



**Durham Deafened Support**  
**Trustees' Annual Report**  
**1<sup>st</sup> April 2020 to 31<sup>st</sup> 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 31<sup>st</sup> 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 3<sup>rd</sup> 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**

|                                |   |                   |                          |   |                  |
|--------------------------------|---|-------------------|--------------------------|---|------------------|
| <b>Income restricted</b>       |   |                   | <b>Expenditure</b>       |   |                  |
| 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         |
|                                |   |                   | Lip Reading              | £ | 1,370.00         |
| <b>Income unrestricted</b>     |   |                   | Project                  | £ | 1,110.00         |
| Council Grants                 | £ | 706.00            | Insurance                | £ | 870.50           |
| Donations                      | £ | 528.61            | Transport                | £ | 811.78           |
| Unbanked Cheques               | £ | 250.00            | Web sites & Computers    | £ | 664.35           |
| Membership                     | £ | 12.00             | Membership               | £ | 557.00           |
| Commission                     | £ | 38.42             | Miscellaneous            | £ | 270.14           |
|                                |   |                   | PAT test/ 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            |
| <b>Total Income</b>            | £ | <b>172,458.53</b> | <b>Total Expenditure</b> | £ | <b>97,128.96</b> |
|                                |   |                   |                          |   |                  |
| <b>Total Income</b>            | £ | 172,458.53        |                          |   |                  |
| <b>Total Expenditure</b>       | £ | 97,128.96         |                          |   |                  |
| <b>Income over Expenditure</b> | £ | 75,329.57         |                          |   |                  |
|                                |   |                   |                          |   |                  |
| Add Balance b/f                | £ | 172,901.71        |                          |   |                  |
| Balance B/F Petty Cash         | £ | 143.97            |                          |   |                  |
|                                | £ | 173,045.68        |                          |   |                  |
| Income over Expenditure        | £ | 75,329.57         |                          |   |                  |
| <b>Total</b>                   | £ | <b>248,375.25</b> |                          |   |                  |
|                                |   |                   |                          |   |                  |
| Balance as per Bank statement  | £ | 248,635.25        |                          |   |                  |
| Less: Unrepresented Cheques    | £ | (260.00)          |                          |   |                  |
| <b>Total</b>                   | £ | <b>248,375.25</b> |                          |   |                  |



**CHARITY COMMISSION  
FOR ENGLAND AND WALES**

## Independent examiner's report on the accounts

### Section A

### Independent Examiner's Report

**Report to the trustees/  
members of**

*Charity Name:*

**DURHAM DEFENDED SUPPORT**

**On accounts for the year  
ended**

**31<sup>ST</sup> MARCH 2021**

**Charity no  
(if any)**

**Set out on pages**

**3**

*(preparer 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:**

**Date:**

**15/9/2021**

**Name:**

**EMMA BELL**

**Relevant professional  
qualification(s) or body**

**AAT**

(if any):

Address: 30 LODEN 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.