

BID SERVICES

England & Wales · Charity number 1053184

Details

Other names	BIRMINGHAM INSTITUTE FOR THE DEAF, B I D, BID SERVICES WITH DEAF PEOPLE
Status	Registered
Legal form	Charitable company
Company number	03124204
Registered	1996-02-23
Register	View on the Charity Commission register

Contact

Address
Bid Services
Deaf Cultural Centre
Ladywood Road
Birmingham
B16 8SZ

Phone 01212466100

Email info@bid.org.uk

Website www.bid.org.uk

Activities

Objects: 1.1 The objects of the Charity are for the public benefit the relief of those in need by virtue of age, ill health or disability, in particular but not limited to:1.1.1 those who are deaf or hard of hearing (which expression applies to all those whose hearing is significantly impaired);1.1.2 those who use a Sign Language as a preferred language;1.1.3 those who are blind or partially sighted;1.1.4 those with any other sensory impairment; and1.1.5 those with any other mental or physical disability;and their dependents.

Activities: Working to improve the lives of deaf and hard of hearing people and those in need by reason of age, ill health or disability.

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, Disability, Economic/community Development/employment
- **Who:** People With Disabilities

Geography

- Throughout England

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£6,573,118	£6,268,865	£6,329,742	134
2024-03-31	£5,948,852	£5,816,877	£6,076,489	145
2023-03-31	£5,706,272	£5,716,735	£5,893,514	151
2022-03-31	£5,126,796	£4,842,338	£5,809,977	98
2021-03-31	£5,065,154	£4,660,406	£5,283,518	101

Trustees

Name	Role	Appointed
Adam Carl Breeze		2025-10-02
Andrew Mcgeoghan		2023-09-28
Hannah Anderson		2024-12-05
MICHAEL PRICE		2015-09-24
Matthew James Collingwood		2021-11-25
SANDEEP KAUR		2012-10-22
Vaqhars Younis		2025-10-02

BID SERVICES

England & Wales - Charity number 1053184

Accounts



BID SERVICES

REPORT AND FINANCIAL STATEMENTS

Year ended 31 March 2025

Registered number: 03124204

Registered charity number: 1053184





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B·I·D SERVICES



CHAIR'S STATEMENT

Last year I opened my statement reflecting on the election of a new government and expressing optimism that the value of the voluntary sector in its contribution to a just and inclusive society may receive the recognition, financial backing and investment necessary to build on this long-established foundation.

As the year progressed that initial optimism was diminished, not least by the Chancellor's imposition of a substantial increase in the employer national insurance contributions, costing BID at least £250,000 when other changes are factored in.

Add to that the geopolitical instabilities brought by the incoming Trump administration, war in the Middle East, the continuing Russia Ukraine conflict and the ensuing political necessity of increasing real terms defence expenditure, a substantially different approach to public sector resource allocation was the result. Subsequently, the voluntary sector's unique contribution to addressing needs within our local communities and helping create a society without inequalities and barriers, remains largely unrecognised at the highest levels.

Against this challenging background, our work to build a society without barriers through delivering services enabling and empowering those who are D/deaf, hard of hearing, sight impaired, deafblind or have other disabilities to live full lives, continues. It is because BID has been prudently directed and managed over many years that, as this report demonstrates, we have developed the necessary expertise to continue to work successfully, whatever challenges the external environment continues to provide, and have achieved many valuable successes over the last year.

This report details our work towards achieving our 2024 – 2027 strategic objectives and notable successes during the year under review including:

- Establishment of an Employment Service in Leeds.
- Continued provision of Information, Advice and Guidance services across all of the regions we operate.

- Continuing work with families in Lincolnshire including delivery of inclusive, accessible sports sessions.
- Work with sensory impaired prisoners in Northumberland.
- Working with Public Health Birmingham and other partner organisations to raise awareness of, and address health inequalities experienced by D/deaf people.
- Expansion of our team of in-house British Sign Language interpreters ensuring we are better able to offer reliable, qualified interpreters across a wide range of sectors.
- Building partnerships and working with organisations locally and nationally, including participation in the BSL Alliance, to raise awareness of the needs of our clients, through influencing and bringing about systemic change and reducing inequalities people with sensory impairments experience throughout all aspects of their lives.

Despite these successes, an equal, just and inclusive society remains a distant prospect. People with sensory impairments continue to experience barriers to full societal participation on an almost daily basis. The NHS has still not successfully implemented their Accessible Information Standard, leading to patients with sensory impairments experiencing barriers to receiving treatment, support and management of their health conditions. This is exacerbated by the national shortage of qualified sign language interpreters.

In other sectors such as care homes, a lack of training in communication strategies and support related to hearing loss among care home staff is impacting quality of life for care home residents, 80% of who have a hearing impairment.

Changes in our education system are seeing children with sensory impairments being directed into mainstream education against the wishes of their parents.

The necessary support mechanisms, including appropriate linguistic and communications support, are simply not in place leading to a less effective education, lack of access to peer support, lack of preparation for the workplace and lifelong consequences.

Beyond this, employment rates amongst those with sensory impairments remain lower than the wider population due to lack of employer awareness of how to facilitate and support people with sensory impairments into work; inaccessible recruitment practices; poor and often inaccessible support from the Department for Work and Pensions; Access to Work delays; and the negative unintended consequences of the Universal Credit regime.

BID Services' work is far from done and we remain committed to working with our communities, local authorities, health services and employers to break down barriers, ensuring people with sensory impairments do not experience these inequalities and have access to the support, information and opportunities they want and need, when they need them. We will also continue working to raise the profile of our communities, effectively communicating what people with sensory impairments bring to society.

It is with all of this in mind that we work towards achieving our 2024-2027 strategic priorities discussed in this report. We will be doing this in a changing world, Artificial Intelligence (AI), is everywhere and politicians, largely without the necessary knowledge and expertise to assess its impact, tell us AI is the answer to public sector problems. While a useful tool in understanding complex data and increasing organisational efficiencies, it is not and will never be a panacea. To ensure AI is implemented and used effectively and securely within BID, what is necessary is the continuing development of organisational knowledge through shared experiences, effective communication between people, shared expertise and the development of a unique body of tacit knowledge within the organisation.

That is something that will only result from long term investment in, and the provision of continuing development opportunities for our staff, something which BID has actively pursued for many, many years.

Our continuing commitment to this is very much at the heart of making BID an excellent place to work and ensuring we remain a strong, sustainable organisation with the resources to continue working with our clients, despite external challenges.

Some of the difficulties experienced by BID have been noted above and while the current year's financial surplus provides a degree of ongoing security for the future, absorbing the substantial additional employment costs means that investment in staff, organisational infrastructure and maintaining our assets will be more difficult.

Nevertheless, a combination of our highly qualified staff team, the depth of their knowledge and understanding of the people we work with, the leadership provided by our senior management team and the prudent stewardship by our board of trustees gives us confidence for the future.

This is the last report I shall write as Chair of the trustees as my colleague, Matt Collingwood, is to succeed me in the role at the forthcoming Annual General Meeting. Alongside Matt's expertise as managing director and experience supporting organisations to achieve their potential, Matt has lived with hearing loss all his life. He brings a wealth of experience to the role of Chair and we have every confidence that his energy, commercial knowledge and leadership will ably guide BID through whatever challenges lie ahead.

I will conclude with heartfelt thanks to our staff, volunteers and contractors that work with us; thanks to our senior management team and, finally, thanks to my trustee colleagues who hold ultimate responsibility for the continuing effective stewardship of BID.



Michael Price Chair

DIRECTORS' REPORT

Constitutional and administrative details

Charity Name	BID Services (known as BID)
Charity Registration Number	1053184
Company Registration Number	03124204
Registered Office	Deaf Cultural Centre Ladywood Road Birmingham B16 8SZ

Board of Trustees

The Directors, who are also trustees of the charity, serving during the year were as follows:

Matthew COLLINGWOOD
Sandeep KAUR
Sasha LLOYD
Andrew MCGEOGHAN (Treasurer)
Michael PRICE (Chair)
Hannah ANDERSON (appointed 5th December 2024)

The Directors retiring by rotation were M Collingwood, S Lloyd and A McGeoghan. All three agreed to stand for re-election and were reappointed to the Board.

The charitable company maintains management indemnity insurance for its directors and officers at an annual premium of £4,959 (2024: £4,853).

Directors are selected against pre-determined skills criteria designed to ensure that the Board has the necessary knowledge with which to direct BID.

The Board has an establishment of six members with powers of co-option.

Company Secretary

Michael Price

Senior Management Team

Gail Penberthy	Chief Executive
Ian Laing / Debbie Lang	Head of Operations (Job share)
Tony Morroll	Head of Finance & I.T.
Mark O'Dwyer	People & Culture Lead
Sunita Shirt	Head of Business Development & Marketing

Independent Auditors

UHY Hacker Young (Birmingham) LLP
9-11 Vittoria Street
Birmingham
B1 3ND

Bankers

National Westminster Bank Plc
30a Harborne Road
Birmingham
B15 3AA

About us

BID Services is a charity which works to remove barriers and deliver services which enable and empower those who are deaf, hard of hearing, sight impaired, deafblind or have other disabilities to live full lives.

We specialise in working with children, young people, adults and their families and carers, who are deaf, hard of hearing, sight impaired, severely sight impaired or have a dual sensory loss. Through delivery of ever evolving services, our staff and volunteers work in partnership with our clients to maximise independence, remove barriers and support clients to make informed choices, ensuring they have access to information, advice, support and activities in the right place, at the right time. We aim to enable and empower our clients to live the lives they choose, access the opportunities which matter to them and achieve their individual goals.

We provide a breadth of specialist services, activities and social opportunities, each shaped by local need and communities. Examples include:

- Information, advice and guidance services of behalf of local authorities.
- Specialist equipment and technology assessments, advice and training.
- British Sign Language interpreting and training.
- Employment support helping people into education, training and employment.
- Housing and benefit related support.
- Social activities and groups enabling people to access peer support, socialise and build friendships.
- Rehabilitation and mobility training supporting those with sight loss to regain or maintain independence and daily living skills.

Our work is funded through local authority and NHS contracts, grants, donations, legacies, fund-raising and commercial activities including our social enterprise, the Signing Tree Venue, offering accessible, high-quality conference and meeting spaces.



Our vision

A society where everyone, whether they are D/deaf, hard of hearing, sight impaired, deafblind or have other disabilities can live full lives and experience a world without barriers.

Our purpose

Working together to remove barriers and deliver services which enable and empower those who are D/deaf, hard of hearing, sight impaired, deafblind or have other disabilities to live full lives.

Company status

The charity is a company limited by guarantee and as such has no share capital. The company is governed by its Memorandum and Articles of Association, which were revised 18 March 2022 and approved by the Charity Commission on 26 January 2023. The liability of the members as set out in the Memorandum of Association is limited to £1 per member.

Trustee and director induction and training

New directors receive induction training appropriate to the role they are to fulfil. Directors regularly review their training needs. Additional training is provided as and when required, including directors' responsibilities under charity law.

Organisational structure

The Board meets a minimum of 5 times a year and additional meetings are held as required. Day-to-day management of the organisation is delegated to the Chief Executive and her team. Limits to authority are detailed through policies, procedures and a scheme of delegation.

The charity's main operating base is at the Deaf Cultural Centre in central Birmingham.



Organisational Objectives

Our vision is to help create a society where everyone, whether they are deaf, including those who identify as Deaf or deaf, hard of hearing, sight impaired, deafblind or have other disabilities can live full lives and experience a world without barriers.

Our strategy focuses on achieving this vision by working to remove barriers and deliver services which enable and empower those of all ages who are deaf, hard of hearing, sight impaired, deafblind or have other disabilities within all aspects of their lives. Following consultation and coproduction activities which took place between 2022 and 2024 and having reflected on our achievements, activities and ever-evolving community needs, we developed our new strategic plan for the period 2024 to 2027. Within this, we set out five key priorities which reflected this, enabling us to respond flexibly to the needs of those we support.

Our priorities as set out in our 2024-2027 strategy are:

A strong and sustainable organisation.

BID – an excellent place to work.

To deliver high quality services that promote independence, financial, physical and mental wellbeing.

To grow and extend the reach and range of our services.

To promote equality, diversity, and inclusion.

During 2024-2025, we worked to embed these priorities across the organisation, break down barriers to employment, leisure opportunities and beyond and continued to deliver and develop high quality, responsive services supporting clients and their families to live healthy, fulfilling and independent lives and achieve the best possible outcomes.

Acknowledgements

We are extremely grateful to all those who have supported our work over the past year.

We have successfully secured various contracts, grants and donations during the period, which reflects the continued trust placed in our work, and we extend our sincere gratitude to everyone who contributed.

In particular, we recognise and extend our appreciation to the following funders, donors and organisations for their generosity and commitment in support of these projects, which has made a significant difference to the impact we have been able to achieve:

The National Lottery Community Fund

Reaching Communities – Leeds Employment –
3 year project

Awards for All

Chance to Meet, Lincolnshire

Sport England (Grant)

Chance to Meet, Lincolnshire

Leeds Community Foundation

Digital Skills Projects – Leeds

Tesco Activity for All

Summer 2024 – Youth Club Birmingham

The Eveson Trust

Youth Activities, Birmingham

Ovingdean Hall Foundation

Youth Club, Birmingham

Holiday Activities and Food

Summer 2024 – Youth Activities, Birmingham

Winter 2024 – Youth Activities, Birmingham

Warm Spaces / Warm Welcome

Deaf Community and Hardship Fund, Birmingham

Warm Welcome (Infant Feeding)

Deaf Parenting Group, Birmingham

The N Smith Charity Settlement

Social Club, Solihull



Highlights of Achievements & Performance

22,368 hours of interpreting and communication support were provided for those who are deaf/hard of hearing, including patients in NHS hospitals.

17,053 people participated in training, meeting and conferencing events at the Signing Tree Venue.

313 children and young people engaged in our services.

7,899 people accessed our activities, training and services. We supported...

542

Deafblind / dual sensory impaired clients.

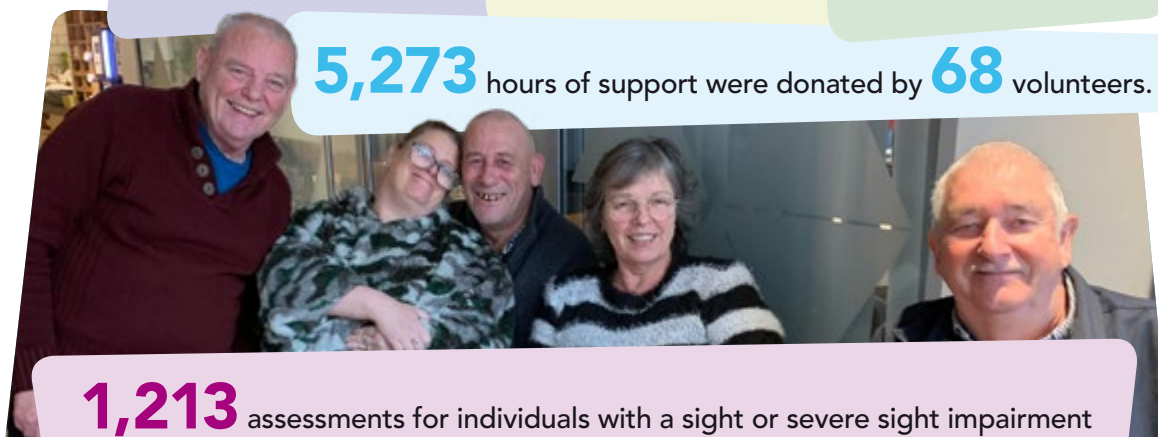
1,935

sight / severely sight impaired clients.

4,459

Deaf / hard of hearing clients.

5,273 hours of support were donated by **68** volunteers.



1,213 assessments for individuals with a sight or severe sight impairment were completed, plus **550** rehabilitation and mobility assessments.

956 assessments for individuals who are D/deaf or hard of hearing were completed.

320 assessments for those who are deafblind or have dual sensory impairments were completed.

173 people were trained by us in British Sign Language (BSL).

99 job clubs run by our Employment team, supported **80** people into employment, education or training.



KEY INITIATIVES & PROGRESS

A strong and sustainable organisation

The year 2024-2025 marked the first full year of our new strategic priorities and we have been able to deliver strong financial results, with excellent expenditure controls, despite the continued challenging economic environment, and continue to provide a resilient infrastructure enabling stable support for our clients.

- We have continued to work hard to achieve a high level of organisational governance. This has included adapting reporting and governance processes and strengthening our Board of Trustees by maintaining and developing skills and knowledge needed to develop our services and creating a Board with lived experience of sensory impairment and a breadth of skills and expertise.
- Continued to develop and strengthen our infrastructure, improving connectivity internally and externally and ensuring high quality IT infrastructure is in place to support service delivery and management.
- We have successfully expanded our in-house team of interpreters ensuring we are able to continue delivering reliable, high-quality services through our team of qualified and passionate communication professionals and meet growing demand.
- To meet our commitment to supporting staff development and help address the national shortage of interpreters, we have supported trainee interpreters through our Interpreter Training Programme to gain their qualifications and become Registered Sign Language Interpreters.
- We have developed our new Marketing Strategy for 2024-2027 and are meeting planned objectives including ongoing development of our online Information Library, providing accessible resources for clients, families/carers, professionals and communities alongside developing our social media presence, using this as a key channel for storytelling, information sharing and two-way stakeholder engagement.
- We have continued to deliver hybrid service delivery models offering a range of face-to-face and remote options alongside flexible working arrangements, enabling delivery of responsive, flexible and high-quality services to our clients whilst supporting employees to achieve positive work/life balance.
- Through ongoing monitoring and reviewing of delivering models, we have continued to ensure our services operate effectively and efficiently with maximum resource focused on frontline service delivery.
- We have conducted a national survey exploring how our Information, Advice and Guidance services are used and accessed and what people would like to see from these services going forwards. This feedback is informing the development of our services ensuring they meet the needs and preferences of our clients.
- Our Business Development Team continue to work hard to retain existing provisions, secure funding to respond to local and national needs and diversify income, exploring new and innovative opportunities to meet the needs of our local communities.
- We continue to work in collaboration with a range of partners across the organisation in both formal and informal capacities, supporting delivery of high-quality services, expanding our reach, sharing learning with other providers and increasing our impact and influence. Examples include Disability Resource Centre, Focus Birmingham, Touchstone, Feel Good Factor and Association of Blind Asians Leeds.



- Our social enterprise, the Signing Tree Venue, had a successful year with the venue hosting more events than ever before with 17,053 people attending training, conferences, events and meetings held at the Signing Tree Venue.
- We maintained recognised accreditations evidencing our high-quality, professional approach to service delivery and organisational governance including Matrix, ASDAN, ISO 14001, ISO 9001, Disability Confident Level 2, CQC and Thrive.

FORWARD AIMS

- To build on the success of our Signing Tree Venue team including maximising space utilisation and fostering a reputation for excellence in event delivery.
- Continued focus on client retention within our communication services whilst seeking to expand our services further by growing our team.
- To develop our Business Development Strategy for the next three years with a view to ensuring this continues to support service development and diversification of income.
- To complete the organisation's migration to MS365/SharePoint and achieve strategic objectives which deliver financial stability, ensuring the ongoing delivery of high-quality services.
- To continue developing our Board of Trustees and ensuring Trustees are embedded in the organisation.

BID – an excellent place to work

The first year of our new strategy saw a focus on ensuring our workforce is supported with investment in their health and wellbeing alongside opportunities for professional development.

- Our Health and Wellbeing Champion has continued to share regular hints and tips with all staff in terms of remaining healthy and fit, with topics ranging from the menopause to gambling addictions.
- We have continued to run Wellbeing Seminars once a month for all staff and in the last 12 months topics covered included Alcohol Awareness, Managing Stress, Neurodiversity and Dementia Awareness.
- A particular highlight of the year was the collaboration of all BID staff to produce a healthy cookbook. With staff submitting recipes and helpful nutritious advice, the final cookbook gave a range of culinary delights for all staff – from starters and mains to desserts and cocktails.
- We continue to support the next generation of interpreters, offering placements for students from the University of Wolverhampton and Heriot Watt University.
- In October 2024, the government strengthened the UK approach to dealing with workplace sexual harassment, with the expectation that each organisation is proactive to manage/stop any risk of harassment. We responded by reviewing our Respect at Work Policy to strengthen it, communicating across the organisation the standard we expect all colleagues to adhere to, to create a respectful and inclusive workspace.
- During the year we welcomed 41 new staff to BID Services, in a range of roles and across all our locations. As well as local induction, all new colleagues are invited to attend specific training in safeguarding, good mental health, GDPR/data protection awareness and standards, visual impairment awareness, hard of hearing and deaf awareness.
- Our Employees Representative Group (ERG) continues to provide a conduit through which all employees are kept informed and consulted on changes and developments across the organisation and can feed into BID Services' strategic direction, development and service delivery.
- Our newly established Wellbeing Steering Group will now help inform what we can offer our staff to ensure their health and wellbeing is actively maintained.
- We recognise that the world is a very busy place, and all our employees are not just valued employees but they have outside lives where sometimes things don't run smoothly and support is needed. We continue to offer our Employee Assistance Programme, a 24/7 confidential service, which allows all employees to have advice and counselling support at the end of a phone call/interactive chat, day and night, whether the issue is work-related or relates to their outside life.
- We continue to prioritise staff training and development. Our commitment to internal knowledge-sharing was reflected in the 27 in-house training sessions facilitated by our experienced staff, reinforcing a culture of continuous learning and development. A total of 886 training hours were completed through our e-learning platforms, ensuring our team remains informed, confident, and compliant in their roles. We have also continued to support staff to achieve professional qualifications and have supported staff through apprenticeships across many areas of the organisation from marketing to rehabilitation.
- Through our Interpreter Training programme, we have supported trainee interpreters to gain their qualifications and become Registered Sign Language Interpreters. We also continue to develop our passionate in-house team of communication professionals who between them share many years' experience. Through peer led training, mentoring and opportunities to undertake professional training we have ensured a diverse skill set and ongoing opportunities for shared learning.
- Financial wellbeing is a core element of everyone's health and wellbeing and we are launching a new benefit which employees can access to support their financial wellbeing, supporting all employees to save regularly and, if needed, have access to loans through a trusted organisation.

- Our Lincolnshire Sensory Services has had considerable success building a strong team of volunteers and at year end had 27 volunteers supporting delivery.
- Over the last 18 months, 28 managers have been mental health first aid champion trained, and all staff have had access to mental health training, both as part of their induction and on an ongoing basis.

FORWARD AIMS

- To implement our People and Culture Strategy, embedding a culture where everyone is valued and engaged, supported through training, learning and development, supervision and collaborative, two-way engagement practices.
- To develop and embed a comprehensive Wellbeing Strategy, further investing in the health and wellbeing of our workforce, supporting staff within the workplace and their wider lives as appropriate.
- To continue promoting, supporting and celebrating equality, diversity and inclusion, ensuring a workplace where everyone feels involved and included in the organisation and can be themselves at work.



To deliver high quality services that promote independence, financial, physical and mental wellbeing

We continue to work to ensure those who are deaf, hard of hearing, sight impaired and those who have a dual sensory loss have access to the information, support and services they want and need, when they need them. Highlights during 2024/25 include:

- Our Lincolnshire team set up a networking event at Boston in August 2024. Over 18 organisations including Healthwatch, Royal Association for Deaf People, How Are You Lincolnshire, Macmillan Cancer Support and Royal National Institute of Blind People had stalls, strengthening our engagement with other providers.
- We continued our work increasing access to health information and services throughout the year. This included a Deaf led cancer workshop in Lincolnshire, a series of health workshops in Leeds and development of online BSL resources focused on the menopause.
- We continued to provide a range of support for citizens across Solihull carrying out care assessments, specialist vision rehabilitation/mobility training, providing equipment to people with hearing and sight loss to remain independent in their homes and supporting people through information, advice and guidance. This has included holding events throughout the year to increase awareness of sensory impairments and increase citizens' access to information and support.
- Our services in Birmingham have continued to provide information, advice and guidance and housing related support to the local community. This has made a huge difference to the communities we support. Our Deaf BSL advisors worked directly with citizens to improve their housing situation, support with maximising their income and providing advice on budgeting skills and reducing debt.
- We continued to provide driving theory workshops enabling clients to receive accessible training through our Deaf BSL coach, providing clients with the understanding needed to successfully pass their driving theory tests, subsequently helping increase job opportunities.
- Working closely with our partners in Birmingham, Focus Birmingham and Disability Resource Centre, we have supported citizens to live independent and fulfilled lives. With the huge financial challenges for citizens with rising food costs, utility bills and financial pressures this support has proven crucial.
- Our Building Community Advocacy (BCA) team of experienced and qualified advocates continued providing advocacy across 4 forensic mental health units within Birmingham ensuring people have access to an independent advocate when they need one. BCA undertook a relaunch event to promote advocacy so that patients needing this support are aware of their rights, have a say in their treatment and can make an informed choice.
- We have continued to invest in staff training and development across the organisation including supporting staff to achieve professional qualifications, ensuring delivery of high quality services and helping address skills shortages, for example, through supporting staff through Rehabilitation of Visual Impairment apprenticeships.
- In Kirklees our Sight Kirklees Independent Enabling Service continued to work hard to reduce the waiting list with other regional teams and our partners, Outlookers, sharing skills and expertise to support this activity.
- We have continued to deliver youth services including specific youth programmes in Leeds, Lincolnshire and Birmingham offering term time and holiday activities which provide our members with opportunities to socialise with friends, take part in a range of activities and build confidence. Examples of activities include Lazer Zone, trampolining, Forest School, a talent show, bowling, tennis and more. 313 children and young people accessed services across the organisation.

- Our care home in Erdington, home to 7 residents who are deaf or have a dual sensory loss with additional learning disabilities and needs, continues to ensure residents live as independently as possible, accessing community activities and engaging in daily living skills in a comfortable homely setting. Our residents' families have continued to be fully involved and engage in our family forums, helping to enable BID to provide the highest standards of care and support to residents to live fulfilled and happy lives.
- Through our Care Plus service in Lincolnshire, we continued to support children, young people and adults with sensory impairments to maintain their independence, deal with day-to-day tasks and access opportunities. Care Plus continued to develop with new staff joining the team. We now have several clients who have now been supported for almost 10 years.
- We have successfully re-secured our contract to deliver our full sensory service in Milton Keynes. This commenced on the first of April 2024 and will continue to offer support including hard of hearing groups and hearing aid tubing replacements.
- Within our Northumberland Sensory Services our team has worked hard to bring about changes to how the service is delivered, enabling us to improve waiting lists and increase engagement with the community and local networks.
- Providing peer support opportunities is important to BID Services and we have continued to offer a range of opportunities across the organisation including an art group for individuals with visual impairments in Leeds, run by two volunteers who themselves have visual impairments and several support groups in Birmingham including our Deaf Chat and Let's Chat groups.
- Through well established contract monitoring and reporting mechanisms, working closely with commissioners and proactive coproduction activities, we have ensured contract compliance, continuous improvement and delivery of high quality services across the organisation.
- Across Coventry we continued to provide information, advice and guidance at our weekly drop-in sessions. Our Enablement Officer supported a number of Deaf BSL users throughout the year including Deaf international sign language users, ensuring they have the right level of support and communication support to access services. We have worked with partners including adult social care to provide valuable advice and support around housing, finances and accessing equipment to remain independent at home.
- Our supported living provision in Birmingham which is fully adapted for the needs of the deaf tenants, has continued to support profoundly deaf individuals towards independent living offering support around their housing and wider needs.



FORWARD AIMS

- To continue building on our successes, delivering services which promote the independence, financial, physical and mental wellbeing of those we support, through our contracts and wider activities. This will include exploring opportunities to expand our Employment Service, utilising our experience to meet the needs of those across the country.
- To continue working with our local communities to understand how they want to access our services, how our services can be improved and gaps in provision. Utilising this information, we will continue identifying opportunities to extend our offer, expanding our partnership work and engagement activities to support this.

To grow and extend the reach and range of our services

During 2024–2025 we were able to successfully develop our services in different areas of the country with a focus on extending the reach of our services and addressing needs identified by our communities. Working with our communities we explored new ways of working and new opportunities and saw the launch of exciting new projects in Birmingham and Leeds.

- Our communications service has successfully expanded its in-house team of interpreters providing reliable and qualified interpreters, offering services across various sectors.
- We secured 3 years' Public Health funding as Deep Engagement Partners to address health inequalities impacting those who are deaf or hard of hearing and are working closely to Public Health Birmingham to explore a range of issues and increase awareness and understanding of various health topics across Birmingham.
- In January 2025, with 3 years' Fairer Futures Fund funding we launched activities focused on transitions, mental health and wellbeing for those aged 5-18 years old in Birmingham.
- Our information, advice and guidance drop ins across Birmingham have proven successful and enabled citizens to engage with our staff within their local communities increasing accessibility.
- We launched our new parenting group in Birmingham and have been working with Birmingham City Council commissioned services and organisations such as Flourish to deliver information and support beneficial to parents with young children where either the parent or child(ren) are deaf or hard of hearing.
- Our Leeds Sensory Services opened 4 new community-based information, advice and guidance provisions across the city including in Pudsey, Crossgate and Woodhouse, increasing access to our services and local presence.
- Within Northumberland we expanded our reach and are now supporting clients in prisons in the region.



- We ran a national information, advice and guidance survey to gain a greater understanding of how and why clients are accessing our information, advice and guidance services, how they would like to access these in future and how we can improve our services going forwards. This data is being used to inform service development across the organisation.
- We have continued to deliver grant funded Hearing Aid Clinics across Cumbria which have enabled people to access hearing aid maintenance support at locations closer to their homes within a timely manner whilst helping the local NHS Audiology Team by reducing their waiting list, enabling them to focus on diagnostics and rehabilitation services. We had over 2,000 attendees in 2024/25.
- In Leeds we also successfully launched a new Befriending service primarily targeting working age individuals and elders with vision and dual sensory loss who are socially isolated, lonely, experiencing reduced mobility, and/or have difficulty accessing IT and social networks, and general facilities. The service provides regular contact via telephone conversations, and home visits with the aim of reducing social isolation and promoting mental health and wellbeing. This will work alongside our counselling service in Leeds which launched in January offering support to those who have been newly diagnosed individuals with sight loss.
- Following a successful application to The National Lottery Community Fund, we launched a new Employment Service in Leeds. This model builds on experience and success in Birmingham and will support those who are deaf, hard of hearing, sight impaired or deafblind in accessing education, training or employment.
- Our Chance to Meet youth provision in Lincolnshire has worked hard to engage new members and has welcomed new families including those who have moved to the UK from Eastern Europe. We now also have a higher percentage of families who use BSL joining us in the south of the county. Offering new activities and new regular sessions such as Yoga and Tennis has helped to increase our reach.



FORWARD AIMS

- We will continue developing our local services in line with local need and priorities, adding value to contracted services by exploring local and national funding opportunities and partnerships.
- We will continue to look for opportunities to support those with sensory impairments to access and progress within employment and continue expanding the range and geographical reach of our employment, training and education services across England.
- Our communication service will continue expanding the services it is able to offer by further growing our interpreting team.
- We will utilise learning from stakeholder feedback to inform future service development and undertake further area specific surveys to better understand client preferences and need.

To promote equality, diversity, and inclusion

During the year we have continued to work towards our vision of a society where everyone can live full lives and experience a world without barriers. To support this, across the country we have taken steps internally to ensure our services are inclusive and meet the diverse needs of the communities we serve and that we are delivering services to help break down and address barriers. We have also continued to work with organisations across England to increase awareness and understanding around sensory impairments, helping to create more inclusive communities and services.

- Our Training team delivered a varied year of training including Signature accredited BSL courses, a new Introduction to BSL course and Deaf awareness training to enhance workforce skills and promote inclusive workplaces.
- Across many of our contracted services we have delivered Deaf awareness sessions and events helping to ensure deaf citizens receive a positive experience when engaging with wider services and ensuring that these are accessible and supportive. This has included sessions with other professional teams such as Westmorland & Furness Council and Cumberland Council, sessions with organisations across Birmingham and in Lincolnshire with the NHS Sleaford Learning and Development team which saw 15 staff members attend with very positive feedback including:

"I thought the training was brilliant. It was very insightful gaining an understanding of different types of resources for people [...] It was good that they had leaflets to share out which I can keep in mind going forward. By listening to personal experiences this has allowed me to be more understanding, and open-minded. I feel that I take this information back to my team to allow us to be more aware and supportive, whether this be in a work capacity, or in our personal lives."

- The communication service has successfully expanded its in-house team of interpreters increasing our capacity and ability to respond to demand across various sectors enabling individuals to access communication support appropriate to their needs.
- Our communication service continues to meet a breadth of communication support needs, delivering bespoke services in a variety of settings, both face-to-face and remote, and across a large spectrum of preferred communication support. It provides interpreting services on behalf of the NHS and local authorities, and we have successfully secured/resecured places on interpreting frameworks maximising opportunities to expand the breadth of our provision.
- We continued our collaboration with partners, My Menopause Centre, with the development of a series of online resources aimed at those who are deaf or hard of hearing. These focus on menopause and aim to increase awareness and understanding around topics related to the menopause from treatments and symptoms to healthy eating and sleep. This project has also been supported by the University of Wolverhampton, who have been researching deaf women's access to information and support around the menopause, and Holland & Barrett.
- Within our Birmingham and Leeds Employment Services, our Stakeholder Engagement Officer and Employment Coaches have worked with a large number of employers to support with accessibility for those who are deaf, hard of hearing, sight impaired and pan disability, ensuring clients to have opportunities to apply for jobs in an accessible way, and that employers understand Access To Work and how recruiting people with disabilities can enhance and improve their workforce and make a positive change.

- We supported 17 learners through our BSL International course, providing opportunities for those who use an international sign language or who have no formal sign language to develop BSL skills up to Level 2 whilst also increasing their access to wider services, information and services, addressing isolation and increasing independence.
- We have continued to engage with local authorities and other commissioning bodies across the country, sharing best practices and experience to inform service development and increase understanding of the needs of, and barriers experienced by, our clients, helping ensure those with sensory impairments receive quality support which meets their needs and is appropriate to their access needs and communication preferences.
- We have continued to participate in the BSL Alliance, working with other providers across the country to progress the Alliance's priority areas; interpreting and translation, early years, BSL teaching and health and care.
- Across the organisation we have continued to work in partnership with a range of organisations such as Feel Good Factor and the Association of Blind Asians Leeds, to maximise reach and accessibility of our services.
- Within Birmingham, our Community Trainer has been providing digital skills training to citizens increasing digital confidence and access to information and services.



FORWARD AIMS

- To continue raising awareness of sensory impairments and how to create inclusive services and spaces across all sectors including developing our training options to increase awareness of BSL and Deaf culture amongst the general public.
- To increase the profile of those with sensory impairments, shining a light on the strengths, insight and experience people with sensory impairments bring to workplaces, communities and wider society.
- To build our pool of in-house and external interpreters, helping to address the national shortage.
- To build on the success of our Information Library, increasing the number and range of resources available to clients, families, professionals and communities.

ACHIEVEMENT & PERFORMANCE

Public benefit

As reported above, BID has delivered its products and services with public benefit at the fore of all it does. The trustees confirm that they have reviewed and considered the Charity Commission's guidance on public benefit and have taken it into account when considering the charity's activities and future plans.

Key Performance Indications

Payroll costs represent a substantial portion of operating costs and their continuing control is crucial to the financial wellbeing of the organisation.

- Wages as a percentage of incoming resources is 58.9% (2024: 61.1%)

Growing income from commercial trading as a proportion of turnover and growing income from grants and donations as a proportion of turnover is a strategic objective in order to better balance the risk associated with current income distribution.

- Commercial trading income as a percentage of incoming resources is 3.8% (2024: 3.0%)
- Donations and legacies as a percentage of incoming resources is 6.9% (2024: 7.4%)

Deaf Cultural Centre

The brief of the Deaf Cultural Centre is to provide a space where the uniqueness of deaf culture is celebrated and to raise its profile.

Pay Policy for Senior Staff

The directors consider that the Board of directors, who are the charity's trustees, and the senior management team are the key groups of people who determine strategy, direct, control and operate the charity on a day-to-day basis.

The senior management team during the year in question is as previously listed in this document. Their remuneration is reviewed by the executive group of the Board who use benchmarking against comparable charities along with an assessment of market rates and consideration of performance.

Risk Management

The Board has changed and expanded how risks are reported, so that it is more aware of the changing situation and can carry out its risk management responsibilities from a more informed and nuanced perspective. In addition, it has formalised a number of items that require regular review by the Board.

Income diversification continues to be at the forefront of BID's strategy, and the trustees continue to respond to the economic uncertainty by increasing the general fund (where possible), closely monitoring the financial performance of all activities and assessing any project requiring capital expenditure.

Due to the level of reserves and cash balances held and contractual basis of most of our income streams we are well placed to continue operating. See accounting policy titled Going Concern for further details.

Financial Review

Net incoming funds for the year amounted to £253,253 compared to £182,975 last year. After transfers between funds, the general unrestricted fund increased to £2,866,238.

Notes to the accounts show clearly the adjustments required under FRS 102 in the recognition of pension deficit recovery liabilities. Pension scheme deficits remain of considerable concern but the trustees are keen to maintain a sensible balance between longer-term liabilities and costs, and the need to maintain the schemes as a key part of our employee reward package.

The organisation's financial position will provide a satisfactory foundation to respond to both the uncertain economic post-election landscape and other challenges and opportunities. The focus of future planning is principally about business development alongside long-term sustainability in an environment that is expected to be far from favourable to organisations like ourselves.

Investment Policy and Performance

Taking account of the changing economic conditions, along with forecast demands on resources, the trustees have decided to continue their policy of keeping reserves in cash or near cash. A risk averse view of financial institutions has been maintained and this, while limiting overall returns, means that our exposure to loss of funds is limited. The trustees continue to review this policy.

Reserves Policy

The trustees have given careful consideration to the charity's reserves policy and regularly review the reserves we need to maintain current services and safeguard future programmes. As well as funding the day-to-day operation of the charity, and allowing the investment needed to maintain the business infrastructure, the reserves allow us to support people by responding proactively to opportunities as they become available.

Continuing assessment of the current economic and political situation, recognition of risks to contract provision, exposure to low investment returns manifesting themselves through defined benefit scheme recovery payments along with working and risk capital requirements when combined, result in a significantly increased risk profile. On this basis the charity has determined that it wants to retain a general reserve of at least £2 million, which would represent around 6 months of operating expenditure.

The charity's free reserves (general unrestricted reserves not represented by fixed assets and net of the pension liability) at 31 March 2025 are £1,268,429. We continue to review operating expenditure levels, grow trading revenues, and aim to successfully gain and manage contracts to deliver increased surpluses and increase general reserves.

Directors' responsibilities

The directors (who are also trustees of BID Services for the purposes of charity law) are responsible for preparing the Directors' Report including the Strategic Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepting Accounting Practice).

Company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable company and the group for that period. In preparing those financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019;
- 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 and the group will continue in operation.

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

In so far as the directors are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

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

Approved by the Board and signed on its behalf by:



Michael Price, Director
02 October 2025

Independent Auditor's report to the members and trustees of BID Services

Opinion

We have audited the financial statements of BID Services ("the parent charitable company") and its subsidiaries ("the group") for the year ended 31 March 2025 which comprise the group Statement of Financial Activities, the group and parent charitable company Balance Sheets, the group Statement of Cash Flows and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and of the parent charitable company's affairs as at 31 March 2025 and of the group's incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group and parent charitable company's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the directors' annual report, other than the financial statements and our auditor's report thereon. The directors are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Directors' Report (incorporating the strategic report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the Directors' Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and the parent charitable company and its environment obtained in the course of the audit, we have not identified any material misstatements in the strategic report and the Directors' Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of directors

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

In preparing the financial statements, the directors are responsible for assessing the group's and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

Our assessment focussed on key laws and regulations the group and parent charitable company has to comply with and areas of the financial statements we assessed as being more susceptible to misstatement. These key laws and regulations included but were not limited to compliance with the Companies Act 2006, Charities Act 2011, taxation legislation, data protection, anti-bribery and employment legislation.

We are not responsible for preventing irregularities, including fraud. Our approach to detecting irregularities including fraud included, but was not limited to, the following:

- obtaining an understanding of the legal and regulatory framework applicable to the group and parent charitable company and how the group and parent charitable company are complying with that framework, including agreement of financial statement disclosures to underlying documentation and other evidence;

- obtaining an understanding of the group and parent charitable company's control environment and how the group and parent charitable company have applied relevant control procedures, through discussions with directors and other management and by performing walkthrough testing over key areas;
- obtaining an understanding of the group and parent charitable company's risk assessment process, including the risk of fraud;
- reviewing meeting minutes of those charged with governance throughout the year; and
- performing audit testing to address the risk of management override of controls, including testing journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

Whilst considering how our audit work addressed the detection of irregularities, we also considered the likelihood of detection of fraud based on our approach. Irregularities arising from fraud are inherently more difficult to detect than those arising from error.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council's ("FRC's") website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Malcolm Winston (Senior Statutory Auditor)

For and on behalf of:

UHY Hacker Young (Birmingham) LLP
Statutory Auditors

9-11 Vittoria Street, Birmingham, B1 3ND

Date: 2 October 2025

BID Services

Consolidated Statement of Financial Activities for the year ended 31 March 2025

(Including Income and Expenditure Account)

	Note	Unrestricted funds £	Designated funds £	Restricted funds £	Total 2025 £	Total 2024 £
Income from:						
Donations and capital grants	2	2,142	–	452,890	455,032	441,814
<i>Income from charitable activities:</i>	4					
Contract service income and grants		5,818,053	–	–	5,818,053	5,304,965
<i>Income from other trading activities:</i>	5					
Commercial trading operations		249,329	–	–	249,329	178,026
Investment income	3	50,704	–	–	50,704	24,047
Total income		6,120,228	–	452,890	6,573,118	5,948,852
Expenditure on:						
<i>Costs of raising funds:</i>						
Commercial trading operations	5	99,666	–	–	99,666	119,824
Costs of generating voluntary income		94,370	–	–	94,370	54,891
<i>Expenditure on charitable activities:</i>						
Contract service income and grants	6	5,613,748	76,440	384,641	6,074,829	5,601,077
Other resources expended	6	–	–	–	–	41,085
Interest and other finance costs		–	–	–	–	–
Total		5,807,784	76,440	384,641	6,268,865	5,816,877
Net income / (expenditure)		312,444	(76,440)	68,249	304,253	131,975
Transfers between funds	16					
Other recognised gains and losses						
Actuarial (losses) / gains on defined benefit pension schemes	26	(51,000)	–	–	(51,000)	51,000
Net movement in funds		261,444	(76,440)	68,249	253,253	182,975
Reconciliation of funds:						
Total funds brought forward	16	2,604,794	2,729,187	742,508	6,076,489	5,893,514
Total funds carried forward	16	2,866,238	2,652,747	810,757	6,329,742	6,076,489

All amounts above are derived from continuing operations and the charitable company has no recognised gains or losses other than those passing through the Statement of Financial Activities and hence no separate statement of total recognised gains and losses is presented.

The notes on pages 31 to 55 form part of these financial statements.

BID Services

Group and Company Balance Sheet as at the year ended 31 March 2025

	Note	Group		Company	
		2025 £	2024 £	2025 £	2024 £
Fixed assets					
Tangible assets	10	4,044,287	4,149,288	4,009,890	4,110,415
Investment in subsidiary undertakings	11	–	–	10,000	10,000
		<u>4,044,287</u>	<u>4,149,288</u>	<u>4,019,890</u>	<u>4,120,415</u>
Current assets					
Stocks	12	20,209	15,505	17,262	13,829
Debtors	13	942,380	883,227	1,035,246	971,766
Cash at bank and in hand		2,101,393	1,759,980	1,992,042	1,683,589
		<u>3,063,982</u>	<u>2,658,712</u>	<u>3,044,550</u>	<u>2,669,184</u>
Creditors:					
Amounts falling due within one year	14	(568,527)	(480,511)	(524,896)	(462,308)
Net current assets		<u>2,495,455</u>	<u>2,178,201</u>	<u>2,519,654</u>	<u>2,206,876</u>
Total assets less current liabilities		<u>6,539,742</u>	<u>6,327,489</u>	<u>6,539,544</u>	<u>6,327,291</u>
Net assets excluding pension scheme liability		<u>6,539,742</u>	<u>6,327,489</u>	<u>6,539,544</u>	<u>6,327,291</u>
Defined benefit pension scheme liability	15	(210,000)	(251,000)	(210,000)	(251,000)
Total Net Assets		<u>6,329,742</u>	<u>6,076,489</u>	<u>6,329,544</u>	<u>6,076,291</u>
The funds of the charity:					
Restricted funds	16	810,757	742,508	810,757	742,508
Unrestricted income fund					
General funds – general	17	3,076,238	2,855,794	3,076,040	2,855,596
– pension fund	17	(210,000)	(251,000)	(210,000)	(251,000)
Designated funds	17	2,652,747	2,729,187	2,652,747	2,729,187
Total funds		<u>6,329,742</u>	<u>6,076,489</u>	<u>6,329,544</u>	<u>6,076,291</u>

The financial statements on pages 28 to 55 were approved by the Board of Directors and authorised for issue on 02 October 2025 and signed on their behalf by:



Michael Price, Chair

BID Services

Statement of cash flows for the year ended 31 March 2025

	Note	2025 £	2024 £
Cash flows from operating activities			
Net cash provided by operating activities	22	349,895	83,537
Cash flows from investing activities	23	(8,482)	170,889
Cash flows from financing activities	24	—	—
Change in cash and cash equivalents in the reporting period		<u>341,413</u>	<u>(6,154)</u>
Cash and cash equivalents at 1 April	25	<u>1,759,980</u>	<u>1,596,697</u>
Cash and cash equivalents at 31 March	25	<u>2,101,393</u>	<u>1,759,980</u>



BID Services

Notes to the financial statements for the year ended 31 March 2025

1. Statement of Accounting Policies

The financial statements have been prepared in accordance with applicable Accounting Standards in the United Kingdom. A summary of the more important policies is set out below.

General information and basis of preparation

BID Services is a charitable company limited by guarantee in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 5 of these financial statements. The nature of the charity's operations and principal activities are to work in partnership with people with a sensory impairment, as well as those with a physical disability or mental health problems. Working with children, young people and adults and their families and carers to make a positive difference by providing innovative services that empower those people to control their own lives.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) effective from 1 January 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

Basis of consolidation

The group financial statements consolidate those of the charity and its wholly owned subsidiary undertaking drawn up to 31 March 2025. The results of the charity's subsidiary, Deaf Cultural Centre (Trading) Limited, have been incorporated on a line by line basis.

A separate Statement of Financial Activities and Income and Expenditure Account for the Charity has not been presented because the Charity has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Funds

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

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102).

Income from grants is recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

Investment income is earned through holding assets for investment purposes such as shares and property. It includes bank interest. Interest income is recognised using the effective interest method.

Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds includes the expenses of the commercial trading operation and those associated with fundraising activities, including personnel costs;
- Expenditure on charitable activities includes all direct expenditure in relation to the delivery of both contract services and operations for which it receives funding from grants and trusts; and
- Other expenditure represents those items not falling into the categories above.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity.

Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources. Premises overheads have been allocated using the calculated surface area utilised/occupied, and other overheads have been allocated on the basis of full-time equivalent staff or units of I.T. equipment accordingly.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. The analysis of these costs is included in note 7.

Tangible fixed assets

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended, with a capitalisation limit of £250.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows;

Freehold buildings:	over 50 years.	Fixtures and fittings:	over 3-10 years.
Leasehold land and buildings:	over 50 years.	Motor vehicles:	over 4 years.
Plant and machinery:	over 3-5 years.		

Investments

Investments in subsidiaries are measured at cost less impairment.

Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell.

Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Loans and borrowings

Loans and borrowings are initially recognised at the transaction price including transaction costs. Subsequently, they are measured at amortised cost using the effective interest rate method, less impairment. If an arrangement constitutes a finance transaction it is measured at present value.

Impairment

Assets not measured at fair value are reviewed for any indication that the asset may be impaired at each balance sheet date. If such indication exists, the recoverable amount of the asset, or the asset's cash generating unit, is estimated and compared to the carrying amount. Where the carrying amount exceeds its recoverable amount, an impairment loss is recognised in profit or loss unless the asset is carried at a revalued amount where the impairment loss is a revaluation decrease.

Leases

Assets acquired under finance leases are capitalised and depreciated over the shorter of the lease term and the expected useful life of the asset. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability using the effective interest method. The related obligations, net of future finance charges, are included in creditors. Rentals payable and receivable under operating leases are charged to the SoFA on a straight line basis over the period of the lease.

Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service. The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable. It also operated a defined benefit plan and two multi-employer defined benefit schemes for the benefit of its employees. A liability for the charity's obligations under the plan is recognised net of plan assets. The net change in the net defined benefit liability is recognised as the cost of the defined benefit plan during the period. Pension plan assets are measured at fair value and the defined benefit obligation is measured on an actuarial basis using the projected unit method. Actuarial valuations are obtained at least triennially and are updated at each balance sheet date.

Tax

The charitable company meets the definition of charity within the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Going concern

At the time of signing the accounts, the Trustees have considered the going concern position and judge that the charity will continue to operate for a period of at least 12 months from the date of signing these accounts due to the level of funding already secured with its key partners. At the balance sheet date the charity held significant cash balances. The charity has reserves which are sufficient to absorb short-term in-period deficits if required.

The financial forecasts prepared by the executive team show that the charity will be able to operate within the facilities available to it. On that basis the Trustees have prepared these financial statements on a going concern basis.

Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Key estimates and areas of judgement

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

The present value of the Local Government Pension Schemes defined benefit liabilities depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. The assumptions used in determining the net cost or income for pensions include the discount rates. Any changes in these assumptions (which are disclosed in note 26) will impact the carrying amount of the pension liabilities. Furthermore, a roll forward approach which projects results from the latest full actuarial valuations performed has been used by the actuaries in valuing the pension liabilities at 31 March 2025. Any differences between the figures derived from the roll forward approach and a full actuarial valuation would impact on the carrying amount of the pension liabilities.

2. Voluntary income

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Grants, donations and other income					
Donations	2,142	–	–	2,142	922
Grants					
Heart of England Inclusive Communities – Birmingham community projects	–	–	74,978	74,978	16,930
National Lottery – Leeds Employment	–	–	86,775	86,775	–
National Lottery – Birmingham Employment	–	–	–	–	149,108
Birmingham – community projects	–	–	49,053	49,053	30,530
Birmingham – Ladywood NNS	–	–	36,954	36,954	40,963
Birmingham – Youth projects	–	–	78,957	78,957	20,788
Lincoln – Youth activities (Chance to Meet)	–	–	37,038	37,038	6,109
Leeds – Digital inclusion & employment	–	–	–	–	39,121
Other Grants	–	–	89,135	89,135	133,660
	2,142	–	452,890	455,032	441,814

The income from grants, donations and other sources was £455,032 (2024: £441,814) of which £2,142 (2024: £4,604) was attributable to unrestricted funds, £Nil (2024: £Nil) was attributable to designated funds and £452,890 (2024: £437,210) was attributable to restricted funds.

3. Investment income

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Interest earned	50,704	–	50,704	24,047
	50,704	–	50,704	24,047

Investment income was £50,704 (2024: £24,047) of which £50,704 (2024: £24,047) was attributable to unrestricted funds and £Nil (2024: £Nil) was attributable to restricted funds.

4. Incoming resources from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Community services	4,893,758	—	4,893,758	4,535,266
Residential services	834,108	—	834,108	701,265
Public education development and research	90,187	—	90,187	68,434
	<u>5,818,053</u>	<u>—</u>	<u>5,818,053</u>	<u>5,304,965</u>

Incoming resources from charitable activities was £5,818,053 (2024: £5,304,965) of which £5,818,053 (2024: £5,304,965) was attributable to unrestricted funds and £Nil (2024: £Nil) was attributable to restricted funds.

5. Trading operations

The charitable company owns 100% of the share capital of Deaf Cultural Centre (Trading) Limited which provides catering and conference facilities. During the year, Deaf Cultural Centre (Trading) Limited made sales of £57,785 (2024: £56,844) to the parent company and recharges of, £149,663 (2024: £115,047).

	2025 £	2024 £
Deaf Cultural Centre (Trading) Limited		
Turnover	307,115	234,870
Cost of sales	(51,100)	(37,549)
Gross profit	256,015	197,321
Administrative expenses	(256,015)	(197,321)
Operating profit / (loss)	—	—
Tax on profit on ordinary activities	—	—
Retained in subsidiary	—	—

The assets and liabilities of the subsidiary at 31 March were:

	2025 £	2024 £
Tangible assets	34,397	38,873
Net current assets	(24,199)	(28,675)
Total assets less current liabilities	10,198	10,198
Aggregate share capital and reserves	10,198	10,198

6. Resources expended by charity

	Finance Costs £	Direct Costs £	Support Costs £	2025 Total £	2024 Total £
Charitable activities					
Community services	–	4,362,937	778,479	5,141,416	4,755,956
Residential services	–	796,194	46,129	842,323	738,440
Public education development and Research	–	83,988	7,102	91,090	106,681
Costs of generating funds	–	181,404	12,632	194,036	174,715
Other resources expended	–	–	–	–	41,085
Total resources expended	–	5,424,523	844,342	6,268,865	5,816,877

Total resources expended was £6,268,865 (2024: £5,816,877) of which £5,807,784 (2024: £5,383,924) was attributable to unrestricted funds, £76,440 (2024: £76,440) was attributable to designated funds and £384,641 (2024: £356,513) was attributable to restricted funds.

7. Support costs by activity

	Community Services £	Residential Services £	Public education development and research £	Activities for generating funds £	2025 Total £	2024 Total £
Facilities	219,136	434	1,822	3,363	224,755	207,528
Human resources and administration	285,523	32,029	3,169	4,871	325,592	339,210
Finance	122,706	8,642	855	2,008	134,211	145,542
Information Technology	151,114	5,024	1,256	2,390	159,784	167,560
	778,479	46,129	7,102	12,632	844,342	859,840

Support costs are allocated as follows:

Facilities – surface area utilised / occupied

Finance/HR – full time equivalent staff members

IT – units of equipment

8. Charitable expenditure

	2025 £	2024 £
Operating leases rentals	108,913	111,119
Depreciation	164,187	165,736
Fees payable to auditor for: – audit	25,200	32,400

9. Trustee and staff costs

Staff costs and employee benefits

Staff costs during the year were:

	2025 £	2024 £
Wages and salaries	3,410,727	3,163,051
Social security costs	284,294	259,362
Pension costs	173,958	213,699
	<u>3,868,979</u>	<u>3,636,112</u>
Agency staff costs	1,076,938	864,306
Staff restructuring costs	42,473	343
	<u>4,988,390</u>	<u>4,500,761</u>

Staff restructuring costs comprise:

	2025 £	2024 £
Headcount;		
Redundancy payments	13,140	343
Severance payments	15,883	–
Other restructuring costs	13,450	–
	<u>42,473</u>	<u>343</u>

The average number of employees in the year was as follows:

	2025	2024
Headcount;		
Community services	113	120
Education, development and research	3	6
Activities for generating funds	4	4
Governance	2	1
Support	12	14
	<u>134</u>	<u>145</u>
FTE's;		
Community services	78	76
Education, development and research	2	4
Activities for generating funds	3	3
Governance	1	1
Support	10	11
	<u>94</u>	<u>95</u>

The number of employees whose employee benefits (excl. employer pension costs) exceeded £60,000 was:

	2025 No.	2024 No.
£60,001-£70,000	1	1
£80,001-£90,000	1	1
	<u> </u>	<u> </u>

The key management personnel of the charity comprise the trustees and the senior management team as listed on page 6. The total amount of employee benefits (incl. employer pension contributions) received for their services to the charity was £289,868, being 4.0 FTE (2024: £300,144, 4.0 FTE).

Members of the trustee board and committees do not receive any remuneration for their services. During the year, no directors received travel and subsistence expenses (2024: £Nil).

Charitable funds were used to purchase indemnity insurance for the trustees at a cost of £Nil (2024: £Nil).

10. Tangible fixed assets

Group

	Leasehold Land & Buildings £	Freehold Land & Buildings £	Furniture & Equipment £	Computer Equipment £	Total £
Cost					
At 1 April 2024	4,536,846	1,306,410	272,421	126,018	6,241,695
Additions	—	—	46,554	12,632	59,186
At 31 March 2025	4,536,846	1,306,410	318,975	138,650	6,300,881
Depreciation					
At 1 April 2024	1,542,556	325,179	127,512	97,160	2,092,407
Charged in year	90,737	26,128	26,673	20,649	164,187
At 31 March 2025	1,633,293	351,307	154,185	117,809	2,256,594
Net book value					
At 31 March 2025	2,903,553	955,103	164,790	20,841	4,044,287
At 31 March 2024	2,994,290	981,232	144,910	28,856	4,149,288

Company

	Leasehold Land & Buildings £	Freehold Land & Buildings £	Furniture & Equipment £	Computer Equipment £	Total £
Total cost					
At 1 April 2024	4,536,846	1,306,410	207,632	126,018	6,176,906
Additions	—	—	46,554	9,530	56,084
At 31 March 2025	4,536,846	1,306,410	254,186	135,548	6,232,990
Depreciation					
At 1 April 2024	1,542,556	325,179	101,596	97,160	2,066,491
Charge for year	90,737	26,128	19,715	20,029	156,609
At 31 March 2025	1,633,293	351,307	121,311	117,189	2,223,100
Net book value					
At 31 March 2025	2,903,553	955,103	132,875	18,359	4,009,890
At 31 March 2024	2,994,290	981,232	106,037	28,856	4,110,415

11. Investment in subsidiary undertakings

The charitable company owns 100% of the ordinary share capital of Deaf Cultural Centre (Trading) Limited, a company incorporated in the United Kingdom. The shares were acquired at a cost of £10,000. The principal activity of Deaf Cultural Centre (Trading) Limited is the provision of catering services and facilities hire.

The results of the subsidiary undertakings are set out in note 5.

12. Stock

	Group		Company	
	2025 £	2024 £	2025 £	2024 £
Equipment and catering stocks	20,209	15,505	17,262	13,829

13. Debtors: amounts falling due within one year

	Group		Company	
	2025 £	2024 £	2025 £	2024 £
Trade debtors	719,384	768,681	690,821	725,454
Other debtors and accrued income	45,858	448	45,858	448
Prepayments	177,138	114,098	177,138	114,098
Amounts due from group company	–	–	121,429	131,766
	942,380	883,227	1,035,246	971,766



14. Creditors: amounts falling due within one year

	Group		Company	
	2025 £	2024 £	2025 £	2024 £
Trade creditors	201,599	176,998	166,562	170,365
Taxation & social security	59,347	62,196	59,347	53,626
Other creditors	87,816	53,432	79,722	53,432
Accruals	151,695	73,291	151,195	70,291
Provisions	45,000	40,000	45,000	40,000
Deferred income	23,070	74,594	23,070	74,594
	<u>568,527</u>	<u>480,511</u>	<u>524,896</u>	<u>462,308</u>

	Group		Company	
	2025 £	2024 £	2025 £	2024 £
Deferred Income				
Deferred income at 1 April	74,594	69,548	74,594	69,548
Resources deferred in the year	23,070	74,594	23,070	74,594
Amounts recognised as income during the year	<u>(74,594)</u>	<u>(69,548)</u>	<u>(74,594)</u>	<u>(69,548)</u>
Deferred income at 31 March	<u>23,070</u>	<u>74,594</u>	<u>23,070</u>	<u>74,594</u>

Income is deferred when the charitable company may not have unconditional entitlement to the income or when the invoice relates to the delivery of a service and is therefore only recognised to the extent that the charitable company has provided the service.

15. Pension scheme liability – group and company

	£
At 1 April 2024	251,000
Movement for the year	<u>(41,000)</u>
At 31 March 2025	<u>210,000</u>

16. Restricted funds

Group and company

	Balance at 1 April 2024 £	Incoming Resources £	Resources Expended £	Gains, Losses & Transfers £	Balance at 31 March 2025 £
Restricted funds					
Children in Need – Lincoln Youth activities (Chance to Meet)	10,000	–	(10,000)	–	–
Heart of England – Birmingham Employment projects	16,930	–	(5,643)	–	11,287
Heart of England Inclusive Communities – Birmingham community projects	–	74,978	(31,241)	–	43,737
Leeds CC – Leeds Youth (Short Breaks)	18,594	15,486	–	–	34,080
Leeds Hospitals – Health Champion	26,912	–	(14,941)	–	11,971
National Lottery – Birmingham Employment	37,552	–	(26,912)	–	10,640
National Lottery – Leeds Employment	–	86,775	(37,552)	–	49,223
Sport England – Lincoln Youth activities (Chance to Meet)	12,711	–	(38,566)	–	(25,855)
Birmingham – community projects	83,812	49,053	(12,711)	–	120,154
Birmingham – Deaf Elders group	44,298	–	–	–	44,298
Birmingham – Deaf Sports projects	16,929	300	(11,759)	–	5,470
Birmingham – Employment projects	62,967	–	(14,766)	–	48,201
Birmingham – Ladywood NNS	45,323	36,954	(41,351)	–	40,926
Birmingham – Life Skills activities	4,366	1,237	(4,366)	–	1,237
Birmingham – Menopause	13,910	990	(6,600)	–	8,300
Birmingham – Residential Care	53,308	2,965	(15,066)	–	41,207
Birmingham – Volunteer/Befriending projects	24,994	5,000	(5,000)	–	24,994
Birmingham – Yardley NNS	–	26,943	(18,620)	–	8,323
Birmingham – Youth projects	43,565	78,957	(47,283)	–	75,239
Birmingham & Solihull Community Groups	9,462	8,062	–	–	17,524
Birmingham Arts projects	7,100	–	–	–	7,100
Cumbria – hearing-aid drop-ins	12,307	4,000	(13,640)	–	2,667
Leeds – Digital inclusion & employment	30,648	–	(3,774)	–	26,874
Leeds – Youth and Older groups	23,892	1,200	–	–	25,092
Lincoln – Volunteer/Befriending projects	8,211	–	–	–	8,211
Lincoln – Youth activities (Chance to Meet)	37,496	37,038	(13,815)	–	60,719
Lincoln – Youth events	1,144	75	–	–	1,219
Birmingham – misc. projects	9,900	8,812	(4,000)	–	14,712
Cumbria – misc. projects	80	2,000	–	–	2,080
Leeds – misc. projects	937	11,362	(2,051)	–	10,248
Milton Keynes – misc. projects	4,394	203	–	–	4,597
Northumberland – misc. projects	2,119	–	–	–	2,119
Capital Appeal	63,924	–	(3,063)	–	60,861
B&DTG	14,726	500	(1,921)	–	13,305
Company restricted funds	742,508	452,890	(384,641)	–	810,757
Total Group restricted funds	742,508	452,890	(384,641)	–	810,757

2024 (Prior year)

	Balance at 1 April 2023 £	Incoming Resources £	Resources Expended £	Gains, Losses & Transfers £	Balance at 31 March 2024 £
Restricted funds					
Children in Need – Birmingham Youth activities	10,721	16,113	(26,834)	–	–
Children in Need – Lincoln Youth activities (Chance to Meet)	9,750	10,000	(9,750)	–	10,000
Heart of England – Birmingham Employment projects	–	16,930	–	–	16,930
Kirklees CC – Youth provision	23,619	–	(23,619)	–	–
Leeds CC – Leeds Youth (Short Breaks)	14,145	14,941	(10,492)	–	18,594
Leeds Hospitals – Health Champion	69,202	–	(42,290)	–	26,912
National Lottery – Birmingham Employment	31,877	149,108	(143,433)	–	37,552
Sport England – Lincoln Youth activities (Chance to Meet)	–	12,711	–	–	12,711
Birmingham – community projects	65,210	30,530	(11,929)	–	83,812
Birmingham – Deaf Elders group	63,598	–	(19,300)	–	44,298
Birmingham – Deaf Sports projects	16,929	–	–	–	16,929
Birmingham – Employment projects	62,967	–	–	–	62,967
Birmingham – Ladywood NNS	4,360	40,963	–	–	45,323
Birmingham – Life Skills activities	6,536	–	(2,170)	–	4,366
Birmingham – Menopause	–	13,910	–	–	13,910
Birmingham – Residential Care	43,935	9,373	–	–	53,308
Birmingham – Volunteer/Befriending projects	21,212	24,994	(21,212)	–	24,994
Birmingham – Youth projects	30,394	20,788	(7,617)	–	43,565
Birmingham & Solihull Community Groups	1,000	8,462	–	–	9,462
Birmingham Arts projects	7,100	–	–	–	7,100
Cumbria – hearing-aid drop-ins	–	12,307	–	–	12,307
Leeds – Digital inclusion & employment	–	39,121	–	–	39,121
Leeds – Youth and Older groups	23,442	450	(8,474)	–	15,418
Lincoln – Volunteer/Befriending projects	3,213	4,998	–	–	8,211
Lincoln – Youth activities (Chance to Meet)	35,636	6,109	(4,250)	–	37,496
Lincoln – Youth events	1,144	–	–	–	1,144
Birmingham – misc. projects	30,409	20	(20,528)	–	9,900
Cumbria – misc. projects	80	–	–	–	80
Leeds – misc. projects	1,088	638	(789)	–	937
Milton Keynes – misc. projects	1,560	3,244	(410)	–	4,394
Northumberland – misc. projects	619	1,500	–	–	2,119
Capital Appeal	65,420	–	(1,496)	–	63,924
B&DTG	16,646	–	(1,920)	–	14,726
Company restricted funds	661,811	437,210	(356,513)	–	742,508
Total Group restricted funds	661,811	437,210	(356,513)	–	742,508

Purposes of restricted funds

The charity retains a number of restricted funds which are designated by donors or funders for specific purposes. These include support for deaf arts projects, community activities, employment opportunities, accommodation provision, sporting activities, and a range of other charitable activities. In addition, certain funds are held to support the work of affiliated groups and to contribute towards capital projects such as the construction of the Deaf Cultural Centre.

17. Unrestricted funds

Group	Balance at 1 April 2024 £	Incoming Resources £	Resources Expended £	Gains, Losses & Transfers £	Balance at 31 March 2025 £
Designated					
Business development fund (i)	206,269	–	–	–	206,269
Building development fund (ii)	2,522,918	–	(76,440)	–	2,446,478
Total designated funds	2,729,187	–	(76,440)	–	2,652,747
General funds	2,855,794	6,120,228	(5,899,784)	–	3,076,238
Pension fund	(251,000)	–	92,000	(51,000)	(210,000)
Total unrestricted funds	5,333,981	6,120,228	(5,884,224)	(51,000)	5,518,985

Company	Balance at 1 April 2024 £	Incoming Resources £	Resources Expended £	Gains, Losses & Transfers £	Balance at 31 March 2025 £
Designated					
Business development fund (i)	206,269	–	–	–	206,269
Building development fund (ii)	2,522,918	–	(76,440)	–	2,446,478
Total designated funds	2,729,187	–	(76,440)	–	2,652,747
General funds	2,855,596	6,020,562	(5,800,118)	–	3,076,040
Pension fund	(251,000)	–	92,000	(51,000)	(210,000)
Total unrestricted funds	5,333,783	6,020,562	(5,784,558)	(51,000)	5,518,787

2024 (Prior year)

Group	Balance at 1 April 2023 £	Incoming Resources £	Resources Expended £	Gains, Losses & Transfers £	Balance at 31 March 2024 £
Designated					
Business development fund (i)	206,269	–	–	–	206,269
Building development fund (ii)	2,599,358	–	(76,440)	–	2,522,918
Total designated funds	2,805,627	–	(76,440)	–	2,729,187
General funds	2,641,076	5,511,642	(5,296,924)	–	2,855,794
Pension fund	(215,000)	–	(4,000)	(32,000)	(251,000)
Total unrestricted funds	5,231,703	5,511,642	(5,377,364)	(32,000)	5,333,981

Company	Balance at 1 April 2023 £	Incoming Resources £	Resources Expended £	Gains, Losses & Transfers £	Balance at 31 March 2024 £
Designated					
Business development fund (i)	206,269	–	–	–	206,269
Building development fund (ii)	2,599,358	–	(76,440)	–	2,522,918
Total designated funds	2,805,627	–	(76,440)	–	2,729,187
General funds	2,640,878	5,448,663	(5,233,945)	–	2,855,596
Pension fund	(215,000)	–	(4,000)	(32,000)	(251,000)
Total unrestricted funds	5,231,505	5,448,663	(5,314,385)	(32,000)	5,333,783

Purposes of designated funds:

- i) To support the organisation in its future organisational development initiatives.
- ii) This fund was created to support the construction of the Deaf Cultural Centre. The balance will reduce in line with depreciation of the building.

18. Analysis of group net assets between funds

Fund balances at 31 March 2025 are represented by:

	Unrestricted Funds £	Designate Funds £	Restricted Funds £	Total £
Tangible fixed assets	1,597,809	2,446,478	–	4,044,287
Net current assets	1,478,429	206,269	810,757	2,495,455
Pension scheme liability	(210,000)	–	–	(210,000)
	2,866,238	2,652,747	810,757	6,329,742

Fund balances at 31 March 2024 are represented by:

	Unrestricted Funds £	Designate Funds £	Restricted Funds £	Total £
Tangible fixed assets	1,626,370	2,522,918	–	4,149,288
Net current assets	1,229,424	206,269	742,508	2,178,201
Pension scheme liability	(251,000)	–	–	(251,000)
	2,604,794	2,729,187	742,508	6,076,489

The net current assets within designated funds and restricted funds are represented by cash at bank.

19. Operating leases commitments (group and company)

Operating leases

At the year end the charitable company has guaranteed minimum lease payments under non-cancellable operating leases as follows:

	Buildings		Equipment	
	2025 £	2024 £	2025 £	2024 £
Amounts due within one year	46,458	66,880	1,244	1,153
Amounts due between one and five years	9,901	37,639	1,660	–
Amounts due more than five years	–	–	–	–
	56,359	104,519	2,904	1,153

20. Financial activities of the charitable company

The financial activities shown in the consolidated statement of financial activities includes those of the company's wholly owned subsidiary.

A summary of the financial activities undertaken by the parent charitable company is set out below:

	2025 £	2024 £
Gross Income	6,473,452	5,885,873
Total expenditure	(6,169,199)	(5,753,898)
Net income for the year	304,253	131,975
Actuarial (losses) / gains on defined benefit pension schemes	(51,000)	51,000
Net income	253,253	182,975
Total funds brought forward	6,076,291	5,893,316
Total funds carried forward	6,329,544	6,076,291
Represented by:		
Unrestricted funds	2,866,040	2,604,596
Designated funds	2,652,747	2,729,187
Restricted funds	810,757	742,508
	6,329,544	6,076,291

21. Tax status

As a charitable company, BID Services, is exempt from tax on income and gains falling within Section 478 of the Taxes Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen within the charitable company. The trading subsidiary has no profits which are subject to taxation under the provisions of the Income and Corporation Taxes Act 2000.



22. Reconciliation of net income to net cash flow from operating activities

	2025 £	2024 £
Net income for the reporting period (as per the statement of financial activities)	304,253	131,975
Adjusted for:		
Depreciation (note 8)	164,187	165,736
Interest receivable	(50,704)	(24,047)
Net valuation changes/contributions	(92,000)	87,000
Increase in stock	(4,704)	(357)
Increase in debtors	(59,153)	(181,537)
Increase in creditors	88,016	747
Net cash provided by operating activities	349,895	179,517

23. Cash flows from investing

	2025 £	2024 £
Interest received	50,704	24,047
Purchase of tangible fixed assets	(59,186)	(40,281)
Net cash used in investing activities	(8,482)	(16,234)

24. Cash flows from financing activities

	2025 £	2024 £
Repayments of borrowing	—	—
Interest paid on loans	—	—
Cash inflows from new borrowing	—	—
Net cash provided by / (used in) financing activities	—	—

25. Analysis of cash and cash equivalents

	At 31 March 2025 £	At 31 March 2024 £
Cash in hand and at bank	2,101,393	1,759,980
Total cash and cash equivalents	2,101,393	1,759,980

26. Pensions

Contributions amounting to £Nil were payable to the schemes at 31 March 2025 (2024: £Nil) and are included within other creditors.

Pension costs – Pensions Trust (CARE Scheme)

The company participates in the scheme, a multi-employer scheme which provides benefits to some 36 non-associated employers. The scheme is a defined benefit scheme in the UK.

It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2022. This valuation showed assets of £49.6m, liabilities of £57.1m and a deficit of £7.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2024 – 31 March 2027: £1,672,000 per annum
(payable monthly and increasing by 3.0% each year on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Present value of provision

	Year Ending 31 March 2025 £	Year Ending 31 March 2024 £	Year Ending 31 March 2023 £
Present value of provision	158,793	228,965	316,689

Reconciliation of opening and closing provisions

	Year Ending 31 March 2025 £	Year Ending 31 March 2024 £
Provision at start of year	228,965	316,689
Unwinding of the discount factor (interest expense)	9,218	14,496
Deficit contribution paid	(79,491)	(74,620)
Remeasurements – impact of any change in assumptions	101	721
Remeasurements – amendments to the contribution schedule	–	(28,321)
Provision at end of year	158,793	228,965

Income and expenditure impact

	Year Ending 31 March 2025 £	Year Ending 31 March 2024 £
Interest expense	9,218	14,496
Remeasurements – impact of any change in assumptions	101	721
Remeasurements – amendments to the contribution schedule	–	(28,321)
Contributions paid in respect of future service	–	(26,692)
Costs recognised in income and expenditure account	9,319	(34,450)

Assumptions

	Year Ending 31 March 2025 % per annum	Year Ending 31 March 2024 % per annum	Year Ending 31 March 2023 % per annum
Rate of discount	4.88	4.95	5.18

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

Pension costs – Pensions Trust (Growth Plan)

The company participates in the scheme, a multi-employer scheme which provides benefits to some 638 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

Present value of provision

	Year Ending 31 March 2025 £	Year Ending 31 March 2024 £	Year Ending 31 March 2023 £
Present value of provision	51,127	22,228	47,585

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2023. This valuation showed assets of £514.9m, liabilities of £531.0m and a deficit of £16.1m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2025 to 31 March 2028: £2,100,000 per annum

Unless a concession has been agreed with the Trustee the term to 31 March 2028 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. To eliminate this funding shortfall, the Trustee asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2022 to 31 January 2025: £3,312,000 per annum

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Reconciliation of opening and closing provisions

	Year Ending 31 March 2025 £	Period Ending 31 March 2024 £
Provision at start of year	22,228	47,585
Unwinding of the discount factor (interest expense)	586	1,821
Deficit contribution paid	(22,661)	(27,194)
Remeasurements – impact of any change in assumptions	324	16
Remeasurements – amendments to the contribution schedule	50,650	–
Provision at end of year	51,127	22,228

Income and expenditure impact

	Year Ending 31 March 2025 £	Year Ending 31 March 2024 £
Interest expense	586	1,821
Remeasurements – impact of any change in assumptions	324	16
Remeasurements – amendments to the contribution schedule	50,650	–
Contributions paid in respect of future service	–	(1,727)
Costs recognised in income and expenditure account	–	(31,307)

Assumptions

	Year Ending 31 March 2025 % per annum	Year Ending 31 March 2024 % per annum	Year Ending 31 March 2023 % per annum
Rate of discount	4.84	5.31	5.52

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

West Midlands Local Government Pension Scheme

The West Midlands Local Government Pension Scheme is a funded defined benefit pension scheme, with the assets held in separate trustee-administered funds. The total contribution made for the year ended 31 March 2025 was £Nil (2024: £Nil) of which employers contributions totalled £Nil (2024: £Nil) and employees contributions totalled £Nil (2024: £Nil). The final contributions were paid into the scheme in March 2023, with settlement and exit from the scheme finalised in September 2023.

Principal Actuarial Assumptions

The major assumptions used by the actuary were:

	At 31 March 2025 % per annum	At 31 March 2024 % per annum
Pension Increase Rate (CPI)	–	–
Rate of increase in salaries	–	–
Discount rate for scheme liabilities	–	–
Inflation assumption (CPI)	–	–

Life expectancy is based on the Fund's VitaCurves with improvements in line with the CMI 2021 model, with a 10% weighting of 2021 (and 2020) data, standard smoothing (Sk7), initial adjustment of 0.25% and along-term rate of improvement of 1.5% p.a. for both males and females.

Based on these assumptions, the average future life expectancies at age 65 for the Employer are summarised below:

Assumptions

	At 31 March 2025 years	At 31 March 2024 years
Longevity at age 65 retiring today		
—Men	—	—
—Women	—	—
Longevity at age 65 retiring in 20 years		
—Men	—	—
—Women	—	—

The charity's share of the assets in the scheme were:

	Fair value at 31 March 2025 £	Fair value at 31 March 2024 £
Equity instruments	—	—
Bonds	—	—
Property	—	—
Cash and other liquid assets	—	—
Total market value of assets	—	—

The actual return on the scheme assets in the year was £Nil (2024: £Nil deficit).

Amounts recognised in the Statement of Financial Activities:

	2025 £	2024 £
Current service cost	—	—
Interest income	—	—
Interest cost	—	—
Administration expenses	—	—
Total amount recognised in the SoFA	—	—

Changes in deficit during the year:

	2025 £	2024 £
Balance at 1 April	–	(153,000)
Movement in year:	–	–
—Employer service cost (net of employee contributions)	–	–
—Employer contributions	–	–
—Expected return on scheme assets	–	–
—Interest cost	–	–
—Administration expenses	–	–
—Actuarial (gains)/losses	–	62,000
—Settlement refund	–	91,000
Deficit in the scheme at 31 March	–	–

Changes in the present value of defined benefit obligations were as follows:

	2025 £	2024 £
Balance at 1 April	–	672,000
Current service cost	–	–
Interest cost	–	–
Contributions by scheme participants	–	–
Benefits paid	–	–
Actuarial losses/(gains)	–	(672,000)
Asset ceiling adjustment	–	–
Scheme liabilities at 31 March	–	–

Changes in the fair value of the share of scheme assets:

	2025 £	2024 £
Balance at 1 April	–	825,000
Expected return on scheme assets	–	–
Actuarial (gains)/losses	–	(734,000)
Contributions by employer	–	–
Benefits paid	–	–
Contributions by scheme participants	–	–
Administration expenses	–	–
Settlement refund	–	(91,000)
Fair value of scheme assets at 31 March	–	–

27. Related party transactions

In the year, Deaf Cultural Centre (Trading) Limited made sales of £57,785 (2024: £56,845) to the parent company and there was £4,969 (2024: £6,604) owed at the year-end. There were also recharges from the parent company to Deaf Cultural Centre (Trading) Limited of £149,663 (2024: £115,047), with £497 (2024: £212) owed at the year-end.

The inter-group debtor balance, owed by Deaf Cultural Centre (Trading) Limited, at the year-end was £121,429 (2024: £131,766).

28. Third party supported accounts

Included in the Balance Sheet are cash balances of £Nil (2024: £Nil) held in respect of third party supported accounts where BID Services have agreed to take on the payment of support monies under custodian arrangements, in a partnership with Penderels Trust, in relation to Lincolnshire service users. Lincolnshire C.C. pay the required support monies to Penderels Trust at varied time periods, who in turn transfer to BID Services who disburse the support monies to the service providers on behalf of the users, based on service assessment and arrangement. The receipts and payments regarding the TPSA funds are not shown as part of SOFA.

29. Ultimate controlling party

The members of BID Services are trustees and hence BID Services is controlled by the Board of trustees.





B·I·D SERVICES

BID Services

Deaf Cultural Centre,
Ladywood Road,
Birmingham,
B16 8SZ

Tel 0121 246 6100
Email info@bid.org.uk

www.bid.org.uk

BID Services registered in England
Charity No. 1053184.

A company limited by guarantee.
Registered number 03124204

BID SERVICES

England & Wales - Charity number 1053184

Accounts



BID SERVICES

REPORT AND FINANCIAL STATEMENTS

Year ended 31 March 2024

Registered number: 03124204

Registered charity number: 1053184





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B-I-D SERVICES

Chair's statement

That the public realm is a key facet of a just and inclusive society, is probably not a controversial statement. That the public realm, of which the voluntary sector is a key part, has been underfunded and, sometimes, criticised over the last 14 years is hardly debatable. These two statements define the context of the voluntary sector after 14 years of Austerity.

On July 4th the electorate delivered a resounding no to the past 14 years and it seems, voted for change. The new government offers grounds for optimism and potential for change which we hope will recognise and value the input of our sector in contributing to a just and inclusive society with the resources and financial backing to do so.

Birmingham is being managed by commissioners as a result of Section 114 declaration; other authorities for which we provide services are under substantial financial pressure and this is inevitably reflected in contract values. While inflation may now be returning to the Bank of England's statutorily defined range, the year under review brought substantial cost pressures not least in relation to employment. Additionally, obtaining grant funding is increasingly challenging; demand is very high resulting in huge competition for what is available and many funders restricting what and who they fund. It is thanks to the skill and application of our Business Development Team working in collaboration with our operational services, that we are still able to report success in maintaining this important income stream.

It is against this background that this report assesses BID's work to date and it's against this background that our strategy for 2024 – 2027 is to operate. One of BID's unique strengths is its depth of expertise and knowledge acquired over many years underpinning the services we deliver. This knowledge and skill is largely held by our staff and, in recognition of this, the Board had little difficulty agreeing a significant in year addition to the wage bill. Our financial performance for the year ending

March 2024 shows a surplus, despite the challenges of the wider sector and our principal income sources (local authority contracts and grants) which is more than creditable and a direct result of the energy and commitment of our staff and volunteers that clearly demonstrates BID's strength and resilience.

During the year we have:

- Agreed on a new vision, purpose, values and strategic priorities which went live in December 2023; since then we have been building on the priorities and establishing plans to meet these.
- Our commercial arm, Signing Tree Venue, continues its post Covid recovery and is attracting new customers while retaining established relationships. It is performing well and enables us to continue to fund a range of community activities.
- Our new website launched offering a more service user friendly platform and a new online Information Library launched in response to feedback from stakeholders and requests from commissioners for more digital/self-help information.
- Despite the BSL Act and increased profile of BSL as a language, with a few exceptions, provision for D/deaf people remains intermittent and of variable quality. We continue to participate in the BSL Alliance, working with other providers across the country to progress the Alliance's priority areas; interpreting and translation, early years, BSL teaching and health and care. Staff continue to work to reduce inequalities, breaking down barriers, increasing awareness of sensory impairments and supporting our communities to overcome the challenges they experience in their day to day lives.
- Fed into commissioning and worked to raise the profile of our clients with commissioners and ensure our clients' voices are heard. For example, in Birmingham we were commissioned to complete a gap analysis for the D/deaf community. We have also taken part in various market engagement

activities across the country and tried to increase the awareness of the needs of those with sensory impairments across services when speaking with commissioners, local networks and other stakeholders.

- Resecured our Northumberland contract now expanded to cover all sensory impairments.
- Continued to work on various projects across the country focused on addressing health inequalities and, as part of this, launched a brand-new grant funded hearing aid clinic provision in Cumbria.
- Expanded delivery of our community services in Birmingham offering a dedicated community day, a monthly community evening and regular community events including day trips, bringing the D/deaf and hard of hearing community together, an example of the work our commercial activity enables. In Leeds we now run a successful arts group for people with visual impairments, a Ladies Group, a Deafblind Group and various other community groups, all bringing people together and supporting and creating communities.
- Continued to work with a range of valued partners across the country and developed new partnerships, helping to maximise the impact of our work and offer a more expansive provision to our shared clients.

Work continued throughout the year researching and developing our strategy for 2024 – 2027. This involved consultation with the full range of stakeholders including staff, clients, commissioners and the trustees. This culminated in April with a staff conference at which we explored further how the strategy is to be delivered. Its key priorities are:

- A strong and sustainable organisation.
- BID – an excellent place to work.
- To deliver high quality services that promote

independence, financial, physical and mental wellbeing.

- To grow and extend the reach and range of our services.
- To promote equality, diversity, and inclusion.

Despite challenges the financial environment brings in, we remain confident that these objectives are both realistic and achievable.

During the year the Board said goodbye to Alison Beachim (Vice Chair) and Sam Humphray. Our thanks and best wishes are extended to both of them for their contributions throughout a difficult time for BID Services which included both COVID and increasing financial pressures. We welcome Sasha Lloyd to the Board and look forward to her contributions during the years to come.

The Board continues to monitor how its membership reflects our client groups and currently over 50% of our trustees are D/deaf or hard of hearing. Our recruitment efforts continue with appropriate diversity and skill sets being the key requirements.

As well as its role in oversight and good governance, the Board has brought a range of valued partners and continues to assist in maintaining and developing relationships.

BID's achievements in the past and success in years to come is directly attributable to the quality and commitment of its staff and so, by way of conclusion to my statement, I offer the Board's substantial and heartfelt thanks to our staff and volunteers.



Michael Price
Chair

Directors' report

Constitutional and administrative details

Charity Name	BID Services (known as BID)
Charity Registration Number	1053184
Company Registration Number	03124204
Registered Office	Deaf Cultural Centre Ladywood Road Birmingham B16 8SZ

Board of Trustees

The Directors, who are also trustees of the charity, serving during the year were as follows:

Alison BEACHIM	(resigned 28 September 2023)
Matthew COLLINGWOOD	
Gail CONWAY	(resigned 29 June 2023)
Sam HUMPHRAY	(resigned 28 September 2023)
Sandeep KAUR	
Sasha LLOYD	(appointed 30 November 2023)
Andrew MCGEOGHAN	(Treasurer; appointed 28 September 2023)
Michael PRICE	(Chair)
Sophie WALMSLEY	(resigned 29 June 2023)

The Directors retiring by rotation were M Price, S Humphray and S Kaur. All three agreed to stand for re-election and were reappointed to the Board. A McGeoghan was appointed Treasurer on 28 September 2023 after the position was vacant since November 2021.

The charitable company maintains management indemnity insurance for its directors and officers at an annual premium of £4,853 (2023: £4,280).

Directors are selected against pre-determined skills criteria designed to ensure that the Board has the necessary knowledge with which to direct BID.

The Board has an establishment of 5 members with powers of co-option.

Company Secretary Michael Price

Senior Management Team

Gail Penberthy	Chief Executive
Heather Davis	Head of Human Resources & Organisation Development
Tony Morroll	Head of Finance & I.T.
Ian Laing	Head of Operations

Independent Auditors

Cooper Parry Group Limited
Sky View
Argosy Road
Castle Donington
Derby
DE74 2SA

Bankers

National Westminster Bank Plc
30a Harborne Road
Birmingham
B15 3AA





About us

BID Services is a charity which works to remove barriers and deliver services which enable and empower those who are D/deaf, hard of hearing, sight impaired, deafblind or have other disabilities to live full lives.

We specialise in working with children, young people, adults and their families and carers, who are D/deaf, hard of hearing, sight impaired, severely sight impaired or have a dual sensory loss. Through delivery of ever evolving services, our staff and volunteers work in partnership with our clients to maximise independence, remove barriers and support clients to make informed choices, ensuring they have access to information, advice, support and activities in the right place, at the right time. We aim to enable and empower our clients to live the lives they choose, access the opportunities which matter to them and achieve their individual goals.

We provide specialist services, activities and social opportunities and our work is shaped by local need and communities. Examples include:

- Information, advice and guidance services of behalf of local authorities.
- Specialist equipment and technology assessments, advice and training.
- British Sign Language interpreting and training.
- Employment support helping people into education, training and employment.
- Housing and benefit related support.
- Social activities and groups enabling people to access peer support, socialise and build friendships.
- Rehabilitation and mobility training supporting those with sight loss to regain or maintain independence and daily living skills.

Our work is funded through local authority contracts, grants, donations, legacies and fundraising activities and our social enterprise, The Signing Tree Venue; an accessible, high-quality conference & meeting spaces, which houses our head office and also supports a range of community, arts and leisure activities for people living with sensory loss.







Our vision

A society where everyone, whether they are D/deaf, hard of hearing, sight impaired, deafblind or have other disabilities can live full lives and experience a world without barriers.

Our purpose

Working together to remove barriers and deliver services which enable and empower those who are D/deaf, hard of hearing, sight impaired, deafblind or have other disabilities to live full lives.



Company status

The charity is a company limited by guarantee and as such has no share capital. The company is governed by its Memorandum and Articles of Association, which were revised 18 March 2022 and approved by the Charity Commission on 26 January 2023. The liability of the members as set out in the Memorandum of Association is limited to £1 per member.

Trustee and director induction and training

New directors receive induction training appropriate to the role they are to fulfil. Directors regularly review their training needs. Additional training is provided as and when required, including directors' responsibilities under charity law.

Organisational structure

The Board meets a minimum of five times a year and additional meetings are held as required. Day-to-day management of the organisation is delegated to the Chief Executive and her team. Limits to authority are detailed through policies, procedures and a scheme of delegation. The charity's main operating base is at the Deaf Cultural Centre in central Birmingham.



ORGANISATIONAL OBJECTIVES

Our strategy and vision focus on removing barriers and delivering services which enable and empower those of all ages who are D/deaf, hard of hearing, sight impaired, deafblind or have other disabilities to live full lives. Within our strategic plan we set out five key priorities which reflected this focus, aligning to the needs of those we support and enabling us to deliver adaptable and responsive services. During 2019-2022, and into 2022-2024, we developed and delivered innovative services and opportunities which have supported clients and their families to live healthy, fulfilling and independent lives and achieve the best possible outcomes.

Key priority areas:

A strong organisation, fit for today and prepared for tomorrow

Maintaining a strong and stable future for the charity, to ensure the continued provision of sensory support services that are highly valued remains central to everything our organisation does.

Improve employment opportunities for service users

Removing obstacles people face in accessing employment, education and training underpins our objective for people to live independently.

Increase service user access to information and services

Through developing communications solutions that reduce the barriers people face in accessing information and services, we support people to find what they need to help make more informed life choices.

Support people to live healthy, independent lives

Working in partnership with people to identify and address needs and gaps in service provision, we facilitate a wide range of activities that help people manage their health, improve their physical and emotional wellbeing, maximise independence and become connected to their local community.

Be an exceptional place to work and volunteer

By investing in training, learning and development and promoting initiatives that support a positive work/life balance, we strive to recruit and retain the best employees and volunteers to help deliver our sensory support services.

During 2022-24, we continued working to the 2019-22 strategy whilst reflecting on our progress, achievements and ever-evolving community needs. We utilised this period to engage with our stakeholders and set out our objectives for the next three years, 2024-2027:

- A strong and sustainable organisation.
- BID – an excellent place to work.
- To deliver high quality services that promote independence, financial, physical and mental wellbeing.
- To grow and extend the reach and range of our services.
- To promote equality, diversity, and inclusion.

Highlights of achievements and performance

19,643

hours of interpreting were provided to support those who are D/deaf or hard of hearing, including patients in NHS hospitals.

13,457

people participated in conferencing events at the **Signing Tree Venue**.

8,095

people accessed our activities, training and services. We supported...

551 Deafblind/dual sensory impaired, **2,078** sight/severely sight impaired and **4,681** D/deaf or hard of hearing clients.

2,148

in-person events and activities took place.

4,383

hours of support were donated by our **77** volunteers.

1,488

assessments for individuals with a sight or severe sight impairment were completed, plus **732** rehabilitation and mobility assessments.

1,194

assessments for individuals who are D/deaf or hard of hearing were completed.

390

assessments for those who are deafblind or have dual sensory impairments were completed.

372

face-to-face and online events and **51** job clubs were run by our Employment team, supporting **27** people into employment and **30** people into education or training.

115

young people engaged in our youth services.

124

people were trained by us in British Sign Language (BSL).

KEY INITIATIVES & PROGRESS

A strong organisation, fit for today and prepared for tomorrow

Whilst we developed our new strategic plan for 2024-2027, we continued to work towards our priorities for 2019-2022 and have been able to deliver strong financial results, with excellent expenditure controls, despite the continued challenging economic environment, and further develop a resilient infrastructure ensuring continued support for our service users.

- We have worked to achieve a high level of organisational governance, strengthening our Board of Trustees, maintaining skills and knowledge needed to develop our services and creating a Board with lived experience of sensory impairment.
- Continued to develop & strengthen our infrastructure, improving connectivity internally and externally and ensuring high quality IT infrastructure is in place to support service delivery and management.
- Added functionality to our integrated HR and payroll system enabling even better personnel data management.
- We remain committed to developing our people and have continued to invest in volunteer and staff learning and development, delivering quality core training, supporting professional development and cascading specialist sensory knowledge throughout the organisation.
- We have continued to work to identify and train high performing staff and those with specialist skills, supporting with succession planning, retention and delivery high quality services and business functions.
- We continue to develop our passionate in-house team of communication professional who share a diverse skill set with many years' experience, enabling cross training and supporting across the team to deliver an exceptional level of diverse communication support.
- We continue to make developmental progress with our HR integrated system to further streamline our HR systems, utilising the learning and development and E-recruit functions.
- We have continued to explore and implement hybrid service delivery models and working arrangements, enabling us to deliver responsive, flexible and high-quality services to our clients whilst supporting employees to develop a positive work/life balance.
- We have secured renewed contracts for existing services including Leeds, Milton Keynes and North Yorkshire and been offered extensions for services in Kirklees, Coventry and Cumbria ensuring we are able to continue delivering valuable services to our local communities
- Through reviewing management resources, we have created more effective and efficient service structures enabling more resources to be focused on frontline service delivery.
- Our Marketing Strategy (2020-2023) has been successfully implemented. During this period we have launched a new, user friendly website incorporating a host of new features including



an accessible online Information Library for service users, families/carers, professionals and communities, online referral functions and local service/event searches. We have also continued to grow our online presence through use of social media, developing social media as a key channel for storytelling, information sharing and two-way stakeholder engagement.

- Our Business Development Team continue to work hard to retain existing provisions, secure funding to respond to local and national needs and diversify income, exploring new and innovative opportunities to meet the needs of our local communities.

- Our social enterprise, the Signing Tree Venue, remains a strong market competitor with an expanding client base and repeat business enabling continued growth with 13,457 people attending training, conferences, events and meetings held at the Signing Tree Venue.
- We have maintained recognised accreditations evidencing our high-quality, professional approach to service delivery and organisational governance including Matrix, ASDAN, ISO:14001, ISO9001, Disability Confident Level 2, CQC and Thrive.

FORWARD AIMS

To complete the organisation's migration to MS365/cloud, to continue to diversify income streams and drive forward the development of our new strategic plan ensuring the ongoing delivery of high-quality services which enable and empower those living with sensory impairments, disabilities and associated health conditions.

Improve employment opportunities for service users

We continue to build on our experience, developing new opportunities and approaches within our specialist Employment Service and wider activities to support those who are D/deaf, hard of hearing, sight or severely sight impaired or Deafblind to move towards or into employment, to retain employment, progress in their careers and to access education and training opportunities. We also worked to break down barriers, engaging with employers and training providers to increase awareness and understanding around employing and delivering training to those with sensory impairments. This included identifying employment opportunities, helping create accessible recruitment processes and increasing awareness of Access to Work.

- We continued supporting people aged 25 plus with complex needs to overcome barriers to employment and gain meaningful employment as specialist delivery partners of Birmingham City Council's PURE (Placing Vulnerable Urban Residents into Employment) project.
- Through partnership with Better Pathways and Disability Resource Centre (DRC) as part of the European Social Fund (ESF) funded Disability Inclusion Pathways (DIP) project, we delivered employment support to those who are D/deaf or sight/severely sight impaired.
- Our 3 year The National Lottery Community Fund, Step Ahead employment project in Birmingham concluded. Through this we exceeded target numbers, engaging a total of 285 D/deaf and hard of hearing participants over the course of the project. Our Step Ahead project enabled us to offer a breadth of wrap around support to Employment Service clients including job clubs, Personal, Social, Development Training, BSL training for international signers, employer engagement and Deaf Awareness Training.
- We have continued to provide 1:1 and group support and training to clients across our Employment Services, providing support to 227 clients during 2023-2024, of which 27 went on to gain employment and 30 accessed education and training opportunities.
- Responding to changing demands and client needs, we have continued to operate a hybrid delivery model across our Employment Service offering face to face and remote support with 372 online and face to face events taking place during the course of 2023-2024, enabling us to provide a flexible, responsive service to our clients.
- We adapted accredited ASDAN courses, making them accessible for D/deaf BSL users, and supported 13 learners to successfully achieve ASDAN qualifications.
- Employment Service clients completed an accredited 10-week employability course delivered in partnership with Aston Villa Football Club.
- We have worked with organisations such as Amazon, Natwest and HSBC to explore and identify training and employment opportunities for our clients.
- We conducted a national survey around delivery and development of our Employment Services ensuring service users have been directly involved in the design, development and delivery of our services and initiatives locally and nationally.



FORWARD AIMS

We plan to explore ways to address the digital inequalities our clients experience when entering or moving towards employment and to continue expanding the range and geographical reach of our employment, training and education services across England. We will continue exploring local and national funding opportunities and partnerships to enable us to continue supporting those with sensory impairments to access and progress within employment.



Increase service user access to information and services

We continue to work to ensure those who are D/deaf, hard of hearing, sight or severely sight impaired and those who have a dual sensory loss have access to the information, support and services they want and need, when they need them. We do this through delivery of services and sharing of accessible information alongside raising awareness of the communication and access needs of those with sensory impairments amongst other service providers. Through this we work we aim to ensure people with sensory impairments are able to make informed choices and have equal access to opportunities in all areas of their lives.

- Our communication service has built a strong team of in-house interpreters to deliver bespoke communication needs in a variety of settings, both face to face and remote, and across a large spectrum of preferred communication support.
- Our communication service continues to provide interpreting services in NHS settings and we have secured an extension to continue delivering a specialist provision for Birmingham and Solihull Mental Health NHS Foundation Trust within Birmingham's d/Deaf/hard of hearing mental health unit. We have successfully retendered for the provision of interpreting services including those delivered on behalf of North Yorkshire Council and continue to deliver services on behalf of Coventry City Council.
- The expansion of our service in Northumberland saw recruitment of new staff enabling us to deliver services for those who are D/deaf/hard of hearing, alongside our existing services for clients with sight/severe sight impairments. To support this, funding was secured to develop a resource room enabling clients to access and receive training on a range of assistive technology and equipment, increasing independence and access to information.
- Our BSL Tutors continue to develop their skills and knowledge to deliver high quality Signature accredited British Sign Language training up to Level 3. We have achieved a high pass rate for learners who progress through the levels with BID training and 124 people accessed BSL training during the year.
- We supported 27 learners through our BSL International course, providing opportunities for those who use an international sign language or who have no formal sign language to develop

BSL skills up to Level 2 whilst also increasing their access to wider services, information and services, addressing isolation and increasing independence.

- We continue to offer sensory impairment awareness training across the country, including Signature accredited Deaf Awareness Training, for individuals and organisations, such as the NHS, employers, local community services, leisure services and education providers. Through this we are breaking down barriers and increasing access to information, support and services for those with a sensory impairment.
- We continue to work in partnership with health services and providers to increase awareness of sensory impairments and improve access to health services and information for those with sensory impairments. This has included working with organisations such as Umbrella, a sexual health organisation in Birmingham, Northumberland Royal Victoria Infirmary, Leeds Community Health Care, North Cumbria Integrated Care, Milton Keynes Hospital, Leeds and York Partnership NHS Foundation Trust and Healthwatch services.
- Working in collaboration with our partners, My Menopause Centre, with Fairer Futures funding, we delivered a series of workshops for D/deaf and hard of hearing women across Birmingham focused on the menopause, increasing awareness and understanding around topics related to the menopause from treatments and symptoms to healthy eating and sleep. We are also creating an accessible online resource dedicated to the menopause with recordings of the workshops and more. Working in collaboration, we supported the University of Wolverhampton, to further their research around D/deaf women's access to information and support around the menopause.

- We have continued to participate in the BSL Alliance, working with other providers across the country to progress the Alliance's priority areas; interpreting and translation, early years, BSL teaching and health and care.
- We secured an extension to continue delivering the Birmingham Community Advocacy service through which we provide support and representation to service users residing in forensic settings across Birmingham through our Independent Mental Health Advocates, ensuring individuals have access to independent information and support, enabling them to make their own, informed decisions on issues that affect their lives.
- On behalf of the Neighbourhood Network Scheme to support future commissioning and strategic direction, we consulted with Birmingham's Deaf community to conduct a gap analysis, identifying strengths, barriers, priorities and gaps within services, activities and support for the city's Deaf community.
- We launched a much-needed hearing aid drop in provision across Cumbria which saw a total of 1,040 attendees during 2023-24. This has enabled people to access hearing aid maintenance support at locations closer to their homes within a timely manner whilst helping the local NHS Audiology Team by reducing their waiting list enabling them to focus on diagnostics and rehabilitation services.
- We have continued to upskill our staff teams, working in partnership with NHS Audiology and Specsavers to access hearing aid maintenance training, supporting delivery of hearing aid maintenance services in locations across England.
- We have increased our online following on social media platforms, in particular Instagram and LinkedIn, and continued to utilise these platforms to share news, information and resources with key stakeholders in a timely manner, supporting service delivery, increasing access to information and increasing awareness around sensory impairments.
- We launched our online Information Library through which we provide access to a range of information in accessible formats for clients, families/carers, employers and other professionals on a range of topics supporting self-help and awareness raising. New resources are being added to the Information Library on an ongoing basis.
- We secured funding to invest in new equipment for our Marketing Team, enabling the team to create high quality digital content, supporting communications and service delivery.
- Working closely with partners in Ladywood and Yardley, Birmingham, through the Neighbourhood Network Scheme; our Community Project Workers continue to support people with disabilities to access local services, community groups and projects. They do this by supporting local community-based organisations to apply for funding so they can deliver accessible activities, projects and groups to help improve the lives of individuals with disabilities, helping them to reduce isolation, improve health and wellbeing and form friendships and support networks.



To continue delivering innovative, responsive services and increase access to information and services for those with sensory impairments. To work in partnership with local and national organisations to increase access for those with sensory impairments across all areas of their lives, through creating inclusive, accessible services and increasing awareness and understanding of the access and communication needs of those with a sensory impairment(s). To continue building our Information Library and online resources.

Key initiatives & progress



Support people to live healthy, independent lives

Our vision is for a world without barriers where everyone can live full lives and access the opportunities, services and activities which matter to them. We continue to work towards this vision, delivering activities and support across England through contracted and grant funded services, for those who are D/deaf, hard of hearing, sight/severely sight impaired or deafblind. We continue to work collaboratively with our local communities to understand needs, designing and delivering services which enrich people's lives and support them to live the lives they choose.

- We have secured renewed contracts for existing full sensory services including our Leeds Sensory Services and Milton Keynes Sensory Services enabling us to continue delivering valuable services to clients across Leeds and Milton Keynes.
- We have been offered extensions for services in Coventry and Cumbria where we deliver support to D/deaf and hard of hearing clients and Kirklees where we deliver services for those with sight/severe sight impairments in partnership with Outlookers.
- Our newly launched Hearing Aid drop-ins in Cumbria have enabled people to maintain their hearing aids in a timely manner, helping ensure they have working aids, supporting them to maintain social connections, enjoy the activities which matter to them and complete day to day tasks.
- We worked with Birmingham City Council to understand the gaps in service provision and support for D/deaf and hard of hearing people across Birmingham, feeding this information into the council to inform future commissioning.
- We continue to work in partnership with local and national organisations across the country, from Lincoln Deaf Children's Society, Focus Birmingham and Leeds Society for Deaf and Blind people to Hearing Dogs for the Deaf and Royal National Institute for the Deaf, delivering services which complement one another and enable clients to access specialist support and activities where and when they need them.
- Through youth services in Leeds, Lincolnshire and Birmingham we have continued to create opportunities for children and young people to access a breadth of activities from arts and crafts and learning about different faiths to bowling, swimming and arts and crafts. These sessions have helped our members learn new skills, develop their confidence and build valuable friendships.
- In Lincolnshire we continued to support children and young people aged 0 to 18 and their families to access activities, build confidence, communication skills and independence and benefit from peer support through our Chance to Meet project. This year the group went on their first Chance to Meet pantomime trip, enjoyed a bowling party and much more. With funding from Sport England, we also delivered accessible family yoga and tennis sessions.
- In Birmingham the local community joined us for a number community events from Christmas and Easter Days to a Family Sports Day with fun for all the family. Working in collaboration with Birmingham Deaf Community Group, we also hosted a Halloween Night and Valentine's Night Party.
- Our community services in Birmingham for those who are D/deaf or hard of hearing have gone from strength to strength with regular activities on offer for the local community from arts and crafts and day trips to information sessions with partners such as Umbrella and West Midlands Police along with a monthly community evening.
- Chesterberry, our residential service for those who are D/deaf and have additional needs, remains full and residents have enjoyed a range of activities from bowling, meals out, cinema trips, weekly fitness sessions, holidays and life skills sessions, enabling them to access information, support and activities which matter to them.
- Radnor Road, our supported living provision, continues to offer safe and affordable housing to those with a sensory impairment.

continued...

» Support people to live healthy, independent lives

- We received an extension to our subcontract delivering support around mental health to those with sensory impairments under the Live Well Leeds contract.
- We have continued to deliver social groups across England, offering access to activities, peer support and friendship with members taking part in a wide range of activities and day trips from sewing, bowling and meals out, to a trip to Buckingham Palace and the National Mining Museum.
- Our Befriending service in Birmingham for those who are D/deaf, hard of hearing or deafblind, continues to help reduce isolation and provide individuals with access to social connections and support.
- We have launched a brand new, volunteer led Arts Group in Leeds for people with visual impairments which has grown from strength to strength.
- With funding from The Ian Karten Charitable Trust, we have established our second Karten Centre. Our new Karten Centre is in Leeds and offers our clients access to a wide range of specialist equipment and technology for use independently along with use within training sessions and within delivery of our assistive technology and equipment services.
- Our specialist Eye Clinic Liaison Officers, Visual Rehabilitation Officers (VRS) and Rehabilitation Assistants, continue to support those with newly acquired or existing sight impairments come to terms with, adapt to, and live with sight loss through emotional support and practical advice including mobility training and adaptations working in Milton Keynes, Leeds, Kirklees, Solihull and Northumberland.



- Through our Care Plus service in Lincolnshire, we continue to support children, young people and adults with sensory impairments to maintain their independence, deal with day-to-day tasks and access opportunities.
- We continue to work with local authorities and other commissioning bodies across the country, sharing best practises and experience to inform service development helping ensure those with sensory impairments receive quality support which meets their needs, addresses the challenges they experience and is appropriate to their access needs and communication preferences.



FORWARD AIMS

To work with all stakeholders from our local communities to commissioners to understand need and increase awareness of the needs, barriers and challenges experienced by those with sensory impairments. To continue delivering and developing, existing and new services, which respond to these flexibly, maximising resources available to achieve maximum impact for our clients.



Be an exceptional place to work and volunteer

We value our staff and volunteers highly and aim to support people to develop professionally whilst benefiting from a positive work/life balance. Through this we aim to enable people to achieve their potential and create a culture where employees and volunteers are positive and proud of being part of BID Services.

- We continue to host a range of staff wellbeing initiatives, led by our Wellbeing Champion, as we strive to achieve the next level of Thrive accreditation.
- We have continued to invest in the learning and development of employees and volunteers delivering quality core training utilising the skills of our experienced staff to cascade specialist sensory knowledge.
- To attract and retain quality staff and support positive work/life balance, we have continued exploring and offering opportunities such as jobs shares, compressed hours, flexible working and hybrid working.
- We have trialled new initiatives such as skills swaps, with all our staff in Leeds completing immigration training, in return we delivered sensory impairment awareness training.
- Our Equality, Diversity and Inclusion (EDI) working group continued to meet and implemented a new Communication Inclusion Policy.
- We hosted a CMI accredited management development programme to a cohort of 12 staff to upskill current managers and succession plan for the future, providing regular HR workshops to support further management development.
- We remain committed to developing our people, supporting professional development for all staff and offer a range of training opportunities for staff including apprenticeships across many areas of the organisation from marketing and rehabilitation to social work.
- Our Volunteer Strategy continues to be implemented across the organisation retaining a sound base of committed volunteers that are integrated and supported within staff teams to provide valued support to our service users.
- We continue to support the next generation of interpreters, offering placements for students from the University of Wolverhampton and Heriot Watt University.

FORWARD AIMS

To continue to embed our Volunteer Strategy and develop our infrastructure to support volunteering activities including implementing a new volunteer database. To continue to invest in staff and volunteer learning and development and work to identify and retain high performers across the organisation whilst ensuring initiatives to support wellbeing are further developed, helping staff achieve work/life balance and feel valued.

ACHIEVEMENT & PERFORMANCE

Public benefit

As reported above, BID has delivered its products and services with public benefit at the fore of all it does. The trustees confirm that they have reviewed and considered the Charity Commission's guidance on public benefit and have taken it into account when considering the charity's activities and future plans.

Key Performance Indications

Payroll costs represent a substantial portion of operating costs and their continuing control is crucial to the financial wellbeing of the organisation.

- Wages as a percentage of incoming resources is 58.1% (2023: 60.2%)

Growing income from commercial trading as a proportion of turnover and growing income from grants and donations as a proportion of turnover is a strategic objective in order to better balance the risk associated with current income distribution.

- Commercial trading income as a percentage of incoming resources is 3.0% (2023: 2.9%)
- Donations and legacies as a percentage of incoming resources is 7.4% (2023: 5.9%)

Deaf Cultural Centre

The brief of the Deaf Cultural Centre is to provide a space where the uniqueness of deaf culture is celebrated and to raise its profile.

Pay Policy for Senior Staff

The directors consider that the Board of directors, who are the charity's trustees, and the senior management team are the key groups of people who determine strategy, direct, control and operate the charity on a day-to-day basis.

The senior management team during the year in question is as previously listed in this document. Their remuneration is reviewed by the executive group of the Board who use benchmarking against comparable charities along with an assessment of market rates and consideration of performance.

Risk Management

The Board has changed and expanded how risks are reported, so that it is more aware of the changing situation and can carry out its risk management responsibilities from a more informed and nuanced perspective. In addition, it has formalised a number of items that require regular review by the Board.

Income diversification continues to be at the forefront of BID's strategy, and the trustees continue to respond to the economic uncertainty by increasing the general fund (where possible), closely monitoring the financial performance of all activities and assessing any project requiring capital expenditure.

Due to the level of reserves and cash balances held and contractual basis of most of our income streams we are well placed to continue operating. See accounting policy titled Going Concern for further details.

FINANCIAL REVIEW

Net incoming funds for the year amounted to £182,975 compared to £83,537 last year. After transfers between funds, the general unrestricted fund increased to £2,604,794.

Notes to the accounts show clearly the adjustments required under FRS 102 in the recognition of pension deficit recovery liabilities. Pension scheme deficits remain of considerable concern but the trustees are keen to maintain a sensible balance between longer-term liabilities and costs, and the need to maintain the schemes as a key part of our employee reward package.

The organisation's financial position will provide a satisfactory foundation to respond to both the uncertain economic post-election landscape and other challenges and opportunities. The focus of future planning is principally about business development alongside long-term sustainability in an environment that is expected to be far from favourable to organisations like ourselves.

Investment Policy and Performance

Taking account of the changing economic conditions, along with forecast demands on resources, the trustees have decided to continue their policy of keeping reserves in cash or near cash. A risk averse view of financial institutions has been maintained and this, while limiting overall returns, means that our exposure to loss of funds is limited. The trustees continue to review this policy.

Reserves Policy

The trustees have given careful consideration to the charity's reserves policy and regularly review the reserves we need to maintain current services and safeguard future programmes. As well as funding the day-to-day operation of the charity, and allowing the investment needed to maintain the business infrastructure, the reserves allow us to support people by responding proactively to opportunities as they become available.

Continuing assessment of the current economic and political situation, recognition of risks to contract provision, exposure to low investment returns manifesting themselves through defined benefit scheme recovery payments along with working and risk capital requirements when combined, result in a significantly increased risk profile. On this basis the charity has determined that it wants to retain a general reserve of at least £2 million, which would represent around 6 months of operating expenditure.

The charity's free reserves (general unrestricted reserves not represented by fixed assets and net of the pension liability) at 31 March 2024 are £978,424. We continue to review operating expenditure levels, grow trading revenues, and aim to successfully gain and manage contracts to deliver increased surpluses and increase general reserves.

Directors' responsibilities

The directors (who are also trustees of BID Services for the purposes of charity law) are responsible for preparing the Directors' Report including the Strategic Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepting Accounting Practice).

Company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable company and the group for that period. In preparing those financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019;
- 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 and the group will continue in operation.

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

In so far as the directors are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

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

Approved by the Board and signed on its behalf by:



Michael Price, Director
03 October 2024

Independent Auditor's report to the members and trustees of BID Services

Opinion

We have audited the financial statements of BID Services ("the parent charitable company") and its subsidiaries ("the group") for the year ended 31 March 2024 which comprise the group Statement of Financial Activities, the group and parent charitable company Balance Sheets, the group Statement of Cash Flows and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and of the parent charitable company's affairs as at 31 March 2024 and of the group's incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group and parent charitable company's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the directors' annual report, other than the financial statements and our auditor's report thereon. The directors are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Directors' Report (incorporating the strategic report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the Directors' Report have been prepared in accordance with applicable legal requirements.

Independent auditor's report to the members and trustees of BID Services continued

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and the parent charitable company and its environment obtained in the course of the audit, we have not identified any material misstatements in the strategic report and the Directors' Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit

Responsibilities of directors

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

In preparing the financial statements, the directors are responsible for assessing the group's and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters

related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

Our assessment focussed on key laws and regulations the group and parent charitable company has to comply with and areas of the financial statements we assessed as being more susceptible to misstatement. These key laws and regulations included but were not limited to compliance with the Companies Act 2006, Charities Act 2011, taxation legislation, data protection, anti-bribery and employment legislation.

We are not responsible for preventing irregularities, including fraud. Our approach to detecting irregularities including fraud included, but was not limited to, the following:

- obtaining an understanding of the legal and regulatory framework applicable to the group and parent charitable company and how the group and parent charitable company are complying with that framework, including agreement of financial statement disclosures to underlying documentation and other evidence;
- obtaining an understanding of the group and parent charitable company's control environment and how the group and parent charitable company have applied relevant control procedures, through discussions with directors and other management and by performing walkthrough testing over key areas;
- obtaining an understanding of the group and parent charitable company's risk assessment process, including the risk of fraud;
- reviewing meeting minutes of those charged with governance throughout the year; and
- performing audit testing to address the risk of management override of controls, including testing journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

Whilst considering how our audit work addressed the detection of irregularities, we also considered the likelihood of detection of fraud based on our approach. Irregularities arising from fraud are inherently more difficult to detect than those arising from error.

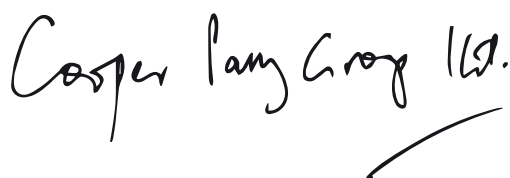
Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions

reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council's ("FRC's") website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Glen Bott (Senior Statutory Auditor)

For and on behalf of:
Cooper Parry Group Limited
 Statutory Auditors

Sky View, Argosy Road, Castle Donington,
 Derby, DE74 2SA

Date: 20th December 2024

BID Services

Consolidated statement of financial activities

(Incorporating the Income and Expenditure Account)

YEAR ENDED 31 MARCH 2024

	Note	Unrestricted funds	Designated funds	Restricted funds	2024 Total	2023 Total
		£	£	£	£	£
Income						
Donations and Legacies	2	4,604	–	437,210	441,814	338,296
<i>Income from charitable activities:</i>						
Contract service income and grants	4	5,304,965	–	–	5,304,965	5,195,295
<i>Income from other trading activities:</i>						
Commercial trading operations	5	178,026	–	–	178,026	166,527
Investment income	3	24,047	–	–	24,047	6,154
Total income		5,511,642	–	437,210	5,948,852	5,706,272
Expenditure						
<i>Costs of raising funds:</i>						
Commercial trading operations	5	119,824	–	–	119,824	206,134
Costs of generating voluntary income		54,891	–	–	54,891	25,715
<i>Expenditure on charitable activities:</i>						
Contract service income and grants		5,168,124	76,440	356,513	5,601,077	5,447,977
Other resources expended		41,085	–	–	41,085	26,909
Interest and other finance costs		–	–	–	–	10,000
Total expenditure	6	5,383,924	76,440	356,513	5,816,877	5,716,735
Net income / (expenditure) before transfers and other recognised gains and losses		127,718	(76,440)	80,697	131,975	(10,463)
Transfers between funds	16/17	–	–	–	–	–
Net income / (expenditure) before other recognised gains and losses		127,718	(76,440)	80,697	131,975	(10,463)
Other recognised gains and losses						
Actuarial (losses) / gains on defined benefit pension schemes	22	51,000	–	–	51,000	94,000
Net income / (expenditure) and net movement in funds for the year		178,718	(76,440)	80,697	182,975	83,537
Reconciliation of funds						
Total Funds brought forward		2,426,076	2,805,627	661,811	5,893,514	5,809,977
Total Funds carried forward		2,604,794	2,729,187	742,508	6,076,489	5,893,514

All amounts above are derived from continuing operations and the charitable company has no recognised gains or losses other than those passing through the Statement of Financial Activities and hence no separate statement of total recognised gains and losses is presented. The notes on pages 32 to 52 form part of these financial statements.

BID Services

Company number 03124204

Group and company balance sheets

YEAR ENDED 31 MARCH 2024

	Note	Group		Company	
		2024 £	2023 £	2024 £	2023 £
Fixed assets					
Tangible assets	10	4,149,288	4,274,743	4,110,415	4,228,817
Investments in subsidiary undertakings	11	–	–	10,000	10,000
		4,149,288	4,274,743	4,120,415	4,238,817
Current assets					
Stocks	12	15,505	15,148	13,829	12,798
Debtors	13	883,227	701,690	971,766	814,966
Cash at bank and in hand		1,759,980	1,596,697	1,683,589	1,504,782
		2,658,712	2,313,535	2,669,184	2,332,546
Creditors:					
Amounts falling due within one year	14	(480,511)	(479,764)	(462,308)	(463,047)
Net current assets		2,178,201	1,833,771	2,206,876	1,869,499
Total assets less current liabilities		6,327,489	6,108,514	6,327,291	6,108,316
Creditors:					
Amounts falling due after more than one year		–	–	–	–
Net assets excluding pension scheme liability		6,327,489	6,108,514	6,327,291	6,108,316
Defined benefit pension scheme liability	15	(251,000)	(215,000)	(251,000)	(215,000)
NET ASSETS		6,076,489	5,893,514	6,076,291	5,893,316

The funds of the charity:

RESTRICTED FUNDS	16	742,508	661,811	742,508	661,811
Unrestricted funds					
General funds – general	17	2,855,794	2,641,076	2,855,596	2,640,878
– pension fund	17	(251,000)	(215,000)	(251,000)	(215,000)
Designated funds	17	2,729,187	2,805,627	2,729,187	2,805,627
TOTAL FUNDS		6,076,489	5,893,514	6,076,291	5,893,316

Approved by the Board of Directors on **03 October 2024**. Signed on its behalf by:



Michael Price, Director

BID Services

Company number 03124204

Consolidated Cash Flow Statement

YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £
Reconciliation of net income to net cash flow from operating activities			
Net income		182,975	83,537
Depreciation charges and losses on disposal	10	165,736	170,889
Net interest	3	(24,047)	(6,154)
(Increase) / decrease in stocks	12	(357)	(2,951)
Defined Benefit Pension Scheme			
Interest payable		–	10,000
Net valuation changes / contributions		36,000	(190,000)
(Increase) / decrease in debtors	13	(181,537)	331,136
Increase / (decrease) in creditors	14	747	(318,324)
Net cash inflow from operating activities		<u>179,517</u>	<u>78,133</u>

Cash flow statement

Net cash inflow from operating activities		179,517	78,133
Returns on investments and servicing of finance	(a)	24,047	6,154
Capital expenditure	10	(40,281)	(562,175)
(Decrease) / increase in cash	(b)	<u>163,283</u>	<u>(477,888)</u>

BID Services

Notes to the Consolidated Cash Flow Statement

YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £	
(a) Returns on investment and servicing of finance				
Interest received		24,047	6,154	
(b) Decrease in cash				
Balance at beginning of year		1,596,697	2,074,585	
Net cash inflow	(c)	163,283	(477,888)	
Balance at end of year		1,759,980	1,596,697	
(c) Reconciliation of net cash flow to movements in net funds			£	
Decrease in cash during year being change in net funds			163,283	
Net funds at 1 April 2023			1,596,697	
Net funds at 31 March 2024			1,759,980	
(d) Analysis of changes in net funds		At April 1 2023 £	Cash flows £	At 31 March 2024 £
Cash at bank		1,596,697	163,283	1,759,980

Notes to the financial statements

YEAR ENDED 31 MARCH 2024

1. Accounting policies

The financial statements have been prepared in accordance with applicable Accounting Standards in the United Kingdom. A summary of the more important policies is set out below.

a) General information and basis of preparation

BID Services is a charitable company limited by guarantee in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 5 of these financial statements. The nature of the charity's operations and principal activities are to work in partnership with people with a sensory impairment, as well as those with a physical disability or mental health problems. Working with children, young people and adults and their families and carers to make a positive difference by providing innovative services that empower those people to control their own lives.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) effective from 1 January 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Basis of consolidation

The group financial statements consolidate those of the charity and its wholly owned subsidiary undertaking drawn up to 31 March 2024. The results of the charity's subsidiary, Deaf Cultural Centre (Trading) Limited, have been incorporated on a line by line basis.

A separate Statement of Financial Activities and Income and Expenditure Account for the Charity has not been presented because the Charity has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

b) Funds

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

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such

funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

c) Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102).

Income from grants is recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

Investment income is earned through holding assets for investment purposes such as shares and property. It includes bank interest. Interest income is recognised using the effective interest method.

d) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds includes the expenses of the commercial trading operation and those associated with fundraising activities, including personnel costs;
- Expenditure on charitable activities includes all direct expenditure in relation to the delivery of both contract services and operations for which it receives funding from grants and trusts; and
- Other expenditure represents those items not falling into the categories above.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

e) Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity.

Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources. Premises overheads have been allocated using the calculated surface area utilised/occupied, and other overheads have been allocated on the basis of full-time equivalent staff or units of I.T. equipment accordingly.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. The analysis of these costs is included in note 7.

f) Tangible fixed assets

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended, with a capitalisation limit of £250.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows;

Freehold buildings:	over 50 years.	Fixtures and fittings:	over 3-10 years.
Leasehold land and buildings:	over 50 years.	Motor vehicles:	over 4 years.
Plant and machinery:	over 3-5 years.		

g) Investments

Investments in subsidiaries are measured at cost less impairment.

h) Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell.

i) Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

j) Loans and borrowings

Loans and borrowings are initially recognised at the transaction price including transaction costs. Subsequently, they are measured at amortised cost using the effective interest rate method, less impairment. If an arrangement constitutes a finance transaction it is measured at present value.

k) Impairment

Assets not measured at fair value are reviewed for any indication that the asset may be impaired at each balance sheet date. If such indication exists, the recoverable amount of the asset, or the asset's cash generating unit, is estimated and compared to the carrying amount. Where the carrying amount exceeds its recoverable amount, an impairment loss is recognised in profit or loss unless the asset is carried at a revalued amount where the impairment loss is a revaluation decrease.

l) Leases

Assets acquired under finance leases are capitalised and depreciated over the shorter of the lease term and the expected useful life of the asset. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability using the effective interest method. The related obligations, net of future finance charges, are included in creditors. Rentals payable and receivable under operating leases are charged to the SoFA on a straight line basis over the period of the lease.

m) Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable. It also operated a defined benefit plan and two multi-employer defined benefit schemes for the benefit of its employees. A liability for the charity's obligations under the plan is recognised net of plan assets.

The net change in the net defined benefit liability is recognised as the cost of the defined benefit plan during the period. Pension plan assets are measured at fair value and the defined benefit obligation is measured on an actuarial basis using the projected unit method. Actuarial valuations are obtained at least triennially and are updated at each balance sheet date.

n) Tax

The charitable company meets the definition of charity within the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

o) Going concern

At the time of signing the accounts, the Trustees have considered the going concern position and judge that the charity will continue to operate for a period of at least 12 months from the date of signing these accounts due to the level of funding already secured with its key partners. At the balance sheet date the charity held significant cash balances. The charity has reserves which are sufficient to absorb short-term in-period deficits if required.

The financial forecasts prepared by the executive team show that the charity will be able to operate within the facilities available to it. On that basis the Trustees have prepared these financial statements on a going concern basis.

p) Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

q) Key estimates and areas of judgement

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The group makes estimates and assumptions concerning the future and those assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to assets and liabilities within the next financial year are;

The present value of the Local Government Pension Schemes defined benefit liabilities depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. The assumptions used in determining the net cost or income for pensions include the discount rates. Any changes in these assumptions (which are disclosed in note 22) will impact the carrying amount of the pension liabilities. Furthermore, a roll forward approach which projects results from the latest full actuarial valuations performed has been used by the actuaries in valuing the pension liabilities at 31 March 2024. Any differences between the figures derived from the roll forward approach and a full actuarial valuation would impact on the carrying amount of the pension liabilities.

2. Voluntary income

	2024 £	2023 £
Grants, donations and other income		
Legacies	3,682	8,502
Donations	11,350	15,633
Grants		
Employment projects (incl. Lottery)	166,038	148,176
Sport England / Children in Need	36,901	33,150
Other grants and donations from Trusts	223,843	132,835
	<u>441,814</u>	<u>338,296</u>

Income from grants, donations and other sources was £441,814 (2023: £338,296) of which £4,604 (2023: £10,626) was attributable to unrestricted funds, £nil (2023: £nil) was attributable to designated funds and £437,210 (2023: £327,670) was attributable to restricted funds.

3. Investment income

	2024 £	2023 £
Interest earned	<u>24,047</u>	<u>6,154</u>

Investment income was £24,047 (2023: £6,154) of which £24,047 (2023: £6,154) was attributable to unrestricted funds and £nil (2023: £nil) was attributable to restricted funds.

4. Incoming resources from charitable activities

	2024 £	2023 £
Statutory bodies – contract service income	4,135,255	4,071,805
Trading and other activities	1,169,710	1,123,490
	<u>5,304,965</u>	<u>5,195,295</u>

Incoming resources from charitable activities was £5,304,965 (2023: £5,195,295) of which £5,304,965 (2023: £5,195,295) was attributable to unrestricted funds and £nil (2023: £nil) was attributable to restricted funds.

5. Trading operations

The charitable company owns 100% of the share capital of Deaf Cultural Centre (Trading) Limited which provides catering and conference facilities. During the year, Deaf Cultural Centre (Trading) Limited made sales of £56,845 (2023: £43,713) to the parent company and recharges of £115,047 (2023: £4,106).

	2024 £	2023 £
Deaf Cultural Centre (Trading) Limited		
Turnover	234,871	210,240
Cost of sales	(37,549)	(27,998)
Gross profit	197,322	182,242
Administrative expenses	(197,322)	(182,242)
Other income	–	–
Operating profit / (loss)	–	–
Tax on profit on ordinary activities	–	–
Retained in subsidiary	–	–

The assets and liabilities of the subsidiary at 31 March were:

Tangible assets	38,874	45,926
Net current assets	(28,676)	(35,728)
Total assets less current liabilities	10,198	10,198
Aggregate share capital and reserves	10,198	10,198

6. Resources expended by charity

	Finance Costs £	Direct Costs £	Support Costs £	2024 Total £	2023 Total £
Charitable activities					
Community services	–	4,002,129	753,827	4,755,957	4,753,327
Residential services	–	669,683	68,757	738,440	623,549
Public education development and Research	–	86,321	20,360	106,681	71,101
Costs of generating funds	–	157,819	16,896	174,715	231,849
Other resources expended	–	41,085	–	41,085	36,909
Total resources expended	–	4,957,037	859,840	5,816,877	5,716,735

Total resources expended was £5,816,877 (2023: £5,716,735) of which £5,383,924 (2023: £5,264,906) was attributable to unrestricted funds, £76,440 (2023: £110,190) was attributable to designated funds and £356,513 (2023: £341,640) was attributable to restricted funds.

7. Support costs by activity

	Community Services £	Residential Services £	Public education development and research £	Activities for generating funds £	2024 Total £	2023 Total £
Facilities	196,901	676	5,438	4,513	207,528	222,563
Human resources and administration	289,608	35,403	7,760	6,439	339,210	267,597
Finance	124,260	15,190	3,329	2,763	145,542	162,607
Information Technology	143,058	17,488	3,833	3,181	167,560	166,611
	<u>753,827</u>	<u>68,757</u>	<u>20,360</u>	<u>16,896</u>	<u>859,840</u>	<u>819,378</u>

Support costs are allocated as follows:

Facilities – surface area utilised / occupied

Finance/HR – full time equivalent staff members

IT – units of equipment

8. Charitable expenditure

	2024 £	2023 £
Expenditure includes:		
Auditors' remuneration – in respect of audit	32,400	30,000
Depreciation – owned assets	165,736	170,889
Rentals payable under operating leases – office equipment	<u>3,450</u>	<u>3,450</u>

9. Trustee and staff costs

Staff costs during the period were:

	2024 £	2023 £
Wages and salaries	3,163,051	3,154,930
Social security costs	259,362	280,309
Pension costs	213,699	130,149
	<u>3,631,004</u>	<u>3,565,388</u>

Staff restructuring costs comprise:

Redundancy costs	<u>343</u>	<u>6,644</u>
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The average number of employees in the year was as follows:

Volume;	2024	2023
Community services	120	119
Education, development and research	6	13
Activities for generating funds	4	5
Governance	1	1
Support	14	13
	<u>145</u>	<u>151</u>
FTE's;		
Community services	76	80
Education, development and research	4	8
Activities for generating funds	3	4
Governance	1	1
Support	11	10
	<u>95</u>	<u>103</u>

The number of employees whose employee benefits (excl. employer pension costs) exceeded £60,000 was:

	2024 No.	2023 No.
£60,001-£70,000	1	1
£70,001-£80,000	0	0
£80,001-£90,000	1	1

The key management personnel of the charity comprise the trustees and the senior management team as listed on page 6. The total amount of employee benefits (incl. employer pension contributions) received for their services to the charity was £300,144, being 4.0 FTE (2023: £306,477, 4.0 FTE).

Members of the trustee Board and committees do not receive any remuneration for their services. During the year, no directors received travel and subsistence expenses (2023: £nil).

Charitable funds were used to purchase indemnity insurance for the trustees at a cost of £4,853 (2023: £4,280).

10. Tangible fixed assets

Group

	Long leasehold property	Freehold land and buildings	Motor vehicles	Plant machinery fixtures & fittings	Total
Total cost	£	£	£	£	£
At 1 April 2023	4,536,846	1,306,410	19,500	358,159	6,220,914
Additions	–	–	–	40,281	40,281
Disposals	–	–	–	–	–
At 31 March 2024	4,536,846	1,306,410	19,500	398,440	6,261,195
Depreciation					
At 1 April 2023	1,451,819	299,050	19,500	175,802	1,946,171
Charge for year	90,737	26,128	–	48,871	165,736
Elimination on disposal	–	–	–	–	–
At 31 March 2024	1,542,556	325,178	19,500	224,673	2,111,907
Net book values					
At 31 March 2024	2,994,290	981,232	–	173,766	4,149,288
At 31 March 2023	3,085,027	1,007,359	–	182,357	4,274,743

Company

	Long leasehold property	Freehold land and buildings	Motor vehicles	Plant machinery fixtures & fittings	Total
Total cost	£	£	£	£	£
At 1 April 2023	4,536,846	1,306,410	19,500	293,370	6,156,125
Additions	–	–	–	40,281	40,281
Disposals	–	–	–	–	–
At 31 March 2024	4,536,846	1,306,410	19,500	333,651	6,196,407
Depreciation					
At 1 April 2023	1,451,819	299,050	19,500	156,939	1,927,308
Charge for year	90,737	26,128	–	41,818	158,683
Elimination on disposal	–	–	–	–	–
At 31 March 2024	1,542,556	325,178	19,500	198,757	2,085,991
Net book values					
At 31 March 2024	2,994,290	981,232	–	134,894	4,110,416
At 31 March 2023	3,085,027	1,007,359	–	136,341	4,228,817

11. Investment in subsidiary undertakings

The charitable company owns 100% of the ordinary share capital of Deaf Cultural Centre (Trading) Limited, a company incorporated in the United Kingdom. The shares were acquired at a cost of £10,000. The principal activity of Deaf Cultural Centre (Trading) Limited is the provision of catering services and facilities hire.

The results of the subsidiary undertakings are set out in note 5.

12. Stock

	Group		Company	
	2024 £	2023 £	2024 £	2023 £
Equipment and catering stocks	15,505	15,148	13,829	12,798

13. Debtors: amounts falling due within one year

	Group		Company	
	2024 £	2023 £	2024 £	2023 £
Fees receivable	768,681	552,007	725,454	521,049
Other debtors and accrued income	448	7,181	448	760
Prepayments	114,098	142,502	114,098	142,502
Amounts due from group company	–	–	131,766	150,655
	<u>883,227</u>	<u>701,690</u>	<u>971,766</u>	<u>814,966</u>

14. Creditors: amounts falling due within one year

	Group		Company	
	2024 £	2023 £	2024 £	2023 £
Trade creditors	176,998	162,377	170,365	158,942
Taxation and social security	62,196	85,291	53,626	75,009
Other creditors	53,432	55,685	53,432	55,685
Accruals	73,291	66,863	70,291	63,863
Provisions	40,000	40,000	40,000	40,000
Deferred income	74,594	69,548	74,594	69,548
	<u>480,511</u>	<u>479,764</u>	<u>462,308</u>	<u>463,047</u>

	Group		Company	
	2024 £	2023 £	2024 £	2023 £
Deferred Income				
Deferred income brought forward	69,548	102,504	69,548	102,504
Deferred in year	174,785	113,676	174,785	113,676
Recognised in year	(169,739)	(146,632)	(169,739)	(146,632)
Deferred income carried forward	<u>74,594</u>	<u>69,548</u>	<u>74,594</u>	<u>69,548</u>

Income is deferred when the charitable company may not have unconditional entitlement to the income or when the invoice relates to the delivery of a service and is therefore only recognised to the extent that the charitable company has provided the service.

15. Pension scheme liability – group and company

	£
At 1 April 2023	215,000
Movement for the year	36,000
At 31 March 2024	<u>251,000</u>

16. Restricted funds

Group and company

Restricted funds	1 April 2023 £	Incoming £	Outgoing £	Transfers £	31 March 2024 £
Arts	7,100	–	–	–	7,100
Community	363,840	224,879	(174,214)	10,483	424,988
Employment	102,341	166,038	(150,929)	–	117,449
Residential	43,935	9,373	–	–	53,308
Sports	50,547	36,900	(26,954)	–	60,493
Other	11,983	20	(1,000)	(10,483)	520
B&DTG	16,646	–	(1,496)	–	15,150
Capital appeal	65,420	–	(1,920)	–	63,500
Company restricted funds	661,811	437,210	(356,513)	–	742,508
Total Group restricted funds	661,811	437,210	(356,513)	–	742,508

2023 (Prior year)

Restricted funds	1 April 2022 £	Incoming £	Outgoing £	Transfers £	31 March 2023 £
Arts	7,100	–	–	–	7,100
Community	351,952	128,078	(116,190)	–	363,840
Employment	127,583	148,176	(173,419)	–	102,340
Residential	31,805	12,130	–	–	43,935
Sports	64,736	33,150	(47,339)	–	50,547
Other	7,486	4,835	(338)	–	11,983
B&DTG	17,779	1,300	(2,433)	–	16,646
Capital appeal	67,340	–	(1,920)	–	65,420
Company restricted funds	675,781	327,670	(341,640)	–	661,811
Total Group restricted funds	675,781	327,670	(341,640)	–	661,811

Purposes of restricted funds

Arts:	Funds from various sources supporting deaf arts projects.
Community:	Funds to support a range of community activities.
Employment:	Funds held to support activities furthering opportunities for employment for deaf people.
Residential:	Funds to support deaf people in our accommodation.
Sport:	Funds to support a range of sporting activities for deaf people.
Other:	Funds donated to support a range of activities across the charity.
B&DTG:	Funds held to support the activities of Birmingham and District Tinnitus Group.
Capital appeal:	Funds donated to support the construction of the Deaf Cultural Centre.

17. Unrestricted funds (group and company)

Group	1 April 2023	Incoming	Outgoing	Losses/Transfers	31 March 2024
	£	£	£	£	£
Designated					
Business development fund	206,269	–	–	–	206,269
Building development fund	2,599,358	–	(76,440)	–	2,522,918
Total designated funds	2,805,627	–	(76,440)	–	2,729,187
General funds	2,641,076	5,511,642	(5,296,924)	–	2,855,794
Pension fund	(215,000)	–	(4,000)	(32,000)	(251,000)
Total unrestricted funds	5,231,703	5,511,642	(5,377,364)	(32,000)	5,333,981

Company	1 April 2023	Incoming	Outgoing	Losses/Transfers	31 March 2024
	£	£	£	£	£
Designated					
Business development fund	206,269	–	–	–	206,269
Building development fund	2,599,358	–	(76,440)	–	2,522,918
Total designated funds	2,805,627	–	(76,440)	–	2,729,187
General funds	2,640,878	5,448,663	(5,233,945)	–	2,855,596
Pension fund	(215,000)	–	(4,000)	(32,000)	(251,000)
Total unrestricted funds	5,231,504	5,448,663	(5,314,385)	(32,000)	5,333,782

Purposes of designated funds

Business development fund:	To support the organisation in its future organisational development initiatives.
Building development fund:	This fund was created to support the construction of the Deaf Cultural Centre. The balance will reduce in line with depreciation of the building.

2023 (Prior year)

Group	1 April 2023	Incoming	Outgoing	Losses/Transfers	31 March 2024
	£	£	£	£	£
Designated					
Business development fund	240,019	–	(33,750)	–	206,269
Building development fund	2,675,798	–	(76,440)	–	2,599,358
Total designated funds	2,915,817	–	(110,190)	–	2,805,627
General funds	2,613,379	5,378,602	(5,350,906)	–	2,641,076
Pension fund	(395,000)	–	86,000	94,000	(215,000)
Total unrestricted funds	5,134,196	5,378,602	(5,375,096)	94,000	5,231,703

Company	1 April 2023	Incoming	Outgoing	Losses/Transfers	31 March 2024
	£	£	£	£	£
Designated					
Business development fund	240,019	–	(33,750)	–	206,269
Building development fund	2,675,798	–	(76,440)	–	2,599,358
Total designated funds	2,915,817	–	(110,190)	–	2,805,627
General funds	2,613,181	5,216,182	(5,188,485)	–	2,640,878
Pension fund	(395,000)	–	86,000	94,000	(215,000)
Total unrestricted funds	5,133,998	5,216,182	(5,212,675)	94,000	5,231,504

18. Operating lease commitments (Group and company)

At the year end the charitable company has guaranteed minimum lease payments under non-cancellable operating leases as follows:

	Buildings		Equipment	
	2024 £	2023 £	2024 £	2023 £
Within 1 year	66,880	21,661	1,153	1,153
Within 1-2 years	27,738	–	–	–
Within 2-5 years	9,901	–	–	–
Total	104,519	21,661	1,153	1,153

In addition to the above the charitable company holds a 125 year lease expiring in 2131 from Birmingham City Council on which a peppercorn rent is payable.

19. Analysis of group net assets between funds

	Unrestricted £	Designated £	Restricted £	Total £
Tangible fixed assets	1,626,370	2,522,918	–	4,149,288
Net current assets	1,229,424	206,269	742,508	2,178,201
Loans > 1 year	–	–	–	–
Pension reserve	(251,000)	–	–	(251,000)
Total net assets	2,604,794	2,729,187	742,508	6,076,489

2023 (Prior year)

	£	£	£	£
Tangible fixed assets	1,675,385	2,599,358	–	4,274,743
Net current assets	965,691	206,269	661,811	1,833,771
Loans > 1 year	–	–	–	–
Pension reserve	(215,000)	–	–	(215,000)
Total net assets	2,426,076	2,805,627	661,811	5,893,514

The net current assets within designated funds and restricted funds are represented by cash at bank.

20. Financial activities of the charitable company

The financial activities shown in the consolidated statement of financial activities includes those of the company's wholly owned subsidiaries.

A summary of the financial activities undertaken by the parent charitable company is set out below:

	2024 £	2023 £
Gross income	5,885,873	5,543,852
Total expenditure	(5,753,898)	(5,554,315)
Net (expenditure)/income for the year	131,975	(10,463)
Actuarial (losses)/gains on defined benefit pension schemes	51,000	94,000
Net income/expenditure	182,975	83,537
Total funds brought forward	5,893,316	5,809,779
Total funds carried forward	6,076,291	5,893,316
Represented by:		
Unrestricted funds	2,604,596	2,425,878
Designated funds	2,729,187	2,805,627
Restricted funds	742,508	661,811
	6,076,291	5,893,316

21. Tax status

As a charitable company, BID Services, is exempt from tax on income and gains falling within Section 478 of the Taxes Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen within the charitable company. The trading subsidiary has no profits which are subject to taxation under the provisions of the Income and Corporation Taxes Act 2000.

22. Pensions

As at the year-end, pension contributions outstanding were £nil (2023: £nil).

a) Pension costs – West Midlands Local Government Pension Scheme

The West Midlands Local Government Pension Scheme is a funded defined benefit pension scheme, with the assets held in separate trustee-administered funds. The total contribution made for the year ended 31 March 2024 was £nil (2023: £4,184), of which employer's contributions totalled £nil (2023: £3,562) and employees' contributions totalled £nil (2023: £622). The final contributions were paid into the scheme in March 2023, with settlement and exit from the scheme finalised in September 2023.

» *Pensions continued*

	At 31 March 2024	At 31 March 2023
Principal actuarial assumptions		
Pension Increase Rate (CPI)	–	3.00%
Rate of increase in salaries	–	4.00%
Discount rate for scheme liabilities	–	4.75%
Inflation assumption (CPI)	–	10.10%

Life expectancy is based on the Fund's VitaCurves with improvements in line with the CMI 2021 model, with a 10% weighting of 2021 (and 2020) data, standard smoothing (Sk7), initial adjustment of 0.25% and a long-term rate of improvement of 1.5% p.a. for both males and females.

Based on these assumptions, the average future life expectancies at age 65 for the Employer are summarised below:

	At 31 March 2024	At 31 March 2023
Current Pensioners		
Males	–	21.6
Females	–	25.6
Retiring in 20 years		
Males	–	21.6
Females	–	25.7

The charity's share of the assets in the scheme were:

	Fair value at 31 March 2024 £000	Fair value at 31 March 2023 £000
Equities	–	561
Bonds	–	181
Property	–	58
Cash	–	25
Total market value of assets	–	825

The actual return on scheme assets was £nil (2023: £80,000).

Amount recognised in the statement of financial activities

	2024 £000	2023 £000
Current service cost (net of employee contributions)	–	(5)
Net interest cost	–	–
Administration expenses, gain / (loss) on curtailment and gain / (loss) on settlement	–	(1)
Total operating charge	–	(6)

Notes to the financial statements

» Pensions continued

Changes in the present value of defined benefit obligations were as follows:

	2024 £000	2023 £000
At 1 April	–	798
Current service cost	672	5
Interest cost	–	21
Employee contributions	–	1
Actuarial (gain) / loss	(672)	(76)
Benefits paid	–	(77)
Past service costs, including curtailments	–	–
At 31 March	–	672

Changes in the fair value of charity's share of scheme assets:

	2024 £000	2023 £000
At 1 April	825	876
Interest income	–	23
Return on plan assets (excluding net interest on the net defined pension liability)	–	(27)
Other actuarial gains / (losses)	(734)	26
Employer contributions	–	3
Employee contributions	–	1
Benefits paid	–	(77)
Administration expenses	(91)	–
At 31 March	–	825

b) Pension costs – Pensions Trust (CARE Scheme)

The company participates in the scheme, a multi-employer scheme which provides benefits to some 36 non-associated employers. The scheme is a defined benefit scheme in the UK.

It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2022. This valuation showed assets of £49.6m, liabilities of £57.1m and a deficit of £7.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2024 to 31 March 2027: £1,672,000 per annum
(payable monthly and increasing by 3.0% each year on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Present value of provision

	Period Ending 31 March 2024 (£s)	Period Ending 31 March 2023 (£s)	Period Ending 31 March 2022 (£s)
Present value of provision	228,965	316,689	398,072

Notes to the financial statements

» Pensions continued

Reconciliation of opening and closing provisions

	Period Ending 31 March 2024 (£s)	Period Ending 31 March 2023 (£s)
Provision at start of period	316,689	398,072
Unwinding of the discount factor (interest expense)	14,496	9,153
Deficit contribution paid	(74,620)	(72,446)
Remeasurements – impact of any change in assumptions	721	(18,090)
Remeasurements – amendments to the contribution schedule	(28,321)	–
Provision at end of period	228,965	316,689

Income and expenditure impact

	Period Ending 31 March 2024 (£s)	Period Ending 31 March 2023 (£s)
Interest expense	14,496	9,153
Remeasurements – impact of any change in assumptions	721	(18,090)
Remeasurements – amendments to the contribution schedule	(28,321)	–
Contributions paid in respect of future service	(26,692)	(22,190)
Costs recognised in income and expenditure account	(34,450)	(31,127)

Assumptions

	31 March 2024 % per annum	31 March 2023 % per annum	31 March 2022 % per annum
Rate of discount	4.95	5.18	2.55

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

c) Pension costs – Pensions Trust (Growth Plan)

The company participates in the scheme, a multi-employer scheme which provides benefits to some 638 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

» Pensions continued

	Period Ending 31 March 2024 (£s)	Period Ending 31 March 2023 (£s)	Period Ending 31 March 2022 (£s)
Present value of provision	22,228	47,585	74,640

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2022 to 31 January 2025: £3,312,000 per annum

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 30 September 2025: £11,243,000 per annum
(payable monthly and increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Reconciliation of opening and closing provisions

	Period Ending 31 March 2024 (£s)	Period Ending 31 March 2023 (£s)
Provision at start of period	47,585	74,640
Unwinding of the discount factor (interest expense)	1,821	1,410
Deficit contribution paid	(27,194)	(27,194)
Remeasurements – impact of any change in assumptions	16	(1,271)
Remeasurements – amendments to the contribution schedule	–	–
Provision at end of period	22,228	47,585

Notes to the financial statements

» Pensions continued

Income and expenditure impact

	Period Ending 31 March 2024 (£s)	Period Ending 31 March 2023 (£s)
Interest expense	1,821	1,410
Remeasurements – impact of any change in assumptions	16	(1,271)
Remeasurements – amendments to the contribution schedule	–	–
Contributions paid in respect of future service	(1,727)	(1,842)
Costs recognised in income and expenditure account	(31,307)	(30,396)

Assumptions

	31 March 2024 % per annum	31 March 2023 % per annum	31 March 2022 % per annum
Rate of discount	5.31	5.52	2.35

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

23. Related party transactions

In the year, Deaf Cultural Centre (Trading) Limited made sales of £56,845 (2023: £43,713) to the parent company and there was £6,604 (2023: £6,413) owed at the year-end. There were also recharges from the parent company to Deaf Cultural Centre (Trading) Limited of £115,047 (2023: £4,106), with £212 (2023: £nil) owed at the year-end.

The inter-group debtor balance, owed by Deaf Cultural Centre (Trading) Limited, at the year-end was £131,766 (2023: £150,655).

24. Third party supported accounts

Included in the Balance Sheet are cash balances of £nil (2023: £3,461) held in respect of third party supported accounts where BID Services have agreed to take on the payment of support monies under custodian arrangements, in a partnership with Penderels Trust, in relation to Lincolnshire service users. Lincolnshire C.C. pay the required support monies to Penderels Trust at varied time periods, who in turn transfer to BID Services who disburse the support monies to the service providers on behalf of the users, based on service assessment and arrangement. The receipts and payments regarding the TPSA funds are not shown as part of SOFA.

25. Ultimate controlling party

The members of BID Services are trustees and hence BID Services is controlled by the Board of trustees.





B·I·D SERVICES

BID Services

Deaf Cultural Centre,
Ladywood Road,
Birmingham,
B16 8SZ

Tel 0121 246 6100
Email info@bid.org.uk

www.bid.org.uk

BID Services registered in England
Charity No. 1053184.

A company limited by guarantee.
Registered number 03124204

BID SERVICES

England & Wales - Charity number 1053184

Accounts



BID SERVICES

REPORT AND FINANCIAL STATEMENTS

Year ended 31 March 2023

Registered number: 03124204

Registered charity number: 1053184





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B-ID SERVICES

Chair's statement

Recent years have proven challenging for all and the effects of 13 years of austerity, with more to come, continue to manifest themselves particularly within the voluntary sector which is under resourced and experiencing increasing demand. Wealth distribution is increasingly polarized and interest rates are close to a 20 year high; the effect on family finances as a result of the mortgage market and wider economic activity, is already being felt.

Britain's productive capacity has fallen in recent years; there are insufficient appropriately qualified people available in the labour market to meet the wide-ranging requirements of employers; recruitment is difficult and there continue to be barriers for those with sensory impairments to enter and progress in the job market.

This is the continuing reality of the economic environment in which BID must operate and continue its mission of supporting people with sensory impairments. That we are able to report considerable success in such challenging times is a credit to all concerned.

High-profile prime time TV has resulted in an increasing awareness of deafness, its challenges and exclusions and associated emotional journeys and, as some would argue, the difficulties placed on d/Deaf people by the hearing majority. The BSL Act is now on the statute book following the leadership and commitment of Rosie Cooper, herself a child of deaf parents.

The starting point of this year's report was 5 weeks after the start of the war in Ukraine which has imposed on post Covid recovery and adjustment. As a direct result, energy prices and inflation increased substantially, quickly affecting service users and BID's staff and reducing contributions expected from fixed price local authority contracts. Balancing the need to increase staff pay and protect BID's financial position, ensuring we can continue to support our communities into the future, is a challenge that the Board has actively addressed and expects to have to address further.

Making BID an attractive place to work has been among our current strategic objectives and, as part of that, we:

- Have implemented a range of initiatives that support work/life balance including mental health awareness training for all staff, introducing a mental health champion with monthly staff wellbeing sessions, introducing a HR wellbeing strategy and achieving Thrive foundation level accreditation.
- Continue to invest in the learning and development of employees and volunteers, we have accommodated Kickstart staff and apprentices and taken steps to continue to identify and retain our high performers to maintain key knowledge, experience and skills across the organisation including delivering management development programmes and supporting staff to achieve professional qualifications.
- Have developed and expanded our volunteer base.
- Have increased staff remuneration while protecting the charity's reserves

BID sets out to meet its charitable objects by delivering a range of services, designed to address the specific requirements of our service users. Some of the noteworthy developments in the year included:

- Developing a combined Information, Advice and Guidance and specialist equipment service enabling us to continue these two services throughout Cumbria.
- Continued delivery of Information, Advice and Guidance to vulnerable adults who are d/Deaf, hard of hearing, physically disabled and sight impaired in locations across England.
- Ongoing delivery of youth activities in Leeds, Birmingham and Lincolnshire including holiday activities and food programmes, as well as a sensory art project to celebrate the Platinum Jubilee with installations in local community venues.

- Commencement of our NHS Charities Together funded Health Champions project working to make health services and information about health and self-management of conditions more accessible for d/Deaf, hard of hearing and sight impaired individuals across Leeds and Kirklees.
- Continued work with individuals to help them access education, employment and training.
- Installation and a full refurbishment of Chesterberry, our residential home for d/Deaf adults.
- Our new Lincolnshire Sensory Service commenced in April 2022 offering a breadth of services across Lincolnshire for adults and children with sensory impairments.
- Our Northumberland Sensory Service expanded with the addition of a d/Deaf and hard of hearing element creating a full sensory service.
- We created 'Warm Spaces' in Leeds and Birmingham offices for the local community.
- We have continued to develop our infrastructure with a range of IT and related upgrades all designed to improve operational efficiency.

During the course of the year the Board, following approval from the Charity Commission, signed off our revised and updated Articles of Association which encapsulate sufficient powers for our continuing strategic development.

We have changed how risks are reported so that the Board is more aware of the changing situation and can carry out its risk management responsibilities from a more informed and nuanced perspective. In addition, we have formalised a number of items that require regular review by the Board.

With our current strategy ending in March 2023, the Board took part in a number of strategy development sessions and commenced a wider consultation with stakeholders. This work will set

the scene for the next three years or so and will conclude in the Autumn.

Sophie Walmsley, our newest and youngest trustee has now stepped down following a move from the area. Her thoughtful contributions and perspectives added further depth to the Board's deliberations. She takes with her our thanks and best wishes for the future.

At the other end of the service spectrum, Gail Conway has stepped down from the Board after 22 years of service, including four years as chair. Gail is probably the longest serving trustee ever and, certainly, the first woman to hold the office of chair. Her quiet and informed counsel has been valued by all and at her last meeting the Board expressed their thanks formally and informally.

Currently 4 out of 7 members of our Board are d/Deaf or hard of hearing. This lived experience is crucial to ensuring BID's direction is appropriate and informed. The process of recruitment of new trustees, and thus Board renewal, continues with a focus on recruiting members with lived experience of sight impairments.

As is described in more detail in the Directors' report, BID delivered a strong financial performance, despite the challenging economic background. This enabled BID to continue its work supporting the communities we work with as well as providing necessary resilience to meet the inevitable future challenges.

In conclusion, I should like to publicly express my thanks to our staff and volunteers who make things happen daily, to the senior management team for their day-to-day leadership and for the Board's commitment to BID and the support they provide to the senior management team. It is very much appreciated.



M J Price
Chair

Directors' report

Constitutional and administrative details

Charity Name BID Services (known as BID)

Charity Registration Number 1053184

Company Registration Number 03124204

Registered Office Deaf Cultural Centre
Ladywood Road
Birmingham
B16 8SZ

Board of Trustees

The Directors, who are also trustees of the charity, serving during the year were as follows:

Alison BEACHIM

Matthew COLLINGWOOD

Gail CONWAY (resigned 29 June 2023)

Sam HUMPHRAY

Sandeep KAUR

Michael PRICE (Chair)

Sophie WALMSLEY (appointed 9 June 2022 ; resigned 29 June 2023)

The Directors retiring by rotation were G Conway, A Beachim and M Collingwood. All three agreed to stand for re-election and were reappointed to the Board. A Beachim, previously Interim Vice Chair was voted into the role of Vice Chair for a three-year term. M Price, previously Interim Chair, was voted into the role of Chair for a three-year term.

The position of Treasurer has been vacant since November 2021.

The charitable company maintains management indemnity insurance for its directors and officers at an annual premium of £4,280 (2022: £4,218).

Directors are selected against pre-determined skills criteria designed to ensure that the Board has the necessary knowledge with which to direct BID.

The Board has an establishment of 7 members with powers of co-option.

Company Secretary Michael Price

Senior Management Team

Gail Penberthy Chief Executive

Heather Davis Head of Human Resources & Organisation Development

Tony Morroll Head of Finance & I.T.

Ian Laing Head of Operations

Independent Auditors

Cooper Parry Group Limited
Sky View
Argosy Road
Castle Donington
Derby
DE74 2SA

Bankers

National Westminster Bank Plc
30a Harborne Road
Birmingham
B15 3AA

ABOUT US

BID Services is a charity which specialises in working with children, young people, adults and their families and carers, who are d/Deaf, hard of hearing, sight impaired, severely sight impaired or have a dual sensory loss.

Through delivery of innovative, ever evolving services, our dedicated staff and volunteers work in partnership with our clients to maximise independence, remove barriers and support clients to make informed choices, ensuring they have access to information, advice, support and activities in the right place, at the right time. We aim to enable and empower our clients to live the lives they choose, access the opportunities which matter to them and achieve their individual goals.

We deliver a range of specialist support services focusing on prevention, reablement, training and advice including; equipment and assistive technology training; employment support, rehabilitation and mobility training; information, advice and guidance; social work; benefits and housing support; social groups; youth services; advocacy; British Sign Language Interpreting and training; eye and hearing care; residential and supported living placements and befriending.

The Signing Tree Venue, our social enterprise, is an accessible high-quality conference and meeting space provider, located within the award-winning Deaf Cultural Centre building which houses the charity's offices. The Signing Tree Venue also supports a range of community, arts and leisure activities for people living with sensory loss.

OUR PURPOSE

We are here to make a positive difference to the people we support by providing innovative services that empower people to control their own lives.

COMPANY STATUS

The charity is a company limited by guarantee and as such has no share capital. The company is governed by its Memorandum and Articles of Association, which were revised 18 March 2022 and approved by the Charity Commission on 26 January 2023. The liability of the members as set out in the Memorandum of Association is limited to £1 per member.

TRUSTEE AND DIRECTOR INDUCTION AND TRAINING

New directors receive induction training appropriate to the role they are to fulfil. Directors regularly review their training needs. Additional training is provided as and when required, including directors' responsibilities under charity law.

ORGANISATIONAL STRUCTURE

The Board meets a minimum of 5 times a year and additional meetings are held as required. Day-to-day management of the organisation is delegated to the Chief Executive and her team. Limits to authority are detailed through policies, procedures and a scheme of delegation. The charity's main operating base is at the Deaf Cultural Centre in central Birmingham.

ORGANISATIONAL OBJECTIVES

Our strategy and vision focus on improving the lives of children, young people and adults who are d/Deaf, hard of hearing, sight or severely sight impaired and those with dual sensory loss. Within our 3-year strategic plan (2019-2022) we set out 5 key priorities which reflected this focus and aligned to the needs of those we support. By working within these priorities, we developed and delivered innovative services and opportunities which have supported clients and their families to live healthy, fulfilling and independent lives and achieve the best possible outcomes.

Having reached the end of this strategic plan, we are now reflecting on our progress and achievements against our 5 key priorities and re-focusing our aims for the next 3 years, 2023-2026, ensuring we continue to meet the ever-evolving needs of our clients through delivery of services which are adaptable and responsive to need.

Key priority areas 2019-2022:



A strong organisation, fit for today and prepared for tomorrow

Maintaining a strong and stable future for the charity, to ensure the continued provision of sensory support services that are highly valued remains central to everything our organisation does.



Improve employment opportunities for service users

Removing obstacles people face in accessing employment, education and training underpins our objective for people to live independently.



Increase service user access to information and services

Through developing communications solutions that reduce the barriers people face in accessing information and services, we support people to find what they need to help make more informed life choices.



Support people to live healthy, independent lives

Working in partnership with people to identify and address needs and gaps in service provision, we facilitate a wide range of activities that help people manage their health, improve their physical and emotional wellbeing, maximise independence and become connected to their local community.



Be an exceptional place to work and volunteer

By investing in training, learning and development and promoting initiatives that support a positive work/life balance, we strive to recruit and retain the best employees and volunteers to help deliver our sensory support services.

Highlights of achievements and performance



KEY INITIATIVES & PROGRESS



A strong organisation, fit for today and prepared for tomorrow

As our three-year strategic plan comes to an end, we have been able to deliver strong financial results, with excellent expenditure controls, despite the continued challenging economic environment, and further develop a resilient infrastructure ensuring continued support for our service users.

- We have worked to achieve a high level of organisational governance, strengthening our Board of Trustees, maintaining skills and knowledge needed to develop our services and creating a Board with lived experience of sensory impairment.
- Migrated to Office 365, implemented Voice to Teams and updated our wireless infrastructure, improving connectivity internally and externally and ensuring high quality IT infrastructure is in place to support service delivery and management.
- Upgraded to an integrated HR and payroll system enabling more efficient and seamless personnel data management.
- Created systems to identify and train high performing staff and those with specialist skills supporting retention and delivery of high-quality services.
- We have continued to adapt our recruitment processes, creating agile and responsive processes which enable us to respond quickly to vacancies and changes in the external labour market and recruit into hard to fill vacancies.
- Alongside our technological developments, we have continued to adopt hybrid working arrangements as per our Flexible Working Policy, supporting employees to benefit from hybrid working arrangements whilst ensuring continued delivery of high-quality, effective and efficient services to our service users.
- We have also been offered extensions to existing services including Milton Keynes and Solihull ensuring we are able to continue delivering these valuable services to our local communities.
- Our Marketing Strategy is now well-embedded and we have continued to grow our online presence through use of social media, this is now our main channel for organisation-wide and local storytelling and messaging alongside a tool for two-way engagement with service users. We have continued to invest in our digital infrastructure and work to redevelop our website is well underway with the aim to create a user-friendly website which provides greater accessibility to information, resources and services.
- Our Business Development Team continue to focus on diversifying income, exploring new and innovative opportunities to develop services which add social value and respond to need, and retaining existing sources of funding.
- Our social enterprise, The Signing Tree Venue, continues to welcome new clients and is showing a strong performance and return of customers following the pandemic.
- We have achieved and maintained recognised accreditations evidencing our high-quality, professional approach to service delivery and organisational governance including Matrix, ASDAN, ISO:14001, Disability Confident Level 2, CQC and Thrive.



To complete the organisational migration to Office 365, to continue to diversify income streams and drive forward the development of our new strategic plan ensuring the ongoing delivery of high-quality services which enable and empower those living with sensory impairments, disabilities and associated health conditions.

Improve employment opportunities for service users

We have continued to support those who are d/Deaf, hard of hearing, sight or severely sight impaired or Deafblind to move into or retain employment, progress in their careers and to access education and training opportunities, working with employers and training providers to break down barriers and increase awareness around recruiting and employing staff with sensory impairments.

- As specialist delivery partners of Birmingham City Council's PURE (Placing Vulnerable Urban Residents into Employment) project, we continue to support people over the age of 25 with complex needs to overcome barriers to employment, supporting them to gain meaningful employment through 1:1 support delivered by our specialist employment coaches.
- Our partnership with local charities, Better Pathways and Disability Resource Centre (DRC) has developed further as part of the European Social Fund (ESF) funded Disability Inclusion Pathways (DIP) project through which we have maintained delivery of employment support to those who are d/Deaf or sight or severely sight impaired.
- Year 2 of our The National Lottery Community Fund, Step Ahead employment project has seen the service gain momentum. Through this we have been able to offer wrap around support to clients accessing our wider Employment Service including job clubs, Personal, Social, Development Training, BSL training for international signers, employer engagement and Deaf Awareness Training.
- We have continued to provide 1:1 support alongside group sessions and training for clients across our Employment Services including running 92 Job Clubs and 142 client training sessions during 2022-23. We have supported individuals to overcome barriers to employment and access appropriate support during the recruitment process and beyond including support with applications, preparation for interviews and Access to Work applications.
- Responding to changing demands and client needs, we have developed a hybrid delivery model across our Employment Service offering training and 1:1 appointments both in person and remotely, providing a flexible service and enabling delivery across a wider geographical area.
- We have become an accredited ASDAN centre, which will enable us to deliver accredited qualifications.



FORWARD AIMS

We plan to increase use of digital technology to maximise reach and access to our specialist Employment Service and continue to develop and expand our employment, training and education services across England, exploring local partnership and funding opportunities to enable us to continue supporting those with sensory impairments to access and progress within employment.



Increase service user access to information and services

It is vital that people living with a sensory impairment have access to information, services and support at the right time and in a format which meets their communication and access needs. We continue to work to provide information and services for our local communities and work to break down barriers and increase awareness of the communication and access needs of those who are d/Deaf, hard of hearing, sight or severely sight impaired and those who have a dual sensory loss, ensuring they can make informed choices and live the lives they choose.

- We continue to offer a comprehensive communication service for those who are d/Deaf, hard of hearing or deafblind providing support including British Sign Language interpreting, lip speakers, note takers and Deafblind manual, ensuring clients can access information and services and communicate in different settings using their preferred method of communication.
- Our communication service provides interpreting services in NHS settings including the continued specialist provision for Birmingham and Solihull Mental Health NHS Foundation Trust within Birmingham's d/Deaf/hard of hearing mental health unit.
- We have adopted greater use of technology to maximise access to communication support, information and services including delivery of Video Relay Interpreting, digital skills training, technology assessments and training and delivery of remote appointments via video call.
- We continue to offer sensory impairment awareness training across the country for individuals and organisations, including the NHS, employers, prison services, leisure services and universities. Through this we are increasing understanding and awareness of sensory impairments and helping to break down barriers to information, support and services for those with a sensory impairment.
- We continue to deliver Signature accredited British Sign Language training up to Level 3, supporting more people to develop BSL skills, and have seen consistent growth in the number of learners over the last 3 years.
- Our BSL International course continues to thrive, providing those who use an international sign language or who have no formal sign language, with the opportunity to develop their signing skills up to Level 2 and supporting them to access wider activities, services and information tackling isolation and increasing independence.
- Following the passing of the BSL Act, we have continued to support and promote developments taking place nationally around access to BSL and awareness of the needs of those who are d/Deaf or hard of hearing. Supporting this, we have joined the BSL Alliance of providers across the country which will feed into the BSL Advisory Board, working to ensure these needs and gaps in services are understood, evidenced and actioned.
- Our NHS Charities Together funded project covering Leeds and Kirklees has worked collaboratively with local NHS services to deliver a range of initiatives to increase awareness of staff around the needs of those with sensory impairments and to remove barriers to accessing NHS services and information. This has included delivery of health workshops to increase understanding and awareness of the importance of screening and of different conditions, treatment options and self-management covering topics including Dementia, Menopause, Prostate Cancer and Diabetes.
- In Lincolnshire we have worked with Network Rail to improve accessibility at railway stations for those with sight or severe sight impairments through use of tactile paving.

continued...

Achievements and performance

» Increase service user access to information and services

- Our work with Birmingham Public Health team continues through activities to ensure findings of the Deaf/Hard of Hearing Community Health Profile are used effectively to tackle health inequalities faced by Birmingham's d/Deaf and hard of hearing community.
- We have continued to work to embed use of social media as a channel for sharing news, information and resources across the organisation, creating timely access to relevant information and increasing awareness around sensory impairments through platforms including Twitter, Facebook, Instagram and YouTube.
- We continue to deliver the Birmingham Community Advocacy service through which our Independent Mental Health Advocates provide support and representation to service users residing in forensic settings across Birmingham, ensuring individuals have access to independent information and options that enable them to make their own decisions on issues that affect their lives.

FORWARD AIMS

To continue to work with organisations across the country to increase awareness and understanding of the access and communication needs of those with a sensory impairment(s). To continue to increase access to information, services and support through delivery of innovative services and partnership working with local and national organisations, including development of an online information library.



Support people to live healthy, independent lives

We believe there should be no limits to the opportunities, services and activities which people living with sensory impairments are able to access. We continue to work to deliver services and support across England to those who are d/Deaf, hard of hearing, sight or severely sight impaired or Deafblind enabling and empowering individuals to live healthy, independent lives with access to opportunities which matter to them, and which enrich their lives.

- We established Warm Spaces at Gallery House, Leeds and the Deaf Cultural Centre, Birmingham, welcoming the community into our centres, offering a warm welcoming environment, combatting the effects of the cost-of-living crisis.
- We continued to support children and young people with sensory impairments and their families in Birmingham, Leeds and Lincolnshire through delivery of our youth services offering activities including bowling, Geek Room, Christmas events, illustration, animal visits, fencing and crazy golf.
- With support from the Barclays Covid 100x100 Community Fund, our befriending provision continued to grow with the delivery of local peer support groups alongside 1:1 befriending services which have helped adults who are d/Deaf, hard of hearing or Deafblind develop social connections, reducing isolation.
- We have rolled out organisation-wide coproduction training supporting coproduction approaches within our services, ensuring service users are directly involved in the design, development and delivery of our services and initiatives.
- Following extensive refurbishments at our Chesterberry residential home, we have continued this work with further developments taking place in the garden, creating a more accessible and stimulating garden and sensory summer house.
- Our specialist Eye Clinic Liaison Officers and ROVIs (Rehabilitation Officer Visual Impairment) continue to support those with newly acquired or existing sight impairments come to terms with, adapt to, and live with sight loss through emotional support and practical advice including mobility training and adaptations working in Milton Keynes, Leeds, Kirklees, Solihull and Northumberland.
- In Lincolnshire, we continue to support children, young people and adults with sensory impairments to maintain their independence, deal with day-to-day tasks and access opportunities through our Care Plus service.
- In Kirklees we have continued to support adults with sight or severe sight impairments to live as independently as possible in their own homes and have also provided opportunities to young people with sensory impairments to build connections with others in their local communities and gain 1:1 support, working in partnership with Deaf EXperience.
- Following the launch of our Lincolnshire Sensory Services in April 2022, our team have continued working closely with the local community and organisations across Lincolnshire including prison services, Fire and Rescue, Guide Dogs and the Sensory Education Support Team to ensure children, young people, adults and their family/carers have access to information, services and support appropriate to their individual needs, improving their quality of life and increasing independence.
- We have completed the purchase of our supported living accommodation in Birmingham and begun a series of refurbishments, increasing resident safety, independence and standard of living.
- We have continued to deliver and introduce new peer support, activity and social groups in locations across England enabling people with sensory impairments to come together, experience a range of different activities and build new skills. These include a creative writing workshop in Leeds for people with a sight or severe sight impairment, the development of a Community Day in Birmingham offering a range of different activities throughout the day and a monthly community evening and a Tinnitus Support Group in Cumbria.
- Following tender and grant processes, we retained various sensory services including those in Cumbria, Birmingham, Leeds, Coventry and Northumberland, with our provision in Northumberland expanding to include services for those d/Deaf or hard of hearing. Through these we deliver a breadth of services including information, advice and guidance, equipment/technology support and training, Rehabilitation Officer Visual Impairment support, Eye Clinic Liaison Services, social work and housing support.



FORWARD AIMS

To continue working with our local communities to understand their needs and develop new and existing services to meet these needs through innovative, effective service delivery.

Be an exceptional place to work and volunteer

We aim to create a culture where employees and volunteers are positive and proud of being part of BID Services, where they are valued and supported to develop professionally and where people are able to benefit from a positive work/life balance.

- We have continued to invest in the learning and development of employees and volunteers, delivering a wealth of core training alongside providing sponsorship and support to staff to achieve professional qualifications including qualified interpreters, rehabilitation officers and social work. We have developed new sensory and disability awareness inhouse core training courses delivered by our specialist staff and delivered two internal management development programmes.
- Our established Equality, Diversity and Inclusion (EDI) working group continue to meet on a regular basis, involving a diverse range of employees continually reviewing practices and processes within the organisation to ensure that our environment is inclusive to everyone. We continue to benefit from an effective, working Employee Representative Group listening and engaging with staff to discuss employment and wellbeing matters and new innovative ways of working.
- We have achieved foundation level Thrive accreditation, evidencing our commitment to improving the health and wellbeing of staff and volunteers across the organisation.
- We ran staff 'Reconnect Days' in Leeds and Birmingham bringing staff across the organisation together to enhance connections, share experiences and knowledge and celebrate working with each other after the pandemic.
- To promote the health and wellbeing of staff/ volunteers, we have implemented a range of initiatives including introducing a HR Wellbeing Strategy, a Health and Wellbeing Policy, Managing Addiction Policy and running of monthly wellbeing sessions.
- We have focused on promoting mental health and accessibility of support, training 80% of managers and 20% of all staff to be Mental Health Champions, introducing a Mental Health Policy and appointing an organisation wide Mental Health Champion.
- We have continued to develop our policies to further support positive work/life balance including our Flexible Working Policies which include a Hybrid Working Policy, enabling employees to split time between attending the workplace and working remotely.
- Our Volunteer Strategy has been implemented across the organisation and we have seen our volunteer numbers grow with 112 amazing volunteers sharing their skills, experience and time to help us support those living with a sensory impairment across England.
- We developed a training, learning and development programme to support 7 young people as part of the Government's Kickstart scheme with 2 participants staying on with us as permanent employees and going on to complete apprenticeships.



FORWARD AIMS

To continue to invest in staff development, recruitment and retention activities, leadership skills, technology enhancements and wellbeing initiatives as well as finding ways to support and recognise our amazing team of staff and volunteers to ensure they feel valued.

PUBLIC BENEFIT

As reported above, BID has delivered its products and services with public benefit at the fore of all it does. The trustees confirm that they have reviewed and considered the Charity Commission's guidance on public benefit and have taken it into account when considering the charity's activities and future plans.

KEY PERFORMANCE INDICATIONS

Payroll costs represent a substantial portion of operating costs and their continuing control is crucial to the financial wellbeing of the organisation.

- Wages as a percentage of incoming resources is 60.2% (2022: 57.2%).

Growing income from commercial trading as a proportion of turnover and growing income from grants and donations as a proportion of turnover is a strategic objective in order to better balance the risk associated with current income distribution.

- Commercial trading income as a percentage of incoming resources is 2.9% (2022: 1.3%).
- Donations and legacies as a percentage of incoming resources is 5.9% (2022: 9.9%).

DEAF CULTURAL CENTRE

The brief of the Deaf Cultural Centre is to provide a space where the uniqueness of deaf culture is celebrated and to raise its profile.

PAY POLICY FOR SENIOR STAFF

The directors consider that the Board of directors, who are the charity's trustees, and the senior management team are the key groups of people who determine strategy, direct, control and operate the charity on a day-to-day basis.

The senior management team during the year in question is as previously listed in this document. Their remuneration is reviewed by the executive group of the Board who use benchmarking against comparable charities along with an assessment of market rates and consideration of performance.

RISK MANAGEMENT

The Board has changed and expanded how risks are reported, so that it is more aware of the changing situation and can carry out its risk management responsibilities from a more informed and nuanced perspective. In addition, it has formalised a number of items that require regular review by the Board.

Income diversification continues to be at the forefront of BID's strategy, and the trustees continue to respond to the economic uncertainty by increasing the general fund (where possible), closely monitoring the financial performance of all activities and assessing any project requiring capital expenditure.

Due to the level of reserves and cash balances held and contractual basis of most of our income streams we are well placed to continue operating. See accounting policy titled Going Concern for further details.



FINANCIAL REVIEW

Net incoming funds for the year amounted to £83,537 compared to £526,458 last year. After transfers between funds, the general unrestricted fund increased to £2,426,076.

Notes to the accounts show clearly the adjustments required under FRS 102 in the recognition of pension deficit recovery liabilities. Pension scheme deficits remain of considerable concern but the trustees are keen to maintain a sensible balance between longer-term liabilities and costs, and the need to maintain the schemes as a key part of our employee reward package.

The organisation's financial position will provide a satisfactory foundation to respond to both the uncertain economic post-pandemic landscape and other challenges and opportunities. The focus of future planning is principally about business development alongside long-term sustainability in a policy environment that is expected to be far from favourable to organisations like ourselves.

Investment Policy and Performance

Taking account of the changing economic conditions, along with forecast demands on resources, the trustees have decided to continue their policy of keeping reserves in cash or near cash. A risk averse view of financial institutions has been maintained and this, while limiting overall returns, means that our exposure to loss of funds is limited. The trustees continue to review this policy.

Reserves Policy

The trustees have given careful consideration to the charity's reserves policy and regularly review the reserves we need to maintain current services and safeguard future programmes. As well as funding the day-to-day operation of the charity, and allowing the investment needed to maintain the business infrastructure, the reserves allow us to support people by responding proactively to opportunities as they become available.

Continuing assessment of the current economic and political situation, recognition of risks to contract provision, exposure to low investment returns manifesting themselves through defined benefit scheme recovery payments along with working and risk capital requirements when combined, result in a significantly increased risk profile. On this basis the charity has determined that it wants to retain a general reserve of at least £2 million, which would represent around 6 months of operating expenditure.

The charity's free reserves (general unrestricted reserves not represented by fixed assets and net of the pension liability) at 31 March 2023 are £750,691. We continue to review and reduce operating expenditure levels, grow trading revenues, and aim to successfully gain and manage contracts to deliver increased surpluses and increase general reserves.

Directors' responsibilities

The directors (who are also trustees of BID Services for the purposes of charity law) are responsible for preparing the Directors' Report including the Strategic Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepting Accounting Practice).

Company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable company and the group for that period. In preparing those financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019;
- 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 and the group will continue in operation.

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

In so far as the directors are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

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

Approved by the Board and signed on its behalf by:



M J Price, Director
28 September 2023

Independent auditors' report to the members and trustees of BID Services

Opinion

We have audited the financial statements of BID Services ("the parent charitable company") and its subsidiaries ("the group") for the year ended 31 March 2023 which comprise the group Statement of Financial Activities, the group and parent charitable company Balance Sheets, the group Statement of Cash Flows and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and of the parent charitable company's affairs as at 31 March 2023 and of the group's incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group and parent charitable company's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the directors' annual report, other than the financial statements and our auditor's report thereon. The directors are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Directors' Report (incorporating the strategic report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the Directors' Report have been prepared in accordance with applicable legal requirements.

Independent auditors' report

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and the parent charitable company and its environment obtained in the course of the audit, we have not identified any material misstatements in the strategic report and the Directors' Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of directors

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

In preparing the financial statements, the directors are responsible for assessing the group's and the parent charitable company's ability to continue as

a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

Our assessment focussed on key laws and regulations the group and parent charitable company has to comply with and areas of the financial statements we assessed as being more susceptible to misstatement. These key laws and regulations included but were not limited to compliance with the Companies Act 2006, Charities Act 2011, taxation legislation, data protection, anti-bribery and employment legislation.

We are not responsible for preventing irregularities. Our approach to detecting irregularities included, but was not limited to, the following:

- obtaining an understanding of the legal and regulatory framework applicable to the group and parent charitable company and how the group and parent charitable company are complying with that framework, including agreement of financial statement disclosures to underlying documentation and other evidence;
- obtaining an understanding of the group and parent charitable company's control environment and how the group and parent charitable company have applied relevant control procedures, through discussions with directors and other management and by performing walkthrough testing over key areas;
- obtaining an understanding of the group and parent charitable company's risk assessment process, including the risk of fraud;
- reviewing meeting minutes of those charged with governance throughout the year; and
- performing audit testing to address the risk of management override of controls, including testing journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

Whilst considering how our audit work addressed the detection of irregularities, we also considered the likelihood of detection based on our approach. Irregularities arising from fraud are inherently more difficult to detect than those arising from error.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions

reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council's ("FRC's") website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Glen Bott (Senior Statutory Auditor)

For and on behalf of:
Cooper Parry Group Limited
 Statutory Auditors

Sky View, Argosy Road, Castle Donington,
 Derby, DE74 2SA

Date: 20 December 2023

BID Services

Consolidated statement of financial activities

(Incorporating the Income and Expenditure Account)

YEAR ENDED 31 MARCH 2022

	Note	Unrestricted funds	Designated funds	Restricted funds	2023 Total	2022 Total
		£	£	£	£	£
Income						
Donations and Legacies	2	10,626	–	327,670	338,296	505,700
<i>Income from charitable activities:</i>						
Contract service income and grants	4	5,195,295	–	–	5,195,295	4,554,426
<i>Income from other trading activities:</i>						
Commercial trading operations	5	166,527	–	–	166,527	66,485
Investment income	3	6,154	–	–	6,154	185
Total income		5,378,602	–	327,670	5,706,272	5,126,796
Expenditure						
<i>Costs of raising funds:</i>						
Commercial trading operations	5	206,134	–	–	206,134	70,828
Costs of generating voluntary income		25,715	–	–	25,715	37,619
<i>Expenditure on charitable activities:</i>						
Contract service income and grants		4,996,147	110,190	341,640	5,447,977	4,699,977
Other resources expended		26,909	–	–	26,909	27,914
Interest and other finance costs		10,000	–	–	10,000	6,000
Total expenditure	6	5,264,906	110,190	341,640	5,716,735	4,842,338
Net income / (expenditure) before transfers and other recognised gains and losses		113,697	(110,190)	(13,969)	(10,463)	284,458
Transfers between funds	18	–	–	–	–	–
Net income / (expenditure) before other recognised gains and losses		113,697	(110,190)	(13,969)	(10,463)	284,458
Other recognised gains and losses						
Actuarial (losses) / gains on defined benefit pension schemes	23	94,000	–	–	94,000	242,000
Net income / (expenditure) and net movement in funds for the year		207,697	(110,190)	(13,969)	83,537	526,458
Reconciliation of funds						
Total Funds brought forward		2,218,379	2,915,817	675,781	5,809,977	5,283,519
Total Funds carried forward		2,426,076	2,805,627	661,811	5,893,514	5,809,977

All amounts above are derived from continuing operations and the charitable company has no recognised gains or losses other than those passing through the Statement of Financial Activities and hence no separate statement of total recognised gains and losses is presented. The notes on pages 28 to 48 form part of these financial statements.

BID Services

Company number 03124204

Group and company balance sheets

YEAR ENDED 31 MARCH 2022

	Note	Group		Company	
		2023 £	2022 £	2023 £	2022 £
Fixed assets					
Tangible assets	10	4,274,743	3,883,458	4,228,817	3,835,395
Investments in subsidiary undertakings	11	–	–	10,000	10,000
		4,274,743	3,883,458	4,238,817	3,845,395
Current assets					
Stocks	12	15,148	12,197	12,798	9,997
Debtors	13	701,690	1,032,825	814,966	1,146,305
Cash at bank and in hand		1,596,697	2,074,585	1,504,782	1,987,299
		2,313,535	3,119,607	2,332,546	3,143,601
Creditors:					
Amounts falling due within one year	14	(479,764)	(798,088)	(463,047)	(784,218)
Net current assets		1,833,771	2,321,519	1,869,499	2,359,383
Total assets less current liabilities		6,108,514	6,204,977	6,108,316	6,204,779
Creditors:					
Amounts falling due after more than one year	15	–	–	–	–
Net assets excluding pension scheme liability		6,108,514	6,204,977	6,108,316	6,204,778
Defined benefit pension scheme liability	16	(215,000)	(395,000)	(215,000)	(395,000)
NET ASSETS		5,893,514	5,809,977	5,893,316	5,809,779

The funds of the charity:

RESTRICTED FUNDS	17	661,811	675,781	661,811	675,781
Unrestricted funds					
General funds – general	18	2,641,076	2,613,379	2,640,878	2,613,181
– pension fund	18	(215,000)	(395,000)	(215,000)	(395,000)
Designated funds	18	2,805,627	2,915,817	2,805,627	2,915,817
TOTAL FUNDS		5,893,514	5,809,977	5,893,316	5,809,779

Approved by the Board of Directors on **28 September 2023**. Signed on its behalf by:



M J Price, Director

Consolidated cash flow statement

YEAR ENDED 31 MARCH 2023

	Note	2023 £	2022 £
Reconciliation of net income to net cash flow from operating activities			
Net income		83,537	526,458
Depreciation charges and losses on disposal	10	170,889	150,392
Net interest	3	(6,154)	(185)
(Increase) / decrease in stocks	12	(2,951)	(6,784)
Defined Benefit Pension Scheme			
Interest payable		10,000	6,000
Net valuation changes / contributions		(190,000)	(380,000)
(Increase) / decrease in debtors	13	331,136	(416,508)
Increase / (decrease) in creditors	14	(318,324)	152,178
Net cash inflow from operating activities		<u>78,133</u>	<u>31,551</u>

Cash flow statement

Net cash inflow from operating activities		78,133	31,551
Returns on investments and servicing of finance	(a)	6,154	185
Capital expenditure	10	(562,175)	(32,351)
(Decrease) / increase in cash	(b)	<u>(477,888)</u>	<u>(615)</u>

BID Services

Notes to the consolidated cash flow statement

YEAR ENDED 31 MARCH 2022

	Note	2023 £	2022 £	
(a) Returns on investment and servicing of finance				
Interest received		6,154	185	
(b) Decrease in cash		2023 £	2022 £	
Balance at beginning of year		2,074,585	2,075,200	
Net cash inflow	(c)	(477,888)	(615)	
Balance at end of year		1,596,697	2,074,585	
(c) Reconciliation of net cash flow to movements in net funds			£	
Decrease in cash during year being change in net funds			(477,888)	
Net funds at 1 April 2022			2,074,585	
Net funds at 31 March 2023			1,596,697	
(d) Analysis of changes in net funds		At April 1 2022 £	Cash flows £	At 31 March 2023 £
Cash at bank		2,074,585	(477,888)	1,596,697

Notes to the financial statements

YEAR ENDED 31 MARCH 2023

1. Accounting policies

The financial statements have been prepared in accordance with applicable Accounting Standards in the United Kingdom. A summary of the more important policies is set out below.

a) General information and basis of preparation

BID Services is a charitable company limited by guarantee in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 5 of these financial statements. The nature of the charity's operations and principal activities are to work in partnership with people with a sensory impairment, as well as those with a physical disability or mental health problems. Working with children, young people and adults and their families and carers to make a positive difference by providing innovative services that empower those people to control their own lives.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) effective from 1 January 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

b) Funds

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

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

c) Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102).

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

Income from grants is recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

Investment income is earned through holding assets for investment purposes such as shares and property. It includes bank interest. Interest income is recognised using the effective interest method.

d) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings::

- Costs of raising funds includes the expenses of the commercial trading operation and those associated with fundraising activities, including personnel costs;
- Expenditure on charitable activities includes all direct expenditure in relation to the delivery of both contract services and operations for which it receives funding from grants and trusts; and
- Other expenditure represents those items not falling into the categories above.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

e) Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity.

Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources. Premises overheads have been allocated using the calculated surface area utilised/occupied, and other overheads have been allocated on the basis of full-time equivalent staff or units of I.T. equipment accordingly.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. The analysis of these costs is included in note 7.

f) Tangible fixed assets

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Freehold buildings:	over 50 years.	Fixtures and fittings:	over 3-10 years.
Leasehold land and buildings:	over 50 years.	Motor vehicles:	over 4 years.
Plant and machinery:	over 3-5 years.		

g) Investments

Investments in subsidiaries are measured at cost less impairment.

h) Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell.

i) Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

j) Loans and borrowings

Loans and borrowings are initially recognised at the transaction price including transaction costs. Subsequently, they are measured at amortised cost using the effective interest rate method, less impairment. If an arrangement constitutes a finance transaction it is measured at present value.

k) Impairment

Assets not measured at fair value are reviewed for any indication that the asset may be impaired at each balance sheet date. If such indication exists, the recoverable amount of the asset, or the asset's cash generating unit, is estimated and compared to the carrying amount. Where the carrying amount exceeds its recoverable amount, an impairment loss is recognised in profit or loss unless the asset is carried at a revalued amount where the impairment loss is a revaluation decrease.

l) Leases

Assets acquired under finance leases are capitalised and depreciated over the shorter of the lease term and the expected useful life of the asset. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability using the effective interest method. The related obligations, net of future finance charges, are included in creditors.

Rentals payable and receivable under operating leases are charged to the SoFA on a straight line basis over the period of the lease.

m) Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable. It also operated a defined benefit plan and two multi-employer defined benefit schemes for the benefit of its employees. A liability for the charity's obligations under the plan is recognised net of plan assets.

The net change in the net defined benefit liability is recognised as the cost of the defined benefit plan during the period. Pension plan assets are measured at fair value and the defined benefit obligation is measured on an actuarial basis using the projected unit method. Actuarial valuations are obtained at least triennially and are updated at each balance sheet date.

n) Tax

The charitable company meets the definition of charity within the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

o) Going concern

At the time of signing the accounts, the Trustees have considered the going concern position (including any residual impact from the Coronavirus pandemic) and judge that the charity will continue to operate for a period of at least 12 months from the date of signing these accounts due to the level of funding already secured with its key partners. At the balance sheet date the charity held significant cash balances. The charity has significant reserves which are sufficient to absorb short-term in-period deficits if required.

The financial forecasts prepared by the executive team show that the charity will be able to operate within the facilities available to it. On that basis the Trustees have prepared these financial statements on a going concern basis.

p) Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

q) Key estimates and areas of judgement

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The group makes estimates and assumptions concerning the future and those assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to assets and liabilities within the next financial year are;

The present value of the Local Government Pension Schemes defined benefit liabilities depends on a number of factors that are determined on an actuarial basis using a variety of assumptions. The assumptions used in determining the net cost or income for pensions include the discount rates. Any changes in these assumptions (which are disclosed in note 22) will impact the carrying amount of the pension liabilities. Furthermore, a roll forward approach which projects results from the latest full actuarial valuations performed has been used by the actuaries in valuing the pension liabilities at 31 March 2023. Any differences between the figures derived from the roll forward approach and a full actuarial valuation would impact on the carrying amount of the pension liabilities.

2. Voluntary income

	2023 £	2022 £
Grants, donations and other income		
Legacies	8,502	626
Donations	15,633	22,607
Grants		
Employment projects (incl. Lottery)	148,176	187,426
Sport England / Children in Need	33,150	92,815
Other grants and donations from Trusts	132,835	202,226
	<u>338,296</u>	<u>505,700</u>

Income from grants, donations and other sources was £338,296 (2022: £505,700) of which £10,626 (2022: £3,129) was attributable to unrestricted funds, £nil (2022: £nil) was attributable to designated funds and £327,670 (2022: £502,571) was attributable to restricted funds.

3. Investment income

	2023 £	2022 £
Interest earned	<u>6,154</u>	<u>185</u>

Investment income was £6,154 (2022: £185) of which £6,154 (2022: £185) was attributable to unrestricted funds and £nil (2022: £nil) was attributable to restricted funds.

4. Incoming resources from charitable activities

	2023 £	2022 £
Statutory bodies – contract service income	4,071,805	3,653,480
Trading and other activities	1,123,490	900,946
	<u>5,195,295</u>	<u>4,554,426</u>

Incoming resources from charitable activities was £5,195,295 (2022: £4,554,426) of which £5,195,295 (2022: £4,554,426) was attributable to unrestricted funds and £nil (2022: £nil) was attributable to restricted funds.

5. Trading operations

The charitable company owns 100% of the share capital of Deaf Cultural Centre (Trading) Limited which provides catering and conference facilities. During the year, Deaf Cultural Centre (Trading) Limited made sales of £43,713 (2022: £18,339) to the parent company and recharges of £4,106 (2022: £2,796).

	2023 £	2022 £
Deaf Cultural Centre (Trading) Limited		
Turnover	210,240	84,825
Cost of sales	(27,998)	(10,641)
Gross profit	182,242	74,184
Administrative expenses	(182,242)	(62,983)
Other income	–	–
Operating profit / (loss)	–	11,201
Tax on profit on ordinary activities	–	–
Retained in subsidiary	–	11,201

The assets and liabilities of the subsidiary at 31 March were:

Tangible assets	45,926	48,062
Net current assets	(35,728)	(37,864)
Total assets less current liabilities	10,198	10,198
Aggregate share capital and reserves	10,198	10,198

6. Resources expended by charity

	Finance Costs £	Direct Costs £	Support Costs £	2023 Total £	2022 Total £
Charitable activities					
Community services	–	4,045,398	707,929	4,753,327	3,969,426
Residential services	–	572,231	51,318	623,549	664,933
Public education development and Research	–	51,964	19,137	71,101	65,617
Costs of generating funds	–	190,855	40,994	231,849	108,447
Other resources expended	10,000	26,909	–	36,909	33,914
Total resources expended	10,000	4,887,357	819,378	5,716,735	4,842,337

Total resources expended was £5,716,735 (2022: £4,842,337) of which £5,264,906 (2022: £4,403,849) was attributable to unrestricted funds, £110,190 (2022: £103,940) was attributable to designated funds and £341,640 (2022: £334,548) was attributable to restricted funds.

7. Support costs by activity

	Community Services £	Residential Services £	Public education development and research £	Activities for generating funds £	2023 Total £	2022 Total £
Facilities	204,145	701	5,638	12,079	222,563	187,694
Human resources and administration	225,884	22,696	6,052	12,965	267,597	173,717
Finance	137,260	13,791	3,678	7,878	162,607	120,760
Information Technology	140,639	14,131	3,768	8,072	166,611	104,626
	<u>707,928</u>	<u>51,318</u>	<u>19,136</u>	<u>40,994</u>	<u>819,378</u>	<u>586,797</u>

Support costs are allocated as follows:

Facilities – surface area utilised / occupied

Finance/HR – full time equivalent staff members

IT – units of equipment

8. Charitable expenditure

	2023 £	2022 £
Expenditure includes:		
Auditors' remuneration – in respect of audit	30,000	26,400
Depreciation – owned assets	170,889	150,392
Rentals payable under operating leases – office equipment	<u>3,450</u>	<u>3,450</u>

9. Trustee and staff costs

Staff costs during the period were:

	2023 £	2022 £
Wages and salaries	3,030,501	2,629,171
Social security costs	275,400	216,956
Pension costs	129,396	87,853
	<u>3,435,297</u>	<u>2,933,980</u>

Staff restructuring costs comprise:

Redundancy costs	<u>6,644</u>	<u>—</u>
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The average number of employees in the year was as follows:

Volume;	2023	2022
Community services	119	107
Education, development and research	13	17
Activities for generating funds	5	5
Governance	1	1
Support	13	10
	<u>151</u>	<u>140</u>
FTE's;		
Community services	80	75
Education, development and research	8	10
Activities for generating funds	4	4
Governance	1	1
Support	10	8
	<u>103</u>	<u>98</u>

The number of employees whose employee benefits (excl. employer pension costs) exceeded £60,000 was:

	2023 No.	2022 No.
£60,001-£70,000	1	0
£70,001-£80,000	0	0
£80,001-£90,000	1	1

The key management personnel of the charity comprise the trustees and the senior management team as listed on page 6. The total amount of employee benefits (incl. employer pension contributions) received for their services to the charity was £306,447, being 4.0 FTE (2022: £271,759, 4.0 FTE).

Members of the trustee Board and committees do not receive any remuneration for their services. During the year, no directors received travel and subsistence expenses (2022: £nil).

Charitable funds were used to purchase indemnity insurance for the trustees at a cost of £4,280 (2022: £4,218).

10. Tangible fixed assets

Group

	Long leasehold property	Freehold land and buildings	Motor vehicles	Plant machinery fixtures & fittings	Total
Total cost	£	£	£	£	£
At 1 April 2022	4,536,846	881,410	19,500	234,194	5,671,950
Additions	–	425,000	–	137,175	562,175
Disposals	–	–	–	(13,210)	(13,210)
At 31 March 2023	4,536,846	1,306,410	19,500	358,159	6,220,914
Depreciation					
At 1 April 2022	1,361,083	264,422	19,500	143,488	1,788,492
Charge for year	90,737	34,628	–	45,524	170,889
Elimination on disposal	–	–	–	(13,210)	(13,210)
At 31 March 2022	1,451,819	299,050	19,500	175,802	1,946,171
Net book values					
At 31 March 2023	3,085,027	1,007,359	–	182,357	4,274,743
At 31 March 2022	3,175,763	616,988	–	90,707	3,883,458

Company

	Long leasehold property	Freehold land and buildings	Motor vehicles	Plant machinery fixtures & fittings	Total
Total cost	£	£	£	£	£
At 1 April 2022	4,536,846	881,410	19,500	174,195	5,611,950
Additions	–	425,000	–	132,385	557,385
Disposals	–	–	–	(13,210)	(13,210)
At 31 March 2023	1,451,819	299,050	19,500	293,370	6,156,125
Depreciation					
At 1 April 2022	1,361,083	264,422	19,500	131,551	1,776,556
Charge for year	90,737	34,628	–	38,598	163,963
Elimination on disposal	–	–	–	(13,210)	(13,210)
At 31 March 2023	1,451,819	299,050	19,500	156,939	1,927,308
Net book values					
At 31 March 2023	3,085,027	1,007,359	–	136,431	4,228,817
At 31 March 2022	3,175,763	616,988	–	42,644	3,835,395

11. Investment in subsidiary undertakings

The charitable company owns 100% of the ordinary share capital of Deaf Cultural Centre (Trading) Limited, a company incorporated in the United Kingdom. The shares were acquired at a cost of £10,000. The principal activity of Deaf Cultural Centre (Trading) Limited is the provision of catering services and facilities hire. The results of the subsidiary undertakings are set out in note 5.

12. Stock

	Group		Company	
	2023 £	2022 £	2023 £	2022 £
Equipment and catering stocks	15,148	12,197	12,798	9,997

13. Debtors: amounts falling due within one year

	Group		Company	
	2023 £	2022 £	2023 £	2022 £
Fees receivable	552,007	464,088	521,049	451,600
Other debtors and accrued income	7,181	409,906	760	409,906
Prepayments	142,502	158,831	142,502	158,831
Amounts due from group company	–	–	150,655	125,968
	<u>701,690</u>	<u>1,032,825</u>	<u>814,966</u>	<u>1,146,305</u>

14. Creditors: amounts falling due within one year

	Group		Company	
	2023 £	2022 £	2023 £	2022 £
Trade creditors	162,377	116,913	158,942	113,581
Taxation and social security	85,291	61,083	75,009	58,377
Loans	–	–	–	–
Other creditors	55,685	404,312	55,685	404,312
Accruals	66,863	113,275	63,863	105,444
Provisions	40,000	–	40,000	–
Deferred income	69,548	102,504	69,548	102,504
	<u>479,764</u>	<u>798,088</u>	<u>463,047</u>	<u>784,218</u>

	Group		Company	
Deferred Income	2023 £	2022 £	2023 £	2022 £
Deferred income brought forward	102,504	46,375	102,504	46,375
Deferred in year	113,676	184,903	113,676	184,903
Recognised in year	(146,632)	(128,774)	(146,632)	(128,774)
Deferred income carried forward	<u>69,548</u>	<u>46,375</u>	<u>69,548</u>	<u>102,504</u>

Income is deferred when the charitable company may not have unconditional entitlement to the income or when the invoice relates to the delivery of a service and is therefore only recognised to the extent that the charitable company has provided the service.

15. Pension scheme liability – group and company

	£
At 1 April 2022	395,000
Movement for the year	(180,000)
At 31 March 2023	<u>215,000</u>

16. Restricted funds

Group and company

Restricted funds	1 April 2022 £	Incoming £	Outgoing £	Transfers £	31 March 2023 £
Arts	7,100	–	–	–	7,100
Community	351,952	128,078	(116,190)	–	363,840
Employment	127,583	148,176	(173,419)	–	102,341
Residential	31,805	12,130	–	–	43,935
Sports	64,736	33,150	(47,339)	–	50,547
Other	7,486	4,835	(338)	–	11,983
B&DTG	17,779	1,300	(2,433)	–	16,646
Capital appeal	67,340	–	(1,920)	–	65,420
Company restricted funds	675,781	327,670	(341,640)	–	661,811
Total Group restricted funds	675,781	327,670	(341,640)	–	661,811

2022 (Prior year)

Restricted funds	1 April 2021 £	Incoming £	Outgoing £	Transfers £	31 March 2022 £
Arts	7,100	–	–	–	7,100
Community	169,774	215,795	(33,617)	–	351,952
Employment	147,695	187,426	(207,537)	–	127,583
Residential	31,755	50	–	–	31,805
Sports	61,975	92,815	(90,054)	–	64,736
Other	1,000	6,486	–	–	7,486
B&DTG	19,199	–	(1,420)	–	17,779
Capital appeal	69,260	–	(1,920)	–	67,340
Company restricted funds	507,758	502,571	(334,548)	–	675,781
Total Group restricted funds	507,758	502,571	(334,548)	–	675,781

Purposes of restricted funds

Arts:	Funds from various sources supporting deaf arts projects.
Community:	Funds to support a range of community activities.
Employment:	Funds held to support activities furthering opportunities for employment for deaf people.
Residential:	Funds to support deaf people in our accommodation.
Sport:	Funds to support a range of sporting activities for deaf people.
Other:	Funds donated to support a range of activities across the charity.
B&DTG:	Funds held to support the activities of Birmingham and District Tinnitus Group.
Capital appeal:	Funds donated to support the construction of the Deaf Cultural Centre.

17. Unrestricted funds (group and company)

Group	1 April 2022	Incoming	Outgoing	Losses/Transfers	31 March 2023
	£	£	£	£	£
Designated					
Business development fund	240,019	—	(33,750)	—	206,269
Building development fund	2,675,798	—	(76,440)	—	2,599,358
Total designated funds	2,915,817	—	(110,190)	—	2,805,627
General funds	2,613,379	5,378,602	(5,350,906)	—	2,641,076
Pension fund	(395,000)	—	86,000	94,000	(215,000)
Total unrestricted funds	5,134,196	5,378,602	(5,375,096)	94,000	5,231,703

Company	1 April 2021	Incoming	Outgoing	Losses/Transfers	31 March 2022
	£	£	£	£	£
Designated					
Business development fund	240,019	—	(33,750)	—	206,269
Building development fund	2,675,798	—	(76,440)	—	2,599,358
Total designated funds	2,915,817	—	(110,190)	—	2,805,627
General funds	2,613,181	5,216,182	(5,188,485)	—	2,640,878
Pension fund	(395,000)	—	86,000	94,000	(215,000)
Total unrestricted funds	5,133,998	5,216,182	(5,212,675)	94,000	5,231,504

Purposes of designated funds

Business development fund:	To support the organisation in its future organisational development initiatives.
Building development fund:	This fund was created to support the construction of the Deaf Cultural Centre. The balance will reduce in line with depreciation of the building.

2022 (Prior year)

Group	1 April 2021	Incoming	Outgoing	Losses/Transfers	31 March 2022
	£	£	£	£	£
Designated					
Business development fund	267,519	—	(27,500)	—	240,019
Building development fund	2,752,238	—	(76,440)	—	2,675,798
Total designated funds	3,019,757	—	(103,940)	—	2,915,817
General funds	2,525,005	4,624,225	(4,535,851)	—	2,613,379
Pension fund	(769,000)	—	132,000	242,000	(395,000)
Total unrestricted funds	4,775,762	4,624,225	(4,507,791)	242,000	5,134,196

Company	1 April 2021	Incoming	Outgoing	Losses/Transfers	31 March 2022
	£	£	£	£	£
Designated					
Business development fund	267,519	—	(27,500)	—	240,019
Building development fund	2,752,238	—	(76,440)	—	2,675,798
Total designated funds	3,019,757	—	(103,940)	—	2,915,817
General funds	2,536,006	4,560,536	(4,483,361)	—	2,613,181
Pension fund	(769,000)	—	132,000	242,000	(395,000)
Total unrestricted funds	4,786,763	4,560,536	(4,455,301)	242,000	5,133,998

18. Operating lease commitments (Group and company)

At the year end the charitable company has guaranteed minimum lease payments under non-cancellable operating leases as follows:

	Buildings		Equipment	
	2023 £	2022 £	2023 £	2022 £
Within 1 year	21,661	72,639	1,153	1,153
Within 1-2 years	–	22,332	–	–
Within 2-5 years	–	–	–	–
Total	21,661	94,971	1,153	1,153

In addition to the above the charitable company holds a 125 year lease expiring in 2131 from Birmingham City Council on which a peppercorn rent is payable.

19. Analysis of group net assets between funds

	Unrestricted £	Designated £	Restricted £	Total £
Tangible fixed assets	1,675,385	2,599,358	–	4,274,743
Net current assets	965,691	206,269	661,811	1,833,771
Loans > 1 year	–	–	–	–
Pension reserve	(215,000)	–	–	(215,000)
Total net assets	2,426,076	2,805,627	661,811	5,893,514

	£	£	£	£
2022 (Prior year)				
Tangible fixed assets	1,207,660	2,675,798	–	3,883,458
Net current assets	1,405,719	240,019	675,781	2,321,519
Loans > 1 year	–	–	–	–
Pension reserve	(395,000)	–	–	(395,000)
Total net assets	2,218,379	2,915,817	675,781	5,809,977

The net current assets within designated funds and restricted funds are represented by cash at bank.

20. Financial activities of the charitable company

The financial activities shown in the consolidated statement of financial activities includes those of the company's wholly owned subsidiaries.

A summary of the financial activities undertaken by the parent charitable company is set out below:

	2023 £	2022 £
Gross income	5,543,852	5,063,107
Total expenditure	(5,554,315)	(4,789,849)
Net (expenditure)/income for the year	(10,463)	273,258
Actuarial (losses)/gains on defined benefit pension schemes	94,000	242,000
Net income/expenditure	83,537	515,258
Total funds brought forward	5,809,779	5,294,521
Total funds carried forward	5,893,316	5,809,779
Represented by:		
Unrestricted funds	2,425,878	2,218,181
Designated funds	2,805,627	2,915,817
Restricted funds	661,811	675,781
	5,893,316	5,809,779

21. Tax status

As a charitable company, BID Services, is exempt from tax on income and gains falling within Section 478 of the Taxes Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen within the charitable company. The trading subsidiary has no profits which are subject to taxation under the provisions of the Income and Corporation Taxes Act 2000.

22. Pensions

As at the year-end, pension contributions outstanding were £nil (2022: £nil).

a) Pension costs – West Midlands Local Government Pension Scheme

The West Midlands Local Government Pension Scheme is a funded defined benefit pension scheme, with the assets held in separate trustee-administered funds. The total contribution made for the year ended 31 March 2023 was £4,184 (2022: £5,524), of which employer's contributions totalled £3,562 (2022: £4,702) and employees' contributions totalled £622 (2022: £822). The agreed contribution rates for future years are 33.2 per cent for employers and 6.5 per cent for employees.

» Pensions continued

	At 31 March 2023	At 31 March 2022
Principal actuarial assumptions		
Rate of increase in salaries	3.00%	4.30%
Pension Increase Rate (CPI)	4.00%	3.30%
Discount rate for scheme liabilities	4.75%	2.70%
Inflation assumption (CPI)	10.10%	2.85%

Life expectancy is based on the Fund's VitaCurves with improvements in line with the CMI 2021 model, with a 10% weighting of 2021 (and 2020) data, standard smoothing (Sk7), initial adjustment of 0.25% and a long-term rate of improvement of 1.5% p.a. for both males and females.

Based on these assumptions, the average future life expectancies at age 65 for the Employer are summarised below:

	At 31 March 2023	At 31 March 2022
Current Pensioners		
Males	21.6	21.2
Females	25.6	23.6
Retiring in 20 years		
Males	21.6	22.9
Females	25.7	25.4

The charity's share of the assets in the scheme were:

	Fair value at 31 March 2023 £000	Fair value at 31 March 2022 £000
Equities	561	587
Bonds	181	193
Property	58	61
Cash	25	35
Total market value of assets	825	876

The actual return on scheme assets was £80,000 (2022: £72,000).

Amount recognised in the statement of financial activities

	2023 £000	2022 £000
Current service cost (net of employee contributions)	(5)	(8)
Net interest cost	–	–
Administration expenses, gain / (loss) on curtailment and gain / (loss) on settlement	(1)	(1)
Total operating charge	(6)	(9)

» *Pensions continued*

Changes in the present value of defined benefit obligations were as follows:

	2023 £000	2022 £000
At 1 April	798	855
Current service cost	5	8
Interest cost	21	15
Employee contributions	1	1
Actuarial (gain) / loss	(76)	(32)
Benefits paid	(77)	(49)
Past service costs, including curtailments	–	–
At 31 March	672	798

Changes in the fair value of charity's share of scheme assets:

	2023 £000	2022 £000
At 1 April	876	851
Interest income	23	15
Return on plan assets (excluding net interest on the net defined pension liability)	(27)	53
Other actuarial gains / (losses)	26	–
Employer contributions	3	5
Employee contributions	1	1
Benefits paid	(77)	(49)
Administration expenses	–	–
At 31 March	825	876

Sensitivity analysis

The sensitivities regarding the principal assumptions used to measure the scheme obligations are set out below:

Change in assumptions at 31 March 2023:	Approx. % increase to Defined Benefit Obligation	Approximate monetary amount (£000)
0.1% decrease in Real Discount Rate	1%	5
1 year increase in member life expectancy	4%	27
0.1% increase in the Salary Increase Rate	0%	–
0.1% increase in the Pension Increase Rate (CPI)	1%	5

b) Pension costs – Pensions Trust (CARE Scheme)

The company participates in the scheme, a multi-employer scheme which provides benefits to some 37 non-associated employers. The scheme is a defined benefit scheme in the UK.

It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2019. This valuation showed assets of £79m, liabilities of £93.9m and a deficit of £14.9m. To eliminate this funding shortfall, the Trustee asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2021 to 30 September 2027: £1,530,000 per annum
(payable monthly and increasing by 3.0% each year on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Present value of provision

	Period Ending 31 March 2023 (£s)	Period Ending 31 March 2022 (£s)	Period Ending 31 March 2021 (£s)
Present value of provision	316,689	398,072	481,242

» Pensions continued

Reconciliation of opening and closing provisions

	Period Ending 31 March 2023 (£s)	Period Ending 31 March 2022 (£s)
Provision at start of period	398,072	481,242
Unwinding of the discount factor (interest expense)	9,153	4,343
Deficit contribution paid	(72,446)	(70,336)
Remeasurements – impact of any change in assumptions	(18,090)	(17,177)
Remeasurements – amendments to the contribution schedule	–	–
Provision at end of period	316,689	398,072

Income and expenditure impact

	Period Ending 31 March 2022 (£s)	Period Ending 31 March 2021 (£s)
Interest expense	9,153	4,343
Remeasurements – impact of any change in assumptions	(18,090)	(17,177)
Remeasurements – amendments to the contribution schedule	–	–
Contributions paid in respect of future service	(22,190)	(19,885)
Costs recognised in income and expenditure account	(31,127)	(32,719)

Assumptions

	31 March 2023 % per annum	31 March 2022 % per annum	31 March 2021 % per annum
Rate of discount	5.18	2.55	0.98

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

c) Pension costs – Pensions Trust (Growth Plan)

The company participates in the scheme, a multi-employer scheme which provides benefits to some 638 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

» *Pensions continued*

	Period Ending 31 March 2023 (£s)	Period Ending 31 March 2022 (£s)	Period Ending 31 March 2021 (£s)
Present value of provision	47,585	74,640	284,450

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2022 to 31 January 2025: £3,312,000 per annum

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 30 September 2025: £11,243,000 per annum
(payable monthly and increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Reconciliation of opening and closing provisions

	Period Ending 31 March 2023 (£s)	Period Ending 31 March 2022 (£s)
Provision at start of period	74,640	284,450
Unwinding of the discount factor (interest expense)	1,410	1,640
Deficit contribution paid	(27,194)	(71,982)
Remeasurements – impact of any change in assumptions	(1,271)	(1,716)
Remeasurements – amendments to the contribution schedule	–	(137,752)
Provision at end of period	47,585	74,640

» Pensions continued

Income and expenditure impact

	Period Ending 31 March 2023 (£s)	Period Ending 31 March 2022 (£s)
Interest expense	1,410	1,640
Remeasurements – impact of any change in assumptions	(1,271)	(1,716)
Remeasurements – amendments to the contribution schedule	–	(137,752)
Contributions paid in respect of future service	(1,842)	(1,761)
Costs recognised in income and expenditure account	(1,703)	(139,589)

Assumptions

	31 March 2023 % per annum	31 March 2022 % per annum	31 March 2021 % per annum
Rate of discount	5.52	2.35	0.66

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

23. Related party transactions

In the year, Deaf Cultural Centre (Trading) Limited made sales of £43,713 (2022: £18,339) to the parent company and there was £6,413 (2022: £3,248) owed at the year-end. There were also recharges from the parent company to Deaf Cultural Centre (Trading) Limited of £4,106 (2022: £2,796), with £nil (2022: £585) owed at the year-end.

The inter-group debtor balance, owed by Deaf Cultural Centre (Trading) Limited, at the year-end was £150,655 (2022: £125,968).

24. Third party supported accounts

Included in the Balance Sheet are cash balances of £3,461 (2022: £329,578) held in respect of third party supported accounts where BID Services have agreed to take on the payment of support monies under custodian arrangements, in a partnership with Penderels Trust, in relation to Lincolnshire service users. Lincolnshire C.C. pay the required support monies to Penderels Trust at varied time periods, who in turn transfer to BID Services who disburse the support monies to the service providers on behalf of the users, based on service assessment and arrangement. The receipts and payments regarding the TPSA funds are not shown as part of SOFA.

25. Ultimate controlling party

The members of BID Services are trustees and hence BID Services is controlled by the Board of trustees.





B·I·D SERVICES

BID Services

Deaf Cultural Centre,
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Birmingham, B16 8SZ

 www.bid.org.uk

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BID Services registered in England Charity
No. 1053184.

A company limited by guarantee. Registered
number 03124204

BID SERVICES

England & Wales - Charity number 1053184

Accounts



BID SERVICES

REPORT AND FINANCIAL STATEMENTS

Year ended 31 March 2022

Registered number: 03124204

Registered charity number: 1053184

Chair's statement

In the economic and political chaos of the post Brexit and Covid landscape we, along with many other charities working in the Health and Social Care sector, continue to face challenges delivering services on a day-to-day basis: staff shortages, rising demand, and constrained, often diminishing budgets. With legislation enacted in 2022 we are quietly optimistic that there will be a greater recognition of health and care services in the longer term.

Whether sufficient funding to develop an appropriately rewarded, fully trained workforce along with its associated career structure can be made available, given resource allocation changes brought as a consequence of current economic factors, remains to be seen. What is clear, however, is that only this approach can provide the necessary support and capacity for the NHS to be a fully preventative national health provision.

The new government vision for adult social care puts people and families at its heart, an aspiration that is absolutely consistent with BID Services' mission and strategic priorities. We endeavour to work in partnership with children, young people and adults with sensory loss, disabilities and long-term health conditions, to enable them to live fulfilled, healthy and independent lives.

We are now coming to the end of our current strategic plan and have continued to achieve excellent results in critical areas of service delivery, adapting services to meet the changing requirements. In preparation for our new strategic plan, a group of trustees and staff undertook a formal review of risk to which the organisation is now exposed. This substantially contributes to establishing and addressing, external and internal factors that influence and impact our work. As with any plan, we will seek to align short-term actions to help reduce pressure now with longer-term measures that lead to sustainability. We have also reviewed and updated our Articles of Association, and these are currently awaiting Charity Commission approval.

Our focus continues to be improving health, wellbeing and independence and reducing inequalities. The introduction of the BSL Act 2022 creates frameworks for the use of British Sign Language in public services

including health and social care. This will only further underpin the support we can deliver.

The year brought about new opportunities including our independent lives braille group helping visually impaired clients communicate; BID Interpreting translating for NHS medical staff and d/Deaf Birmingham and Solihull hospital patients; and the new 'Health Champions' project funded by NHS Charities Together Trust, helping make community health services more accessible for d/Deaf and visually impaired people across Leeds and Kirklees.

We are also pleased to be once again working with Lincolnshire County Council to provide an integrated, preventative and reablement service for both adults and children across Lincolnshire, living with a sensory impairment and associated disabilities.

This year we have made substantial progress in our people strategy through the introduction of a range of initiatives to support the wellbeing of our staff and volunteers. Our Thrive survey found 78% of staff surveyed feel that BID takes positive action on health and wellbeing. Volunteer numbers are on the increase, adding significantly to BID's resources by helping provide vital support, particularly to our social and community groups addressing loneliness and isolation issues post pandemic.

With the impact of the changes in the external labour market, we have also adapted our recruitment processes to be more agile and utilise online networks to help secure the specialists needed to support our sensory impaired clients. Professional development and providing positive work opportunities such as Kickstart trainees and apprenticeships are also key to us having a sustainable workforce.

Equality and diversity across the organisation, specifically related to communications inclusion has been a priority. Here we are investing in technology to support a more accessible workplace, with the implementation of MS Teams, Voice to Teams system across the organisation along with the integration of BSL translations for key organisation-wide messaging. New and updated systems such as email automation and online CRM/web platforms will further help

support enhanced information accessibility and our client/service team relationships.

We are pleased to welcome new Trustees to our Board enhancing the diversity and skill set available to direct the organisation and oversee its effective governance. Matt Collingwood, entrepreneurial businessman, joined us in 2021. Having been born with unilateral hearing loss, Matt is passionate about supporting others who are living with sensory loss. Sam Humphray, Head of Finance at Age UK Birmingham/Sandwell, joined us in early 2022, bringing a wealth of financial and analytical knowledge gained within charitable and commercial environments. The newest member of our Board is Sophie Walmsley. She has a Master's degree in law and is currently a trainee solicitor. She has personal experience of working with people with disabilities through support of a close relative. Each brings their own experiences and expertise to the Board, improving the Board's ability to support the executive in the development of the organisation.

We keep focused on our values to deliver quality, professional services, supporting our community of service users and reaping the benefits from creative innovation, particularly through technology tools. Our sound financial base and risk aware planning should allow us to continue to build for the future in support of people living with sensory loss, disabilities and long-term health conditions across England.

The last couple of years have presented BID with challenges of levels never experienced in its 120 years or so of existence. It is difficult to adequately express how thankful we are to the dedication of our staff and volunteers in helping to navigate those challenges. Perhaps concluding this statement with a big thank you is a good start. Without these dedicated individuals we would not be able to fulfil our mission and make a positive difference to the lives of those we support.



Michael Price
Chair

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Directors' report

Constitutional and administrative details

Charity Name	BID Services (known as BID)
Charity Registration Number	1053184
Company Registration Number	03124204
Registered Office	Deaf Cultural Centre Ladywood Road Birmingham B16 8SZ

Board of Trustees

The Directors, who are also trustees of the charity, serving during the year were as follows:

Alison BEACHIM	
Matthew COLLINGWOOD	(appointed 25 November 2021)
Gail CONWAY	
Leonard GREGORY	(resigned 25 November 2021)
Sam HUMPHRAY	(appointed 31 March 2022)
Sandeep KAUR	
Michael PRICE	(Chair)
Sophie WALMSLEY	(appointed 9 June 2022)
Natalia FLEMMING	(resigned 3 December 2021)
Halo GARRITY	(resigned 25 November 2021)
Jonathan SHAPIRO	(Chair) (resigned 25 November 2021)

The Directors retiring by rotation were M Price, L Gregory and S Kaur. M Price and S Kaur agreed to stand for re-election and were reappointed to the Board. The position of Treasurer has been vacant since November 2021.

The charitable company maintains management indemnity insurance for its directors and officers at an annual premium of £4,218 (2021: £4,536).

Directors are selected against pre-determined skills criteria designed to ensure that the Board has the necessary knowledge with which to direct BID.

The Board has an establishment of 6 members with powers of co-option.

Company Secretary Michael Price

Senior Management Team

Gail Penberthy	Chief Executive
Heather Davis	Head of Human Resources & Organisation Development
Tony Morroll	Head of Finance & I.T.
Ian Laing	Head of Operations

Independent Auditors

Cooper Parry Group Limited
Sky View
Argosy Road
East Midlands Airport
Castle Donington
Derby
DE74 2SA

Bankers

National Westminster Bank Plc
30a Harborne Road
Birmingham
B15 3AA

ABOUT US

BID Services is a charity supporting children, young people and adults, along with their families and carers, who are d/Deaf, hard of hearing, visually impaired or have dual sensory loss.

Through our innovative service delivery, we strive to achieve the best possible outcomes for our client groups, working in partnership with them to maximise independence, improve mobility and ensure they have the right information and advice to help them achieve a better quality of life.

Our team of dedicated sensory specialists assist and empower people with hearing and sight loss by the provision of services such as equipment access and training; employment support; rehabilitation; social work; housing and benefits advice support; British Sign Language interpreting and training; eye and hearing care; befriending support, residential placements; support for tinnitus; and advocacy services.

The Signing Tree Venue, our social enterprise, is an accessible high-quality conference, meeting and event space, located within the award-winning Deaf Cultural Centre, the building where BID's main offices are also based. The Signing Tree Venue also supports a range of community, arts and leisure activities for people living with sensory loss.

OUR PURPOSE

We are here to make a positive difference to the people we support by providing innovative services that empower people to control their own lives.

COMPANY STATUS

The charity is a company limited by guarantee (number 03124204), and as such has no share capital. The company is governed by its Memorandum and Articles of Association, which were revised 18 March 2022 and are with the Charity Commission for review. The liability of the members, as set out in the Memorandum of Association, is limited to £1 per member.

TRUSTEE AND DIRECTOR INDUCTION AND TRAINING

New directors receive induction training appropriate to the role they are to fulfil. Directors regularly review their training needs. Additional training is provided as and when required, including directors' responsibilities under charity law.

ORGANISATIONAL STRUCTURE

The Board meets a minimum of 5 times a year and additional meetings are held as required. Day-to-day management of the organisation is delegated to the Chief Executive and her team. Limits to authority are detailed through policies, procedures and a scheme of delegation. The charity's main operating base is at the Deaf Cultural Centre in central Birmingham.

ORGANISATIONAL OBJECTIVES

Our strategy and vision are wholly focused on improving the lives of children, young people and adults living with sensory loss. We aim to support our service users to achieve the best possible outcomes in life, enabling people to live healthy, fulfilling, independent lives because of our development and delivery of a range of innovative services and products.

We set out five key priorities in our 3-year strategic plan (2019-2022), aligned around the needs of those we support. In this final year of our current plan, we reflect on our progress and achievements as we look to re-target towards 2025.



- **A strong organisation, fit for today and prepared for tomorrow**

Maintaining a strong and stable future for the charity, to ensure the continued provision of sensory support services that are highly valued remains central to everything our organisation does.



- **Improve employment opportunities for service users**

Removing obstacles people face in accessing employment, education and training underpins our objective for people to live independently.



- **Increase service user access to information and services**

Through developing communications solutions that reduce the barriers people face in accessing information and services, we support people to find what they need to help make more informed life choices.



- **Support people to live healthy, independent lives**

Working in partnership with people to identify and address needs and gaps in service provision, we facilitate a wide range of activities that help people manage their health, improve their physical and emotional wellbeing, maximise independence and become connected to their local community.



- **Be an exceptional place to work and volunteer**

By investing in training, learning and development and promoting initiatives that support a positive work/life balance, we strive to recruit and retain the best employees and volunteers to help deliver our sensory support services.

Highlights of achievements and performance





KEY INITIATIVES & PROGRESS

A strong organisation, fit for today and prepared for tomorrow

Delivering on our strategic plan in the post-COVID environment, we are maintaining a strong and resilient infrastructure that enables continued support of our service users.

- Ensuring our Board of Trustees reflects the diversity of the people we support as well as bringing valuable skills and experience to enhance our organisation remains paramount. New trustees have strengthened the commercial and technical knowledge that our organisation needs.
- By reviewing and adapting our recruitment processes we have become more agile, helping to recruit into our hard to fill vacancies. We recognise that attrition will be an ongoing difficulty given the specialist roles within our organisation and changes in the external labour market.
- As we emerge from the pandemic we continue to evaluate and modify our models of service delivery. COVID accelerated a shift to online support and those implemented innovative methods were retained as we re-introduced in-person activities. Our priority is quality delivery and cost reduction. The technology to support our employees' move to hybrid working allows us to remain effective and efficient in meeting our service user needs now and in the foreseeable future.
- Securing commissioned services to help cement our organisation as a key provider of support for people living with sensory loss continues to be a priority. We have successfully contracted with Lincolnshire County Council to provide a county wide sensory support service for adults and children. Where contracts have come to an end, in many cases we have been offered extensions (Cumbria, Solihull, Milton Keynes, Leeds, Birmingham, Northumberland) to maintain quality ongoing service provision as the impacts of the pandemic continue to be felt.
- Our I.T. infrastructure is supporting flexible and hybrid working practices as well as underpinning communications and accessibility requirements. We have fully migrated to MS Teams across the organisation and plan to implement the Voice to Teams functionality. New platforms to support infrastructure (HR/Finance/Volunteering/Marketing) processes will improve both efficiency and effectiveness in those areas.
- We are now offering remote employment support across England including Derby, Nottingham and London – as well as in our traditional service areas. This is a direct result of service delivery changes tested and implemented in the pandemic. A high percentage of our activity is now delivered using video call technology (MS Teams/Zoom), enabling us to provide support services nationwide.
- Through our communications strategy our online presence continues to grow. Social Media channels are now the primary tool for engagement with our service users. Further investment to maximise our digital presence is underway with redevelopment of our web platform, upgraded and accessible design tools and consideration of marketing automation for customer connectivity solutions.
- Our Business Development Team continue to focus on attracting new income from tender, grant and trust opportunities. New funding is often sourced via partnership arrangements through innovative service delivery that adds social value and meets identified needs.



To embed infrastructure changes and drive forward our new strategic plan enabling successful delivery of services across a greater geographic area, that support people living with sensory loss, disabilities, and associated health conditions.

Improve employment opportunities for service users

We continue to remove the multiple barriers people with a sensory loss face in their journey to find meaningful employment, increasing the use of assistive technology, access to communications support, skills training, supporting people across a wider geographic range.

- We have seen an upswing in the number of people we support for employment, education and training with individual clients working with BID employment coaches with a broader service operating area through online/remote coaching calls.
- Our John Lewis funded youth employment project continues to exceed targets. With under 6 months to the project's end (Nov 2022) we are looking for funding options to continue supporting young deaf people into employment.
- We continue as a specialist community partner with Birmingham City Council to deliver the PURE (Placing vulnerable Urban Residents into Employment) project. Partly funded by ESF, PURE enables BID employment coaches to provide personal, individual support to people over age 25 who have complex needs, to help them overcome barriers to employment such as getting to interviews and access to equipment.
- Year 1 of our 3-year STEP Ahead Online, National Lottery funded project, has had great momentum as we work delivering wraparound support for all clients including skills training, employer engagement, deaf awareness and remote support (for people outside of Greater Birmingham).
- European Social Fund (ESF) funding for our Lincolnshire Remote Employment Support project ended in March 2022 having achieved all established targets including supporting people with a range of hearing and sight impairments.
- The partnership established with local charities, Better Pathways and Disability Resource Centre (DRC), has gone from strength to strength. Deaf and visually impaired people are accessing this ESF funded Disability Inclusion Pathways (DIP) project for support.

FORWARD AIMS

To continue to develop employment, education and training services across England through localised funding sources and utilisation of relevant technology to support people living with sensory loss to access work.



Increase service user access to information and services

As highlighted during the pandemic, people living with sensory loss want to receive high quality information in a way that is accessible to them. We continue to work to promote a greater understanding of the communication needs of people who are d/Deaf, hard of hearing, visually impaired or have dual sensory loss, particularly in areas related to health, ensuring more people can access the information they need.

- We offer a range of online and in-person Deaf Awareness, British Sign Language (BSL) and Visual Impairment Awareness training courses and taster sessions for individuals and organisations to enable more confident and accessible communications.
- Our interpreters with specialist knowledge of mental health, have a permanent role working with the NHS staff at Birmingham and Solihull Foundation Trust to provide specialist on-site in-ward translation for d/Deaf and hard of hearing patients.
- In Leeds and Kirklees, our Health Champions project funded by NHS Charities Together, is helping medical professionals, support staff and associated health service providers to become more aware in how they communicate with people who are d/Deaf, hard of hearing, visually impaired or have dual sensory loss (Deafblind). Helping provide more accessible healthcare support and raising awareness around self-care and wellbeing.
- With the increased identified needs from refugees and asylum seekers, our BSL trainers provide support with international sign language, helping address communication barriers for people arriving to live in the UK. BID Interpreting and specialist deaf translators have also facilitated accessible research, focus groups and consultation activity for organisations seeking to understand the needs of the Deaf community in relation to local community-based services and long-term healthcare requirements.
- We raised awareness of the BSL Act and the changes this legislation would bring in terms of support for the d/Deaf community through the creation of frameworks for the use of BSL in public services.
- We continue to provide comprehensive coverage across rural counties, Cumbria, Northumberland, Lincolnshire, Durham, following our COVID adapted service delivery methods to provide information, advice and guidance on a diverse range of issues. Post pandemic, we have moved to successfully re-introduce in-person activities and support systems, including local drop-in information sessions; equipment and skills training; social, youth and peer-to-peer groups.
- In Birmingham in partnership with Disability Resource Centre (DRC) and Birmingham Settlement we are delivering Neighbourhood Network Schemes (NNS) in Yardley and Ladywood. NNS are designed to strengthen local communities so that older and younger adults with a long-term disability, can engage with organisations, activities, services, and places in their neighbourhoods.
- Our Independent Mental Health Advocates are contracted by Birmingham and Solihull Mental Health NHS Foundation Trust to provide advocacy services within forensic care settings across the region. We provide independent information and options, enabling clients to understand their rights and make their own informed decisions.
- We have significantly grown our social media profile with the addition of channels and platforms to expand the choices of how we share information with people living with sensory loss. Our Twitter feed is a preferred channel for visually impaired clients. Local and regional Facebook page visits increased by 300% with excellent engagement from the d/Deaf community. YouTube interactions gained momentum with the addition of equipment training videos.



To continue to raise awareness of the need to improve access to information for those living with sensory loss and to support and develop innovative, accessible communications solutions to meet people's needs.

Support people to live healthy, independent lives

We are committed to involving people in the design and delivery of the services they need to live fulfilled, independent lives. We believe adults, children and young people should have access to a range of health and wellbeing activities and support in their local communities.

- Through the Fresh Food Project we were able to reach D/deaf and hard of hearing individuals across Birmingham. As well as the social aspects the project helped people to re-engage within their community after COVID.
- Children from across England participated in our online Youth Club which met a significant need during COVID. Residential Deaf schools streamed the online club as it was almost the only extra-curricular option available.
- As a recipient of funding from Barclays 100x100 Programme we have expanded our West Midlands volunteer befriending services helping adults to feel less lonely and isolated.
- The Chesterberry residential home extensive refurbishment has been completed, including a new lift and summerhouse, increasing the enjoyment and wellbeing of residents. The staff team have undertaken additional training to be able to support our first Deafblind resident.
- In Milton Keynes our SARC team continue to run equipment days, giving clients professional advice to see how sight or hearing loss equipment can benefit them. Clients have cried with happiness, sharing how the equipment has transformed their lives, giving them back their independence and greatly improving their quality of life.
- We develop and facilitate physical activity, skills training, and social groups for the visually impaired, including Leeds Visual Impairment Yoga group, the Independent Lives Braille project in Leeds and Kirklees Youth Group, that support people to live healthily, access technology and build friendships. People who attend say these events have made a huge difference to their lives.
- Our specialist ROVIs (Rehabilitation Officer Visual Impairment) supported people living with sight loss across Northumberland, Kirklees, Solihull, and Milton Keynes to regain independence through mobility training and adaptations for everyday tasks.

FORWARD AIMS

To continue to facilitate through innovative fundraising a broad range of people-centric community based, health and wellbeing activities that promote a healthy lifestyle and support independent living.



Be an exceptional place to work and volunteer

We want BID to be a place where employees and volunteers feel valued and supported, where there are opportunities for people to grow professionally and enjoy excellent work/life balance.

- Our Wellbeing Strategy includes a range of initiatives that support our staff and volunteers including regular drop-in sessions on a range of wellbeing topics and our Wellbeing Champion has developed an in-house Mental Health Awareness Training programme.
- We have rolled out our first wellbeing survey, highlighting a range of positive outcomes, with accreditation with THRIVE the goal.
- We continue to provide Mental Health training to all employees and have established named Mental Health First Aid Champions who can offer confidential support.
- We have successfully reviewed our volunteer recruitment and induction processes, adapting policies to better engage and support volunteers much more smartly, evidenced by the large increase of volunteers that work with us.
- Staff professional development is a key investment, particularly within social work, interpreter and rehab. officer roles, where we have designed progression reward schemes.
- We embraced the Government's Kickstart and Apprentice programmes hosting several placements, giving young unemployed people a positive experience within our organisation.
- We recognise that we are a diverse organisation and our people have differing modes of communication that make it an interesting and unique place to work. Our Equality Diversity and Inclusion (EDI) working group has made substantial progress in reviewing our Communication Policy to ensure inclusivity for all.

FORWARD AIMS

To continue to invest in staff development, recruitment and retention activities, leadership skills, technology enhancements and wellbeing initiatives as well as finding ways to support and recognise our amazing team of staff and volunteers to ensure they feel valued.



Achievements and performance

PUBLIC BENEFIT

As reported above, BID has delivered its products and services with public benefit at the fore of all it does. The trustees confirm that they have reviewed and considered the Charity Commission's guidance on public benefit and have taken it into account when considering the charity's activities and future plans.

KEY PERFORMANCE INDICATIONS

Payroll costs represent a substantial portion of operating costs and their continuing control is crucial to the financial wellbeing of the organisation.

- Wages as a percentage of incoming resources is 57.2% (2021: 57.4%)

Growing income from commercial trading as a proportion of turnover and growing income from grants and donations as a proportion of turnover is a strategic objective in order to better balance the risk associated with current income distribution.

- Commercial trading income as a percentage of incoming resources is 1.3% (2021: 0.1%)
- Donations and legacies as a percentage of incoming resources is 9.9% (2021: 9.1%)

DEAF CULTURAL CENTRE

The brief of the Deaf Cultural Centre is to provide a space where the uniqueness of deaf culture is celebrated and to raise its profile.

PAY POLICY FOR SENIOR STAFF

The directors consider that the Board of directors, who are the charity's trustees, and the senior management team are the key groups of people who determine strategy, direct, control and operate the charity on a day to day basis.

The senior management team during the year in question is as previously listed in this document. Their remuneration is reviewed by the executive group of the Board who use benchmarking against comparable charities along with an assessment of market rates and consideration of performance.

RISK MANAGEMENT

COVID-19; At the date of signing these financial statements, the trustees have considered the ongoing effect of the pandemic on the charity in the context of the information available to them. They do not believe it affects the charity's ability to continue to operate and that operational management issues (such as remote working and delivery of services, effective safeguarding, risk assessment and appropriate use of PPE) are established and better understood, and will allow the charity to respond to any future COVID related challenges.

Due to the level of reserves and cash balances held and contractual basis of most of our income streams we are well placed to continue operating. See accounting policy titled Going Concern for further details.

Income diversification continues to be at the forefront of BID's strategy, and the trustees continue to respond to the economic uncertainty by increasing the general fund (where possible), closely monitoring the financial performance of all activities and assessing any project requiring capital expenditure.

FINANCIAL REVIEW

Net incoming funds for the year amounted to £526,458 compared to £511,749 last year. After transfers between funds, the general unrestricted fund increased to £2,218,379.

Notes to the accounts show clearly the adjustments required under FRS 102 in the recognition of pension deficit recovery liabilities. Pension scheme deficits remain of considerable concern but the trustees are keen to maintain a sensible balance between longer-term liabilities and costs, and the need to maintain the schemes as a key part of our employee reward package.

The organisation's financial position will provide a satisfactory foundation to respond to both the uncertain economic post-pandemic landscape and other challenges and opportunities. The focus of future planning is principally about business development alongside long-term sustainability in a policy environment that is expected to be far from favourable to organisations like ourselves.

Investment Policy and Performance

Taking account of the changing economic conditions, along with forecast demands on resources, the trustees have decided to continue their policy of keeping reserves in cash or near cash. A risk averse view of financial institutions has been maintained and this, while limiting overall returns, means that our exposure to loss of funds is limited. The trustees continue to review this policy.

Reserves Policy

The trustees have given careful consideration to the charity's reserves policy and regularly review the reserves we need to maintain current services and safeguard future programmes. As well as funding the day to day operation of the charity, and allowing the investment needed to maintain the business infrastructure, the reserves allow us to respond to unexpected opportunities to support people by responding proactively to opportunities as they become available.

Continuing assessment of the current economic and political situation, recognition of risks to contract provision, exposure to low investment returns manifesting themselves through defined benefit scheme recovery payments along with working and risk capital requirements when combined, result in a significantly increased risk profile. On this basis the charity has determined that it needs to maintain a general reserve of at least £2 million. The charity's free reserves (general unrestricted reserves not represented by fixed assets and net of the pension liability) are £1,405,719 at 31 March 2022.

Directors' responsibilities

The directors (who are also trustees of BID Services for the purposes of charity law) are responsible for preparing the Directors' Report including the Strategic Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepting Accounting Practice).

Company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable company and the group for that period. In preparing those financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019;
- 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 and the group will continue in operation.

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

In so far as the directors are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

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

Approved by the Board and signed on its behalf by:



Mr M Price, Director
26 January 2023

Independent auditors' report to the members and trustees of BID Services

Opinion

We have audited the financial statements of BID Services ("the parent charitable company") and its subsidiaries ("the group") for the year ended 31 March 2022 which comprise the group Statement of Financial Activities, the group and parent charitable company Balance Sheets, the group Statement of Cash Flows and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and of the parent charitable company's affairs as at 31 March 2022 and of the group's incoming resources and application of resources, including its income and expenditure for the year then ended
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group and parent charitable company's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the directors' annual report, other than the financial statements and our auditor's report thereon. The directors are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Directors' Report (incorporating the strategic report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the Directors' Report have been prepared in accordance with applicable legal requirements.

Independent auditors' report

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and the parent charitable company and its environment obtained in the course of the audit, we have not identified any material misstatements in the strategic report and the Directors' Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of directors

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

In preparing the financial statements, the directors are responsible for assessing the group's and the parent charitable company's ability to continue as

a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

Our assessment focussed on key laws and regulations the group and parent charitable company has to comply with and areas of the financial statements we assessed as being more susceptible to misstatement. These key laws and regulations included but were not limited to compliance with the Companies Act 2006, Charities Act 2011, taxation legislation, data protection, anti-bribery and employment legislation.

We are not responsible for preventing irregularities. Our approach to detecting irregularities included, but was not limited to, the following:

- obtaining an understanding of the legal and regulatory framework applicable to the group and parent charitable company and how the group and parent charitable company are complying with that framework, including agreement of financial statement disclosures to underlying documentation and other evidence;
- obtaining an understanding of the group and parent charitable company's control environment and how the group and parent charitable company have applied relevant control procedures, through discussions with directors and other management and by performing walkthrough testing over key areas;
- obtaining an understanding of the group and parent charitable company's risk assessment process, including the risk of fraud;
- reviewing meeting minutes of those charged with governance throughout the year; and
- performing audit testing to address the risk of management override of controls, including testing journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

Whilst considering how our audit work addressed the detection of irregularities, we also considered the likelihood of detection based on our approach. Irregularities arising from fraud are inherently more difficult to detect than those arising from error.

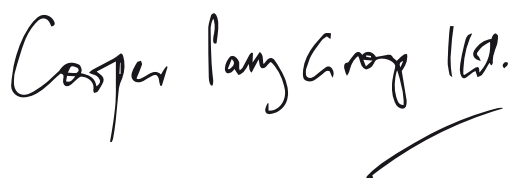
Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions

reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council's ("FRC's") website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Glen Bott (Senior Statutory Auditor)

For and on behalf of:

Cooper Parry Group Limited

Chartered Accountants & Statutory Auditors

Sky View, Argosy Road, East Midlands Airport,
Castle Donington, Derby, DE74 2SA

Date: 27 January 2023

BID Services

Consolidated statement of financial activities

(Incorporating the Income and Expenditure Account)

YEAR ENDED 31 MARCH 2022

	Note	Unrestricted funds	Designated funds	Restricted funds	2022 Total	2021 Total
		£	£	£	£	£
Income						
Donations and Legacies	2	3,129	–	502,571	505,700	459,626
<i>Income from charitable activities:</i>						
Contract service income and grants	4	4,554,426	–	–	4,554,426	4,602,035
<i>Income from other trading activities:</i>						
Commercial trading operations	5	66,485	–	–	66,485	2,764
Investment income	3	185	–	–	185	729
Total income		4,624,225	–	502,571	5,126,796	5,065,154
Expenditure						
<i>Costs of raising funds:</i>						
Commercial trading operations	5	70,828	–	–	70,828	20,448
Costs of generating voluntary income		37,619	–	–	37,619	42,871
<i>Expenditure on charitable activities:</i>						
Contract service income and grants		4,261,489	103,940	334,548	4,699,977	4,544,244
Other resources expended		27,914	–	–	27,914	29,843
Interest and other finance costs		6,000	–	–	6,000	23,000
Total expenditure	6	4,403,850	103,940	334,548	4,842,338	4,660,406
Net income/(expenditure) before transfers and other recognised gains and losses		220,375	(103,940)	168,023	284,458	404,749
Transfers between funds	18	–	–	–	–	–
Net income/(expenditure) before other recognised gains and losses		220,375	(103,940)	168,023	284,458	404,749
Other recognised gains and losses						
Actuarial (losses)/gains on defined benefit pension schemes	23	242,000	–	–	242,000	107,000
Net income/(expenditure) and net movement in funds for the year		462,375	(103,940)	168,023	526,458	511,749
Reconciliation of funds						
Total Funds brought forward		1,756,004	3,019,757	507,758	5,283,519	4,771,771
Total Funds carried forward		2,218,379	2,915,817	675,781	5,809,977	5,283,520

All amounts above are derived from continuing operations and the charitable company has no recognised gains or losses other than those passing through the Statement of Financial Activities and hence no separate statement of total recognised gains and losses is presented. The notes on pages 23 to 45 form part of these financial statements.

BID Services

Company number 03124204

Group and company balance sheets

YEAR ENDED 31 MARCH 2022

	Note	Group		Company	
		2022 £	2021 £	2022 £	2021 £
Fixed assets					
Tangible assets	10	3,883,458	4,001,498	3,835,395	3,947,468
Investments in subsidiary undertakings	11	–	–	10,000	10,000
		3,883,458	4,001,498	3,845,395	3,957,468
Current assets					
Stocks	12	12,197	5,413	9,997	5,413
Debtors	13	1,032,825	616,317	1,146,305	731,111
Cash at bank and in hand		2,074,585	2,075,200	1,987,299	2,008,075
		3,119,607	2,696,930	3,143,601	2,744,599
Creditors:					
Amounts falling due within one year	14	(798,088)	(645,910)	(784,218)	(638,546)
Net current assets		2,321,519	2,051,020	2,359,383	2,106,053
Total assets less current liabilities		6,204,977	6,052,518	6,204,779	6,063,521
Creditors:					
Amounts falling due after more than one year	15	–	–	–	–
Net assets excluding pension scheme liability		6,204,977	6,052,518	6,204,778	6,063,520
Defined benefit pension scheme liability	16	(395,000)	(769,000)	(395,000)	(769,000)
NET ASSETS		5,809,977	5,283,518	5,809,779	5,294,521

The funds of the charity:

RESTRICTED FUNDS	17	675,781	507,758	675,781	507,758
Unrestricted funds					
General funds – general	18	2,613,379	2,525,003	2,613,181	2,536,006
– pension fund	18	(395,000)	(769,000)	(395,000)	(769,000)
Designated funds	18	2,915,817	3,019,757	2,915,817	3,019,757
TOTAL FUNDS		5,809,977	5,283,518	5,809,779	5,294,521

Approved by the Board of Directors on **26 January 2023**. Signed on its behalf by:



Michael Price, Director

BID Services

Consolidated cash flow statement

YEAR ENDED 31 MARCH 2022

	Note	2022 £	2021 £
Reconciliation of net income to net cash flow from operating activities			
Net income		526,458	511,749
Depreciation charges and losses on disposal	10	150,392	152,822
Net interest	3	(185)	(729)
Decrease in stocks	12	(6,784)	1,452
Defined Benefit Pension Scheme			
Interest payable		6,000	23,000
Net valuation changes/contributions		(380,000)	(246,000)
(Increase) / decrease in debtors	13	(416,508)	169,289
Increase / (decrease) in creditors	14	152,178	(54,631)
Net cash inflow from operating activities		<u>31,551</u>	<u>556,952</u>

Cash flow statement

Net cash inflow from operating activities		31,551	556,952
Returns on investments and servicing of finance	(a)	185	729
Capital expenditure	10	(32,351)	(82,397)
Increase in cash	(b)	<u>(615)</u>	<u>475,284</u>

BID Services

Notes to the consolidated cash flow statement

YEAR ENDED 31 MARCH 2022

	Note	2022 £	2021 £	
(a) Returns on investment and servicing of finance				
Interest received		185	729	
(b) Decrease in cash		2022 £	2021 £	
Balance at beginning of year		2,075,200	1,599,916	
Net cash inflow	(c)	(615)	475,284	
Balance at end of year		2,074,585	2,075,200	
(c) Reconciliation of net cash flow to movements in net funds			£	
Increase in cash during year being change in net funds			(615)	
Net funds at 1 April 2021			2,075,200	
Net funds at 31 March 2022			2,074,585	
(d) Analysis of changes in net funds		At April 1 2021 £	Cash flows £	At 31 March 2022 £
Cash at bank		2,075,200	(615)	2,074,585

Notes to the financial statements

YEAR ENDED 31 MARCH 2022

1. Accounting policies

The financial statements have been prepared in accordance with applicable Accounting Standards in the United Kingdom. A summary of the more important policies is set out below.

a) General information and basis of preparation

BID Services is a charitable company limited by guarantee in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 5 of these financial statements. The nature of the charity's operations and principal activities are to work in partnership with people with a sensory impairment, as well as those with a physical disability or mental health problems. Working with children, young people and adults and their families and carers to make a positive difference by providing innovative services that empower those people to control their own lives.

The charity constitutes a public benefit entity as defined by FRS 102. 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 on 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

b) Funds

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

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

c) Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102).

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

Income from grants is recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

Investment income is earned through holding assets for investment purposes such as shares and property. It includes bank interest. Interest income is recognised using the effective interest method.

d) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds includes the expenses of the commercial trading operation and those associated with fundraising activities, including personnel costs;
- Expenditure on charitable activities includes all direct expenditure in relation to the delivery of both contract services and operations for which it receives funding from grants and trusts; and
- Other expenditure represents those items not falling into the categories above.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

e) Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity.

Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources. Premises overheads have been allocated using the calculated surface area utilised/occupied, and other overheads have been allocated on the basis of full-time equivalent staff or units of I.T. equipment accordingly.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. The analysis of these costs is included in note 7.

f) Tangible fixed assets

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Freehold buildings:	over 50 years.	Fixtures and fittings:	over 3-10 years.
Leasehold land and buildings:	over 50 years.	Motor vehicles:	over 4 years.
Plant and machinery:	over 3-5 years.		

g) Investments

Investments in subsidiaries are measured at cost less impairment.

h) Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell.

i) Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

j) Loans and borrowings

Loans and borrowings are initially recognised at the transaction price including transaction costs. Subsequently, they are measured at amortised cost using the effective interest rate method, less impairment. If an arrangement constitutes a finance transaction it is measured at present value.

k) Impairment

Assets not measured at fair value are reviewed for any indication that the asset may be impaired at each balance sheet date. If such indication exists, the recoverable amount of the asset, or the asset's cash generating unit, is estimated and compared to the carrying amount. Where the carrying amount exceeds its recoverable amount, an impairment loss is recognised in profit or loss unless the asset is carried at a revalued amount where the impairment loss is a revaluation decrease.

l) Leases

Assets acquired under finance leases are capitalised and depreciated over the shorter of the lease term and the expected useful life of the asset. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability using the effective interest method. The related obligations, net of future finance charges, are included in creditors.

Rentals payable and receivable under operating leases are charged to the SoFA on a straight line basis over the period of the lease..

m) Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

The charity operated a defined benefit plan and two multi-employer defined benefit schemes for the benefit of its employees. A liability for the charity's obligations under the plan is recognised net of plan assets.

The net change in the net defined benefit liability is recognised as the cost of the defined benefit plan during the period. Pension plan assets are measured at fair value and the defined benefit obligation is measured on an actuarial basis using the projected unit method. Actuarial valuations are obtained at least triennially and are updated at each balance sheet date.

n) Tax

The charitable company meets the definition of charity within the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

o) Going concern

At the time of signing the accounts, the Trustees have considered the going concern position (including any residual impact from the Coronavirus pandemic) and judge that the charity will continue to operate for a period of at least 12 months from the date of signing these accounts due to the level of funding already secured with its key partners. At the balance sheet date the charity held significant cash balances. The charity has significant reserves which are sufficient to absorb short-term in-period deficits if required.

The financial forecasts prepared by the executive team show that the charity will be able to operate within the facilities available to it. On that basis the Trustees have prepared these financial statements on a going concern basis.

2. Voluntary income

	2022 £	2021 £
Grants, donations and other income		
Legacies	626	556
Donations	22,607	23,522
Grants		
Employment projects (incl. Lottery)	187,426	245,629
Sport England / Children in Need	92,815	114,420
Other grants and donations from Trusts	202,226	75,500
	<u>505,700</u>	<u>459,627</u>

Income from grants, donations and other sources was £505,700 (2021: £459,627) of which £3,129 (2021: £2,780) was attributable to unrestricted funds, £nil (2021: £nil) was attributable to designated funds and £502,571 (2021: £456,847) was attributable to restricted funds.

3. Investment income

	2022 £	2021 £
Interest earned	<u>185</u>	<u>729</u>

Investment income was £185 (2021: £729) of which £185 (2021: £729) was attributable to unrestricted funds and £nil (2021: £nil) was attributable to restricted funds.

4. Incoming resources from charitable activities

	2022 £	2021 £
Statutory bodies – contract service income	3,653,480	3,773,107
Trading and other activities	900,946	828,928
	<u>4,554,426</u>	<u>4,602,035</u>

Incoming resources from charitable activities was £4,554,426 (2021: £4,602,035) of which £4,554,426 (2021: £4,602,035) was attributable to unrestricted funds and £nil (2021: £nil) was attributable to restricted funds.

5. Trading operations

The charitable company owns 100% of the share capital of Deaf Cultural Centre (Trading) Limited which provides catering and conference facilities. During the year, Deaf Cultural Centre (Trading) Limited made sales of £18,339 (2021: £6,641) to the parent company and recharges of £2,796 (2021: £157).

	2022 £	2021 £
Deaf Cultural Centre (Trading) Limited		
Turnover	84,825	9,404
Cost of sales	(10,641)	(335)
Gross profit	74,184	9,069
Administrative expenses	(62,983)	(40,540)
Other income	–	20,270
Operating (loss) / profit	11,201	(11,201)
Tax on profit on ordinary activities	–	–
Retained in subsidiary	11,201	(11,201)

The assets and liabilities of the subsidiary at 31 March were:

Tangible assets	48,062	54,031
Net current assets	(37,864)	(55,034)
Total assets less current liabilities	10,198	(1,003)
Aggregate share capital and reserves	10,198	(1,003)

6. Resources expended by charity

	Finance Costs £	Direct Costs £	Support Costs £	2022 Total £	2021 Total £
Charitable activities					
Community services	–	3,443,128	526,298	3,969,426	3,966,151
Residential services	–	629,371	35,562	664,933	519,006
Public education development and Research	–	51,368	14,249	65,617	59,088
Costs of generating funds	–	97,759	10,688	108,447	63,319
Other resources expended	6,000	27,914	–	33,914	52,843
Total resources expended	6,000	4,249,540	586,797	4,842,337	4,660,406

Total resources expended was £4,842,337 (2021: £4,660,406) of which £4,403,849 (2021: £4,347,538) was attributable to unrestricted funds, £103,940 (2021: £14,775) was attributable to designated funds and £334,548 (2021: £298,093) was attributable to restricted funds.

7. Support costs by activity

	Community Services £	Residential Services £	Public education development and research £	Activities for generating funds £	2022 Total £	2021 Total £
Facilities	178,455	613	4,929	3,697	187,694	188,220
Human resources and administration	151,405	15,212	4,057	3,043	173,717	161,227
Finance	105,250	10,575	2,820	2,115	120,760	146,311
Information Technology	91,188	9,162	2,443	1,833	104,626	68,698
	<u>526,298</u>	<u>35,562</u>	<u>14,249</u>	<u>10,688</u>	<u>586,797</u>	<u>564,456</u>

Support costs are allocated as follows:

Facilities – surface area utilised/occupied

Finance/HR – full time equivalent staff members

IT – units of equipment

8. Charitable expenditure

	2022 £	2021 £
Expenditure includes:		
Auditors' remuneration – in respect of audit	26,400	19,050
Depreciation – owned assets	150,392	146,854
Rentals payable under operating leases – office equipment	<u>3,450</u>	<u>3,450</u>

9. Trustee and staff costs

Staff costs during the period were:

	2022 £	2021 £
Wages and salaries	2,629,171	2,605,461
Social security costs	216,956	211,189
Pension costs	87,853	89,026
	<u>2,933,980</u>	<u>2,905,677</u>

Staff restructuring costs comprise:

Redundancy costs	<u>–</u>	<u>30,423</u>
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The average number of employees in the year was as follows:

	2022 Number	2021 Number
Community services	75	81
Public education, development and research	10	10
Activities for generating funds	4	1
Governance	1	1
Support	8	8
	<u>98</u>	<u>101</u>

The number of employees whose employee benefits (excl. employer pension costs) exceeded £60,000 was:

	2022 Number	2021 Number
£60,001-£70,000	0	0
£70,001-£80,000	0	1
£70,001-£80,000	0	0
£70,001-£80,000	1	0

The key management personnel of the charity comprise the trustees and the senior management team as listed on page 5. The total amount of employee benefits (incl. employer pension contributions) received for their services to the charity was £271,759, being 4.0 FTE (2021: £257,013, 4.1 FTE).

In previous years, Michael Price was invited to serve as Treasurer while continuing his executive role, albeit, part time. This decision was taken in order to ensure that his knowledge and experience was kept within the organisation and available to the Board. Article 4 of the Memorandum of Association allows for payment of trustees for professional services:

“The Board may, in its absolute discretion, agree to pay a Trustee for provision of professional services to BID provided it considers that it is appropriate and in the interests of BID.”

The total cost of remuneration for his executive duties after appointment as a trustee was £nil in the year (2021: £2,590) and his employment ended on 30 April 2020.

Members of the trustee Board and committees do not receive any remuneration for their services. During the year, no directors received travel and subsistence expenses (2021: £nil). Charitable funds were used to purchase indemnity insurance for the trustees at a cost of £4,218 (2021: £4,536).

10. Tangible fixed assets

Group

	Long leasehold property	Freehold land and buildings	Motor vehicles	Plant machinery fixtures & fittings	Total
Total cost	£	£	£	£	£
At 1 April 2021	4,536,846	881,410	19,500	936,506	6,374,262
Additions	–	–	–	32,351	32,351
Disposals	–	–	–	(734,663)	(734,663)
At 31 March 2022	4,536,846	881,410	19,500	234,194	5,671,950
Depreciation					
At 1 April 2021	1,270,346	246,794	19,500	836,124	2,372,763
Charge for year	90,737	17,628	–	42,027	150,392
Elimination on disposal	–	–	–	(734,663)	(734,663)
At 31 March 2021	1,361,083	264,422	19,500	143,488	1,788,492
Net book values					
At 31 March 2022	3,175,763	616,988	–	90,707	3,883,458
At 31 March 2021	3,266,500	634,616	–	100,382	4,001,498

Company

	Long leasehold property	Freehold land and buildings	Motor vehicles	Plant machinery fixtures & fittings	Total
Total cost	£	£	£	£	£
At 1 April 2021	4,536,846	881,410	19,500	876,507	6,314,263
Additions	–	–	–	32,351	32,351
Disposals	–	–	–	(734,663)	(734,663)
At 31 March 2022	4,536,846	881,410	19,500	174,195	5,611,951
Depreciation					
At 1 April 2021	1,270,346	246,794	19,500	830,155	2,366,795
Charge for year	90,737	17,628	–	36,059	144,424
Elimination on disposal	–	–	–	(734,663)	(734,663)
At 31 March 2022	1,361,083	264,422	19,500	131,551	1,776,556
Net book values					
At 31 March 2022	3,175,763	616,988	–	42,644	3,835,395
At 31 March 2021	3,266,500	634,616	–	46,352	3,947,468

11. Investment in subsidiary undertakings

The charitable company owns 100% of the ordinary share capital of Deaf Cultural Centre (Trading) Limited, a company incorporated in the United Kingdom. The shares were acquired at a cost of £10,000. The principal activity of Deaf Cultural Centre (Trading) Limited is the provision of catering services and facilities hire.

The results of the subsidiary undertakings are set out in note 5.

12. Stock

	Group		Company	
	2022 £	2021 £	2022 £	2021 £
Catering and equipment stocks	12,197	5,413	9,997	5,413

13. Debtors: amounts falling due within one year

	Group		Company	
	2022 £	2021 £	2022 £	2021 £
Fees receivable	464,088	296,467	451,600	296,111
Other debtors and accrued income	409,906	246,541	409,906	246,541
Prepayments	158,831	73,309	158,831	73,309
Amounts due from group company	–	–	125,968	115,150
	<u>1,032,825</u>	<u>616,317</u>	<u>1,146,305</u>	<u>731,111</u>

14. Creditors: amounts falling due within one year

	Group		Company	
	2022 £	2021 £	2022 £	2021 £
Trade creditors	116,913	210,529	113,581	208,491
Taxation and social security	61,083	41,345	58,377	40,953
Loans	–	–	–	–
Other creditors	404,312	237,891	404,312	237,891
Accruals	113,275	109,770	105,444	104,836
Deferred income	102,504	46,375	102,504	46,375
	<u>798,088</u>	<u>645,910</u>	<u>784,218</u>	<u>638,546</u>

» 14. Creditors: amounts falling due within one year continued

	Group		Company	
	2022 £	2021 £	2022 £	2021 £
Deferred Income				
Deferred income brought forward	46,375	57,532	46,375	57,532
Deferred in year	184,903	112,335	184,903	112,335
Recognised in year	(128,774)	(123,492)	(128,774)	(123,492)
Deferred income carried forward	46,375	46,375	102,504	46,375

Income is deferred when the charitable company may not have unconditional entitlement to the income or when the invoice relates to the delivery of a service and is therefore only recognised to the extent that the charitable company has provided the service.

15. Creditors: amounts falling due after one year

	Group		Company	
	2022 £	2021 £	2022 £	2021 £
Loans	–	–	–	–
Included within the above are amounts falling due for repayment as follows:	2022 £	2021 £	2022 £	2021 £
Less than 1 year	–	–	–	–
in 1-2 years	–	–	–	–
in 2-5 years	–	–	–	–
	–	–	–	–

16. Pension scheme liability – group and company

	£
At 1 April 2021	769,000
Movement for the year	(374,000)
At 31 March 2022	395,000

17. Restricted funds

Group and company

Restricted funds	1 April 2021 £	Incoming £	Outgoing £	Transfers £	31 March 2022 £
Arts	7,100	–	–	–	7,100
Community	169,774	215,795	(33,195)	–	352,374
Employment	147,695	187,426	(207,537)	–	127,583
Residential	31,755	50	–	–	31,805
Sports	61,975	92,815	(90,476)	–	64,314
Other	1,000	6,486	–	–	7,486
B&DTG	19,199	–	(1,420)	–	17,779
Capital appeal	69,260	–	(1,920)	–	67,340
Company restricted funds	507,758	456,847	(334,548)	–	675,781
Total Group restricted funds	507,758	456,847	(334,548)	–	675,781

2021 (Prior year)

Restricted funds	1 April 2020 £	Incoming £	Outgoing £	Transfers £	31 March 2021 £
Arts	7,100	–	–	–	7,100
Community	118,611	95,752	(44,589)	–	169,774
Employment	47,081	245,629	(145,015)	–	147,695
Residential	31,755	–	–	–	31,755
Sports	53,134	113,966	(105,125)	–	61,975
Other	–	1,000	–	–	1,000
B&DTG	20,144	500	(1,445)	–	19,199
Capital appeal	71,180	–	(1,920)	–	69,260
Company restricted funds	349,004	456,847	(298,094)	–	507,758
Total Group restricted funds	349,004	456,847	(298,094)	–	507,758

Purposes of restricted funds

Arts:	Funds from various sources supporting the deaf arts development project.
Community:	Funds to support a range of community activities.
Employment:	Funds held to support activities furthering opportunities for employment for deaf people.
Residential:	Funds to support deaf people in our accommodation.
Sport:	Funds to support a range of sporting activities for deaf people.
Other:	Funds donated to support a range of activities across the charity.
B&DTG:	Funds held to support the activities of Birmingham and District Tinnitus Group.
Capital appeal:	Funds donated to support the construction of the Deaf Cultural Centre.

18. Unrestricted funds (group and company)

Group	1 April 2021	Incoming	Outgoing	Losses/Transfers	31 March 2022
	£	£	£	£	£
Designated					
Business development fund	267,519	—	(27,500)	—	240,019
Building development fund	2,752,238	—	(76,440)	—	2,675,798
Total designated funds	3,019,757	—	(103,940)	—	2,915,817
General funds	2,525,005	4,624,225	(4,535,851)	—	2,613,379
Pension fund	769,000)	—	(132,000)	242,000	(395,000)
Total unrestricted funds	4,775,762	4,624,225	(4,507,791)	242,000	5,134,196

Company	1 April 2021	Incoming	Outgoing	Losses/Transfers	31 March 2022
	£	£	£	£	£
Designated					
Business development fund	267,519	—	(27,500)	—	240,019
Building development fund	2,752,238	—	(76,440)	—	2,675,798
Total designated funds	3,019,757	—	(76,440)	—	2,915,817
General funds	2,536,006	4,560,536	(4,483,361)	—	2,613,181
Pension fund	(769,000)	—	(132,000)	242,000	(395,000)
Total unrestricted funds	4,786,763	4,560,536	(4,455,301)	242,000	5,133,998

Purposes of designated funds

Business development fund: To both support the organisation in its recovery from the COVID pandemic, and to facilitate future organisational development initiatives

Building development fund: This fund was created to support the construction of the Deaf Cultural Centre. The balance will reduce in line with depreciation of the building.

2021 (Prior year)

Group	1 April 2020	Incoming	Outgoing	Losses/Transfers	31 March 2021
	£	£	£	£	£
Designated					
Business development fund	105,854	—	61,665	100,000	267,519
Building development fund	2,828,678	—	(76,440)	—	2,752,238
Total designated funds	2,934,532	—	(14,775)	100,000	3,019,757
General funds	2,480,235	4,546,643	(4,401,873)	(100,000)	2,525,005
Pension fund	(992,000)	—	(116,000)	107,000	(769,000)
Total unrestricted funds	4,422,767	4,546,643	(4,300,648)	107,000	4,775,761

Company	1 April 2020	Incoming	Outgoing	Losses/Transfers	31 March 2021
	£	£	£	£	£
Designated					
Business development fund	105,854	—	61,665	100,000	267,519
Building development fund	2,828,678	—	(76,440)	—	2,752,238
Total designated funds	2,934,532	—	(14,775)	100,000	3,019,757
General funds	2,762,037	4,544,036	(4,670,067)	(100,000)	2,536,006
Pension fund	(992,000)	—	(116,000)	107,000	(769,000)
Total unrestricted funds	4,422,569	4,544,036	(4,286,843)	107,000	4,786,762

19. Operating lease commitments (group and company)

At the year end the charitable company has guaranteed minimum lease payments under non-cancellable operating leases as follows:

	Buildings		Equipment	
	2022 £	2021 £	2022 £	2021 £
Within 1 year	72,639	76,969	1,153	3,112
Within 1-2 years	22,332	–	–	–
Within 2-5 years	–	–	–	–
Total	94,971	76,969	1,153	3,112

In addition to the above the charitable company holds a 125 year lease expiring in 2131 from Birmingham City Council on which a peppercorn rent is payable.

20. Analysis of group net assets between funds

	Unrestricted £	Designated £	Restricted £	Total £
Tangible fixed assets	1,207,660	2,675,798	–	3,883,458
Net current assets	1,405,719	240,019	675,781	2,321,519
Loans > 1 year	–	–	–	–
Pension reserve	(395,000)	–	–	(395,000)
Total net assets	2,218,379	2,915,817	675,781	5,809,977

	Unrestricted £	Designated £	Restricted £	Total £
2021 (Prior year)				
Tangible fixed assets	1,249,260	2,752,238	–	4,001,498
Net current assets	1,275,743	267,519	507,758	2,051,020
Loans > 1 year	–	–	–	–
Pension reserve	(769,000)	–	–	(769,000)
Total net assets	1,756,003	3,019,757	507,758	5,283,518

The net current assets within designated funds and restricted funds are represented by cash at bank.

21. Financial activities of the charitable company

The financial activities shown in the consolidated statement of financial activities includes those of the company's wholly owned subsidiaries.

A summary of the financial activities undertaken by the parent charitable company is set out below:

	2022 £	2021 £
Gross income	5,063,107	5,062,548
Total expenditure	(4,789,849)	(4,646,598)
Net income for the year	273,258	415,949
Actuarial (losses)/gains on defined benefit pension schemes	242,000	107,000
Net income/expenditure	515,258	522,949
Total funds brought forward	5,294,521	4,771,572
Total funds carried forward	5,809,779	5,294,521
Represented by:		
Unrestricted funds	2,218,181	1,767,007
Designated funds	2,915,817	3,019,757
Restricted funds	675,781	507,758
	5,809,779	5,294,521

22. Tax status

As a charitable company, BID Services, is exempt from tax on income and gains falling within Section 478 of the Taxes Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen within the charitable company. The trading subsidiary has no profits which are subject to taxation under the provisions of the Income and Corporation Taxes Act 2000.

23. Pensions

As at the year-end, pension contributions outstanding were £nil (2021: £nil).

a) Pension costs – West Midlands Local Government Pension Scheme

The West Midlands Local Government Pension Scheme is a funded defined benefit pension scheme, with the assets held in separate trustee-administered funds. The total contribution made for the year ended 31 March 2022 was £5,524 (2021: £7,320), of which employer's contributions totalled £4,702 (2021: £6,232) and employees' contributions totalled £822 (2021: £1,088). The agreed contribution rates for future years are 33.2 per cent for employers and 5.8 per cent for employees.

» Pensions continued

Principal actuarial assumptions

	At 31 March 2022	At 31 March 2021
Rate of increase in salaries	4.30%	3.85%
Pension Increase Rate (CPI)	3.30%	2.85%
Discount rate for scheme liabilities	2.70%	1.85%
Inflation assumption (CPI)	2.85%	2.85%

Life expectancy is based on the S3PA heavy tables (with a multiplier of 85% for males and 95% for females), with improvements in line with the CMI 2021 model, with a 0% weighting of 2021 (and 2020) data, standard smoothing (Sk7), initial adjustment of 0.25% and a long term rate of improvement of 1.5% p.a. for both males and females.

The assumed life expectations from age 65 are:

	At 31 March 2022	At 31 March 2021
Retiring today		
Males	21.2	21.6
Females	23.6	23.9
Retiring in 20 years		
Males	22.9	23.4
Females	25.4	25.8

The charity's share of the assets in the scheme were:

	Fair value at 31 March 2022 £000	Fair value at 31 March 2021 £000
Equities	587	562
Bonds	193	179
Property	61	59
Cash	35	51
Total market value of assets	876	851

The actual return on scheme assets was £72,000 (2021: £141,000)

Amount recognised in the statement of financial activities

	2022 £000	2021 £000
Current service cost (net of employee contributions)	(8)	(8)
Net interest cost	–	–
Administration expenses, gain/(loss) on curtailment and gain/(loss) on settlement	(1)	(1)
Total operating charge	(9)	(9)

» *Pensions continued*
Changes in the present value of defined benefit obligations were as follows:

	2022 £000	2021 £000
At 1 April	855	772
Current service cost	8	8
Interest cost	15	17
Employee contributions	1	1
Actuarial (gain)/loss	(32)	93
Benefits paid	(49)	(36)
Past service costs, including curtailments	–	–
At 31 March	798	855

Changes in the fair value of charity's share of scheme assets:

	2022 £000	2021 £000
At 1 April	851	740
Interest income	15	17
Return on plan assets (excluding net interest on the net defined pension liability)	53	124
Other actuarial gains/(losses)	–	–
Employer contributions	5	6
Employee contributions	1	1
Benefits paid	(49)	(36)
Plan introductions, benefit changes, curtailments and settlements	–	1
At 31 March	876	851

Sensitivity analysis

The sensitivities regarding the principal assumptions used to measure the scheme obligations are set out below:

Change in assumptions at 31 March 2022:	Approx. % increase to Defined Benefit Obligation	Approximate monetary amount (£000)
0.1% decrease in Real Discount Rate	1%	7
1 year increase in member life expectancy	4%	32
0.1% increase in the Salary Increase Rate	0%	–
0.1% increase in the Pension Increase Rate (CPI)	1%	7

b) Pension costs – Pensions Trust (CARE Scheme)

The company participates in the scheme, a multi-employer scheme which provides benefits to some 37 non-associated employers. The scheme is a defined benefit scheme in the UK.

It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2016. This valuation showed assets of £60.45m, liabilities of £85.30m and a deficit of £24.86m.

A full actuarial valuation for the scheme was carried out at 30 September 2019. This valuation showed assets of £79m, liabilities of £93.9m and a deficit of £14.9m. To eliminate this funding shortfall, the Trustee asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2021 to 30 September 2027: £1,530,000 per annum
(payable monthly and increasing by 3.0% each year on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Present value of provision

	Period Ending 31 March 2022 (£s)	Period Ending 31 March 2021 (£s)	Period Ending 31 March 2020 (£s)
Present value of provision	398,072	481,242	622,751

» Pensions continued

Reconciliation of opening and closing provisions

	Period Ending 31 March 2022 (£s)	Period Ending 31 March 2021 (£s)
Provision at start of period	481,242	622,751
Unwinding of the discount factor (interest expense)	4,343	15,150
Deficit contribution paid	(70,336)	(71,537)
Remeasurements – impact of any change in assumptions	(17,177)	23,969
Remeasurements – amendments to the contribution schedule	–	(109,091)
Provision at end of period	398,072	481,242

Income and expenditure impact

	Period Ending 31 March 2022 (£s)	Period Ending 31 March 2021 (£s)
Interest expense	4,343	15,150
Remeasurements – impact of any change in assumptions	(17,177)	23,969
Remeasurements – amendments to the contribution schedule	–	(109,091)
Contributions paid in respect of future service	(19,885)	(23,264)
Costs recognised in income and expenditure account	(32,719)	(93,236)

Assumptions

	31 March 2022 % per annum	31 March 2021 % per annum	31 March 2020 % per annum
Rate of discount	2.55	0.98	2.58

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

c) Pension costs – Pensions Trust (Growth Plan)

The company participates in the scheme, a multi-employer scheme which provides benefits to some 638 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

» Pensions continued

	Period Ending 31 March 2022 (£s)	Period Ending 31 March 2021 (£s)	Period Ending 31 March 2020 (£s)
Present value of provision	74,640	284,450	337,035

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2022 to 31 January 2025: £3,312,000 per annum

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee asked the participating employers to pay additional contributions to the scheme as follows.

Deficit contributions

From 1 April 2019 to 30 September 2025: £11,243,000 per annum
(payable monthly and increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Reconciliation of opening and closing provisions

	Period Ending 31 March 2022 (£s)	Period Ending 31 March 2021 (£s)
Provision at start of period	284,450	337,035
Unwinding of the discount factor (interest expense)	1,640	7,573
Deficit contribution paid	(71,982)	(69,886)
Remeasurements – impact of any change in assumptions	(1,716)	9,728
Remeasurements – amendments to the contribution schedule	(137,752)	–
Provision at end of period	74,640	284,450

» Pensions continued

Income and expenditure impact

	Period Ending 31 March 2022 (£s)	Period Ending 31 March 2021 (£s)
Interest expense	1,640	7,573
Remeasurements – impact of any change in assumptions	(1,716)	9,728
Remeasurements – amendments to the contribution schedule	(137,752)	–
Contributions paid in respect of future service	(1,761)	(1,660)
Costs recognised in income and expenditure account	(139,589)	15,641

Assumptions

	31 March 2022 % per annum	31 March 2021 % per annum	31 March 2020 % per annum
Rate of discount	2.35	0.66	2.53

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

24. Related party transactions

In the year, Deaf Cultural Centre (Trading) Limited made sales of £18,339 (2021: £6,641) to the parent company and there was £3,248 (2021: £439) owed at the year-end. There were also recharges from the parent company to Deaf Cultural Centre (Trading) Limited of £2,796 (2021: £157), with £585 (2021: £19) owed at the year-end.

The inter-group debtor balance, owed by Deaf Cultural Centre (Trading) Limited, at the year-end was £125,968 (2021: £115,150).

25. Third party supported accounts

Included in the Balance Sheet are cash balances of £329,578 (2021: £167,589) held in respect of third party supported accounts where BID Services have agreed to take on the payment of support monies under custodian arrangements, in a partnership with Penderels Trust, in relation to Lincolnshire service users. Lincolnshire C.C. pay the required support monies to Penderels Trust at varied time periods, who in turn transfer to BID Services who disburse the support monies to the service providers on behalf of the users, based on service assessment and arrangement. The receipts and payments regarding the TPSA funds are not shown as part of SOFA.

26. Ultimate controlling party

The members of BID Services are trustees and hence BID Services is controlled by the Board of trustees.





B·I·D SERVICES

BID Services

Deaf Cultural Centre,
Ladywood Road,
Birmingham, B16 8SZ

 www.bid.org.uk

Tel	0121 246 6100
Textphone	0121 246 6101
Fax	0121 246 6125
Email	info@bid.org.uk

BID Services registered in England Charity
No. 1053184.

A company limited by guarantee. Registered
number 03124204

BID SERVICES

England & Wales - Charity number 1053184

Accounts



BID SERVICES

Report and financial statements

Year ended 31 March 2021

Registered number: 03124204

Registered charity number: 1053184

Chair's statement

There is no doubt that this has been a difficult year for everyone and the COVID situation continues to bring challenges to charities and organisations like BID Services who work tirelessly to offer support to some of the most vulnerable people in our society. Because we understand the barriers people with a sensory loss face, we recognised early on that providing services during COVID, when normal routes to engagement became unavailable, would necessitate creating new ways to reach people.

Our teams have achieved some excellent results over the past year, adapting services, making greater use of technology, and finding innovative approaches to ensuring service continuity in a safe and secure way. For some of our most vulnerable we work with, this has allowed our face-to-face work to continue.

However, due to age or long-term conditions, some people were forced to withdraw from services and to isolate for significant periods of time. This has, to some extent, impacted on the number of people we have been able to support but we have worked hard and creatively to keep in touch and to support people in the best ways possible. As we start to emerge from the early phases of the COVID pandemic we are focusing strongly on a range of re-engagement initiatives to help people re-engage with their communities. We are continuing to adapt services to ensure they meet changing requirements in light of the impact the pandemic has had on all of our lives.

One of the key issues over the past year has been the lack of accessible COVID information, with many of the Government updates and daily briefings being largely inaccessible to the Deaf community given the lack of a British Sign Language interpreter. BID is working in partnership with a range of organisations to ensure that vital information about COVID is getting through in accessible formats. We have also introduced a new befriending service across the West Midlands to provide support and guidance to people who are feeling confused and isolated due

to the lockdown restrictions. Our youth activities programme was successfully moved online enabling us to expand the geographical reach of our youth services and make a positive impact on the wellbeing of young people who are d/Deaf, hard of hearing or visually impaired, many of whom have felt isolated. We also launched a fresh food project at the Deaf Cultural Centre, offering free hot meals to people with a sensory loss.

Our sign language interpreting and communication service initially faced very real challenges when moving from the long established tradition of face to face service delivery necessitated by the first lockdown. Building on the strengths of the existing IT infrastructure, the service successfully moved to a mix of virtual and face-to-face service quickly and effectively thus ensuring BSL users were able to continue to engage effectively.

We are investing in our Chesterberry Care Home undertaking a full refurbishment of the building to ensure it is able to meet the changing needs of our residents and provides a comfortable, welcoming place for our residents to call home.

We were also pleased to be re-awarded Lottery funding enabling us to continue to deliver our employment programme and have also introduced a remote online employment support service to people living in Lincolnshire with a hearing or sight loss, which has already seen positive results with clients successfully gaining employment.

In common with much of the hospitality sector, our social enterprise, the Signing Tree Venue, our social enterprise conference centre, saw its activity largely cease as most organisations did not hold face-to-face external events; Despite this, the team has worked to maintain established relationships and develop new and this gives confidence that business will recover once COVID rules allow and people are more confident in meeting in group situations.

Our contract work continues to inspire us, and we have recently been awarded a new information, advice and support contract in Cumbria which sits well beside our existing specialist equipment service.

Within the Board of Trustees, the induction and training of new trustees continues, and they are already bringing fresh ideas and constructive criticality to our work across the organisation.

We also continue to make good progress on our 3-year strategic plan. As may be expected responding to COVID has necessitated reconsideration of priorities, accelerating some initiatives and deferring others.

Overall, BID has managed the difficult operating environment successfully thanks to the dedication of our staff and volunteers and their ability to grasp new ways of working. Although the short-term financial position looks healthy, but, given our place firmly in the social care sector with all the uncertainties that brings, we will need to continue to be creative and innovative in our approach as the realities of the 'new normal' finally settle and the wider funding and political environment become clearer. We have a sound financial base and this allows us to approach the future with both caution and measured optimism.

I conclude with thanking Jonathan Shapiro who decided to stand down from the board. His contribution to the continuing development of BID over the last two years has been valued by all concerned and we wish him well for the future.



Michael Price
Interim Chair

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Directors' report

Constitutional and administrative details

Charity Name	BID Services (known as BID)
Charity Registration Number	1053184
Company Registration Number	03124204
Registered Office	Deaf Cultural Centre Ladywood Road Birmingham B16 8SZ

Board of Trustees

The Directors, who are also trustees of the charity, serving during the year were as follows:

Gail CONWAY	
Leonard GREGORY	(resigned 25 November 2021)
Sandeep KAUR	
Michael PRICE	(Interim Chair & Treasurer)
Jonathan SHAPIRO	(Chair) (resigned 25 November 2021)
Alison BEACHIM	(appointed 3 December 2020)
Natalia FLEMMING	(appointed 3 December 2020, resigned 3 December 2021)
Halo GARRITY	(appointed 3 December 2020, resigned 25 November 2021)
Lionel MARTIN	(resigned 2 July 2020)
Mark HILLIER	(resigned 24 September 2020)
Chris DANIELS	(resigned 3 December 2020)
Matthew COLLINGWOOD	(appointed 25 November 2021)

The Directors retiring by rotation were M Hillier, C Daniels and G Conway. Gail Conway agreed to stand for re-election and was subsequently re-appointed to the board.

The charitable company maintains indemnity insurance for its directors and officers at an annual premium of £4,536 (2020: £4,536).

Directors are selected against pre-determined skills criteria designed to ensure that the board has the necessary knowledge with which to direct BID.

The board has an establishment of 6 members with powers of co-option.

Company Secretary	Michael Price
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Senior Management Team

Gail Penberthy	Chief Executive
Heather Davis	Head of Human Resources
Tony Morroll	Head of Finance & I.T.
Ian Laing	Head of Operations

Independent Auditors

Cooper Parry Group Limited
Sky View
Argosy Road
East Midlands Airport
Castle Donington
Derby
DE74 2SA

Bankers

National Westminster Bank Plc
30a Harborne Road
Birmingham
B15 3AA

About Us

BID Services is a charity. We support children, young people and adults, along with their families and carers, who are deaf, hard of hearing, visually impaired or have a dual sensory loss. We also support people with a physical disability or mental health.

Through our innovative service delivery, we strive to achieve the best possible outcomes for our client groups, working in partnership with them to maximise independence, improve mobility and ensure they have the right information and advice to help them achieve a better quality of life.

Our specialist service areas focus on hearing and sight loss and include advocacy, employment, specialist information and advice, rehabilitation, British Sign Language interpreting and training, eye and hearing care, specialist equipment support, residential placements, social work, support for tinnitus and housing related services.

Our social enterprise, the Signing Tree Venue, provides high quality conference, meeting and event spaces, located within the award winning Deaf Cultural Centre building which also houses the charity's main office & café, and offers employment and training opportunities to people with a sensory loss, as well as supporting a range of community, arts and leisure activities.

Our Purpose

We are here to make a positive difference to the people we support by providing innovative services that empower people to control their own lives.

Company Status

The charity is a company limited by guarantee (number 03124204), and as such has no share capital. The company is governed by its Memorandum and Articles of Association, as updated in October 2013. The liability of the members of the company, as set out in the Memorandum of Association, is limited to £1 per member.

Trustee and Director Induction and Training

New directors receive induction training appropriate to the role they are to fulfil. Directors regularly review their requirement for training and this is provided as and when required, including their responsibilities under charity law.

Organisational Structure

The board meets a minimum of 5 times a year and additional meetings are held as required, with day-to-day management of the organisation delegated to the Chief Executive and her team. A scheme of delegation and policies and procedures detail limits to authority.

The charity's main operating base is near the centre of Birmingham.

ORGANISATIONAL OBJECTIVES

Our strategy and vision are wholly focused on improving the lives of service users. We want to support them to achieve the best possible outcomes in life by developing innovative services and products that enable them to live as independently as possible.

We continue to move forward with our 3-year strategic plan that is based on achieving 5 key priorities aligned around the needs of those we support.

Key priority areas

A strong organisation, fit for today and prepared for tomorrow

Maintaining a strong and stable future for the charity remains one of our key priorities and is underpinned by our 3 year strategic plan which has now been introduced and embedded across the organisation.

Improve employment opportunities for service users

We want to remove the obstacles people face in accessing employment, education and training and to further expand our reach to offer support to a wider demographic.

Increase service user access to information and services

We aim to reduce the barriers people face in accessing information and services, by increasing the level of accessible communications, such as access to digital technology, so people can obtain quality information as independently as possible and make informed choices.

Support people to live healthy, independent lives

We continue to identify needs and gaps in services, maintaining our focus on providing personalised support that people need to manage their health, improve their physical and emotional wellbeing and make decisions about their life.

Be an exceptional place to work and volunteer

We have launched a robust People strategy that supports a positive work/life balance, promotes wellbeing throughout the organisation and delivers high impact learning and development initiatives.

Highlights of achievements and performance

4,342 people accessed our services

444 visually impaired people undertook rehabilitation and mobility training

194 people and their families engaged in our youth, sports, health and wellbeing and family services

92 dedicated volunteers donated **4,416**

hours of their time to support our service users

We covered **8,869** bookings and provided **32,471** hours of interpreting and communication support

61 clients completed **British Sign Language** training

182 people were supported through our employment programme

which resulted in **51** people getting a job and

89 people placed in education or training

99 deaf and visually impaired people were supported through our befriending service

We undertook **1,236**

visual impairment assessments,

211 Deafblind assessments and

894 deaf/hard of hearing assessments



KEY INITIATIVES & PROGRESS

The following pages highlight some of our key achievements and the progress we have made during the year.

A strong organisation, fit for today and prepared for tomorrow

Organisational resilience has been tested over the past year, but we remain confident in our ability to maintain a strong infrastructure that is here to support our service users.

- We continue to make good progress on our identified organisation strategy with many achievements taking place over the past year. However, due to COVID, we have had to re-direct our focus by accelerating some initiatives and deferring others during this time. As we exit from COVID, we will be re-assessing elements of the plan to ensure it remains aligned with our aims.
- Our Board of Trustees has been strengthened. We are now in the process of consolidation and training new trustees, linking into specific initiatives where their knowledge, skills and experience can make a strong contribution to our services and commercial businesses.
- Traditional funding streams have been challenging this year, but we have been proactive in responding to suitable opportunities, especially for COVID related projects where we have had good success. We also continue to identify additional funding to support our work and build on the innovation and creativity shown throughout the pandemic.
- We now have an identified marketing plan in place outlining our communications strategy and goals to streamline processes, communicate effectively and improve our online presence across a range of social platforms.
- We have taken positive steps to embed new health and wellbeing initiatives to support employees and volunteers through the COVID pandemic and will appoint a Wellbeing Champion, offering counselling to all employees and volunteers. We have provided mental health training and offered drop-in sessions enabling employees to stay connected and share experiences. We have also launched our 3-year volunteer strategy and appointed a Volunteer Coordinator to support and connect our volunteers.
- We have made valuable advances in the development of our I.T. infrastructure, delivering major upgrades to hardware alongside the migration of some teams to Office365 and Microsoft Teams, in response to the requirement of staff working from home and the need to deliver our services more flexibly.



Forward Aims

To review and deliver the strategy post COVID, and to maintain a resilient infrastructure that enables us to deliver services to people with a sensory loss across geographic regions.

Improve Employment opportunities for service users

Many of the people we support through our employment service have experienced multiple barriers on their journey to find work, such as a lack of communication support and availability of assistive technology. This often results in low confidence in their ability to find meaningful employment. Our aim is to engage and work in partnership with people with a sensory loss of all ages, to provide a package of employment support that enables them to get a job, move closer to the labour market or into further education or training.

- Over the past year we continued to make good progress and by adapting our service delivery, we have increased our clients and supported 182 people, with 51 moving into employment and a further 89 people moving into education or training.
- The National Lottery Community Fund has again supported our Employment programme with new 3-year funding. The new project called 'STEP Ahead Online' will allow us to accredit our growing list of qualifications, continue to engage employers and expand our reach by developing a new interactive website to promote accessible job opportunities for people with a sensory loss.
- With funding from the European Social Fund in partnership with Bishop Grosseteste University, we launched a new remote service for unemployed people with a hearing or sight loss in Lincolnshire, supporting them to look for work, offering a range of services including creating a CV, completing application forms and taking part in interview practice. We are achieving our targets and 5 people have already secured employment.
- Our PURE Employment Programme, funded by Birmingham City Council and the European Social Fund, continues to successfully reach people with a sensory loss or physical disability who are not in education, employment, or training (NEET). We support people over the age of 29, with opportunities to develop their skills and career confidence. In 2021 we expanded capacity through our Disability Inclusive Pathway project in partnership with Better Pathways, which allows us to engage participants from across greater Birmingham.
- We continue to work with employers to develop a recruitment support model for deaf candidates, offering employers Deaf Awareness and Access to Work Training. This work will continue as we develop our Deaf Awareness Training online to employers and key workers.
- With funding from John Lewis, we have recruited a Youth Employment Coach dedicated to supporting young people to gain education, employment and training. We aim to engage with 50 people over 2 years and support at least 15 into employment. To date we have engaged 34 young people aged 14 to 29 and 6 have found employment in the first six months, which is really encouraging.
- As part of the Government's Kickstart initiative, we are working in partnership to provide young people aged 18-25 with 6 month's paid work experience. Due to COVID, there have been some delays, but we have already placed 6 candidates and continue to strive to meet our goal of offering 20 work experience posts across the organisation



Forward Aims

We want to remove the obstacles people with a sensory loss face in accessing employment, education and training. We will continue to explore the use of technology and to seek out funding that will enable us to expand the demographic and geographic reach of our Employment service across all age groups.

Increase service user access to information and services

People with a sensory loss want to receive high quality information in a way that is accessible to them. Due to a general lack of awareness of their communication needs, they are often unable to access information in the way they need it. This has been especially highlighted during the pandemic. Throughout our services and campaigns, we are working hard to promote a greater understanding of the communication needs of people with a sensory loss and to ensure that our services, and others, are delivered in an accessible way, ensuring more people can access the information they need.

- Throughout the pandemic we have been concerned about the lack of accessible information available to people with a sensory loss, with Government updates and COVID guidelines largely inaccessible to the Deaf community. We are supporting the national campaign to ensure that British Sign Language interpreters are present at Government briefings and have also introduced a number of initiatives, working with Public Health and Older People's Forum to ensure people have access to up-to-date COVID information.
- With funding from Birmingham City Council, we are delivering an accessible COVID information campaign including NHS videos, British Sign Language translations, Q&A sessions for all ages and sharing easy to read information in accessible formats, both on and offline.
- We have introduced a new befriending service across the West Midlands to provide support to people who are feeling confused, worried and isolated by the lockdown restrictions.
- We have successfully moved our youth activities programme online enabling us to expand our current youth service and make a positive impact on young people, many of whom have felt isolated.
- We continue to work with health and social care professionals to promote the barriers people with a sensory loss face in accessing information about their health.
- The Interpreting team has showed true creativity in adapting service delivery and it has been very successful in reaching and supporting clients throughout the pandemic. Offering both face-to-face and online provision, it has achieved over 8,869 bookings, providing 32,471 hours of interpreting and communications support.
- Throughout the pandemic, we have moved our sign language classes and Deaf and Visual Impairment Awareness Training online which is working well.
- We continue to deliver an Information, Advice and Guidance service to sensory impaired clients across the country on a diverse range of issues including bill payments, debt advice, accessing services, delivered using the communication method of their choice.
- We offer a service supporting organisations who want to employ people with a sensory loss, with Access to Work support and Deaf Awareness Training.



Forward aims

To continue to campaign and raise awareness of the need to improve access to information across the sensory impairment spectrum

Support people to live healthy, independent lives

We are committed to offering more opportunities to children, young people and adults so they can participate in an active social life, maintain their tenancies and feel less lonely and isolated, which can have a huge impact on individual health and wellbeing. Over the past year, 194 people and their families engaged in our health, wellbeing and family initiatives.

- Over the past year, we have maintained our support for older, vulnerable people, offering a range of activities including an art project, low impact exercise classes, befriending services and our food project which provides free hot meals to people with a sensory loss. We are also offering digital training to support 19 older people to become more comfortable using technology.
- Thanks to further funding from Children in Need, we have maintained our youth services in Birmingham, Lincolnshire and further afield, which have been a huge success with online cooking sessions, kids quizzes and more. Due to the success of our online programme, we will continue to offer a blend of online and face-to-face activities. We also continued with our annual summer holiday scheme in Birmingham which took place online and attracted 32 young people.
- We continue to offer a good quality residential care provision at our Chesterberry Care Home and have commenced our renovation project to future proof the home and ensure it meets the needs of our service users into the future.
- We continue to support tenants to live independently at our Radnor Road accommodation. By utilising technology and upskilling tenants, we have supported them to increase their usage and knowledge of technology.
- We continue to provide high quality interpreting support to deaf people and have launched a new interpreting service in North Yorkshire which offers support to those using the council services, offering face-to-face and remote interpreting.

Forward aims

Continue to provide a range of health and wellbeing activities that promote a healthy lifestyle and support independent living; maintain our existing funding and secure new funding to deliver a range of services across our regions



Be an exceptional place to work and volunteer

We want BID Services to be an exceptional place where people want to work, where employees and volunteers feel valued and supported and where there are opportunities for people to grow professionally and enjoy a good work/life balance. In the second year of delivering our People strategy, we continue to make good progress across all areas, and have also taken positive steps to embed new health and wellbeing initiatives to support employees and volunteers through the COVID pandemic.

- Our Employee Assistance Programme is well promoted and utilised, offering counselling and support to all employees and volunteers.
- We have hosted a range of wellbeing drop-in sessions enabling employees to stay connected and share experiences.
- We continue to provide Mental Health training to all employees and have established named Mental Health First Aid Champions who can offer confidential support.
- We have launched our 3-year Volunteer Strategy and appointed a Volunteer Coordinator to support and connect our volunteers.
- Our learning and development programme continues to support employees and volunteers to develop their skills, offering in-house training, apprenticeships, leadership management initiatives and funding staff through professional qualifications.
- Following the launch of Workplace, this has been used very effectively to communicate with colleagues across our services and to connect and share ideas, especially during lockdown.
- We continue to embrace equality, inclusion and diversity, and over the past year we have re-launched our policy, delivered accredited training to all employees and are establishing an in-house working group to review organisation values and practices.
- We are working to achieve the recognised wellbeing accreditation, THRIVE.



Forward aims

To ensure the health and wellbeing of our people, strive for equality, diversity and inclusion, recruiting the best employees and volunteers and retaining people that are flexible and skilled to meet future challenges.



Public benefit

As reported above, BID has delivered its products and services with public benefit at the fore of all it does. The trustees confirm that they have reviewed and considered the Charity Commission's guidance on public benefit and have taken it into account when considering the charity's activities and future plans.

Key performance indications

Payroll costs represent a substantial portion of operating costs and their continuing control is crucial to the financial wellbeing of the organisation.

- Wages as a percentage of incoming resources is 57.4% (2020: 58.6%)

Growing income from commercial trading as a proportion of turnover and growing income from grants and donations as a proportion of turnover is a strategic objective in order to better balance the risk associated with current income distribution.

- Commercial trading income as a percentage of incoming resources is 0.1% (2020: 4.4%)
- Donations and legacies as a percentage of incoming resources is 9.1% (2020: 6.7%)

Deaf Cultural Centre

The brief of the Deaf Cultural Centre is to provide a space where the uniqueness of deaf culture is celebrated and to raise its profile.

Pay Policy for Senior Staff

The directors consider that the board of directors, who are the charity's trustees, and the senior management team are the key groups of people who determine strategy, direct, control and operate the charity on a day to day basis.

The senior management team during the year in question is as previously listed in this document. Their remuneration is reviewed by the executive group of the board who use benchmarking against comparable charities along with an assessment of market rates and consideration of performance.

Risk Management

COVID-19; At the date of signing these financial statements, the trustees have considered the effect on the charity in the context of the information available to them. They do not believe it will affect the charity's ability to continue to operate for the foreseeable future. As with most organisations there are practical difficulties, mostly short term, which have been addressed and managed accordingly – remote working and delivery of services, effective safeguarding and risk assessment and appropriate use of PPE. Like many organisations we have utilised support schemes, including both the Job Retention Scheme and exceptional local government funding, to assist in actively managing finances and protecting future capacity.

Due to the level of reserves and cash balances held and contractual basis of most of our income streams we are well placed to continue operating. See accounting policy titled Going Concern for further details.

Income diversification, continues to be at the forefront of BID's strategy and this has left us well placed to respond to current challenges. In addition, the trustees continue to respond to the uncertainty by planning increases in the general fund (where possible), closely monitoring the financial performance of all activities and assessing any project requiring capital expenditure.

FINANCIAL REVIEW

Net incoming funds for the year amounted to £511,749 compared to £172,130 last year. After transfers between funds, the general unrestricted fund increased to £1,756,004. Other notes in these accounts show clearly the adjustments required under FRS 102 in the recognition of pension deficit recovery liabilities.

As noted in risk review, pension scheme deficits remain of considerable concern but the trustees are keen to maintain a sensible balance between the potential for longer-term liabilities and costs and the need to maintain the schemes as a key part of our employee reward package.

The organisation's financial position will provide a reasonable foundation from which to respond to both the challenges in relation to the on-going effects of the Coronavirus pandemic, and creatively responding to recovery and other opportunities. The focus of future planning is primarily about business development and long term sustainability in a policy environment that is expected to be far from favourable to organisations like ourselves.

Investment Policy and Performance

Taking account of the evolving economic conditions throughout the year along with forecast demands on resources, the trustees have decided to continue their policy of keeping reserves in cash or near cash. Various instruments are selected to balance maximisation of return with risk and cash availability.

In response to continuing concern, accentuated by the Coronavirus pandemic, a risk averse view of financial institutions has been maintained and this, while limiting overall returns, means that our exposure to loss of funds is limited. The trustees continue to review this policy.

Reserves Policy

The Trustees have given careful consideration to the charity's reserves policy and regularly review the reserves we need to maintain current services and safeguard future programmes. As well as funding the day to day operation of the charity, and allowing the investment needed to maintain the business infrastructure, the reserves allow us to respond to unexpected opportunities to support people by responding proactively to opportunities as they become available.

Continuing assessment of the current economic and political situation, recognition of risks to contract provision, exposure to low investment returns manifesting themselves through defined benefit scheme recovery payments along with working and risk capital requirements when combined, result in a significantly increased risk profile. On this basis the charity has determined that it needs to maintain a general reserve of at least £2 million.

The charity's free reserves (general unrestricted reserves not represented by fixed assets and net of the pension liability) are £1,275,743 at 31 March 2021. Taking account of the increased risk profile noted above and continuing uncertainty around evolution of service provision, the trustees continue to plan to increase the figure.

Directors' responsibilities

The directors (who are also trustees of BID Services for the purposes of charity law) are responsible for preparing the Directors' Report including the Strategic Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepting Accounting Practice).

Company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable company and the group for that period. In preparing those financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- 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 and the group will continue in operation.

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

In so far as the directors are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

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

Approved by the board and signed on its behalf by:



Mr M Price, Director
27 January 2022

Independent auditors' report to the members and trustees of BID Services

Opinion

We have audited the financial statements of BID Services ("the parent charitable company") and its subsidiaries ("the group") for the year ended 31 March 2021 which comprise the group Statement of Financial Activities, the group and parent charitable company Balance Sheets, the group Statement of Cash Flows and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and of the parent charitable company's affairs as at 31 March 2021 and of the group's incoming resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group and parent charitable company's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

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

Other information

The other information comprises the information included in the directors' annual report, other than the financial statements and our auditor's report thereon. The directors are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Directors' Report (incorporating the strategic report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the Directors' Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and the parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report and the Director's Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of directors

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

In preparing the financial statements, the directors are responsible for assessing the group's and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed auditor under the Companies Act 2006 and report in accordance with that Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report

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

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

Our assessment focussed on key laws and regulations the group and parent charitable company has to comply with and areas of the financial statements we assessed as being more susceptible to misstatement. These key laws and regulations included but were not limited to compliance with the Companies Act 2006, Charities Act 2011, taxation legislation, data protection, anti-bribery and employment legislation.

We are not responsible for preventing irregularities. Our approach to detecting irregularities included, but was not limited to, the following:

- obtaining an understanding of the legal and regulatory framework applicable to the group and parent charitable company and how the group and parent charitable company are complying with that framework, including agreement of financial statement disclosures to underlying documentation and other evidence;
- obtaining an understanding of the group and parent charitable company's control environment and how the group and parent charitable company have applied relevant control procedures, through discussions with directors and other management and by performing walkthrough testing over key areas;
- obtaining an understanding of the group and parent charitable company's risk assessment process, including the risk of fraud;
- reviewing meeting minutes of those charged with governance throughout the year; and
- performing audit testing to address the risk of management override of controls, including testing journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

Whilst considering how our audit work addressed the detection of irregularities, we also considered the likelihood of detection based on our approach. Irregularities arising from fraud are inherently more difficult to detect than those arising from error.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council's ("FRC's") website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Casper Parry Group Ltd.

Nick Simkins (Senior Statutory Auditor)

For and on behalf of:
Cooper Parry Group Limited
Chartered Accountants & Statutory Auditors

Sky View, Argosy Road, East Midlands Airport,
Castle Donington, Derby, DE74 2SA

Date: 27 January 2022



BID Services

Consolidated statement of financial activities

(Incorporating the Income and Expenditure Account)

YEAR ENDED 31 MARCH 2021

	Note	Unrestricted funds	Designated funds	Restricted funds	2021 Total	2020 Total
		£	£	£	£	£
Income						
Donations and Legacies	2	2,780	–	456,847	459,626	343,638
<i>Income from charitable activities:</i>						
Contract service income and grants	4	4,602,035	–	–	4,602,035	4,581,368
<i>Income from other trading activities:</i>						
Commercial trading operations	5	2,764	–	–	2,764	228,153
Investment income	3	729	–	–	729	4,079
Total income		4,608,308	–	456,847	5,065,154	5,157,237
Expenditure						
<i>Costs of raising funds:</i>						
Commercial trading operations	5	20,448	–	–	20,448	200,525
Costs of generating voluntary income		42,871	–	–	42,871	32,985
<i>Expenditure on charitable activities:</i>						
Contract service income and grants		4,231,376	14,775	298,093	4,544,244	4,728,881
Other resources expended		29,843	–	–	29,843	25,217
Interest and other finance costs		23,000	–	–	23,000	17,000
Total expenditure	6	4,347,538	14,775	298,093	4,660,406	5,005,108
Net income/(expenditure) before transfers and other recognised gains and losses		260,770	(14,775)	158,754	404,749	152,130
Transfers between funds	18	(100,000)	100,000	–	–	–
Net income/(expenditure) before other recognised gains and losses		160,770	85,225	158,754	404,749	152,130
Other recognised gains and losses						
Actuarial (losses)/gains on defined benefit pension schemes	23	107,000	–	–	107,000	20,000
Net income/(expenditure) and net movement in funds for the year		267,770	85,225	158,754	511,749	172,130
Reconciliation of funds						
Total Funds brought forward		1,488,235	2,934,532	349,004	4,771,771	4,599,641
Total Funds carried forward		1,756,005	3,019,757	507,758	5,283,520	4,771,771

All amounts above are derived from continuing operations and the charitable company has no recognised gains or losses other than those passing through the Statement of Financial Activities and hence no separate statement of total recognised gains and losses is presented. The notes on pages 26 to 46 form part of these financial statements.

BID Services

Company number 03124204

Group and company balance sheets

YEAR ENDED 31 MARCH 2021

	Note	Group		Company	
		2021 £	2020 £	2021 £	2020 £
Fixed assets					
Tangible assets	10	4,001,498	4,071,924	3,947,468	4,071,924
Investments in subsidiary undertakings	11	–	–	10,000	10,000
		4,001,498	4,071,924	3,957,468	4,081,924
Current assets					
Stocks	12	5,413	6,865	5,413	6,865
Debtors	13	616,317	785,607	731,111	835,111
Cash at bank and in hand		2,075,200	1,599,916	2,008,075	1,516,685
		2,696,930	2,392,388	2,744,599	2,358,661
Creditors:					
Amounts falling due within one year	14	(645,910)	(700,540)	(638,546)	(677,012)
Net current assets		2,051,020	1,691,847	2,106,053	1,681,649
Total assets less current liabilities		6,052,518	5,763,771	6,063,521	5,763,573
Creditors:					
Amounts falling due after more than one year	15	–	–	–	–
Net assets excluding pension scheme liability		6,052,518	5,763,771	6,063,520	5,763,573
Defined benefit pension scheme liability	16	(769,000)	(992,000)	(769,000)	(992,000)
NET ASSETS		5,283,518	4,771,771	5,294,521	4,771,573

The funds of the charity:

RESTRICTED FUNDS	17	507,758	349,004	507,758	349,004
Unrestricted funds					
General funds – general	18	2,525,003	2,480,235	2,536,006	2,480,037
– pension fund	18	(769,000)	(992,000)	(769,000)	(992,000)
Designated funds	18	3,019,757	2,934,532	3,019,757	2,934,532
TOTAL FUNDS		5,283,518	4,771,771	5,294,521	4,771,573

Approved by the Board of Directors on **27 January 2022**. Signed on its behalf by:



Michael Price, Director

BID Services

Consolidated cash flow statement

YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
Reconciliation of net expenditure to net cash flow from operating activities			
Net expenditure		511,749	172,130
Depreciation charges and losses on disposal	10	152,822	139,876
Net interest	3	(729)	(4,079)
Decrease in stocks	12	1,452	1,803
Defined Benefit Pension Scheme			
Interest payable		23,000	17,000
Net valuation changes/contributions		(246,000)	(178,000)
(Increase)/decrease in debtors	13	169,289	(168,037)
Increase in creditors	14	(54,631)	186,994
Net cash inflow from operating activities		<u>556,952</u>	<u>167,687</u>

Cash flow statement

Net cash inflow from operating activities		556,952	167,687
Returns on investments and servicing of finance	(a)	729	4,079
Capital expenditure	10	(82,397)	(34,434)
Increase in cash	(b)	<u>475,284</u>	<u>137,333</u>

BID Services

Notes to the consolidated cash flow statement

YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
(a) Returns on investment and servicing of finance			
Interest received		729	4,079
(b) Decrease in cash			
Balance at beginning of year		1,599,916	1,462,583
Net cash inflow	(c)	475,284	137,333
Balance at end of year		2,075,200	1,599,916
(c) Reconciliation of net cash flow to movements in net funds		£	
Increase in cash during year being change in net funds		475,284	
Net funds at 1 April 2020		1,599,916	
Net funds at 31 March 2021		2,075,200	
(d) Analysis of changes in net funds			
Cash at bank		At April 1 2020 £ 1,599,916	Cash flows £ 475,284 At 31 March 2021 £ 2,075,200





Notes to the financial statements

YEAR ENDED 31 MARCH 2021

1. Accounting policies

The financial statements have been prepared in accordance with applicable Accounting Standards in the United Kingdom. A summary of the more important policies is set out below.

a) General information and basis of preparation

BID Services is a charitable company limited by guarantee in the United Kingdom. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 4 of these financial statements. The nature of the charity's operations and principal activities are to work in partnership with people with a sensory impairment, as well as those with a physical disability or mental health problems. Working with children, young people and adults and their families and carers to make a positive difference by providing innovative services that empower those people to control their own lives.

The charity constitutes a public benefit entity as defined by FRS 102. 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 on 16 July 2014, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2015.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

b) Funds

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

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

c) Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102).

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

Income from grants is recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

Investment income is earned through holding assets for investment purposes such as shares and property. It includes bank interest. Interest income is recognised using the effective interest method.

d) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Costs of raising funds includes the expenses of the commercial trading operation and those associated with fundraising activities, including personnel costs;
- Expenditure on charitable activities includes all direct expenditure in relation to the delivery of both contract services and operations for which it receives funding from grants and trusts; and
- Other expenditure represents those items not falling into the categories above.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

e) Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity.

Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources. Premises overheads have been allocated using the calculated surface area utilised/occupied, and other overheads have been allocated on the basis of full-time equivalent staff or units of I.T. equipment accordingly.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. The analysis of these costs is included in note 7.

f) Tangible fixed assets

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Freehold buildings:	over 50 years.	Fixtures and fittings:	over 3-10 years.
Leasehold land and buildings:	over 50 years.	Motor vehicles:	over 4 years.
Plant and machinery:	over 3- 5 years.		

g) Investments

Investments in subsidiaries are measured at cost less impairment.

h) Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell.

i) Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

j) Loans and borrowings

Loans and borrowings are initially recognised at the transaction price including transaction costs. Subsequently, they are measured at amortised cost using the effective interest rate method, less impairment. If an arrangement constitutes a finance transaction it is measured at present value.

k) Impairment

Assets not measured at fair value are reviewed for any indication that the asset may be impaired at each balance sheet date. If such indication exists, the recoverable amount of the asset, or the asset's cash generating unit, is estimated and compared to the carrying amount. Where the carrying amount exceeds its recoverable amount, an impairment loss is recognised in profit or loss unless the asset is carried at a revalued amount where the impairment loss is a revaluation decrease.

l) Provisions

Loans and borrowings are initially recognised at the transaction price including transaction costs. Subsequently, they are measured at amortised cost using the effective interest rate method, less impairment. If an arrangement constitutes a finance transaction it is measured at present value.

m) Leases

Assets acquired under finance leases are capitalised and depreciated over the shorter of the lease term and the expected useful life of the asset. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability using the effective interest method. The related obligations, net of future finance charges, are included in creditors.

Rentals payable and receivable under operating leases are charged to the SoFA on a straight line basis over the period of the lease.

n) Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

The charity operated a defined benefit plan and two multi-employer defined benefit schemes for the benefit of its employees. A liability for the charity's obligations under the plan is recognised net of plan assets.

The net change in the net defined benefit liability is recognised as the cost of the defined benefit plan during the period. Pension plan assets are measured at fair value and the defined benefit obligation is measured on an actuarial basis using the projected unit method. Actuarial valuations are obtained at least triennially and are updated at each balance sheet date.

o) Tax

The charitable company meets the definition of charity within the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

p) Going concern

At the time of signing the accounts, the Trustees have considered the effect of the Coronavirus on the going concern position, and consider that this does indicate that the charity will continue to operate for a period of at least 12 months from the date of signing these accounts due to the level of funding already secured with its key partners. At the balance sheet date the charity held significant cash balances. The charity has significant reserves which are sufficient to absorb short-term in-period deficits if required. Government support is utilised, where it is appropriate to do so, and since the year end both the Furlough scheme and exceptional local government funding schemes have been used.

The financial forecasts prepared by the executive team show that the charity will be able to operate within the facilities available to it. On that basis the Trustees have prepared these financial statements on a going concern basis.

2. Voluntary income

	2021 £	2020 £
Grants, donations and other income		
Legacies	556	785
Donations	23,522	60,667
Grants		
Lottery – employment project	245,629	150,363
Sport England / Children in Need	114,420	71,858
Other grants and donations from Trusts	75,500	59,964
	<u>459,627</u>	<u>343,638</u>

Income from grants, donations and other sources was £459,627 (2020: £343,638) of which £2,780 (2020: £3,923) was attributable to unrestricted funds, £nil (2020: £nil) was attributable to designated funds and £456,847 (2020: £339,715) was attributable to restricted funds.

3. Investment income

	2021 £	2020 £
Interest earned	<u>729</u>	<u>4,079</u>

Investment income was £729 (2020: £4,079) of which £729 (2020: £4,079) was attributable to unrestricted funds and £nil (2020: £nil) was attributable to restricted funds.

4. Incoming resources from charitable activities

	2021 £	2020 £
Statutory bodies – contract service income	3,773,107	3,587,057
Trading and other activities	828,928	994,310
	<u>4,602,035</u>	<u>4,581,368</u>

Incoming resources from charitable activities was £4,602,035 (2020: £4,581,368) of which £4,602,035 (2020: £4,581,368) was attributable to unrestricted funds and £nil (2020: £nil) was attributable to restricted funds.

5. Trading operations

The charitable company owns 100% of the share capital of Deaf Cultural Centre (Trading) Limited which provides catering and conference facilities. During the year, Deaf Cultural Centre (Trading) Limited made sales of £6,641 (2020: £39,896) to the parent company and recharges of £157 (2020: £67,524).

	2021 £	2020 £
Deaf Cultural Centre (Trading) Limited		
Turnover	9,404	268,049
Cost of sales	(335)	(59,079)
Gross profit	9,069	208,970
Administrative expenses	(40,540)	(208,970)
Other income	20,270	
Operating (loss) / profit	(11,201)	–
Tax on profit on ordinary activities	–	–
Retained in subsidiary	(11,201)	–

The assets and liabilities of the subsidiary at 31 March were:

Tangible assets	54,031	–
Net current assets	(55,034)	10,198
Total assets less current liabilities	(1,003)	10,198
Aggregate share capital and reserves	(1,003)	10,198

6. Resources expended by charity

	Finance Costs £	Direct Costs £	Support Costs £	2021 Total £	2020 Total £
Charitable activities					
Community services	–	3,454,793	511,358	3,966,151	4,148,291
Residential services	–	485,159	33,847	519,006	507,329
Public education development and Research	–	45,238	13,850	59,088	73,260
Costs of generating funds	–	57,918	5,401	63,319	233,510
Other resources expended	23,000	29,843	–	52,843	42,717
Total resources expended	23,000	4,072,951	564,456	4,660,406	5,005,108

Total resources expended was £4,660,406 (2020: £5,005,108) of which £4,347,538 (2020: £4,613,172) was attributable to unrestricted funds, £14,775 (2020: £101,981) was attributable to designated funds and £298,093 (2020: £289,955) was attributable to restricted funds.

7. Support costs by activity

	Community Services £	Residential Services £	Public education development and research £	Activities for generating funds £	2021 Total £	2020 Total £
Facilities	180,665	620	4,990	1,946	188,220	214,936
Human resources and administration	141,711	14,238	3,797	1,481	161,227	153,991
Finance	128,600	12,921	3,446	1,344	146,311	131,749
Information Technology	60,382	6,067	1,618	631	68,698	98,783
	<u>511,358</u>	<u>33,846</u>	<u>13,851</u>	<u>5,402</u>	<u>564,456</u>	<u>599,458</u>

Support costs are allocated as follows:

Facilities – surface area utilised/occupied

Finance/HR – full time equivalent staff members

IT – units of equipment

8. Charitable expenditure

	2021 £	2020 £
Expenditure includes:		
Auditors' remuneration – in respect of audit	19,050	18,180
Depreciation – owned assets	146,854	139,876
Rentals payable under operating leases – office equipment	<u>3,450</u>	<u>3,450</u>

9. Trustee and staff costs

Staff costs during the period were:

	2021 £	2020 £
Wages and salaries	2,605,461	2,617,617
Social security costs	211,189	208,935
Pension costs	89,026	99,582
	<u>2,905,677</u>	<u>2,926,134</u>

Staff restructuring costs comprise:

Redundancy costs	<u>30,423</u>	<u>–</u>
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The average number of employees in the year was as follows:

	2021 Number	2020 Number
Community services	81	85
Public education, development and research	10	6
Activities for generating funds	1	2
Governance	1	1
Support	8	9
	<u>101</u>	<u>103</u>

The number of employees whose employee benefits (excl. employer pension costs) exceeded £60,000 was:

	2021 Number	2020 Number
£60,001-£70,000	0	0
£70,001-£80,000	1	1

The key management personnel of the charity comprise the trustees and the senior management team as listed on page 4. The total amount of employee benefits (incl. employer pension contributions) received for their services to the charity was £257,013, being 4.1 FTE (2020: £277,538, 4.4 FTE).

In previous years, Michael Price was invited to serve as Treasurer while continuing his executive role, albeit, part time. This decision was taken in order to ensure that his knowledge and experience was kept within the organisation and available to the board. Article 4 of the Memorandum of Association allows for payment of trustees for professional services:

“The Board may, in its absolute discretion, agree to pay a Trustee for provision of professional services to BID provided it considers that it is appropriate and in the interests of BID.”

The total cost of remuneration for his executive duties after appointment as a trustee was £2,590 in the year (2020: £31,104) and his employment ended on 30 April 2020.

Members of the trustee board and committees do not receive any remuneration for their services. During the year, no directors received travel and subsistence expenses (2020: £nil). Charitable funds were used to purchase indemnity insurance for the trustees at a cost of £4,536 (2020: £4,536).

10. Tangible fixed assets

Group

	Long leasehold property	Freehold land and buildings	Motor vehicles	Plant machinery fixtures & fittings	Total
Total cost	£	£	£	£	£
At 1 April 2020	4,536,846	881,410	19,500	854,109	6,291,865
Additions	–	–	–	82,397	82,397
Disposals	–	–	–	–	–
At 31 March 2021	4,536,846	881,410	19,500	936,506	6,374,262
Depreciation					
At 1 April 2020	1,179,609	229,166	19,500	791,666	2,219,941
Charge for year	90,737	17,628	–	44,457	152,822
Elimination on disposal	–	–	–	–	–
At 31 March 2021	1,270,346	246,794	19,500	836,124	2,372,763
Net book values					
At 31 March 2021	3,266,500	634,616	–	100,382	4,001,498
At 31 March 2020	3,357,237	652,244	–	62,443	4,071,924

Company

	Long leasehold property	Freehold land and buildings	Motor vehicles	Plant machinery fixtures & fittings	Total
Total cost	£	£	£	£	£
At 1 April 2020	4,536,846	881,410	19,500	854,109	6,291,865
Additions	–	–	–	22,398	22,398
Disposals	–	–	–	–	–
At 31 March 2021	4,536,846	881,410	19,500	876,507	6,314,263
Depreciation					
At 1 April 2020	1,179,609	229,166	19,500	791,666	2,219,941
Charge for year	90,737	17,628	–	38,489	146,854
Elimination on disposal	–	–	–	–	–
At 31 March 2021	1,270,346	246,794	19,500	830,155	2,366,795
Net book values					
At 31 March 2021	3,266,500	634,616	–	46,352	3,947,468
At 31 March 2020	3,357,237	652,244	–	62,443	4,071,924

11. Investment in subsidiary undertakings

The charitable company owns 100% of the ordinary share capital of Deaf Cultural Centre (Trading) Limited, a company incorporated in the United Kingdom. The shares were acquired at a cost of £10,000. The principal activity of Deaf Cultural Centre (Trading) Limited is the provision of catering services and facilities hire.

The results of the subsidiary undertakings are set out in note 5.

12. Stock

	Group		Company	
	2021 £	2020 £	2021 £	2020 £
Catering and equipment stocks	5,413	6,865	5,413	6,865

13. Debtors: amounts falling due within one year

	Group		Company	
	2021 £	2020 £	2021 £	2020 £
Fees receivable	296,467	448,434	296,110	406,214
Other debtors and accrued income	246,541	247,814	246,541	247,814
Prepayments	73,309	89,359	73,309	65,486
Amounts due from group company	–	–	115,150	115,598
	<u>616,317</u>	<u>785,607</u>	<u>731,110</u>	<u>835,111</u>

14. Creditors: amounts falling due within one year

	Group		Company	
	2021 £	2020 £	2021 £	2020 £
Trade creditors	210,530	218,388	208,491	204,298
Taxation and social security	41,345	43,577	40,953	44,080
Loans	–	–	–	–
Other creditors	237,891	276,883	237,891	266,942
Accruals	109,770	104,160	104,836	104,160
Deferred income	46,375	57,532	46,375	57,532
	<u>645,911</u>	<u>700,540</u>	<u>638,546</u>	<u>677,012</u>

» 14. Creditors: amounts falling due within one year continued

	Group		Company	
	2021 £	2020 £	2021 £	2020 £
Deferred Income				
Deferred income brought forward	57,532	15,564	57,532	15,564
Deferred in year	112,335	163,514	112,335	163,514
Recognised in year	(123,492)	(121,546)	(123,492)	(121,546)
Deferred income carried forward	46,375	57,532	46,375	57,532

Income is deferred when the charitable company may not have unconditional entitlement to the income or when the invoice relates to the delivery of a service and is therefore only recognised to the extent that the charitable company has provided the service.

15. Creditors: amounts falling due after one year

	Group		Company	
	2021 £	2020 £	2021 £	2020 £
Loans	–	–	–	–
Included within the above are amounts falling due for repayment as follows:				
Less than 1 year	–	–	–	–
in 1-2 years	–	–	–	–
in 2-5 years	–	–	–	–
	–	–	–	–

16. Pension scheme liability – group and company

	£
At 1 April 2020	992,000
Movement for the year	(223,000)
At 31 March 2021	769,000

17. Restricted funds

Group and company

Restricted funds	1 April 2020 £	Incoming £	Outgoing £	Transfers £	31 March 2021 £
Arts	7,100	–	–	–	7,100
Community	118,611	95,752	(44,589)	–	169,774
Employment	47,081	245,629	(145,015)	–	147,695
Residential	31,755	–	–	–	31,755
Sports	53,134	113,966	(105,125)	–	61,975
Other	–	1,000	–	–	1,000
B&DTG	20,144	500	(1,445)	–	19,199
BCA	–	–	–	–	–
Capital appeal	71,180	–	(1,920)	–	69,260
Company restricted funds	349,004	456,847	(298,094)	–	507,758
Total Group restricted funds	349,004	456,847	(298,094)	–	507,758

2020 (Prior year)

Restricted funds	1 April 2019 £	Incoming £	Outgoing £	Transfers £	31 March 2020 £
Arts	7,100	–	–	–	7,100
Community	56,370	113,618	(51,377)	–	118,611
Employment	43,994	150,363	(147,276)	–	47,081
Residential	27,879	3,875	–	–	31,755
Sports	60,909	71,858	(79,634)	–	53,134
Other	–	–	–	–	–
B&DTG	20,348	–	(204)	–	20,144
BCA	9,544	–	(9,544)	–	–
Capital appeal	73,100	–	(1,920)	–	71,180
Company restricted funds	299,244	339,715	(289,955)	–	349,004
Total Group restricted funds	299,244	339,715	(289,955)	(1,800)	349,004

Purposes of restricted funds

Arts:	Funds from various sources supporting the deaf arts development project.
Community:	Funds to support a range of community activities.
Employment:	Funds held to support activities furthering opportunities for employment for deaf people.
Residential:	Funds to support deaf people in our accommodation.
Sport:	Funds to support a range of sporting activities for deaf people.
Other:	Funds donated to support a range of activities across the charity.
B&DTG:	Funds held to support the activities of Birmingham and District Tinnitus Group.
BCA:	Funds to support the activities of Birmingham Community Advocacy.
Capital appeal:	Funds donated to support the construction of the Deaf Cultural Centre.

18. Unrestricted funds (group and company)

Group	1 April 2020	Incoming	Outgoing	Losses/Transfers	31 March 2021
	£	£	£	£	£
Designated					
Business development fund	105,854	—	61,665	100,000	267,519
Building development fund	2,828,678	—	(76,440)	—	2,752,238
Total designated funds	2,934,532	—	(14,775)	100,000	3,019,757
General funds	2,480,235	4,546,643	(4,401,873)	(100,000)	2,525,005
Pension fund	(992,000)	—	(116,000)	107,000	(769,000)
Total unrestricted funds	4,422,767	4,546,643	(4,300,648)	107,000	4,775,761

Company	1 April 2020	Incoming	Outgoing	Losses/Transfers	31 March 2021
	£	£	£	£	£
Designated					
Business development fund	105,854	—	61,665	100,000	167,519
Building development fund	2,828,678	—	(76,440)	—	2,752,238
Total designated funds	2,934,532	—	(14,775)	100,000	2,919,757
General funds	2,762,037	4,544,036	(4,670,067)	(100,000)	2,536,006
Pension fund	(992,000)	—	(116,000)	107,000	(769,000)
Total unrestricted funds	4,422,569	4,544,036	(4,286,843)	107,000	4,786,762

Purposes of designated funds

Business development fund:	To both support the organisation in its recovery from the COVID pandemic, and to facilitate future organisational development initiatives
Building development fund:	This fund was created to support the construction of the Deaf Cultural Centre. The balance will reduce in line with depreciation of the building.

2020 (Prior year)

Group	1 April 2019	Incoming	Outgoing	Losses/Transfers	31 March 2020
	£	£	£	£	£
Designated					
Business development fund	131,395	—	(25,541)	—	105,854
Building development fund	2,905,118	—	(76,440)	—	2,828,678
Total designated funds	3,036,513	—	(101,981)	—	2,934,532
General funds	2,416,883	4,817,523	(4,472,171)	—	2,480,235
Pension fund	(1,153,000)	—	(141,000)	20,000	(992,000)
Total unrestricted funds	4,300,396	4,817,523	(4,715,152)	20,000	4,422,767

Company	1 April 2019	Incoming	Outgoing	Losses/Transfers	31 March 2020
	£	£	£	£	£
Designated					
Business development fund	131,395	—	(25,541)	—	105,854
Building development fund	2,905,118	—	(76,440)	—	2,828,678
Total designated funds	3,036,513	—	(101,981)	—	2,934,532
General funds	2,416,684	4,656,894	(4,311,541)	—	2,762,037
Pension fund	(1,153,000)	—	(141,000)	20,000	(992,000)
Total unrestricted funds	4,300,197	4,656,894	(4,554,522)	20,000	4,422,569

19. Operating lease commitments (group and company)

At the year end the charitable company has guaranteed minimum lease payments under non-cancellable operating leases as follows:

	Buildings		Equipment	
	2021 £	2020 £	2021 £	2020 £
Within 1 year	76,969	174	3,112	–
Within 1-2 years	–	22,795	–	6,562
Within 2-5 years	–	129,670	–	–
Total	76,969	152,639	3,112	6,562

In addition to the above the charitable company holds a 125 year lease expiring in 2131 from Birmingham City Council on which a peppercorn rent is payable.

20. Analysis of group net assets between funds

	Unrestricted £	Designated £	Restricted £	Total £
Tangible fixed assets	1,249,260	2,752,238	–	4,001,498
Net current assets	1,275,743	267,519	507,758	2,051,020
Loans > 1 year	–	–	–	–
Pension reserve	(769,000)	–	–	(769,000)
Total net assets	1,756,003	3,019,757	507,758	5,283,518

	Unrestricted £	Designated £	Restricted £	Total £
2020 (Prior year)				
Tangible fixed assets	1,243,246	2,828,678	–	4,071,924
Net current assets	1,236,989	105,854	349,004	1,691,847
Loans > 1 year	–	–	–	–
Pension reserve	(992,000)	–	–	(992,000)
Total net assets	1,488,235	2,934,532	349,004	4,771,771

The net current assets within designated funds and restricted funds are represented by cash at bank.

21. Financial activities of the charitable company

The financial activities shown in the consolidated statement of financial activities includes those of the company's wholly owned subsidiaries.

A summary of the financial activities undertaken by the parent charitable company is set out below:

	2021 £	2020 £
Gross income	5,062,548	4,996,608
Total expenditure	(4,646,598)	(4,844,478)
Net income for the year	415,949	152,130
Actuarial (losses)/gains on defined benefit pension schemes	107,000	20,000
Net income/expenditure	522,949	172,130
Total funds brought forward	4,771,572	4,599,442
Total funds carried forward	<u>5,294,521</u>	<u>4,771,572</u>
Represented by:		
Unrestricted funds	1,767,007	1,488,036
Designated funds	3,019,757	2,934,532
Restricted funds	507,758	349,004
	<u>5,294,521</u>	<u>4,771,572</u>

22. Tax status

As a charitable company, BID Services, is exempt from tax on income and gains falling within Section 478 of the Taxes Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen within the charitable company. The trading subsidiary has no profits which are subject to taxation under the provisions of the Income and Corporation Taxes Act 2000.

23. Pensions

As at the year-end, pension contributions outstanding were £nil (2020: £nil).

a) Pension costs – West Midlands Local Government Pension Scheme

The West Midlands Local Government Pension Scheme is a funded defined benefit pension scheme, with the assets held in separate trustee-administered funds. The total contribution made for the year ended 31 March 2021 was £7,320 (2020: £33,687), of which employer's contributions totalled £6,232 (2020: £32,599) and employees' contributions totalled £1,088 (2020: £1,088). The agreed contribution rates for future years are 33.2 per cent for employers and 5.8 per cent for employees.

» Pensions continued

	At 31 March 2021	At 31 March 2020
Principal actuarial assumptions		
Rate of increase in salaries	3.85%	2.95%
Rate of increase for pensions in payment/inflation	2.85%	1.95%
Discount rate for scheme liabilities	1.85%	2.30%
Inflation assumption (CPI)	2.85%	1.95%
Commutation of pensions to lump sums	50.00%	50.00%

The post retirement mortality tables adopted are the S3PA heavy tables with a multiplier of 85% for males and 95% for females. These base tables are then projected using the CMI_2020 Model, allowing for a long-term rate of improvement of 1.5% p.a., smoothing parameter of 7.5, an initial addition parameter of 0.5% p.a. and a 2020 weighting of 25%.

The assumed life expectations from age 65 are:

	At 31 March 2021	At 31 March 2020
Retiring today		
Males	21.6	21.9
Females	23.9	24.1
Retiring in 20 years		
Males	23.4	23.8
Females	25.8	26.0

The charity's share of the assets in the scheme were:

	Fair value at 31 March 2021 £000	Fair value at 31 March 2020 £000
Cash/liquidity	51	27
Other	120	109
Equities	501	421
Debt instruments	118	117
Property	61	66
Total market value of assets	851	740

The actual return on scheme assets was £141,000 (2020: (£32,000))

Amount recognised in the statement of financial activities

	2021 £000	2020 £000
Current service cost (net of employee contributions)	(8)	(15)
Net interest cost	–	(1)
Benefit changes, gain/(loss) on curtailment and gain/(loss) on settlement	(1)	–
Total operating charge	(9)	(16)

» Pensions continued

Changes in the present value of defined benefit obligations were as follows:

	2021 £000	2020 £000
At 1 April	772	801
Current service cost	8	10
Interest cost	17	18
Employee contributions	1	1
Actuarial (gain)/loss	93	(28)
Benefits paid	(36)	(35)
Past service costs, including curtailments	–	5
At 31 March	855	772

Changes in the fair value of charity's share of scheme assets:

	2021 £000	2020 £000
At 1 April	740	766
Interest income	17	17
Return on plan assets (excluding net interest on the net defined pension liability)	124	(49)
Other actuarial gains/(losses)	–	5
Employer contributions	6	35
Employee contributions	1	1
Benefits paid	(36)	(35)
Plan introductions, benefit changes, curtailments and settlements	1	–
At 31 March	851	740

Sensitivity analysis

	£000s	£000s	£000s
Adjustment to discount rate	+0.1%	0.0%	-0.1%
Present value of total obligation	846	855	865
Projected service cost	10	10	10
Adjustment to long term salary increase	+0.1%	0.0%	-0.1%
Present value of total obligation	856	855	854
Projected service cost	10	10	10
Adjustment to pension increases and deferred revaluation	+0.1%	0.0%	-0.1%
Present value of total obligation	864	855	846
Projected service cost	10	10	10
Adjustment to life expectancy assumptions	+ 1 year	None	- 1 year
Present value of total obligation	908	855	806
Projected service cost	11	10	10

b) Pension costs – Pensions Trust (CARE Scheme)

The company participates in the scheme, a multi-employer scheme which provides benefits to some 37 non-associated employers. The scheme is a defined benefit scheme in the UK.

It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a ‘last-man standing arrangement’. Therefore the company is potentially liable for other participating employers’ obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2016. This valuation showed assets of £60.45m, liabilities of £85.30m and a deficit of £24.86m.

A full actuarial valuation for the scheme was carried out at 30 September 2019. This valuation showed assets of £79m, liabilities of £93.9m and a deficit of £14.9m. To eliminate this funding shortfall, the Trustee asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2021 to 30 September 2027: £1,530,000 per annum
(payable monthly and increasing by 3.0% each year on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Present value of provision

	Period Ending 31 March 2021 (£s)	Period Ending 31 March 2020 (£s)	Period Ending 31 March 2019 (£s)
Present value of provision	481,242	622,751	708,693

» Pensions continued

Reconciliation of opening and closing provisions

	Period Ending 31 March 2021 (£s)	Period Ending 31 March 2020 (£s)
Provision at start of period	622,751	708,693
Unwinding of the discount factor (interest expense)	15,150	10,604
Deficit contribution paid	(71,537)	(69,453)
Remeasurements – impact of any change in assumptions	23,969	(27,093)
Remeasurements – amendments to the contribution schedule	(109,091)	–
Provision at end of period	481,242	622,751

Income and expenditure impact

	Period Ending 31 March 2021 (£s)	Period Ending 31 March 2020 (£s)
Interest expense	15,150	10,604
Remeasurements – impact of any change in assumptions	23,969	(27,093)
Remeasurements – amendments to the contribution schedule	(109,091)	–
Contributions paid in respect of future service	(23,264)	(23,685)
Costs recognised in income and expenditure account	(93,236)	(40,174)

Assumptions

	31 March 2021 % per annum	31 March 2020 % per annum	31 March 2019 % per annum
Rate of discount	0.98	2.58	1.58

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

c) Pension costs – Pensions Trust (Growth Plan)

The company participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

	Period Ending 31 March 2021 (£s)	Period Ending 31 March 2020 (£s)	Period Ending 31 March 2019 (£s)
Present value of provision	284,450	337,035	408,853

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

The scheme's previous valuation was carried out with an effective date of 30 September 2014. This valuation showed assets of £793.4m, liabilities of £969.9m and a deficit of £176.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2016 to 30 September 2025: £12,945,440 per annum
(payable monthly and increasing by 3% each on 1st April)

From 1 April 2016 to 30 September 2028: £54,560 per annum
(payable monthly and increasing by 3% each on 1st April)

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies.

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Reconciliation of opening and closing provisions

	Period Ending 31 March 2021 (£s)	Period Ending 31 March 2020 (£s)
Provision at start of period	337,035	408,853
Unwinding of the discount factor (interest expense)	7,573	5,173
Deficit contribution paid	(69,886)	(67,850)
Remeasurements – impact of any change in assumptions	9,728	(9,141)
Remeasurements – amendments to the contribution schedule	–	–
Provision at end of period	284,450	337,035

» Pensions continued

Income and expenditure impact

	Period Ending 31 March 2021 (£s)	Period Ending 31 March 2020 (£s)
Interest expense	7,573	5,173
Remeasurements – impact of any change in assumptions	9,728	(9,141)
Remeasurements – amendments to the contribution schedule	–	–
Contributions paid in respect of future service	(1,660)	(1,835)
Costs recognised in income and expenditure account	15,641	(5,803)

Assumptions

	31 March 2021 % per annum	31 March 2020 % per annum	31 March 2019 % per annum
Rate of discount	0.66	2.53	1.39

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

24. Related party transactions

In the year, Deaf Cultural Centre (Trading) Limited made sales of £6,641 (2020: £39,896) to the parent company and there was £439 (2020: £5,583) owed at the year-end. There were also recharges from the parent company to Deaf Cultural Centre (Trading) Limited of £157 (2020: £67,524), with £19 (2020: £254) owed at the year-end.

25. Third party supported accounts

Included in the Balance Sheet are cash balances of £167,589 (2020: £172,874) held in respect of third party supported accounts where BID Services have agreed to take on the payment of support monies under custodian arrangements, in a partnership with Penderels Trust, in relation to Lincolnshire service users. Lincolnshire C.C. pay the required support monies to Penderels Trust at varied time periods, who in turn transfer to BID Services who disburse the support monies to the service providers on behalf of the users, based on service assessment and arrangement. The receipts and payments regarding the TPSA funds are not shown as part of SOFA.

26. Ultimate controlling party

The members of BID Services are trustees and hence BID Services is controlled by the board of trustees.





B·I·D SERVICES

BID Services

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