

DURHAM DEAFENED SUPPORT

England & Wales · Charity number 1080663

Details

Other names	EAST DURHAM DEAFENED AND HEARING-IMPAIRED SUPPORT GROUP, EAST DURHAM HEARING-IMPAIRED SUPPORT GROUP, EDDHIS
Status	Registered
Legal form	Other
Registered	2000-05-10
Register	View on the Charity Commission register

Contact

Address Durham Deafened Support
C/o Horden Social Welfare Centre
Horden
Peterlee
Co. Durham
SR8 4LX

Phone 01915183358

Email admin@ddsupport.org.uk

Website www.ddsupport.org.uk

Activities

Objects: TO PROMOTE THE RELIEF, INTEGRATION, REHABILITATION WELFARE AND EDUCATION OF PEOPLE WHO HAVE AN ACQUIRED HEARING LOSS IN ORDER TO IMPROVE THE QUALITY OF LIFE OF SUCH PEOPLE LIVING IN COUNTY DURHAM AND DARLINGTON.

Activities: 1:1 Support.Advocacy.4 Drop ins weekly.11 Community Support/Lip Reading groups.Training.Equipment loan service available via drop-in's/home visitsTinnitus Support.Dealing with Deafness - Non residential 1 week course.Crafts, Yoga, IT, Chi Ball

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** COUNTY DURHAM AND DARLINGTON
- Darlington
- Durham

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£157,868	£225,119	-	-
2024-03-31	£125,643	£202,601	-	-
2023-03-31	£207,881	£196,721	-	-
2022-03-31	£153,062	£163,160	-	-
2021-03-31	£172,459	£97,129	-	-

Trustees

Name	Role	Appointed
Daniel Bannon	Chair	2025-06-20
Barry Richardson		2025-06-20
Brian Heslop		2025-06-20
Derek Sherwood		2025-06-20
Kenneth Renwick		2025-06-20
Margaret Sherwood		2025-06-20

DURHAM DEAFENED SUPPORT

England & Wales - Charity number 1080663

Accounts

Durham Deafened Support

Trustee Chair's Report 2025

Since our last report, we have said a sad goodbye to Alison Burton, who retired early in October. We wish her all the very best and thank her for all her time and support she has given to Durham Deafened Support. Alison will still be a member and attend events.

Support

Support still escalates month-on-month. 1:1 support in the home, Lip Reading Support groups, Cochlear Implant Support group, Dealing with Deafness Rehab weeks, Tinnitus support groups, and 1:1 support and crafts and relaxations groups, can be offered throughout County Durham and Darlington. These are kept small and friendly to accommodate deafened adults.

1:1 work will always be paramount, as well as giving advice on equipment we also are able to identify the needs, being there to support people who have become isolated and given up on their social life. Even at family events.

Complementary therapies are also offered and are a great success throughout the year. Sandras Day is very popular with the members. Reflexology, Facials, Head Massage, Nails, darts and New Age Kurling is offered throughout the day. As this is a social event for members, lunch is provided with tea and coffee offered throughout.

Donna and Graham have also been very busy and successful in gaining Personal Independence Payment, Attendance Allowance payments and Blue Badges for deafened members this year. We have had many referrals from social services for benefits this year.

Funding

Again, a lot of work has been done on funding applications. We are still waiting for the outcome of a few, but are happy to announce we have ongoing funding from:

Durham County Council	£25,300.00 Quarterly
Ballinger Charitable Trust:	£30,000.00 spread over 2 years.
Awards for All:	£18,800.00 spread over 2 years.
Happiness Hub:	£7,432.00 lump sum.
Coalfields Regeneration Trust:	£1,500.00 lump sum.
The Rothley Trust:	£1,000.00 lump sum.
Durham Freemasons:	£500.00 lump sum.

The team recently had a meeting with Sir James Knott, pending a funding decision.

We would also like to thank Charlotte Glendenning for all her hard work completing applications.

Dealing with Deafness is a non-residential rehabilitation course which is open to people identified as struggling with their or their partners/family members loss. We have learned that even people at the onset of hearing loss can gain huge benefit from attending the course and giving support in the early stages of hearing loss can prevent mental health and family conflict problems before they begin.

These are run three times a year. On the course we deliver topics that helped deafened people and their partners to understand and to cope with the changes that has been made to their lives and how to deal with the anger, anxiety, fear and frustration associated with severe or profound hearing loss.

Some Comments from Attendees

The deaf people were asked how deafness made them feel, and how it had changed their lives. Tears flowed but there was laughter too from both the deaf and hearing people comments were:

- “My social life has gone.”
- “People don’t understand I’m deaf, I get so frustrated.”
- “I can’t go to appointment on my own as I need my wife to hear.”
- “My family think I’m miserable because I avoid get-togethers.”
- “Lack of meaningful conversation.”
- “Everyday conversation, people keep everything to a minimum now.”
- “Grandchildren as I can’t understand them.”
- “I avoid people. Even my family.”
- “I miss friendship and general, everyday chat.”
- “We have no social life now.”
- “I feel angry and a burden to my family.”

No one will leave the course without ongoing support, whatever they require. Other agencies are also contacted if needed by the attendees.

The trustees would like to thank the staff and volunteers of DDS. Their hard work and commitment along with passion for DDS will ensure that we will continue to thrive and provide advice and support to the deafened community.

Please join our new Facebook page Durham Deafened Support County Durham and Surrounding Areas for regular updates.

Durham Deafened Support
Income & Expenditure Account April 2024 to March 2025

Income Restricted

DCC	£ 101,582.00	101,582.00
Claim Settlement (HSBC)	£ 750.00	750.00
Happiness Hub	£ 7,432.00	7,432.00
Ballinger	£ 15,000.00	15,000.00
Coalfields	£ 1,500.00	1,500.00
Main Grants	£ 18,984.00	18,984.00
Rotherly Trust	£ 1,000.00	1,000.00
	£ 146,248.00	

Income Unrestricted

Donation	£ 682.00	682.00
Memberships	£ 1,893.00	1,893.00
Fundraising	£ 240.00	240.00
Tombola	£ 211.00	211.00
Oakerside Collection Tin	£ 70.00	70.00
Money Owed/Uncashed Cheques	£ 5,371.43	5,371.43
Christmas Lunches	£ 1,177.90	1,177.90
Rock & Roll Donations	£ 250.00	250.00
Refunds	£ 672.25	672.25
Salary overpayment	£ 259.46	259.46
Commission	£ 61.11	61.11
Door Bell	£ 24.00	24.00
Freemasons	£ 500.00	500.00
Mileage Overpayment	£ 207.90	207.90
	£ 11,620.05	

Total Income **£ 157,868.05**

Expenditure

Wages	£ 111,401.30
Project	£ 10,956.48
Pat Testing	£ 280.00
Rent and Rates	£ 13,692.00
Room Hire	£ 7,603.38
Transport	£ 1,006.50
Office Equipment	£ 1,372.26
Staff Expenses	£ 7,230.68
Pension	£ 2,998.83
Events	£ 2,914.20
Dealing with Deafness	£ 1,738.15
Postage and Stationery	£ 1,831.58
Lip Reading	£ 11,705.00
Volunteer Expenses	£ 1,563.26
Utilities	£ 1,340.93
Tinnitus	£ 870.00
Insurance	£ 1,571.49
Web Sites and Computers	£ 481.21
Membership	£ 351.00
Promotion	£ 788.08
Bank Charges	£ 125.45
Petty Cash	£ 50.00
Accountancy	£ 720.00
Training	£ 60.00
Other	£ 3,531.36
HMRC	£ 31,515.97
Peninsula	£ 4,615.68
Interpreter Palantype	£ 2,522.56
DBS / CRB CHECKS	£ 242.00
ICO	£ 40.00

Total Expenditure **£ 225,119.35**

Total Income	£ 157,868.05
Total Expenditure	£ 225,119.35
Income over Expenditure	-£ 67,251.30
Add Balance b/f 01/04/2024	£ 172,869.60
Income over expenditure	-£ 67,251.30
Total Balance c/f 31/03/2025	£ 105,618.30

Balance as per Bank Statement 31/03/2025 **£ 105,618.30**



Section A Independent Examiner's Report

Report to the trustees/ members of

Charity Name
Durham Deafened Support

On accounts for the year ended

31st of March 2025
Charity no (if any) 1080663

Set out on pages

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 / 03 / 2025.

Responsibilities and basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

* Please delete the words in the brackets if they do not apply.

Signed:

[Signature]

Date:

25/06/25

Name:

JAMES STEPHENSON

Relevant professional qualification(s) or body (if any):

FCCA

Address:

50 Middle Street Blackhall
TS274EA

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

DURHAM DEAFENED SUPPORT

England & Wales - Charity number 1080663

Accounts

Durham Deafened Support

Trustee Report 2024

Since our last report, Caroline Smyth has left our small team. We wish her well for everything she does in the future. Donna Balmer, Jane Atkinson daughter, has the same passion for DDS as her mother does. She applied for and was offered the position of General Manager. We also welcome Graham Balmer who is DDS new Outreach Support Worker. We also have Stacey Lowther back, part time as office admin working alongside Richard Flowers.

Support

Support still escalates month on month. 1:1 support in the home, Lip Reading Support groups, Cochlear Implant Support group, Dealing with Deafness Rehab weeks, Tinnitus support groups and 1:1 support and crafts and relaxations groups, can be offered throughout County Durham and Darlington. These are kept small and friendly to accommodate deafened adults.

1:1 work will always be paramount, identifying the needs and being there to support who has become isolated and given up on their social life.

Complementary therapies are also offered throughout the year. Sandras Day is very popular with the members. Reflexology, Facials, Head Massage, Nails and New Age Kurling is offered throughout the day. As this is a social event for members, lunch is provided with tea and coffee offered throughout.

Pam and Donna have also been very busy and successful in gaining Personal Independence Allowance, Attendance Allowance payments and Blue Badges for deafened members this year. Graham is also starting to help with applications for these.

Funding

A lot of work has been done on funding applications. We are still waiting for the outcome of a few but are happy to announce we have ongoing funding from Ballinger of £15,000 a year. We would also like to thank Paula Snowden for Coalfields Regeneration Scheme for helping the team complete applications.

Dealing with Deafness is a non-residential rehabilitation course which is open to people identified as struggling with their or their partners/family members loss. We have learned that even people at the onset of hearing loss can gain huge benefit from attending the course and giving support in the early stages of hearing loss can prevent mental health and family conflict problems before they begin.

On the course we deliver topics that helped deafened people and their partners to understand and to cope with the changes that has been made to their lives and how to deal with the anger, anxiety, fear and frustration associated with severe or profound hearing loss.

Some Comments from Attendees

The deaf people were asked how deafness made them feel, and how it had changed their lives. Tears flowed but there was laughter too from both the deaf and hearing people comments were:

- I have no confidence my social life has gone.
- People don't understand I'm deaf not stupid.
- I can't go to appointment on my own as I need my wife to hear.
- Sad and lonely even though I have a good wife who is trying her best to help me.
- Lack of meaningful conversation.
- Everyday conversation, people keep everything to a minimum now.
- Grandchildren as I can't understand them.
- I avoid people. Even my family.
- I miss friendship and general, everyday chat.
- We have no social life now.
- I feel angry and a burden to my family.

No one will leave the course without ongoing support, whatever they require. Other agencies are also contacted if needed by the attendees.

The trustees would like to thank the staff and volunteers of DDS. Their hard work and commitment along with passion for DDS will ensure that we will continue to thrive and provide advice and support to the deafened community.

Durham Deafened Support
Income & Expenditure Account April 2023 to March 2024

Income Restricted

DCC	£ 101,186.50
Big Lottery Fund	£ 19,593.75
CDCF	£ -
Stanley AAP	£ -
Spennymoor AAP	£ -
Bash AAP	£ -
True Potential	£ -
	£ 120,780.25

Income Unrestricted

Donation	£ 1,795.00
Membership	£ 1,114.00
Funraising	£ 128.28
Cheques	£ 787.95
Access to Work	£ -
Training	£ 70.00
Christmas Lunches	£ 967.90
Project/Photocopying	£ -
Refund	£ -
Sarabec Limited	£ 42.32
	£ 4,863.13

Total Income **£ 125,643.38**

Total Income	£ 125,643.38
Total Expenditure	£ 202,600.96
Income over Expenditure	-£ 76,957.58
Add Balance b/f 01/04/2023	£ 249,827.18
Income over expenditure	-£ 76,957.58
Total	£ 172,869.60

Balance as per Bank Statement 31/03/2024 £ 172,869.60

Expenditure

Wages	£ 100,356.75
Project	£ 10,479.01
Lip Reading	£ 13,135.00
HMRC	£ 1,490.05
Rent and Rates	£ 10,069.00
Room Hire	£ 7,888.66
Transport	£ 2,574.91
Office Equipment	£ 745.20
Staff Expenses	£ 6,059.07
Pension	£ 3,501.85
Events	£ 7,099.31
Dealing with Deafness	£ 662.31
Postage and Stationery	£ 1,616.85
Photocopying	£ 164.80
Volunteer Expenses	£ 2,021.74
Utilities	£ 667.94
Tinnitus	£ 1,354.90
Insurance	£ 1,073.61
Web Sites and Computers	£ 559.99
Membership	£ 50.00
ACAS Settlement	£ 1,485.00
Miscellaneous	£ 328.44
Bank Charges	£ 93.03
DWD	£ 40.18
BSL	£ 5,254.74
Palantype	£ 4,786.71
CRB Checks	£ 388.00
Petty Cash	£ 750.00
Accountancy	£ 720.00
Training	£ 924.00
Redundancy	£ 10,664.00
Phone/Internet	£ 231.92
Licence	£ 20.00
Subscriptions	£ 1,379.92
Legal Advice	£ 3,807.00
Flowers	£ 157.07
Purchases	691.89
Total Expenditure	£ 202,600.96



Section A Independent Examiner's Report

Report to the trustees

Charity Name DURNHAM DEAFENED SUPPORT

On accounts for the year ended

31st MARCH 2024 Charity no (if any) 1080663

Set out on pages

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended DD / MM / YYYY.

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. Delete [] if not applicable.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (other than that disclosed below *) which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
• the accounts did not accord with the accounting records; or
• the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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

* Please delete the words in the brackets if they do not apply.

Signed:

[Signature]

Date:

30/01/2025

Name:

JAMES STEPHENSON

Relevant professional qualification(s) or body

MAAT FCCA

(if any):

Address:

NORTH ROAD EAST

WINGATE

TS285AY

Section B

Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

DURHAM DEAFENED SUPPORT

England & Wales - Charity number 1080663

Accounts



Annual Trustees' Report

Reporting Period: 1st April 2022 - 31st March 2023

Since our last report, we have lost both Jane Atkinson and Jane Dennison from our small team. Jane Atkinson retired due to ill health, and Jane Dennison moved on to a new role with another organisation. Both have been a great miss, but DDS is determined to carry as it has always, hopefully making Jane Atkinson proud of her legacy. We have Donna Balmer, Jane's Daughter, working with us now. Donna has the same passion for DDS as her Mother.

DDS has valuable experience and ability in seeking out and bringing together people with hearing loss, encouraging them and their Families to accept this disability, and the changes it has made to their lives.

We are able to offer an unobtrusive lifeline to late Deafened Adults. It is a lifeline that has been built upon trust, respect, and confidentiality, with our expertise in deafened life changes.

Support is offered month on month. 1:1 support in the home, Lip Reading Support Groups, Cochlear Implant Support Groups, Dealing with Deafness Rehab Weeks, Tinnitus Support Groups, and 1:1 Crafts and Relaxations Support Groups, can be offered throughout County Durham and Darlington. These are kept small and friendly, to accommodate Deafened Adults.

1:1 work will always be paramount, identifying needs, and being there to support those who have become isolated and given up on their social lives.

Complimentary Therapies are also offered throughout the year. Sandra's Day is very popular with the Members. Reflexology, Facials, Head Massage, Nail Treatments, and New-Age Kurling is offered throughout the day. As this is a social event for Members - lunch is provided, with tea and coffee offered throughout.

Pam and Donna have also been very busy and successful in gaining Personal Independence Allowance, Attendance Allowance Payments, and Blue Badges for deafened Members this year.

Dealing with Deafness is a Non-Residential Rehabilitation Course, which is open to people identified as struggling with their or their Partners/Family Members loss. We have learned that even people at the onset of hearing loss can gain huge benefit from attending the course, and giving support in the early stages of hearing loss can prevent mental health and family conflict problems before they begin.

On the course, we deliver topics that helped deafened people and their partners to understand, and to cope with the changes that have been made to their lives: how to deal with the anger, anxiety, fear, and frustration associated with severe or profound hearing loss.

Some Comments from Attendees:

Deaf people were asked how deafness has made them feel, and how it had changed their lives. Tears flowed but there was laughter too, from both the deaf and hearing people. Comments were:

- “I have no confidence. My social life has gone.”
- “People don’t understand - I’m deaf not stupid.”
- “I can’t go to appointments on my own, as I need my wife to hear.”
- “Sad and lonely, even though I have a good wife who is trying her best to help me.”
- “Lack of meaningful conversation.”
- “In everyday conversation, people keep everything to a minimum now.”
- “My Grandchildren - I can’t understand them.”
- “I avoid people. Even my family.”
- “I miss friendship, and general, everyday chat.”
- “We have no social life now.”
- “I feel angry, and like a burden to my family.”

No one leaves the course without Ongoing Support, whatever they require. Other Agencies are also contacted if needed by the Attendees.

The Trustees would like to thank the Staff and Volunteers of Durham Deafened Support. Their hard work and commitment, along with their passion for DDS will ensure that we will continue to thrive and provide Advice and Support to the Deafened Community.

Durham Deafened Support
Income & Expenditure Account April 2022 to March 2023

Income Restricted

DCC	£ 85,099.33
Big Lottery Fund	£ 37,981.01
CDCF	£ 19,500.00
Stanley AAP	£ 17,400.00
Spennymoor AAP	£ 18,500.00
Bash AAP	£ 11,580.00
True Potential	£ 3,163.04

£ 193,223.38

Income Unrestricted

Donation	£ 2,448.65
Membership	£ 1,795.00
Funraising	£ 1,371.48
Commission	£ 55.92
Access to Work	£ 6,363.90
Training	£ 100.00
Christmas Lunches	£ 1,065.80
Project/Photocopying	£ 110.25
Refund	£ 1,346.84

£ 14,657.84

Total Income **£ 207,881.22**

Total Income £ 207,881.22

Total Expenditure £ 196,721.02

Income over Expenditure £ 11,160.20

Add Balance b/f 01/04/2022 £ 238,666.98

Income over expenditure £ 11,160.20

Total £ 249,827.18

Balance as per Bank Statement 31/03/2023 £ 249,827.18

Expenditure

Wages	£ 84,053.25
Project	£ 15,699.19
Lip Reading	£ 15,354.00
HMRC	£ 12,413.02
Rent and Rates	£ 8,469.80
Room Hire	£ 11,783.22
Transport	£ 4,034.49
Office Equipment	£ 5,064.20
Staff Expenses	£ 3,938.92
Pension	£ 2,689.50
Events	£ 5,708.89
Dealing with Deafness	£ 6,577.99
Postage and Stationery	£ 367.51
Photocopying	£ 580.37
Volunteer Expenses	£ 774.90
Utilities	£ 884.64
Tinnitus	£ 1,670.00
Insurance	£ 1,327.50
Web Sites and Computers	£ 839.18
Membership	£ 519.00
Publicity/Advertising	£ 465.24
Miscellaneous	£ 153.49
Bank Charges	£ 134.79
BSL	£ 9,105.00
Palantype	£ 3,232.90
CRB Checks	£ 172.00
Bank Charges	£ 129.64
Petty Cash	£ 328.39
Accountant	£ 250.00

Total Expenditure **£ 196,721.02**



Section A

Independent Examiner's Report

Report to the trustees

Charity Name
DURHAM DEAFENED SUPPORT

On accounts for the year ended

31 st MARCH 2023	Charity no (if any)	1080663
-----------------------------	---------------------	---------

Set out on pages

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 / 03 / 2023.

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

~~[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. Delete [] if not applicable.~~

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (other than that disclosed below *) which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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

* Please delete the words in the brackets if they do not apply.

Signed:

Date: 26/01/2024

Name: JAMES STEPHENSON

Relevant professional qualification(s) or body

AAT ACCA

(if any):

Address: NORTH ROAD EAST
WINGATE
TS28 5AY

Section B

Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

DURHAM DEAFENED SUPPORT

England & Wales - Charity number 1080663

Accounts



Durham Deafened Support
Trustees' Annual Report
1st April 2020 to 31st March 2021
Charity No: 1080663

Horden Social Welfare Centre
Horden
Peterlee
County Durham
SR8 4LX

Objects

As set out in the Constitution the objects of Durham Deafened Support (DDS) are to promote the relief, integration, rehabilitation, welfare, and education of people who have acquired hearing loss to improve the quality of life of such people living in County Durham and Darlington

Structure Governance and Management

DDS is a 'user-led' organisation. It is a Charitable Trust, set up in 1997, which became a registered charity in 1998. Its activities are governed by a Constitution which was last updated in March 2021 and agreed via the paper AGM held during the last Financial Year.

Trustees

As of the 31st March 2021 the acting trustees of DDS were as follows Doug Langan (Chair), Derek Sherwood (Vice Chair), and the following ordinary members Jane Atkinson, Anne Fyland, Caron Latham, David Havelock, Brian Heslop and Helen Francis. Our trustees were elected using guidance from the Charity Commission on appointment of trustees during the Covid-19 pandemic.

Fiona Welsh (representing – Durham County Council Sensory Support Team) was a co-opted member of the Board of Trustees.

Organisational Structure

The Trustees are responsible for a team of five staff: A Manager/Co-ordinator, three Outreach Workers and the Finance and Admin Officer. Supporting these were, twenty-four DBS-checked volunteers providing invaluable assistance in running the various activities of DDS. In addition, DDS employs self-employed contracted sessional providers to deliver Community Support Groups, which include lip reading, Yoga, Deaf/Blind and Craft groups, although most groups were unable to operate due to the Government Guidelines for people to stay at home.

Impact of Covid

As you are aware the Covid-19 Pandemic has dominated most of our lives since the first lockdown was recommended during March 2020. Initially DDS did work from our homes but quickly established that this was unsuitable for many of our beneficiaries. As soon as Risk Assessments were in place and Government Guidelines enabled home visits to take place, we resumed our normal service. We were fortunate to qualify for both the PPE scheme operated by Durham County Council and our staff were able to be vaccinated as essential front line workers during January 2021.

We are aware that for many members our groups were unable to run during the last financial year, our trial groups had to stop when the 3rd lockdown was introduced, and it was only towards the end of March 2021 there was a chink that enabled a couple of our groups to return.

We were extremely aware that during the period of lockdown our members were amongst that most vulnerable, many are unable to use the phone.

DDS developed two specific initiatives aimed at keeping our members both informed and to combat the boredom and isolation that the order to stay at home brought to many peoples lives. The initiatives were the Facebook Chat for DDS members who used computers and the Mix -Up Sheet for those who were unable to use technology

Activities

As you are aware of our normal programme of activities did not occur during the last financial year due to Covid-19 and the need to follow Government Guidelines.

DDS continued to deliver services wherever possible and were able to offer assurance to those coming forward for support that DDS remained 'Hear to Help!'

One success story that we can report is the project that we started to help our members who had no experience using computers or smart phones. We were one of the first charities to receive funding from County Durham joint AAPs to run this project.

Achievements

Despite the turbulent year that we have all experienced, DDS has continued to receive referrals from people who needed assistance. During the last financial year, we assisted 512 people. Whilst we did support more people during the previous financial year, we were

no less busy. Lockdown brought with it a plethora of new problems namely problems with their hearing aids, as many audiology staff were seconded to other departments to assist with the Covid response.

Interviews for PIP were now being conducted on the telephone which caused real problems for our members. Our Outreach Support Worker who assists people with benefits claims now must sit in people's homes throughout telephone PIP interviews to ensure that they can manage – one of these lasted an incredible 4½ hours.

Sad News

Since our postal AGM held earlier this year, we are sad to report the deaths of several more DDS members; Raymond Bartlett (Chester-Le-Street, Alfie Carr (Peterlee), Jim Scarth (Stanley), Eileen Coxon (Durham) and Bob Wombwell (Bishop Auckland).

Funders

The major fund providers for DDS in 2020-21 were the three regional National Health Service (NHS) Clinical Commissioning Groups of North Durham, Darlington, and Durham Dales, Easington, and Sedgefield. In addition, a grant was received from Durham County Council Commissioning Group and a smaller amount of money provided by the Sir James Knott Foundation. Significant funding was provided by The Big Lottery. We also received grants from two of the local AAPs namely East Durham and Spennymoor and a grant from Livin.

The new County Durham AAP provided us with funding to start the mix-up sheet and then a further grant to support those who required assistance to learn how to use smart phones. We were fortunate to receive funding from 3 Durham County Councillors to purchase new equipment.

Finally, we would like to thank our members and volunteers. Those who have made donations during the year, to keep the mix-up sheet going much longer than we had anticipated and those who have provided all the caring considerate things that makes DDS what it is today, responding to needs at this particularly difficult time.

Durham Defended Support
Income & Expenditure Account April 2020 to March 2021

Income restricted			Expenditure		
Big Lottery Fund	£	75,982.00	Wages	£	63,633.63
DCC	£	28,790.50	HMRC	£	8,565.56
East Durham Aap	£	25,000.00	Pension	£	2,443.62
NHS Co Durham	£	28,791.00	Rent & rates	£	5,694.00
Sir James Knott	£	2,000.00	Photocopying	£	2,054.97
Livin	£	2,040.00	Postage & stationery	£	2,752.25
Council Grants	£	8,320.00	Office equipment	£	1,618.99
			Staff expenses	£	1,573.35
			Utilities	£	1,434.59
Income unrestricted			Lip Reading	£	1,370.00
Council Grants	£	706.00	Project	£	1,110.00
Donations	£	528.61	Insurance	£	870.50
Unbanked Cheques	£	250.00	Transport	£	811.78
Membership	£	12.00	Web sites & Computers	£	664.35
Commission	£	38.42	Membership	£	557.00
			Miscellaneous	£	270.14
			PAT teast/ Fire Ext	£	265.00
			Volunteer expenses	£	258.28
			Accountant	£	250.00
			Tinnitus	£	216.56
			Dealing with deafness	£	192.75
			Publicity/Advertising	£	178.00
			Food/Drink	£	158.89
			Room Hire	£	136.00
			Training	£	48.75
Total Income	£	172,458.53	Total Expenditure	£	97,128.96
Total Income	£	172,458.53			
Total Expenditure	£	97,128.96			
Income over Expenditure	£	75,329.57			
Add Balance b/f	£	172,901.71			
Balance B/F Petty Cash	£	143.97			
	£	<u>173,045.68</u>			
Income over Expenditure	£	75,329.57			
Total	£	<u><u>248,375.25</u></u>			
Balance as per Bank statement	£	248,635.25			
Less: Unrepresented Cheques	£	(260.00)			
Total	£	<u><u>248,375.25</u></u>			



Section A

Independent Examiner's Report

Report to the trustees/ members of

Charity Name: DURHAM DEFENDED SUPPORT

On accounts for the year ended

31ST MARCH 2021 Charity no (if any)

Set out on pages

3 (number to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 03 2021.

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

~~[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. Delete [] if not applicable.~~

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (other than that disclosed below *) which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
• the accounts did not accord with the accounting records; or
• the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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

* Please delete the words in the brackets if they do not apply.

Signed: [Signature]

Date: 15/9/2021

Name: EMMA BELL

Relevant professional qualification(s) or body

AAT

(if any):

--

Address:

30 UODEN WAY
PETERLEE
SR8 1AL

Section B

Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

--