring		
Within on year	2,603	2,603
Between one and five years	2,263	4,866
	4,866	7,469

**13 ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	<b>Total</b>	<b>General</b>	<b>Designated</b>	<b>Restricted</b>
	<b>2023</b>	<b>Fund</b>	<b>Property</b>	<b>Funds</b>
	<b>£</b>	<b>£</b>	<b>Fund</b>	<b>£</b>
Fund balances at 31 March 2023 are represented by:				
Fixed assets	367,187	38,517	328,670	-
Current assets	571,493	501,065	-	70,428
Current liabilities	31,922	31,922	-	-
Long term liabilities	87,646	87,646	-	-
	819,112	420,014	328,670	70,428

**ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	<b>Total</b>	<b>General</b>	<b>Designated</b>	<b>Restricted</b>
	<b>2022</b>	<b>Fund</b>	<b>Property</b>	<b>Funds</b>
	<b>£</b>	<b>£</b>	<b>Fund</b>	<b>£</b>
Fund balances at 31 March 2022 are represented by:				
Fixed assets	367,941	34,936	333,004	-
Current assets	494,522	308,128	36,497	149,897
Current liabilities	36,400	29,472	6,927	-
Long term liabilities	177,824	-	177,824	-
	648,238	313,591	184,750	149,897

**14 Analysis of changes in net debt**

	<b>At 1 April</b>	<b>Cash flows</b>	<b>Other</b>	<b>At 31 March</b>
	<b>2022</b>			<b>2023</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Cash and bank on hand	413,904	80,886	-	494,790
Loan falling due within one year	(6,928)	4,466	-	(2,462)
Loan falling due in more than one year	(177,824)	90,178	-	(87,646)
Total	229,152	175,530	-	404,682

**CENTRE OF SIGN-SIGHT-SIGHT-SOUND**  
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**15 FUNDS**

The income of funds of the charity include restricted funds.

	At 1 April	Incoming	Outgoing		At 31 March
	2022	Resources	Resources	Transfers	2023
	£	£	£	£	£
<b>Restricted funds</b>					
Dr Ceinwen Evans	53,695			531	53,164
RNID Living Well Project	-	55,371	48,681	6,690	-
JobSense WWW	-	249,522	204,152	45,370	-
JobSense EW	45,275	59,053	37,254	67,074	-
COVID -19	12,472	-	12,472	-	-
National Lottery Community Fund	27,247	89,714	94,450	5,247	17,264
Ynys Mon County Council	10,000	-	10,000	-	-
Puffins Project	1,209	-	1,740	(531)	-
	149,897	453,660	408,748	124,381	70,428
<b>Unrestricted funds</b>					
General reserve	313,590	227,912	101,950	19,538	420,014
Designated Reserve	184,751	-	-	(143,919)	328,670
	648,238	681,572	510,698	-	819,112

	At 1 April	Incoming	Outgoing		At 31 March
	2021	Resources	Resources	Transfers	2022
	£	£	£	£	£
<b>Restricted funds</b>					
Dr Ceinwen Evans	53,695	-	-	-	53,695
RNID Living Well Project	7,000	52,654	41,632	18,022	-
JobSense WWW	-	62,935	47,447	15,488	-
JobSense EW	-	139,808	94,533	-	45,275
COVID -19	2,000	49,888	28,273	11,143	12,472
National Lottery Community Fund	-	96,723	45,757	23,719	27,247
National Lottery People & Places					
COVID 19	8,755	-	9,134	(379)	-
Ynys Mon County Council	10,000	-	-	-	10,000
Puffins Project	-	7,190	5,981	-	1,209
	81,450	409,198	272,757	67,994	149,897
<b>Unrestricted funds</b>					
General reserve	204,588	249,313	169,312	(29,002)	313,590
Designated Reserve	145,759	-	-	(38,992)	184,751
	431,796	658,511	442,070	-	648,238

**Purpose of Restricted Funds:**

**Dr Ceinwen Evans** - Restricted legacy for the provision of services to children with a hearing loss.

**RNID Living Well with Hearing Loss Project** - Joint project with AOHL to support people confronting hearing loss, deafness and tinnitus through Hearing Hubs ensuring people with a hearing loss get the help they need.

**JobSense West Wales and the Valleys (WWW)** - This is a 2 year project through the Welsh Government and Welsh European Funding Office to help people over 25 with vision impairment towards employment.

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
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**JobSense East Wales (EW)** - This is a 3 year project through the Welsh Government and Welsh European Funding Office to help people over 25 with vision impairment towards employment.

**COVID -19 Grants** - These are from the Steve Morgan Foundation, Coronavirus Resilience Fund, Gwynt-Y-Mor, Denbigh Church Fund, Charities Aid Foundation, Pocklington Trust, Tesco Bags Groundforce, Mantell Gwynedd and Medryn Mon toward providing information, advice and advocacy through multi-media videos and other multi-media communications to explain COVID-19 to the sensory loss community in Welsh and English.

**National Lottery People and Places** - Grant toward providing information, advice and advocacy through multi-media videos and other multi-media communications to explain COVID-19 to the sensory loss community.

**National Lottery Community Fund** - People and Places Funding for Cael Cymru Project to produce 40 accessible videos for History Points of tourist attractions and an online learning platform for the tourist industry to teach deaf awareness. The transfers out represent the value of computer and camera equipment purchased for the project and included in the fixed assets of the charity.

**Ynys Mon County Council** - Grant toward producing videos and to create an online awareness package for children and young people in relation to criminal exploitation.

**Puffins Project** - a project to establish an early years provision to support families with deaf children so they have the best start to their school years following the long period of reduced access due to COVID.

**General Funds**

These are the general funds of the charity and are held to meet the requirements and general activities of the charity.

**Designated Funds**

The designated property fund represents the value of the freehold property owned by the charity (note 9). This fund was created as the value the property does not form part of the free reserves of the charity. It would take the trustees time to realise these funds and in so doing this would impact on the charity's activities. Previously the fund represented the value of the property less the associated mortgage.

**Transfer of funds**

Transfers are when the conditions of the funding being provided have been satisfied and includes where permitted within the grant conditions an amount for full cost recovery.

Sufficient resources are believed to be available to enable every fund to be used in accordance with any restriction imposed.

**CENTRE OF SIGN-SIGHT-SOUND (Y GANOLFAN ARWYDDO-GOLWG-SAIN)**

England & Wales - Charity number 1048017

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# Accounts

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**CENTRE OF SIGN-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWIG-SAIN**



**Trustee's Annual Report and Financial Statements for the year ended 31 March 2022**  
**Company Limited by Guarantee No.2959589**

**Registered Charity No. 1048017**

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## Legal and Administrative Report of the Trustees

### FOR THE YEAR ENDED 31 MARCH 2022

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities'.

### Reference and Administrative Information

Registered Company number 2959589 (England and Wales)

Registered Charity number 1048017

### Registered Office

77 Conway Road

Colwyn Bay

Conwy

LL29 7LN

### Trustees/Directors

Philip Lof - Chair (resigned 19/03/2022)

Mark Davies

Iain de Wit

Sylvia McCabe (resigned 13/05/2022)

Rosalind Hopewell (appointed 21/05/2021; resigned 01/02/2022)

Robert Hughes-Mullock (resigned 13/09/2022)

Nia Roberts (resigned 19/03/2022)

Peter McCormick (resigned 21/03/2022)

Christine Jones (appointed 13/05/2022)

Elizabeth Steele (appointed 14/06/2022)

Dawn Sommerlad (appointed 22/07/2022)

### Company Secretary

Mr. S G Shutler

### Managing Director

Sarah Thomas

**Accountants**

Aston Hughes & Co  
Chartered Accountants and Statutory Auditors  
Selby Towers  
20 Princes Drive  
Colwyn Bay, Conwy.  
LL29 8PE

**Bankers**

National Westminster Bank,  
247 High Street,  
Bangor, Gwynedd.  
LL57 1RW

## Structure, Governance and Management

### Governing Document

The Association was incorporated on 17 August 1994 as a company limited by guarantee, with a company registration number of 2959589 and has no share capital. The liability of each member in the event of winding up is limited to £1. The Association is registered with the Charity Commission. The registered charity number is 1048017. The governing document of the Association is the Memorandum and Articles of Association, This was last amended at the Annual General Meeting held on the 3rd December 2019.

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*The objects of the charity are:*

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"The relief of people who are deaf, blind, suffer visual or hearing impairment or are disabled and have a physical or mental impairment that has a long-term negative effect on their ability to do normal daily activities by the promotion, development and the provision of appropriate facilities, services and resources and in particular, but not exclusively, by promoting, developing and cause to be provided appropriate facilities, services and resources to improve the quality of life and equality of opportunities for people with visual impairment, hearing impairment, physical or mental disability."

### Recruitment and Appointment of The Board of Directors, known in this document as "The Board"

The directors of the company are also charity trustees for the purposes of charity law and, under the company's Articles, are known as members of The Board. Under the requirements of the Memorandum and Articles of Association, the members of The Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The Centre of Sign-Sight-Sound represents people with varying degrees of hearing loss and seeks to ensure that their needs are appropriately reflected through the diversity of the trustee body. The Association also recognises the importance of people with traditional business skills and individuals are approached to stand for election to The Board when a skills gap appears.

### Trustee Induction and Training

Most trustees are already familiar with the practical work of the charity and are encouraged to take part in events that are run each year.

Additionally, new trustees without previous experience on a management committee are encouraged to attend a short training session with the Chair of the charity who covers:

- The obligations of Board members
- The Memorandum and Articles of Association
- Policies and Procedures
- The Business Plan for the year including future plans and objectives
- The last Annual Report and Financial Statements

New committee members are also encouraged to attend training provided by one of the local voluntary service councils on Roles and Responsibilities of Trustees and are handed a folder containing all of the above mentioned documents.

The trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit.

## Risk Management

The Board has conducted a review of the major risks to which the charity is exposed. The Board have examined the major strategic, compliance, financial and operational risks which the charity faces and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen the risks. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors.

## Organisational Structure

The Centre of Sign Sight Sound has a Board of Directors of not less than 3 and not more than 15 members, who meet on a regular basis and are responsible for the strategic direction and policy of the charity. Current members are from a variety of backgrounds relevant to the work of the charity.

The day to day responsibility for the provision of the services rests with the Management Team who are responsible for ensuring that the charity delivers the services specified to a high standard. The Team are also responsible for the supervision of other staff, ensuring that they continue to develop their skills and working practices in line with good practice.

## Related Parties

The Centre of Sign Sight Sound works closely with a number of national organisations which complement the charity's objectives including the Association of Sign Language Interpreters, RNID, Elite Supported Employment, Agoriad Cyf, Merthyr Institute for the Blind, British Society for Mental Health and Deafness, the six voluntary service councils covering the North Wales region as well as Wales Council for Voluntary Action. The Centre of Sign Sight Sound is also a member of the Consortium of Deaf Organisations in Wales.

## Objectives and Activities

The aims, objective and principal activity of the company is the support of profoundly Deaf, deafened, deafblind and hard of hearing people within North Wales. Imperative to this is the promotion, development and provision of appropriate facilities, services and resources with a purpose of public benefit for those affected by deafness.

The Association does this by providing:

- Advice and Information
- Deaf awareness, communication training and BSL Awareness training for businesses and service providers
- Educational Services
- Equipment demonstrations and rehabilitation/habilitation and enablement advice for deaf people
- Communication support services
- Community Information, Advice, Support and Advocacy Services

- Specialist employability services
- Media Production
- Lobbying for equal access to services and employment

## Achievements and Performance

2020 - 2021 has been an extremely difficult year as we, like everyone else had to dramatically change our way of working as we spend almost the entire year in lockdown. Staff have worked extremely hard to ensure that all of our services continued to run by working remotely from their own homes, with just a skeleton staff keeping an eye on our offices.



### Accessible Health

As restrictions came and went through the year, Accessible Health remained our busiest service. We have worked closely with colleagues from Betsi Cadwaladr University Health Board to ensure Deaf and Hard of Hearing people have equitable access to Health Services.

### Our stats for 2021/2022

- Appointments made/cancelled 783
- Interactions with WITS 225
- Advice to Health Professionals 309
- Any other work associated with health 546
- Total Accessible Health Jobs in 2020/2021 1863

### Live Well with Hearing Loss

Our Live Well with Hearing Loss 2 project is now in it's second year supporting people to remain as independent as possible in their own homes. We began face to face appointments at the end of 2021 as restrictions were lifted and have supported some 108 people with 298 interventions. Our befriending service has recruited a group of volunteers who are now offering befriending either in person, by phone or by letter.

### Flintshire CSI

Our Flintshire project was due to end in September but we were asked to extend to 2022.

The project relied very heavily on meeting people out in the community and, as you can imagine, this proved to be difficult for a lot of the year, however, as restrictions have lifted we have ventured back into the community organising community hubs with Keyring, on of the other CSI partners.

Our online presence remains high attracting thousands of visitors to specific pages about aids and equipment.



## Information, Advice and Assistance (IAA)

### General

The Information, Advice and Advocacy service continues in Gwynedd and Denbighshire and we work with Conwy Deaf Translation and Support Service to provide the service during some of their drop-in sessions.



### COVID

This year we were fortunate to receive some funding to continue to provide our bespoke Covid service enabling people to ask us Covid specific questions or for support in accessing support that may have changed how they work due to Covid (if for example they had closed offices and were now working on a phone based system).

We have continued to produce a catalogue of information videos about the pandemic and share some of the anecdotal information that people with a sensory loss may miss out on, information that some people may pick up by overhearing other people talking, or because it had been reported on the radio.

In the 12 months covered by this report, we carried out 1839 assignments with individuals and produced 24 videos that have reached 8485 people! All thanks to the following people and organisations that supported us:

Moondance Foundation

Steve Morgan Foundation

### JobSense

JobSense is an employment project that we deliver in 2 partnerships, one with RNID and Elite Supported Employment, the other with Agoriad Cyf, Elite and Merthyr Institute for the Blind. We work with people who find it difficult to get into employment because of their Sensory Loss who live all over North Wales.



### Training

Our face to face training has resumed with various courses offering BSL and Deaf Awareness.

We have also started work on a bespoke modular sensory loss awareness course as part of our lottery funded Cael Cymru project.

### Communication Support

We continue to provide Professional Qualified **Communication** support to a range of customers throughout the region, Wales Interpretation and Translation Service for all health appointments, Local Authorities for meetings with various council departments and Access to Work to support those people in employment.

## Digital Media

Our Digital Media Team are working hard on Cael Cymru, our lottery funded project to make places of historical or tourism interest more accessible for all people with the introduction of signed videos and audio tracks of their written information.



## Finance

### Financial Review

#### Funding 2021/22

The pandemic has continued to impact on our funding this year. We have still received funding from Denbighshire, Flintshire and Gwynedd County Councils and Betsi Cadwaladr Health Board for service level agreements. These are signed contracts for agreed levels of service for a set level of funding.

Funding for restricted projects has been received from the National Lottery People & Places for the Cael Cymru project. The Steve Morgan Foundation and Moondance Foundation have continued to fund our COVID-19 work in the year providing information and advice through multi-media videos and other communication channels.

Grant money was received from RNID for our share of the Live Well with Hearing Loss project.

Grant money was received from the Welsh Government and Welsh European Funding Office to support the JobSense projects in North East and North West Wales.

We received funds from Conwy Borough County Council to run a trial programme to support families with young Deaf children.

We have received donations of £3,761 (2021: £4,479) in the year from private individuals and groups. Unfortunately, due to the restrictions imposed by the pandemic we have not been able to raise funds via collections this year.

Sales of interpreting services increased as some face-to-face interpretation could be carried out when restrictions were eased. Also, more people were happy to use remote video services. Access to Work support has continued to grow this year again making use of some remote access.

Media services in general have fallen as more time was used in specific COVID-19 videos and work started on the Cael Cymru project.

The organisation provides quarterly management accounts that are discussed in the Trustee Board meetings.

The management team is made up of 4 senior managers who work on the various aspects of the charity's delivery of services and administer the charity on a day to day basis.

### Reserves Policy

The Board have reviewed its reserves policy and determined that the unrestricted general funds held by the charity should aim to be six months of income received. This would provide sufficient funds for the charity to operate whilst waiting payment of grants and to respond to emergency applications for grants and fund-raising initiatives which arise from time to time. The present level of unrestricted reserves available to the charity is £498,341 (2021: £350,347). The Board has agreed to split this between a designated property reserve of £184,751 (2021: £145,759) which represents the remainder of the mortgage on freehold property held by the charity and free reserves of £313,590 (2021: £204,588) which are readily available to meet the general activities of the charity.

The Board is happy that the organisation's reserves are close to their recommended level and have recovered due to their strategy, and as part of their updated Strategic Business Plan are continuing to address ways to maintain the reserves at the current level required and are continuing where possible to cost current and future bids on a full absorption costing basis.

## Plan for the Association for Future Periods

The Association continually reviews and develops its strategic business plan, to drive and inform the organisations work in the coming years. The plan is reviewed annually to ensure its relevance and practicality.

The Association's Board of Trustees are aware that the organisation is, currently and for the foreseeable future operational periods, facing a rapidly changing and challenging external commissioning/funding and hence operational delivery environment. There is less local authority funding now. Consequently, to remain sustainable in the long term, the Association needs to adapt, develop and constantly review its business, financial, operational and growth strategies. The Association is now seeking funding from a much broader group of agencies to provide services to a greater range of disabled and sensory loss users. The Association is looking to extend its partnerships with other similar organisations to deliver these services.

## Public Benefit

The trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales, information is given above in the achievements and performance section.

## Fundraising

### How we fundraise

Our fundraising activities are delivered in house. We take a supporter-led approach to our fundraising, which means we offer a variety of ways that the public can engage with our fundraising. It is important to us that supporters find a way to give to us that works for them. This includes, but is not limited to, making one-off or repeat donations, taking on a challenge, and asking their networks to support them, buying a lottery or raffle ticket, or leaving a gift to us in their will.

### Ensuring positive fundraising

Our aim is to ensure that engaging with COS's fundraising activities is a positive experience and that donors and the public are always treated with respect, fairness, honesty, and clarity. We regularly review our fundraising approach and work with others with the aim of promoting best practice across the charity sector.

### Keeping our supporters' data safe

We take the role of protecting and using supporter data in the right way very seriously. Our Chief Data Officer and Information Security team continually review how we securely and safely store, manage, and destroy personal and sensitive information. We maintain a strict adherence to the Data Protection Act 2018 and record supporters' preferred methods of communication.

### Fundraising through third parties

We do not fundraise through 3rd parties.

### How we monitor fundraising

All fundraising activity is subject to an approval process that is supported by our Board of Trustees.

The performance of fundraising campaigns is regularly reviewed. We are consistently looking to hear feedback from supporters and internal and external stakeholders to deliver a high standard of performance and compliance.

Protecting the privacy and data of our supporters

We remain committed to protecting and respecting the privacy of all our supporters.

In 2020/2021 we received 0 complaints about our fundraising practices. We take all complaints seriously and respond to each one in line with our complaints policy.

Protecting vulnerable people

We adhere to the Chartered Institute of Fundraising's principles of:

Being respectful – we are mindful of and sensitive to any particular need that a donor may have. We strive to respect the wishes and preferences of the donor.

Being responsive – we adapt our approach and are flexible to meet the needs of our donors. We will ask questions and take any necessary steps to ensure our donors safety and integrity.

Being fair – we do not make decisions based solely on a particular characteristics such as a person's appearance, the way they talk, any medical condition, or disability. COS treats everyone as a unique individual.

Being accountable - we take responsibility for their actions. We ensure that our work is carried out in line with the Code of Fundraising Practice.

### Statement of Trustees Responsibility

The Trustees (who are also the directors of Centre of Sign-Sight-Sound for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally accepted Accounting Practice) and applicable law and regulation.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

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

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

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transaction and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the

charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

### Small Companies Provision statement

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within part 15 of the Companies Act 2006.

Trustee: IAIN M de Wil-

Date: 23/08/2022

Trustee: 

Date: 23/08/2022

Mark Davies



## Independent examiner's report to the Trustees of Centre of Sign Sight Sound

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2022, which are set out below.

### *Responsibilities and basis of report*

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

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the '2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

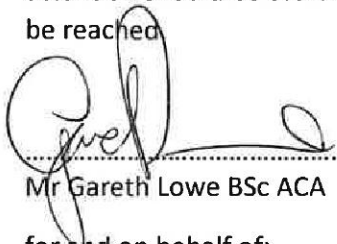
### Independent examiner's report

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those accounting records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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



.....  
Mr Gareth Lowe BSc ACA

Date:

for and on behalf of:  
Aston Hughes & Co Chartered Accountants and Statutory Auditors  
Selby Towers, 29 Princes Drive, Colwyn Bay  
North Wales, LL29 8PE

**CENTRE OF SIGN-SIGHT-SOUND**  
**(Y GANOLFAN ARWUDDO-GOLWG-SAIN)**  
**(REGISTRATION NUMBER 02959589)**  
**BALANCE SHEET**  
**AT 31 MARCH 2022**

	<u>Note</u>	<u>2022</u>		<u>2021</u>	
		£	£	£	£
<b><u>FIXED ASSETS</u></b>					
Tangible Assets	9		367,941		360,150
<b><u>CURRENT ASSETS</u></b>					
Debtors	10	80,618		14,038	
Cash at bank and in hand		413,904		280,641	
		<u>494,522</u>		<u>294,679</u>	
<b><u>CREDITORS DUE WITHIN 1 YEAR</u></b>					
Due within one year	11	36,400		38,098	
<b><u>NET CURRENT ASSETS</u></b>	12		458,121		256,581
<b><u>MORTGAGE DUE MORE THAN 1 YEAR (secured)</u></b>					
			177,824		184,935
<b><u>TOTAL ASSETS LESS</u></b>					
<b><u>CURRENT LIABILITIES</u></b>	13		<u>648,238</u>		<u>431,796</u>
<b><u>CAPITAL AND RESERVES</u></b>					
Unrestricted Funds	15		313,590		204,588
Designated Funds	15		184,751		145,759
Restricted Funds	15		149,897		81,450
			<u>648,238</u>		<u>431,796</u>

For the financial year ended 31 March 2022, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476.

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting record and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the Board of Trustees on and were signed on its behalf by:

Trustee: *Jan M de Wit* Date: *23/08/2022*  
Trustee: *Jan M de Wit*  
Trustee: *Mark Davies* Date: *23/08/2022*  
*JMDavies*

**CENTRE OF SIGN-SIGHT-SOUND**  
**(Y GANOLFAN ARWUDDO-GOLWG-SAIN)**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**INCLUDING INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED 31 MARCH 2022**

	<u>Note</u>	<u>Unrestricted</u> <u>Fund</u> £	<u>Restricted</u> <u>Fund</u> £	<u>Total</u> <u>2022</u> £	<u>Unrestricted</u> <u>Fund</u> £	<u>Restricted</u> <u>Fund</u> £	<u>Total</u> <u>2021</u> £
<b>Income and Endowments From:</b>							
Donations & Legacies	2	3,978	-	3,978	5,110	-	5,110
Fundraising activities		-	-	-	48	-	48
Investment Income		36	-	36	59	-	59
<b>Charitable activities</b>							
Activity based Grants & Contracts	3	109,135	409,198	518,333	102,280	324,216	426,496
Training & Service Provision	4	131,846	-	131,846	148,627	-	148,627
Rental Income		3,619	-	3,619	2,812	-	2,812
Profit on sale of Fixed Assets		700	-	700	1,000	-	1,000
<b>Total Incoming resources</b>		<b>249,313</b>	<b>409,198</b>	<b>658,511</b>	<b>259,935</b>	<b>324,216</b>	<b>584,151</b>
<b>Resources expended</b>							
<b>Raising funds</b>		124	-	124	84	-	84
<b>Charitable activities</b>	5	169,189	272,757	441,946	179,436	252,024	431,460
<b>Loss on disposal of fixed assets</b>							
<b>Total expenditure</b>		<b>169,312</b>	<b>272,757</b>	<b>442,070</b>	<b>179,520</b>	<b>252,024</b>	<b>431,544</b>
<b>Net Income/(expenditure) for the year</b>	7	80,001	136,441	216,441	80,415	72,192	152,607
Transfer between Funds		67,994	(67,994)	-	50,775	(50,775)	-
<b>Net Movement in Funds for the Year</b>		<b>147,994</b>	<b>68,447</b>	<b>216,441</b>	<b>131,190</b>	<b>21,418</b>	<b>152,607</b>
<b>Reconciliation of funds</b>							
Total funds brought forward		350,347	81,450	431,796	219,157	60,032	279,189
<b>Total funds carried forward</b>		<b>498,341</b>	<b>149,897</b>	<b>648,238</b>	<b>350,347</b>	<b>81,450</b>	<b>431,796</b>

**CENTRE OF SIGN-SIGHT-SOUND**  
**(Y GANOLFAN ARWUDDO-GOLWG-SAIN)**  
**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

	<u>Note</u>	<u>Total</u> <u>2022</u> £	<u>Total</u> <u>2021</u> £
<b>Cash flows from operating activities</b>			
Net cash income (expenditure)		216,441	152,607
Finance costs		7,737	7,843
		<b>224,178</b>	<b>160,450</b>
<b>Adjustment to cash flows from non cash items</b>			
Depreciation	9	12,058	10,431
		<b>236,236</b>	<b>170,881</b>
<b>Working Capital adjustments</b>			
(Increase)/ decrease in debtors	10	(66,580)	90,126
Increase/ (decrease) in creditors	11	(1,698)	(3,663)
		<b>167,958</b>	<b>257,344</b>
<b>Cash flows from investing activities</b>			
Purchase of tangible fixed assets	9	(19,848)	(21,914)
Diposal of tangible fixed assets			
		<b>(19,848)</b>	<b>(21,914)</b>
<b>Cash flows from financing activities</b>			
Interest paid		(7,737)	(7,843)
Loan repayments		(7,111)	(3,376)
		<b>(14,847)</b>	<b>(11,218)</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>	<b>14</b>	<b>133,263</b>	<b>224,212</b>
<b>Cash and cash equivalents brought forward</b>		<b>280,641</b>	<b>56,428</b>
<b>Cash and cash equivalents carried forward</b>		<b>413,904</b>	<b>280,641</b>

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

## **1 ACCOUNTING POLICIES**

### **a. Charity Status**

The charity is a charity limited by guarantee incorporated in England and Wales and consequently does not have a share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation. The registered office address is provided on the company information page.

### **b. Accounting Convention**

The financial statements have been prepared under the historical cost convention (unless otherwise stated) and in accordance with the 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 Ireland (FRS 102 Charities SORP), the Companies Act 2006 and the Charities Act 2011.

Centre of Sign Sight Sound meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

### **c. Going Concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

### **d. Fixed Assets**

All Fixed Assets apart from those purchased by specific fundraising projects are capitalised at cost. Assets below £500 are not capitalised.

Depreciation has been calculated at a rate suitable for writing off the assets of the company over their useful lives

The rate applied has been:

Fixtures and fittings	15% reducing balance
Computer equipment	33% reducing balance
Motor vehicles	25% Straight line
Buildings	2% Straight line

### **e. Donations**

Income from donations and grants, including capital grants, is included in incoming resources when these are receivable, except as follows:

\* When donors specify that donations and grants given to the charity must be used in future accounting periods, the income is deferred until those periods.

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS CONTINUED**  
**FOR THE YEAR ENDED 31 MARCH 2022**

\* When donors impose conditions that must be fulfilled before the charity becomes entitled to use such income, the income is deferred and not included in incoming resources until the pre-conditions are met.

\* When donors specify that donations and grants, including capital grants, are for particular restricted purposes, which do not amount to pre-conditions regarding entitlement, this is included in incoming resources of restricted funds when receivable.

**f. Legacies**

Income from legacies is included in incoming resources when the organisation becomes legally entitled to the asset and the value recorded can be with sufficient reliability.

**g. Interest Receivable**

Interest is included when receivable by the charity

**h. Operating Leases**

Operating lease rentals are charged to the Income and Expenditure account as incurred.

**i. Resources Expended**

Resources expended are included in the Statement of Financial Activities on an accruals basis.

Certain expenditure is directly attributable to specific activities and has been included in those categories.

Where items of expenditure involved more than one cost category the basis of apportionment is as follows

Chief Executive Salary	90% Direct Charitable,	10% Governance
Management Team	90% Direct Charitable,	10% Governance

**j. Pension costs**

The company operates a defined contribution pension scheme. Contributions payable to this scheme are charged to the income and expenditure account in the period to which they relate. These contributions are invested separately from the company's assets.

**k. Debtors**

Trade debtors are amounts due from customers or funders. A provision for impairment of debtors is made when there is objective evidence that the charity may not be able to collect all the amounts due.

**l. Cash at bank and in hand**

Cash and cash equivalents comprise cash on hand and call deposits.

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS CONTINUED**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**m. Borrowings**

Mortgage secured on the property with a carrying value of £333,004 (2021: £337,339). The mortgage is repayable over 25 years to July 2039 at a fixed interest rate of 4.15% for 5 years to July 2024.

**n. Unrestricted Funds**

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the Charity without further specified purpose and are available as general funds.

**o. Restricted Funds**

Restricted funds are to be used for specific purposes, within the objects of the charity, as laid down by the donor.

**p. Designated Funds**

Designated funds represent unrestricted funds which have been designated by the Trustees in furtherance of the general objectives of the charity.

**Purpose of restricted funds:**

**General Funds**

These are the general funds of the charity and are held to meet the requirements and general activities of the charity.

**Designated Funds**

The designated property fund represents the value of the freehold property owned by the charity (note 9). This fund was created as the funds relating to the property do not form part of the free reserves of the charity.

**Transfer of funds**

Transfers are when the conditions of the funding being provided have been satisfied and includes where permitted within the grant conditions an amount for full cost recovery.

Sufficient resources are believed to be available to enable every fund to be used in accordance with any restriction imposed.

<b>2 DONATIONS AND LEGACIES</b>	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Donations	3,761	4,479
Gift Aid Reclaimed		469
Membership Income	217	162
Legacies	-	-
<b>Total</b>	<b>3,978</b>	<b>5,110</b>

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS CONTINUED**  
**FOR THE YEAR ENDED 31 MARCH 2022**

<b>3 GRANTS</b>	Note	<b>2022</b>	<b>2021</b>
		£	£
<i>General Fund</i>			
Denbighshire County Council		23,723	17,896
Flintshire County Council		40,187	39,594
Gwynedd County Council		23,142	23,140
BCUHB - Accessible Health		22,083	21,650
		109,135	102,280
<i>Restricted Funds</i>			
RNID LWHL Project		52,654	57,66
COVID-19 Grants	15	49,888	33,222
National Lottery People and Places COVID-19		-	59,026
Screwfix/Garfield Western Foundation		-	5,000
Gwynt-T- Mor IT		-	7,126
Ynys Mon		-	10,000
JobSense EW		139,808	152,177
JobSense WWV		62,935	-
National Lottery Community Fund		96,723	-
Puffins Project		7,190	-
<b>Total</b>		<b>518,333</b>	<b>426,496</b>
 <b>INCOME FROM TRAINING AND SERVICE PROVISION</b>			
<b>4</b>		<b>2022</b>	<b>2021</b>
		£	£
Interpreting		18,650	12,017
ATW support services		84,809	75,744
Training Income		2,835	-
Consultations		14,318	19,071
Fire Service Home Safety Checks		140	-
BSL Video Clips		9,589	17,558
Furlough Grants		-	16,809
Sundry		1,505	7,428
<b>Total</b>		<b>131,846</b>	<b>148,627</b>

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS CONTINUED**  
**FOR THE YEAR ENDED 31 MARCH 2022**

	Unrestricted Funds	Restricted Funds	Total 2022	Unrestricted Funds	Restricted Funds	Total 2021
<b>DIRECT CHARITABLE</b>						
<b>5 EXPENDITURE</b>	£	£	£	£	£	£
Provision of services						
Salaries	96,238	245,349	341,588	98,716	232,487	331,202
Cost of services	11,098	11,970	23,068	5,692	2,508	8,200
Office expenditure	34,639	10,443	45,082	46,561	15,509	62,070
Depreciation	7,063	4,995	12,058	8,910	1,521	10,431
Governance	20,151	-	20,151	19,557	-	19,557
<b>Total</b>	<b>169,189</b>	<b>272,757</b>	<b>441,946</b>	<b>179,436</b>	<b>252,024</b>	<b>431,460</b>

	Unrestricted Funds	Restricted Funds	Total 2022	Unrestricted Funds	Restricted Funds	Total 2021
<b>ANALYSIS OF</b>						
<b>6 GOVERNANCE COSTS</b>	£	£	£	£	£	£
Salaries	12,342	-	12,342	11,811	-	11,811
Premises and Office expenditure	5,711	-	5,711	3,537	-	3,537
Independent review	1,920	-	1,920	1,914	-	1,914
Accountancy Costs	177	-	177	2,295	-	2,295
<b>Total</b>	<b>20,151</b>	<b>-</b>	<b>20,151</b>	<b>19,557</b>	<b>-</b>	<b>19,557</b>

<b>NET INCOMING (OUTGOING)</b>		
<b>7 RESOURCES FOR THE YEAR</b>	<b>2022</b>	<b>2021</b>
<b>This is stated after charging:</b>	<b>£</b>	<b>£</b>
Depreciation	12,830	10,431
Accountancy	177	2,295
Operating lease expenditure	265	5,078
Independent review	1,920	1,914

No trustees received remuneration from the Charity during the year.

Travel costs amounting to £0 (2020 - £0) were reimbursed to 0 trustees (2020 - 0 trustees)

There were no related party transactions to report in the current or prior period.

<b>8 STAFF COSTS AND NUMBERS</b>	<b>2022</b>	<b>2021</b>
Staff costs were as follows:	£	£
Salaries	310,366	303,788
Social Security costs	25,347	20,539
Pension costs	12,915	12,861
Redundancy	-	3,745
Miscellaneous	-	41
<b>Total</b>	<b>348,627</b>	<b>340,975</b>

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS CONTINUED**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**STAFF COSTS AND NUMBERS (cont.)**

No employee earned £60,000 or more

The average number of employees during the year was

	<b>2022</b>	<b>2021</b>
Direct Charitable Activities	10	10
Management & Administration	4	4
<b>Total</b>	<b>14</b>	<b>14</b>

Total amount of key management remuneration and benefits in the year totalled £123,422 (2021: £106,300)

**PENSION COSTS**

**Defined contribution scheme**

The company operates a defined contribution pension scheme. The assets of the scheme are held separately

from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £12,915 (2021: £12,861)

The pension cost is allocated to activities and funds in accordance with the nature of the work undertaken by staff.

**9 TANGIBLE FIXED ASSETS**

	<u>Land and Buildings</u>	<u>Fixtures and Fittings and Equipment</u>	<u>Motor Vehicles</u>	<u>Total</u>
	£	£	£	£
<b><u>COST</u></b>				
At 1 April 2021	366,719	76,755	5,000	448,474
Additions	-	19,848	-	19,848
Disposals	-	-	(5,000)	(5,000)
<b>At 31 March 2022</b>	<b>366,719</b>	<b>96,603</b>	<b>-</b>	<b>463,322</b>
<b><u>DEPRECIATION</u></b>				
At 1 April 2021	29,380	53,944	5,000	88,324
Charge for the year	4,334	7,723	-	12,058
Disposals	-	-	(5,000)	(5,000)
<b>At 31 March 2022</b>	<b>33,715</b>	<b>61,667</b>	<b>-</b>	<b>95,382</b>
<b><u>NET BOOK VALUE</u></b>				
At 31 March 2021	337,339	22,811	-	360,150
<b>At 31 March 2022</b>	<b>333,004</b>	<b>34,936</b>	<b>-</b>	<b>367,941</b>

The net book value at 31 March 2022 represents fixed assets used in the relief of people with a Sensory Loss and Disabled people within Wales.

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS CONTINUED**  
**FOR THE YEAR ENDED 31 MARCH 2022**

<b>10 DEBTORS</b>	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Trade debtors	46,570	14,038
Prepayments & Accrued Income	34,048	-
	<u>80,618</u>	<u>14,038</u>

<b>11 CREDITORS - due within one year</b>	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Trade creditors	3,971	18,137
Other Creditors	3,808	4,103
Mortgage due within 1 year (secured)	6,927	6,645
Taxation and Social Security	9,156	6,615
Accruals	12,538	2,598
	<u>36,400</u>	<u>38,098</u>

<b>Mortgage due more than 1 year</b>	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Amounts payable by instalments 1-5 years (secured)	31,934	38,861
Amounts payable by instalments greater than 5 years (secured)	145,890	146,074
	<u>177,824</u>	<u>184,935</u>

Mortgage secured on the property with carrying value of £333,004 (2021: £337,339), the mortgage is repayable over 25 years ending July 2039, at a fixed interest rate of 4.15% for 5 years ending July 2024.

<b>12 OPERATING LEASE COMMITMENTS</b>	<b>2022</b>	<b>2021</b>
The following operating lease payments are committed to be paid within one year	<b>£</b>	<b>£</b>
Expiring		
Within on year	2,603	4,139
Between one and five years	4,866	3,740
	<u>7,469</u>	<u>7,879</u>

**13 ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Total Fund	General Fund	Designated Property Fund	Restricted Funds
	£	£	£	£
Fund balances at 31 March 2022 are represented by:				
Fixed assets	367,941	34,936	333,004	-
Current assets	494,522	308,128	36,497	149,897
Current liabilities	36,400	29,472	6,927	-
Long term liabilities	177,824	-	177,824	-
	<u>648,238</u>	<u>313,591</u>	<u>184,750</u>	<u>149,897</u>

**CENTRE OF SIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWIG-SAIN**  
**NOTES TO THE ACCOUNTS CONTINUED**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Total 2021	General Fund	Designated Property Fund	Restricted Funds
Fund balances at 31 March 2021 are represented by:	£	£	£	£
Fixed assets	360,150	22,812	337,339	-
Current assets	294,679	213,229	-	81,450
Current liabilities	38,098	31,453	6,645	-
Long term liabilities	184,935	-	184,935	-
<b>ANALYSIS OF NET ASSETS BETWEEN FUNDS</b>	<b>431,796</b>	<b>204,588</b>	<b>145,759</b>	<b>81,450</b>

**14 Analysis of changes in net debt**

	At 1 April 2021	Cash flows	Other	At 31 March 2022
	£	£	£	£
Cash and bank on hand	280,641	133,263	-	413,904
Loan falling due within one year	(6,645)	(281)	-	(6,927)
Loan falling due in more than one year	(184,935)	7,111	-	(177,824)
Total	89,061	140,092	-	229,153

**15 FUNDS**

The income of funds of the charity include restricted funds.

	At 1 April 2021	Incoming Resources	Outgoing Resources	Transfers	At 31 March 2022
	£	£	£	£	£
<b>Restricted funds</b>					
Dr Ceinwen Evans	53,695	-	-	-	53,695
RNID Living Well Project	7,000	52,654	41,632	18,022	-
JobSense WWV	-	62,935	47,447	15,488	-
JobSense EW	-	139,808	94,533	-	45,275
COVID -19 small grants	2,000	49,888	28,273	11,143	12,472
National Lottery Community Fund	-	96,723	45,757	23,719	27,247
National Lottery People & Places	-	-	-	-	-
COVID 19	8,755	-	9,134	(379)	-
Ynys Mon County Council	10,000	-	-	-	10,000
Puffins Project	-	7,190	5,981	-	1,209
	81,450	409,198	272,757	67,994	149,897
<b>Unrestricted funds</b>					
General reserve	204,588	249,313	169,312	(29,002)	313,590
Designated Reserve	145,759	-	-	(38,992)	184,751
	431,796	658,511	442,070	-	648,238

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS CONTINUED**  
**FOR THE YEAR ENDED 31 MARCH 2022**

	At 1 April 2020	Incoming Resources	Outgoing Resources	Transfers	At 31 March 2021
	£	£	£	£	£
<b>Restricted funds</b>					
Dr Ceinwen Evans	53,695	-	-	-	53,695
RNID Living Well Project	-	57,666	38,908	11,758	7,000
JobSense EW	-	152,177	114,020	38,157	-
Screwfix/Garfield Weston Foundation	2,585	5,000	11,086	(3,501)	-
Steve Morgan Foundation COVID-19	3,752	7,504	11,256	-	-
COVID -19 small grants	-	25,718	23,718	-	2,000
National Lottery People & Places COVID 19	-	59,026	50,271	-	8,755
Ynys Mon County Council	-	10,000	-	-	10,000
Gwynt-T- Mor COVID-19 IT Puffins Project	-	7,126	2,765	4,360	-
	-	-	-	-	-
	60,032	324,216	252,024	50,775	81,450
<b>Unrestricted funds</b>					
General reserve	72,440	259,935	179,520	51,732	204,587
Designated Reserve	146,717	-	-	(958)	145,759
	279,189	584,151	431,544	-	431,796

**Purpose of restricted funds:**

**Dr Ceinwen Evans** - Restricted Legacy for the provision of services to children with a hearing loss.

**RNID Living Well with Hearing Loss Project** - Joint project with AOHL to support people confronting hearing loss, deafness and tinnitus through Hearing Hubs ensuring people with a hearing loss get the help they need.

**JobSense West Wales and the Valleys (WWV)** - This is a 2 year project through the Welsh Government and Welsh European Funding Office to help people over 25 with vision impairment towards employment.

**JobSense East Wales (EW)** - This is a 3 year project through the Welsh Government and Welsh European Funding Office to help people over 25 with vision impairment towards employment.

**COVID -19 Grants - Small Grants** - These are from the Steve Morgan Foundation, Coronavirus Resilience Fund, Gwynt-Y-Mor, Denbigh Church Fund, Charities Aid Foundation, Pocklington Trust, Tesco Bags Groundforce, Mantell Gwynedd and Medryn Mon toward providing information, advice and advocacy through multi-media videos and other multi-media communications to explain COVID-19 to the sensory loss community in Welsh and English.

**National Lottery People and Places** - Grant toward providing information, advice and advocacy through multi-media videos and other multi-media communications to explain COVID-19 to the sensory loss community.

**National Lottery Community Fund** - People and Places Funding for Cael Cymru Project to produce 40 accessible videos for History Points of tourist attractions and an online learning platform for the tourist industry to teach deaf awareness.

**Ynys Mon County Council** - Grant toward producing videos and to create an online awareness package for children and young people in relation to criminal exploitation.

**Puffins Project** - a project to establish an early years provision to support families with deaf children so they have the best start to their school years following the long period of reduced access due to COVID.

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS CONTINUED**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**General Funds**

These are the general funds of the charity and are held to meet the requirements and general activities of the charity.

**Designated Funds**

The designated property fund this year, represents the value of the mortgage on the freehold property owned by the charity (note 9). This fund was created as the funds relating to the property do not form part of the free reserves of the charity and is to be used to pay off the mortgage. Previously the fund represented the value of the property less the associated mortgage.

**Transfer of funds -**

Transfers are when the conditions of the funding being provided have been satisfied and includes where permitted within the grant conditions an amount for full cost recovery. Sufficient resources are believed to be available to enable every fund to be used in accordance with any restriction imposed.



**CENTRE OF SIGN-SIGHT-SOUND (Y GANOLFAN ARWYDDO-GOLWG-SAIN)**

England & Wales - Charity number 1048017

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# Accounts

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# CENTRE OF SIGN-SIGHT-SOUND Y GANOLFAN ARWYDDIO-GOLWYG-SAIN



Trustee's Annual Report and Financial Statements for the year ended 31 March 2021  
**Company Limited by Guarantee No.2959589**

**Registered Charity No. 1048017**

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## Legal and Administrative Report of the Trustees

**FOR THE YEAR ENDED 31 MARCH 2021**

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2019.

The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities'.

**Reference and Administrative Information**

Registered Company number 2959589 (England and Wales)

Registered Charity number 1048017

**Registered Office**

77 Conway Road  
Colwyn Bay  
Conwy  
LL29 7LN

**Trustees/Directors**

Christine Jones - Chair Resigned 21/02/2021  
Philip Lof - Chair  
Mark Davies  
Iain de Wit  
Sylvia McCabe  
Nia Roberts appointed 11/01/2021  
Peter McCormick appointed 02/02/2021  
Robert Hughes-Mullock appointed 24/02/2021  
Antoino Ammirati appointed 28/07/2020 / Resigned 12/2/2020  
Tristan Collett (Resigned 14/04/2020)

**Company Secretary**

Mr. S G Shutler

**Accountants**

Aston Hughes & Co  
Chartered Accountants and Statutory Auditors  
Selby Towers  
20 Princes Drive  
Colwyn Bay, Conwy.  
LL29 8PE

**Bankers**

National Westminster Bank,  
247 High Street,  
Bangor, Gwynedd.  
LL57 1RW

## Structure, Governance and Management

### Governing Document

The Association was incorporated on 17 August 1994 as a company limited by guarantee, with a company registration number of 2959589 and has no share capital. The liability of each member in the event of winding up is limited to £1. The Association is registered with the Charity Commission. The registered charity number is 1048017. The governing document of the Association is the Memorandum and Articles of Association, This was last amended at the Annual General Meeting held on the 3rd December 2019.

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*The objects of the charity were changed to read:*

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"The relief of people who are deaf, blind, suffer visual or hearing impairment or are disabled and have a physical or mental impairment that has a long-term negative effect on their ability to do normal daily activities by the promotion, development and the provision of appropriate facilities, services and resources and in particular, but not exclusively, by promoting, developing and cause to be provided appropriate facilities, services and resources to improve the quality of life and equality of opportunities for people with visual impairment, hearing impairment, physical or mental disability."

Recruitment and Appointment of The Board of Directors, known in this document as "The Board"

The directors of the company are also charity trustees for the purposes of charity law and, under the company's Articles, are known as members of The Board. Under the requirements of the Memorandum and Articles of Association, the members of The Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The Centre of Sign-Sight-Sound represents people with varying degrees of hearing loss and seeks to ensure that their needs are appropriately reflected through the diversity of the trustee body. The Association also recognises the importance of people with traditional business skills and individuals are approached to stand for election to The Board when a skills gap appears.

### Trustee Induction and Training

Most trustees are already familiar with the practical work of the charity and are encouraged to take part in events that are run each year.

Additionally, new trustees without previous experience on a management committee are encouraged to attend a short training session with the Chair of the charity who covers:

- The obligations of Board members
- The Memorandum and Articles of Association
- Policies and Procedures

- The Business Plan for the year including future plans and objectives
- The last Annual Report and Financial Statements

New committee members are also encouraged to attend training provided by one of the local voluntary service councils on Roles and Responsibilities of Trustees and are handed a folder containing all of the above mentioned documents.

The trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit.

### Risk Management

The Board has conducted a review of the major risks to which the charity is exposed. The Board have examined the major strategic, compliance, financial and operational risks which the charity faces and confirm that systems have been established to enable regular reports to be produced so that the necessary steps can be taken to lessen the risks. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors.

### Organisational Structure

The Centre of Sign Sight Sound has a Board of Directors of not less than 3 and not more than 15 members, who meet on a regular basis and are responsible for the strategic direction and policy of the charity. Current members are from a variety of backgrounds relevant to the work of the charity.

The day to day responsibility for the provision of the services rests with the Management Team who are responsible for ensuring that the charity delivers the services specified to a high standard. The Team are also responsible for the supervision of other staff, ensuring that they continue to develop their skills and working practices in line with good practice.

### Changes within the organisation

**Christine Jones** our Chair for a number of years, stepped down in February. We would like to take this opportunity to thank her for everything she did to support the organisation during her tenure. Chris (and her husband), were always front of the queue when we needed volunteers for anything, from painting the offices to joining staff at the annual Signed Singing event in Llandudno each Christmas.



It is with a heavy heart that we must also acknowledge the loss of one of our team. **Linda Sullivan** had been an extremely diligent interpreter for COS for over 9 years, and her passing will ensure the comfort and professionalism she gave will be missed by so many.

We will miss Linda for more than all she did in her role and the vocation she was dedicated to. We will also all miss the things that made Linda, well, Linda. Her infectious laugh and quick sense of humour, a friend you could always go to, and the joy she was able to bring to others, whether that was to a colleague or friend—all of which she would often do with a cheeky little wink.

Three other members of staff left the organisation this year and we would like to take the opportunity to thank Holly Cuffin, Julie Walker and Susan Williams for all their hard work for the organisation over the time they spent with us.

## Related Parties

The Centre of Sign Sight Sound works closely with a number of national organisations which complement the charity's objectives including the Association of Sign Language Interpreters, Signature, RNID, Elite Supported Employment, British Society for Mental Health and Deafness, the six voluntary service councils covering the North Wales region as well as Wales Council for Voluntary Action. The Centre of Sign Sight Sound is also a member of the Association of Deaf Organisations in Wales.

## Objectives and Activities

The aims, objective and principal activity of the company is the support of profoundly Deaf, deafened, deafblind and hard of hearing people within North Wales. Imperative to this is the promotion, development and provision of appropriate facilities, services and resources with a purpose of public benefit for those affected by deafness.

The Association does this by providing:

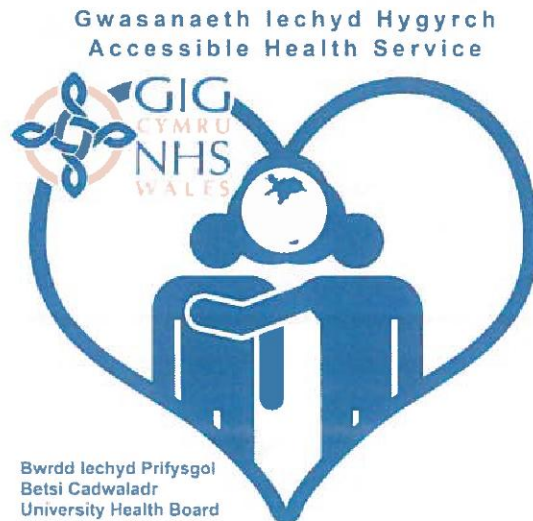
- Advice and Information
- Deaf awareness, communication training and BSL Awareness training for businesses and service providers
- Educational Services
- Equipment demonstrations and rehabilitation/habilitation and enablement advice for deaf people
- Communication support services
- Community Information, Advice, Support and Advocacy Services
- Specialist employability services
- Media Production
- Lobbying for equal access to services and employment

## Achievements and Performance

2020 - 2021 has been an extremely difficult year as we, like everyone else had to dramatically change our way of working as we spend almost the entire year in lockdown. Staff have worked extremely hard to ensure that all of our services continued to run by working remotely from their own homes, with just a skeleton staff keeping an eye on our offices.

## Accessible Health

As you can imagine, has been extremely busy throughout the year ensuring people were able to cancel medical appointments, support health professionals in working in new ways with video technology, arranging delivery of medical supplies and making sure people were as safe as possible when they had to attend health settings. As lockdown 1 began to ease we were busy rearranging appointments that had been cancelled and were just getting everything organised when lockdown 2 was announced!



## Our stats for 2020/2021

- Appointments made/cancelled 397
- Interactions with WITS 79
- Advice to Health Professionals 280
- Any other work associated with health 1400
- Total Accessible Health Jobs in 2020/2021 2156

## Live Well with Hearing Loss

Our Live Well with Hearing Loss 2 project began this year. This project built on Live Well 1, with the addition of more emphasis on wellbeing and befriending. Despite the project being unable to carry out any home visits, we were still able to support some 231 with advice around aids and adaptations for their homes, and have recruited a group of volunteers who, once their training is complete, will become telephone and correspondence befrienders who have a view to carrying out some at home befriending as soon as legislation allows.

## Flintshire CSI



Our Flintshire project relied very heavily on meeting people out in the community and, as you can imagine, this proved to be impossible to do during this year.

So, with a great deal of support from the Head of Media we created an online portal where people could access a range of information about a host of equipment, instructions on using digital media such as Zoom or Skype and shared a whole range of information on our project Social Media from all sorts of organisations working in the county.

We hope that in the final 6 months of the project, to be able to carry out some community events, if only to share with them information from Flintshire Council on what will come next.

### Information, Advice and Assistance (IAA)

#### General

The Information, Advice and Advocacy service continues in Gwynedd and Denbighshire and we work with Conwy Deaf Translation and Support Service to provide the service during some of their drop-in sessions.

#### COVID

This year we were fortunate to receive some funding from various organisations to provide a bespoke Covid service. This was an opportunity for people to ask us Covid specific questions or for support in accessing support that may have changed how they work due to Covid (if for example they had closed offices and were now working on a phone based system).

We were also able to produce a catalogue of information videos about the pandemic and share some of the anecdotal information that people with a sensory loss may miss out on, information that some people may pick up by overhearing other people talking, or because it had been reported on the radio.

In the 12 months covered by this report, we carried out 1269 assignments with individuals and produced 65 videos that have reached 56,839 people! All thanks to the following people and organisations that supported us:

- Coronavirus Resilience Fund
- Gwynt Y Mor
- Thomas Poklington Trust
- Denbigh Church Fund

- Charities Aid Foundation
- Tesco Bags Groundforce
- Mantell Gwynedd
- Medrwn Mon
- Steve Morgan Foundation
- The National Lottery



## JobSense



JobSense is an employment project that we deliver in partnership with RNID and Elite Supported Employment. We work with people who find it difficult to get into employment because of their Sensory Loss and we are working with people with a Visual Impairment who live in Wrexham, Flintshire and North Powys. The last 12 months have been extremely difficult for the team as our participants find themselves in an even further away from the job market due to so many other people now finding themselves out of work. Still, even during the pandemic our team have been able to support 2 people into paid employment, 12 people have started working towards a qualification and 3 people have begun volunteering.

## Training

We have carried out no face to face training during this period. We are however in the process of applying for funding to create some online, web based training courses.

We do have a few bookings for the coming months for training to be carried out via Zoom and we hope that this will be the first steps to returning to face to face training.

## Communication Support

We continue to provide Professional Qualified **Communication** support to a range of customers throughout the region, Wales Interpretation and Translation Service for all health appointments, Local Authorities for meetings with various council departments and Access to Work to support those people in employment.

## Digital Media

Digital Media is an area in which continues to grow. This year we have been instrumental in creating media for the School Liaison Officers at North Wales Police on the topic of County Lines. The team created a film based on a real life account from a local victim that demonstrates how someone can be manipulated into helping gangs. The film has been very well received, being short listed for festivals and awards.

The team have also been working closely with BCU's PALS team, the Accessible Health and Information, Advice & Assistance services to provide a range of media clips around the pandemic, from scams and social distancing, to what to do in a bereavement.



## Finance

### Financial Review

#### Funding 2020/2021

Due to the pandemic funding in the sector changed significantly in the year. We have still received funding from Denbighshire, Flintshire and Gwynedd County Councils and Betsi Cadwaladr Health Board for Service Level Agreements. These are signed contracts for agreed level of service for a set level of funding.

Funding for restricted projects has been received from National Lottery People and Places, Steve Morgan Foundation, Coronavirus Resilience Fund, Gwynt-Y-Mor, Denbigh Church Fund, Charities Aid Foundation, Pocklington Trust, Tesco Bags Groundforce, Mantell Gwynedd and Medryn Mon for providing information, advice and advocacy through multi-media videos and other multi-media communications to explain COVID-19 to the sensory loss community in Welsh and English. We also received further funding from Gwynt-Y-Mor for upgrades and replacement of IT equipment to allow the charity to continue to provide services remotely throughout the pandemic.

Some of the Screwfix donation for building repairs was brought forward from the prior year and a further grant from the Garfield Weston Foundation this year has allowed us to further improve the building and facilities for disabled users in a safe way.

Grant money was also received from RNID for the Live Well with Hearing Loss partnership project.

Money has been received from the Welsh Government and Welsh European Funding Office to support the JobSense project in North East Wales to support people with a sensory loss to get closer to employment

We also received donations of £4,479 (2020: £1,565) from private individuals and groups. Unfortunately due to the pandemic in has not been able to raise funds via collections this year.

Sales of interpreting services has significantly fallen due to the pandemic and less face to face meetings, this has been offset in remote work for Access to Work clients. Media Services have continued to grow and to contribute to the finances of the organisation, though most of the output this year was for the COVID work.

The organisation prepares regular management accounts that are discussed at Trustee Board meetings.

The Management Team is made up of 4 senior managers who work on various aspects of the charities delivery of services to administer the charity on a day to day basis.

## Reserves Policy

The Board have reviewed its reserves policy and determined that the unrestricted general funds held by the charity should aim to be six months of income received. This provides sufficient funds for the charity to operate whilst waiting payment of grants and to respond to emergency applications for grants and fund-raising initiatives which arise from time to time. The present level of reserves available to the charity is £350,347 (2020: £219,157). The Board has agreed to split this between a designated property reserve of £145,759 (2020:£146,717) which represents the net value of the freehold property held by the charity and free reserves of £204,588 (2020: £72,440) which are readily available to meet the general activities of the charity.

The Board is aware that the organisation's reserves are currently below their recommended level but are recovering due to this strategy, and as part of the updated Strategic Business Plan is addressing ways to continue to rebuild the reserves to the level required including current and future bids to be done on a full absorption costing basis.

## Plan for the Association for Future Periods

The Association is continuing the process of reviewing and developing its Strategic Business Plan, which will drive and inform the organisation's work over the coming three years. This Plan will be reviewed on an annual basis to ensure relevance and practicality.

The Association's Trustee Board are aware that the organisation is, currently and for the foreseeable future operational periods, facing a rapidly changing and challenging external commissioning/funding and hence operational delivery environment. Where in the past the organisation was able to depend on a number of service level agreements to provide services, these are now reducing significantly. Consequently, in order to remain sustainable in the long term, the Association needs to adapt, develop and constantly review its business, financial, operational and growth strategies. The charity is now seeking funding from a much broader group of agencies to provide services to a greater range of disabled users and sensory loss users.

The Coronavirus Pandemic has brought many challenges to the organisation over the past year and since the end of the financial year. Most staff are still home based and will be for the foreseeable future. This required some investment in new computer equipment to ensure they could securely connect to the office systems and that all our systems remain secure. Face to face meetings with customers were not reduced significantly last year but in the future we hope they will start to recover. However, we believe that in the future operating using various technologies to video conference or text with customers to continue to support them will still be relevant. We have secured funding for the next financial year to continue to produce a range of videos for the community and other service providers to help explain what is happening and how our customers can access services whilst remaining safe.

The objectives being reviewed for 2021/2022 and future periods address these challenging circumstances.

Key strategic objectives for 2021/2022 are:

- \* To ensure that the Centre of Sign Sight Sound have the skills and knowledge base to drive changes needed and develop service delivery. This includes paid staff, Trustees and volunteers across the organisation.
- \* To continue to strengthen existing partnerships and seek new ones that will support tendering and grant funding in future.
- \* To use all partnerships and alliances to ensure the efficient use of resources and increase the delivery of quality services to people with disabilities and people with sensory loss across our operational delivery area.
- \* To use organisational expertise to work with a wide range of community groups, statutory services and commercial organisations wherever appropriate to encourage accessibility of services and promote inclusion.

#### Public Benefit

The trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales, information is given above in the achievements and performance section.

#### Statement of Trustees Responsibility

The Trustees (who are also the directors of Centre of Sign-Sight-Sound for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally accepted Accounting Practice) and applicable law and regulation.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

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

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

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

Signed  Philip Lof, Director

Signed  Mark Davies, Director

independent examiner's report to the Trustees of Centre of Sign Sight Sound

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2021, which are set out below.

*Responsibilities and basis of report*

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

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the '2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

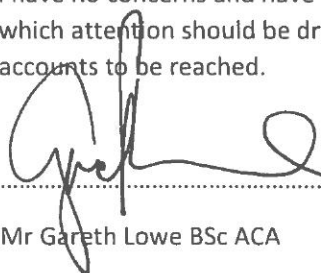
independent examiner's report

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those accounting records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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



Mr Gareth Lowe BSc ACA

for and on behalf of:

Aston Hughes & Co Chartered Accountants and Statutory Auditors  
Selby Towers, 29 Princes Drive, Colwyn Bay  
North Wales, LL29 8PE

Date:

**CENTRE OF SIGN-SIGHT-SOUND**  
**(Y GANOLFAN ARWUDDIO-GOLWG-SAIN)**  
**(REGISTRATION NUMBER 02959589)**  
**BALANCE SHEET**  
**AT 31 MARCH 2021**

	<u>Note</u>	<u>2021</u>		<u>2020</u>	
		£	£	£	£
<b><u>FIXED ASSETS</u></b>					
Tangible assets	9		360,150		348,668
<b><u>CURRENT ASSETS</u></b>					
Debtors	10	14,038		104,165	
Cash at bank and in hand		<u>280,641</u>		<u>56,428</u>	
		294,679		160,593	
<b><u>CREDITORS DUE WITHIN 1 YEAR</u></b>					
Due within one year	11	<u>38,098</u>		<u>42,055</u>	
<b><u>NET CURRENT ASSETS</u></b>	12		256,581		118,538
<b><u>MORTGAGE DUE MORE THAN 1 YEAR (secured)</u></b>			184,935		188,017
<b><u>TOTAL ASSETS LESS</u></b>					
<b><u>CURRENT LIABILITIES</u></b>	13		<u>431,796</u>		<u>279,189</u>
<b><u>CAPITAL AND RESERVES</u></b>					
Unrestricted funds	15		204,588		72,440
Designated funds	15		145,759		146,717
Restricted funds	15		81,450		60,032
			<u>431,796</u>		<u>279,189</u>

For the financial year ended 31 March 2021, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476.

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting record and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the Board of Trustees on and were signed on its behalf by:

Trustee

Date:

8/10/21

Philip Erik Henrik Jillesjo Lof



**CENTRE OF SIGN-SIGHT-SOUND**  
**(Y GANOLFAN ARWUDDIO-GOLWG-SAIN)**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**INCLUDING INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED 31 MARCH 2021**

	<u>Note</u>	<u>Unrestricted</u> <u>Fund</u> £	<u>Restricted</u> <u>Fund</u> £	<u>Total</u> <u>2021</u> £	<u>Total</u> <u>2020</u> £
<b>Income and endowments from:</b>					
Donations & legacies	2	5,110		5,110	1,799
Fundraising activities		48		48	1,694
Fundraising for specific purposes				-	-
Investment income		59		59	149
<b>Charitable activities</b>					
Activity based grants & contracts	3	102,280	324,216	426,496	351,242
Training & service provision	4	148,627		148,627	168,200
Rental income		2,812		2,812	10,989
Profit on sale of fixed assets		1,000		1,000	-
<b>Total Incoming resources</b>		<b>259,935</b>	<b>324,216</b>	<b>584,151</b>	<b>534,073</b>
<b>Resources expended</b>					
<b>Raising funds</b>		84		84	4,497
<b>Charitable activities</b>	5	179,436	252,024	431,460	489,117
<b>Loss on disposal of fixed assets</b>					
<b>Total expenditure</b>		<b>179,520</b>	<b>252,024</b>	<b>431,544</b>	<b>493,614</b>
<b>Net income/(expenditure) for the year</b>	7	80,415	72,192	152,607	40,459
Transfer between funds		50,775	(50,775)	0	
<b>Net movement in funds for the year</b>		<b>131,190</b>	<b>21,418</b>	<b>152,607</b>	<b>40,459</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		219,157	60,032	279,189	238,730
<b>Total funds carried forward</b>		<b>350,347</b>	<b>81,450</b>	<b>431,796</b>	<b>279,189</b>

**CENTRE OF SIGN-SIGHT-SOUND**  
**(Y GANOLFAN ARWUDDIO-GOLWG-SAIN)**  
**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

	<u>Note</u>	<u>Total</u> <u>2021</u> £	<u>Total</u> <u>2020</u> £
<b>Cash flows from operating activities</b>			
Net cash income (expenditure)		152,607	40,459
Finance costs		7,843	7,983
		<b>160,450</b>	<b>48,441</b>
<b>Adjustment to cash flows from non cash items</b>			
Depreciation	9	10,431	6,042
		<b>170,881</b>	<b>54,483</b>
<b>Working capital adjustments</b>			
(Increase)/ decrease in debtors	10	90,126	(57,877)
Increase/ (decrease) in creditors	11	(3,663)	15,839
		<b>257,344</b>	<b>12,445</b>
<b>Cash flows from investing activities</b>			
Purchase of tangible fixed assets	9	(21,914)	(600)
Diposal of tangible fixed assets			
		<b>(21,914)</b>	<b>(600)</b>
<b>Cash flows from financing activities</b>			
Interest paid		(7,843)	(7,983)
Loan repayments		(3,376)	(7,731)
		<b>(11,218)</b>	<b>(15,713)</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>	14	<b>224,212</b>	<b>(3,869)</b>
<b>Cash and cash equivalents brought forward</b>		56,428	60,297
<b>Cash and cash equivalents carried forward</b>		<b>280,641</b>	<b>56,428</b>

**CENTRE OF SIGN-SIGHT-SIGHT-SOUND**  
**Y GANOLFAN ARWYDDIO-GOLWG-SAIN**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**1 ACCOUNTING POLICIES**

**a. Charity Status**

The charity is a charity limited by guarantee incorporated in England and Wales and consequently does not have a share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation. The registered office address is provided on the company information page.

**b. Accounting convention**

The financial statements have been prepared under the historical cost convention (unless otherwise stated) and in accordance with the 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 Ireland (FRS 102 Charities SORP), the Companies Act 2006 and the Charities Act 2011.

Centre of Sign Sight Sound meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

**c. Going Concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

**d. Fixed Assets**

All Fixed Assets apart from those purchased by specific fundraising projects are capitalised at cost.

Assets below £500 are not capitalised.

Depreciation has been calculated at a rate suitable for writing off the assets of the company over their useful lives.

The rate applied has been:

Fixtures and fittings	15% reducing balance
Computer equipment	33% reducing balance
Motor vehicles	25% straight line
Buildings	2% straight line

**e. Donations**

Income from donations and grants, including capital grants, is included in incoming resources when these are receivable, except as follows:

\*When donors specify that donations and grants given to the charity must be used in future accounting periods, the income is deferred until those periods.

\*When donors impose conditions that have to be fulfilled before the charity becomes entitled to use such income, the income is deferred and not included in incoming resources until the pre-conditions are met.

\*When donors specify that donations and grants, including capital grants, are for particular restricted purposes, which do not amount to pre-conditions regarding entitlement, this is included in incoming resources of restricted funds when receivable.

**f. Legacies**

Income from legacies are included in incoming resources when the organisation becomes legally entitled to the asset and the value recorded can be with sufficient reliability.

**g. Interest receivable**

Interest is included when receivable by the charity.

**h. Operating leases**

Operating lease rentals are charged to the Income and Expenditure account as incurred.

**i. Resources expended**

Resources expended are included in the Statement of Financial Activities on an accruals basis.

Certain expenditure is directly attributable to specific activities and has been included in those categories.

Where items of expenditure involved more than one cost category the basis of apportionment is as follows:

	<b>Fundraising</b>	<b>Direct Charitable</b>	<b>Governance</b>
Salaries			
Managing Director		90%	10%
Management Team		90%	10%
Fundraiser	25%	75%	

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**j. Pension costs**

The company operates a defined contribution pension scheme. Contributions payable to this scheme are charged to the income and expenditure account in the period to which they relate. These contributions are invested separately from the company's assets.

**k. Debtors**

Trade debtors are amounts due from customers or funders. A provision for impairment of debtors is made when there is objective evidence that the charity may not be able to collect all the amounts due.

**l. Cash at bank and in hand**

Cash and cash equivalents comprise cash on hand and call deposits.

**m. Borrowings**

Mortgage secured on the property with a carrying value of £337,339 (2020: £341,673). The mortgage is repayable over 25 years at a fixed interest rate of 4.15% for 5 years.

**n. Unrestricted Funds**

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the Charity without further specified purpose and are available as general funds.

**o. Restricted Funds**

Restricted funds are to be used for specific purposes, within the objects of the charity, as laid down by the donor.

**p. Designated Funds**

Designated funds represent unrestricted funds which have been designated by the directors in furtherance of the general objectives of the charity.

**2 DONATIONS AND LEGACIES**

	2021	2020
	£	£
Donations	4,479	1,565
Gift Aid Reclaimed	469	-
Membership Income	162	234
Legacies	-	-
<b>Total</b>	<b>5,110</b>	<b>1,799</b>

**3 GRANTS**

	2021	2020
	£	£
<b>General Fund</b>		
Denbighshire County Council	17,896	13,225
Flintshire County Council	39,594	39,202
Gwynedd County Council	23,140	23,140
Cardiff & Vale - Accessible Health		12,475
BCUHB - Accessible Health	21,650	21,650
RAOB Wrekin		7,000
Margaret Davies Charity		3,000
Small Grants		1,250
Gwynt-T- Mor		8,922
	<b>102,280</b>	<b>109,692</b>
<b>Restricted Funds</b>		
AOHL LWHL Project	57,666	31,051
COVID-19 Grants Small Grants	25,718	
National Lottery People and Places COVID-19	59,026	
Steve Morgan Foundation COVID-19	7,504	3,752
Screwfix/Garfield Western Foundation	5,000	5,000
Gwynt-T- Mor IT	7,126	
Ynys Mon	10,000	
Edward Gosling Foundation		7,900
Greenhall Foundation		2,000
Postcode Lottery		20,000
JobSense	152,177	151,675
<b>Total</b>	<b>426,496</b>	<b>331,070</b>

Note 15

**CENTRE OFSIGN-SIGHT-SIGHT-SOUND**  
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<b>4 INCOME FROM TRAINING AND SERVICE PROVISION</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Interpreting	12,017	52,365
ATW support services	75,744	50,245
DAISY		14,993
Training Income		27,145
Consultations	19,071	1,117
Environmental equipment sales		8,864
Fire Service Home Safety Checks		320
BSL Video Clips	17,558	13,177
Furlough Grants	16,809	
Sundry	7,428	6,690
<b>Total</b>	<b>148,627</b>	<b>174,916</b>

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total</b>	
	<b>£</b>	<b>£</b>	<b>2021</b>	<b>2020</b>
			<b>£</b>	<b>£</b>
<b>5 DIRECT CHARITABLE EXPENDITURE</b>				
Provision of services				
Salaries	98,716	232,487	331,202	350,203
Cost of services	5,692	2,508	8,200	66,661
Office expenditure	46,561	15,509	62,070	46,993
Depreciation	8,910	1,521	10,431	6,042
Governance	6 19,557	0	19,557	19,218
<b>Total</b>	<b>179,436</b>	<b>252,024</b>	<b>431,460</b>	<b>489,117</b>

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total</b>	
	<b>£</b>	<b>£</b>	<b>2021</b>	<b>2020</b>
			<b>£</b>	<b>£</b>
<b>6 ANALYSIS OF GOVERNANCE COSTS</b>				
Salaries	11,811		11,811	11,181
Premises and Office expenditure	3,537		3,537	3,666
Independent review	1,914		1,914	2,000
Accountancy Costs	2,295		2,295	2,371
	<b>19,557</b>	<b>0</b>	<b>19,557</b>	<b>19,218</b>

<b>7 NET INCOMING (OUTGOING) RESOURCES FOR THE YEAR</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
<b>This is stated after charging:</b>		
Depreciation	10,431	6,042
Accountancy	2,295	2,371
Operating lease expenditure	5,078	5,288
Independent review	1,914	2,000

No trustees received remuneration from the Charity during the year.

Travel costs amounting to £0 (2020 - £0) were reimbursed to 0 trustees (2020 - 0 trustees)

There were no related party transactions to report in the current or prior period.

<b>8 STAFF COSTS AND NUMBERS</b>	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Staff costs were as follows:		
Salaries	303,788	325,697
Social security costs	20,539	22,632
Pension costs	12,861	12,908
Redundancy	3,745	-
Miscellaneous	41	165
	<b>340,975</b>	<b>361,402</b>

No employee earned £60,000 or more

The average number of employees during the year was

	<b>2021</b>	<b>2020</b>
Direct charitable activities	10	9
Management & administration	4	4
<b>Total</b>	<b>14</b>	<b>13</b>

Total amount of key management remuneration and benefits in the year totalled £106,300 (2020: £100,630)

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**PENSION COSTS**

**Defined contribution scheme**

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £12,861 (2020: £12,908). The pension cost is allocated to activities and funds in accordance with the nature of the work undertaken by staff.

**9 TANGIBLE FIXED ASSETS**

	<u>Land and Buildings</u>	<u>Fixtures and Fittings and Equipment</u>	<u>Motor Vehicles</u>	<u>Total</u>
	£	£	£	£
<b><u>COST</u></b>				
At 1 April 2020	366,719	54,841	65,231	486,791
Additions		21,914		21,914
Disposals			(60,231)	(60,231)
At 31 March 2021	366,719	76,755	5,000	448,474
<b><u>DEPRECIATION</u></b>				
At 1 April 2020	25,046	47,847	65,231	138,124
Charge for the year	4,334	6,097	-	10,431
Disposals			(60,231)	(60,231)
At 31 March 2021	29,380	53,944	5,000	88,324
<b><u>NET BOOK VALUE</u></b>				
At 31 March 2020	341,673	6,994	-	348,667
At 31 March 2021	337,339	22,811	-	360,150

The net book value at 31 March 2021 represents fixed assets used in the relief of people with a sensory loss and disabled people within Wales.

**10 DEBTORS**

	2021	2020
	£	£
Trade debtors	14,038	102,030
Prepayments & accrued income	0	2,134
	<u>14,038</u>	<u>104,165</u>

**11 CREDITORS - due within one year**

	2021	2020
	£	£
Trade creditors	18,137	2,697
Other creditors	4,103	
Mortgage due within 1 year (secured)	6,645	6,939
Taxation and social security	6,615	6,479
Accruals	2,598	25,940
	<u>38,098</u>	<u>42,055</u>

**Mortgage due more than 1 year**

	2021	2020
	£	£
Amounts payable by instalments 1-5 years (secured)	38,861	36,698
Amounts payable by instalments greater than 5 years (secured)	146,074	151,319
	<u>184,935</u>	<u>188,017</u>

Mortgage secured on the property with carrying value of £337,339 (2020: £341,673), the mortgage is repayable over 25 years at a fixed interest rate of 4.15% for 5 years up to 2025.

**12 OPERATING LEASE COMMITMENTS**

	2021	2020
	£	£
The following operating lease payments are committed to be paid within one year		
Expiring		
Within one year	4,139	5,046
Between one and five years	3,740	7,821
	<u>7,879</u>	<u>12,867</u>

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**13 ANALYSIS OF NET ASSETS BETWEEN FUNDS**

Fund balances at 31 March 2021 are represented by:

	<b>Total 2021</b>	<b>General Fund</b>	<b>Designated Property Fund</b>	<b>Restricted Funds</b>
	£	£	£	£
Fixed assets	360,150	22,812	337,339	-
Current assets	294,679	213,229		81,450
Current liabilities	38,098	31,453	6,645	-
Long term liabilities	184,935		184,935	-
	<b>431,797</b>	<b>204,588</b>	<b>145,759</b>	<b>81,450</b>

**14 ANALYSIS OF CHANGES IN NET DEBT**

	<b>At 1 April 2020</b>	<b>Cash flows</b>	<b>Other</b>	<b>At 31 March 2021</b>
	£	£	£	£
Cash and bank on hand	56,428	224,212		280,641
Loan falling due within one year	(6,939)	295		(6,645)
Loan falling due in more than one year	(188,017)	3,082		(184,935)
Total	<b>(138,528)</b>	<b>227,590</b>		<b>89,061</b>

**15 FUNDS**

The income of funds of the charity include restricted funds.

	<b>At 1 April 2020</b>	<b>Incoming Resources</b>	<b>Outgoing Resources</b>	<b>Transfers</b>	<b>At 31 March 2021</b>
	£	£	£	£	£
<b>Restricted funds</b>					
Dr Ceinwen Evans	53,695	-	-	-	53,695
RNID Living Well Project	-	57,666	38,908	11,758	7,000
Jobsense	-	152,177	114,020	38,157	-
Screwfix/Garfield Weston Foundation	2,585	5,000	11,086	(3,501)	-
Steve Morgan Foundation COVID-19	3,752	7,504	11,256		-
COVID -19 Grants Small Grants		25,718	23,718		2,000
National Lottery People & Places COVID-19		59,026	50,271		8,755
Ynys Mon County Council		10,000			10,000
Gwynt-T- Mor COVID-19 IT		7,126	2,765	4,360	-
Other	-			-	-
	<b>60,032</b>	<b>324,216</b>	<b>252,024</b>	<b>50,775</b>	<b>81,450</b>
<b>Unrestricted funds</b>					
General reserve	72,440	259,935	179,520	51,732	204,588
Designated Reserve	146,717	-	-	(958)	145,759
	<b>279,189</b>	<b>584,151</b>	<b>431,544</b>	<b>-</b>	<b>431,796</b>

**Purpose of restricted funds:**

**Dr Ceinwen Evans** - Restricted Legacy for the provision of services to children with a hearing loss.

**RNID Living Well with Hearing Loss Project** - Joint project with AOHL to support people confronting hearing loss, deafness and tinnitus through Hearing Hubs ensuring people with a hearing loss get the help they need.

**Jobsense** - This is a 3 year project through the Welsh Government and Welsh European Funding Office to help people over 25 with vision impairment towards employment.

**Screwfix/Garfield Weston Foundation** - donations towards building works to improve facilities for disabled users of the office building.

**Steve Morgan Foundation COVID-19** - Grant toward providing information, advice and advocacy through multi-media videos and other multi-media communications to explain COVID-19 to the sensory loss community.

**COVID -19 Grants - Small Grants** - These are from the Coronavirus Resilience Fund, Gwynt-Y-Mor, Denbigh Church Fund, Charities Aid Foundation, Pocklington Trust, Tesco Bags Groundforce, Mantell Gwynedd and Medryn Mon toward providing information, advice and advocacy through multi-media videos and other multi-media communications to explain COVID-19 to the sensory loss community in Welsh and English.

**National Lottery People and Places** - Grant toward providing information, advice and advocacy through multi-media videos and other multi-media communications to explain COVID-19 to the sensory loss community.

**Ynys Mon County Council** - Grant toward producing videos and to create an online awareness package for children and young people in relation to criminal exploitation.

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**Gwynt-T- Mor COVID-19 IT** - Grant for upgrades and replacement of IT equipment to allow the charity to continue to provide services remotely throughout the pandemic.

**General Funds**

These are the general funds of the charity and are held to meet the requirements and general activities of the charity.

**Designated Funds**

The designated property fund represents the value of the freehold property owned by the charity (note 9). This fund was created as the funds relating to the property do not form part of the free reserves of the charity.

**Transfer of funds -**

Transfers are when the conditions of the funding being provided have been satisfied and includes where permitted within the grant conditions an amount for full cost recovery.

Sufficient resources are believed to be available to enable every fund to be used in accordance with any restriction imposed.