

DEAFLINK NORTH EAST

England & Wales · Charity number 1147237

Details

Status Registered

Legal form Charitable company

Company number [07982375](#)

Registered 2012-05-14

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

Contact

Address 1 Church View House
St Nicholas Hospital
Jubilee Road
Newcastle Upon Tyne
NE3 3XT

Phone 01912818421

Email admin@deaflink.org.uk

Website www.deaflink.org.uk

Activities

Objects: TO RELIEVE DEAF, DEAFBLIND, HARD OF HEARING AND DEAFENED PEOPLE BY ANY MEANS WHICH IS CHARITABLE IN LAW AND IN PARTICULAR BY:(A) IMPROVING ACCESS TO EDUCATION, HEALTH, EMPLOYMENT, LEISURE AND SOCIAL OPPORTUNITIES FOR DEAF, DEAFBLIND, HARD OF HEARING AND DEAFENED PEOPLE;(B) PROMOTING THE FULL PARTICIPATION OF DEAF, DEAFBLIND, HARD OF HEARING AND DEAFENED PEOPLE IN SOCIETY;(C) RAISING AWARENESS OF THE NEEDS OF DEAF, DEAFBLIND, HARD OF HEARING AND DEAFENED PEOPLE WITHIN THE HEARING COMMUNITY.

Activities: Deaflink NE works to improve access to education, health, employment, leisure, equipment and social opportunities for deaf, deafblind, deafened and hard of hearing people who live and work in the North East, through *awareness training *providing information to the community *Providing support and network through our groups

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Disability
- **Who:** People With Disabilities

Geography

- Durham
- Newcastle Upon Tyne City
- North Tyneside
- Northumberland
- South Tyneside

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£139,882	£118,054	-	-
2024-03-31	£108,329	£107,087	-	-
2023-03-31	£105,073	£102,683	-	-
2022-03-31	£94,285	£90,705	-	-
2021-03-31	£100,746	£86,412	-	-

Trustees

Name	Role	Appointed
Christopher Rowlands		2019-07-11
Emma Ashie-Neequaye		2024-01-15
Heather Thompson		2019-09-26
JOYCE PENNINGTON		2012-08-09
Joanne Nicolls		2024-01-15
Katherine Janet Margaret West V Verrall		2025-07-24
Laura McQuillan		2018-10-28
Rachel Ross		2014-09-11

DEAF LINK NORTH EAST

England & Wales - Charity number 1147237

Accounts

ANNUAL REPORT



2024-25

CONTENTS

01. Chairs report

Jo Nicolls summarises the issues affecting the communities and the work of DeafLink.

02. Hard of hearing work

Rosie informs us what she has been able to achieve with people who have acquired hearing loss.

03. Our BSL work

Claire, Fahmi and Michelle update us on the challenges they have faced this year. This includes the groups and Health Navigators.

04. Finances

The money we spent and where did we get our income from.

05. Statistics

How many meetings? Number of Groups we delivered. How many one-to-one clients and appointments.

06. People

The people who have volunteered and worked for DeafLink.

CHAIRS REPORT – JO NICOLLS

Another year has passed already! Deaflink continues to provide invaluable support to the D/deaf communities in the Northeast.

Starting on a positive note, the BSL Act 2022 is beginning to have an impact, and the first GCSE will be available in some schools very soon. We may have a generation of people who can sign.

Many people do not appreciate or understand how hidden the D/deaf communities are. As we have moved to a world of digital and automated services it is increasingly difficult for us to have our say, to engage or explain what their needs are and therefore we continue to be ignored. Without Deaflink we would fall through the gaps.

It is wonderful news that the Newcastle and Northumbria Hospital Trusts have committed to 3 years funding to our Health Navigator work, supporting BSL users on their hospital pathway at very difficult times in their lives.



I am pleased that this report shows some of the ways that Deaflink engage and work with the various communities. It is encouraging to read the feedback from clients; it helps us identify the reality of hearing loss and how important it is to share our experiences with others.

Finally, thank you to the dedication and commitment of the people who make Deaflink tick – the volunteers, the trustees and the staff. Well done on another successful year.

I stepped into this role six months ago and have had the pleasure of continuing the fantastic work of **Louise McGlenn**. It's been a rewarding experience getting to know our clients and supporting them through this vital project.

What We've Been Working On

The Hard of Hearing work has been focussed on groups and reducing the isolation that hearing loss can bring. However, for several years we have seen a steady increase in referrals from audiology services and individuals seeking help with replacement devices. This has meant we have had to divert some of our resources to helping clients who have been told to contact us by the local Audiology Service.

We've also built strong partnerships with equipment providers, helping clients access solutions more quickly and efficiently.

In this year we supported 123 people, 82 of these were sent to us by Audiology. For many people, hearing aids and assistive technology can feel overwhelming—and this often impacts mental health and confidence. But with the right guidance and support, lives can be transformed. Clients gain the tools to adapt, reconnect, and participate fully in life.

"I feel more confident and ready to begin the day today with use of a hearing aid."

HARD OF HEARING WORK

Rosie Davison
HARD OF HEARING
INFORMATION
WORKER

“The speakers at the meetings are always interesting and informative. I enjoy their talks.”

THE HEARING LOSS SUPPORT GROUP

Our Hearing Loss Support Group has grown steadily throughout the year. Many individuals who have received one-to-one support are now participating in group sessions to stay informed and connected. These events feature guest speakers, Q&A sessions, and social opportunities, creating a welcoming space for learning and peer support.

Looking Ahead

I'm excited to continue delivering **inclusive, supportive services** through our one-to-one work and group sessions. By focusing on **connection, education, and empowerment**, we can help more people embrace hearing technology and feel confident navigating life with hearing loss.

Thank you to all who have contributed, participated, and supported this work. I look forward to what we'll achieve together in the year ahead.



Above is guest speaker- Clair Seago, Audiology, NuTH



Hearing Loss Support Group – Grace Pinson Bradley from Phonak explains equipment.

ANNUAL REPORT 2024-25

REGULAR BSL GROUPS



WALKING GROUP

Once a month, we organise a walking group that explores a variety of intriguing locations. This year locations have ranged from the sandy shores of Tynemouth beach and the Ouseburn, bursting with creativity and culture.

We also marvelled at the towering Angel of the north. Penshaw monument offering panoramic views. The botanical gardens were very relaxing and the Victoria tunnel, where stories of the past echoed.



DROP IN CHAT GROUP

Those who attend the sessions often say how enjoyable it is to meet with friends using their preferred language, British sign language (BSL).

The laid-back atmosphere creates an ideal setting for a social gathering, where there is much laughter and lively conversations. Many attendees have mentioned their excitement for the next drop-in, eager to continue building connections and sharing experiences in this welcoming environment.



DEAF FORUMS

Deaf forums are held four times a year at Brunswick methodist church on Saturday mornings for two hours.

This year we had discussions on domestic abuse led by Lou Redpath from sign health, BSL accessible apps presented by Charles Murphy, first aid and CPR training by Loveness Scott from NEAS, and fire safety tips from Louise Coulthard.

Thank you to the volunteers for your help – we couldn't do these without you.

KNITTING, PATCHWORK & CROCHET GROUPS

The knitting, patchwork and crochet groups taught participants new skills.

Those who attended reported that these activities helped them get out of the house, connect with others, and engage in a creative pursuit that they found both calming and satisfying.

ANNUAL REPORT 2024-25



CHRISTMAS EVENTS



CRAFTS

This group embraced the festive spirit with Deaflink by creating handmade decorations to add a personal touch to their Christmas celebrations.

Everyone created some special memories and wonderful decorations. It did take us several weeks to get rid of the glitter!



CHRISTMAS LUNCH

Thirteen people attended the Christmas lunch at the Sambuca restaurant on the quayside. The atmosphere was lovely and relaxing.

To our surprise, the staff demonstrated a strong understanding of communication techniques. When asked, they informed us that their chef is deaf. He came over to introduce himself to the group.



THEATRE

We arranged to attend the performance of 'A Christmas carol' at Northern Stage.

What truly set this experience apart was the integrated approach of the BSL interpreter, who skillfully accompanied the actors on stage rather than remaining in a traditional corner. This allowed us to engage fully with both the performances and the translation, creating an atmosphere that heightened our enjoyment of the performance.

HEALTH NAVIGATORS

**Claire Hoggeth
& Fahmi Syeda**

“I can't thank you enough for taking the pressure off me and sorting interpreters for him 😊” – family member of a BSL user who was admitted to a hospital.”

“If it were not for Deaflink I would be lost, I really appreciate that Deaflink was set up and I hope it continues. I feel Deaflink is my support link, they are very reliable, I can rely on them, and they never let me down. Deaflink are amazing, really amazing and I want to say a big thank you for their help. I really appreciate them and think they are wonderful, thank you.” Health Navigator client, March 2025

The Health Navigator project has now been running for three years! In that time, we have worked tirelessly with our partners from Newcastle Upon Tyne Hospital Trusts (NUTH) and Northumbria Healthcare Trust (NCHT) as well as the wonderful BSL interpreters to ensure that BSL users are able to access healthcare services in a way that are both accessible and beneficial, according to their specific needs.

We have a steering group, a team of people from the various hospitals involved in this work. This gives us a valuable opportunity to put share information, discuss the gaps in services and to better understand that challenges that are faced by the hospitals and the Deaf communities.

It is widely established that BSL users have poorer health outcomes, compared to hearing people. That is precisely why our project is vital to the BSL community because we act as a bridge between the hospitals and the community. We do not just support our clients with their health-related issues, we also support them with benefits, housing, employment etc. We continue to embrace and foster a holistic approach to improve their health and wellbeing.

**57 BSL USING
PATIENTS
SUPPORTED.**

**1356
CONTACTS.**

ANNUAL REPORT 2024-25

Some of our achievements this year



Information and Greater understanding – with the hospital staff and with the BSL patients.



Interpreter Agency – working together to ensure interpreters are requested for appointments.



Training and Support – creating D/deaf awareness eLearning modules that will hopefully become mandatory.



Emergency interpreter – working with the hospitals to find interpreters for unplanned visits.



Accelerate issues – to have a clear pathway to address concerns

Mental Health and British Sign Language Users Conference

In May 2024 Deaflink were part of a team who delivered a conference trying to raise awareness of the issues affecting BSL users when trying to access mental health services. The conference was attended by over 100 people who work in GP practices and hospitals in the North East.

In the morning, we had some great speakers Margaret de Feu talked about Health and Barriers to Deaf Access, Chris Rowlands, CNTW did a great job bringing the Equality Legislation to life. There were 2 BSL Users who shared their own experiences. Our Advice and Support manager Claire Hoggeth talked about Deaf awareness and cultural issues of deafness. Finally, CNTW talked about the Mental Health and Deafness Service. The afternoon was used to explore a case study and asked participants to think about a BSL users' pathway through health services and the various people they will have contact with.

The learning that was shared was consistent:

Communication passport.

Need to have better flags on records.

Raise awareness levels in practice.

Double time appointments.

Need to provide accessible communication methods.

Family members shouldn't interpret.

'Why is this the first time I am having this conversation in 20 years of nursing?'

Psychiatric nurse at a GP Practice.



"It was nice to chat with other members of the group and find out how they deal with the problems we all face."



DEAFLINK 2024-25

- 67 GROUPS, 599 ATTENDED
- 252 ONE-TO-ONE CLIENTS

STATISTICS



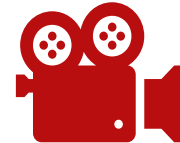
252 Clients (and this involved ...



Contacts
2473



Home Visits
99



Video Meetings
689



Deaf Centre drop in
81 queries



Staff also attended 91 meetings with other organisations

FINANCES

INCOME £139,882

SPENT £118,054

Thanks to our funders and contributors - Newcastle Fund, the Trustees of Samares, Hospital of God, Barbour Foundation and various organisations who have bought our D/deaf awareness training.

We also received funding from the 2 hospital trusts - NuTH and NHCT and the Health Foundation to help us to deliver the Health Navigator programme. We are grateful to CNTW who continue to provide our office space.

THANK YOU for the wonderful donations from members of the public. We would like to thank Jo Nicolls, Julie Stephenson, Sheila Shirley and Mary Craig.

ANNUAL REPORT 2024-25



To everyone who helped in 2024-25



- **Board Members**
- **Volunteers**
- **Staff**
- **Partners**
- **Funders**
- **Communication Support professionals**

To Louise and Jo who have moved on to new challenges, we wish them both good luck.

Partners include: Northumbria, Newcastle and CNTW Hospital Trusts; Newcastle Deaf Centre; Shearers Bar

CONTACT INFORMATION

- **ADDRESS:** 1 CHURCH VIEW HOUSE, ST NICHOLAS HOSPITAL, JUBILEE ROAD, NEWCASTLE UPON TYNE, NE3 3XT
- **TEXT:** 07897 329 359
- **TELEPHONE:** 0191 223 2128
- **EMAIL:** ADMIN@DEAFLINK.ORG.UK
- **WEBSITE:** WWW.DEAFLINK.ORG.UK
- WWW.FACEBOOK.COM/DEAFLINK
- **X:** [DEAFLINK_NE](#)

Deaflink North East is a Company Limited by Guarantee, registered in England and Wales; Company No. 7982375; Charity No. 1147237. Registered address above.

Deaflink North East

(A Company Limited by Guarantee)

Trustees Report and Financial Statements For The Year Ended 31 March 2025

Charity No. 1147237

Company Registration No. 07982375

Legal and Administrative Information

Name: **Deaflink North East**

Reg'd Charity No: 1147237

Company no: 07982375

Trustees: Joanne Grace Nicolls (Chair)
Joyce Pennington
Rachel Ross
Laura McQuillan
Christopher Rowlands
Heather Thompson
Louise Borrell
Emma Ashie Neequaye
Geoff Bell (Resigned July 2024)

Address: 1 Church View House,
St Nicholas Hospital
Jubilee Road
Newcastle upon Tyne
NE3 3XT

Bankers: The Co-operative Bank

Independent
Examiner: Mark Thompson MAAT
42 Lesbury Road
Newcastle upon Tyne
NE6 5LB

Trustees Annual Report

For the year ended 31st March 2025

The trustees present their report and accounts for the year ended 31st March 2025

The work of Deaflink addresses inequalities and barriers facing people who have hearing loss. Our primary focus remains ensuring that D/deaf people are empowered by having access to information to enable them to make choices and to communicate.

We encourage individuals and organisations to be aware of D/deaf people's rights and responsibilities.

In a changing landscape for D/deaf communities and ways that people can interact and engage our Forums and Focus groups for Deaf and Hard of Hearing people continued to provide invaluable support.

Health Navigators, a unique programme working together with the 3 hospital Trusts in the north Tyne area- CNTW; NHCT and NuTH continues to deliver extremely positive results for BSL users. The hospitals should be proud they are investing in such a ground breaking and Deaf friendly service.

Our eLearning modules are delivering training and D/deaf awareness to a much wider audience, and this can only bring positive rewards in the future. Our next focus is to try to get the training as mandatory within the hospital trusts.

The trustees/directors have considered the guidance produced by the Charity Commission on the provision of public benefit and they confirm that public benefit has been provided by the range of activities as described above.

Matters Pertaining to Companies Act 2006

For the year ending 31 March 2025 the company was entitled to exemption from audit under section 447 of the Companies Act 2006. The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006. The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

Signed ... Position Trustee



Print Name... Louise Borrell

Date 24 July 2025

Signed Position ...Trustee



Print Name.....Christopher Rowlands

Date 24 July 2025

INDEPENDENT EXAMINER'S REPORT

Report to the
trustees of

Deaflink North East

On accounts for
the year ended

31 March 2025

Charity no 1106223

**Respective
responsibilities of
trustees and
examiner**

The trustees of the organisation are responsible for the preparation of accounts; they consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 and that an Independent Examination is needed.

It is my responsibility to

- examine the accounts (under section 145 of the 2011 Act),
- follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Act), and
- state whether particular matters have come to my attention.

**Basis of
independent
examiner's
statement**

My examination was carried out in accordance with General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.

**Independent
examiner's
statement**

In the course of my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the trustees have not met the requirements to ensure that:

- proper accounting records are kept (in accordance with section 41 of the Act); and
- accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:



Date: 15th May 2025

**Name:
Address:**

Mark Thompson MAAT
42 Lesbury Road
Newcastle upon Tyne
NE6 5LB

Deaflink North East

Statement of Financial Activities for the year ended 31 March 2025

	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds	
Receipts	2025	2025	2025	2024	
			£	£	
Grants	4	1000	102214	103214	84541
Donations		910		910	2268
Training Income		32150		32150	20650
Sundry income		2695		2695	0
Bank interest		913		913	870
Total Receipts		37668	102214	139882	108329
Payments					
Staff Costs		12038	84325	96363	89686
Sessional Workers		1970	2290	4260	90
Stationery & Equipment		1003	2489	3492	1113
Rent, Heating & Electric				0	483
Website & IT			580	580	2775
Telephone			346	346	342
Postage & Printing			327	327	303
Legal & Prof. Fees			2828	2828	7812
Meetings, Events & Forums			4684	4684	1578
Payroll, Accountancy & Bank Charges		204	650	854	697
Insurance			524	524	0
Communications		505	2465	2970	1650
Staff Travel & Training			628	628	346
User Travel				0	0
Independent Examination Fee				0	0
Other Costs		120	78	198	212
Total Payments		15840	102214	118054	107087
Surplus / deficit for the year		21828	0	21828	1242
Funds at 1 April 2024		91175	0	91175	89933
Funds at 31 March 2025		113003	0	113003	91175

Deaflink North East

Notes to the accounts, 2024/25

1. Basis of accounts

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006

Deaflink North East meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

1b. Opening Balance Adjustment

A previous balance showing on the balance sheet has been removed £785. This does not effect The Restricted Funds balance.

2. Trustees and Staff

No Trustees were remunerated or received expenses payments.

Total Salary Costs	£96,363
Average no of staff was	5

3. Costs of financial services

The cost for the Independent Examination for the financial period will be £440.

4. Funding

Grants received through the year:

Restricted:

Deaf Conference:

- CNTW	3717
- Newcastle upon Tyne Hospital Trust	4000
- Northumbria Healthcare Foundation Trust	4000
Newcastle upon Tyne Hospital Trust	20000
Trustees of Samares	10000
Newcastle Fund	25000
Health Foundation	15497
Northumbria Healthcare Foundation Trust	20000
Total Restricted Grants	102214

Hospital of God	1000
Total Unrestricted Grants	1000

Total Grants Received	103214
------------------------------	---------------

5. Fund Analysis

Restricted Funds

Deaf Conference:

	March '24	Income	Expend	March '25
- CNTW		3717	3717	0
- Newcastle upon Tyne Hospital Trust		4000	4000	0
- Northumbria Healthcare Foundation Trust		4000	4000	0
Newcastle upon Tyne Hospital Trust		20000	20000	0
Trustees of Samares		10000	10000	0
Newcastle Fund		25000	25000	0
Health Foundation		15497	15497	0
Northumbria Healthcare Foundation Trust		20000	20000	0
	0	102214	102214	0

6. Related party transactions

There were no significant transactions between the project and any related parties during the period. No payments have been made to Trustees.

7. Current Liabilities:

Grants Received in Advance:	
Northumbria Healthcare Trust	10000
Total Current Liabilities	10000

8. Designated Funds

Contingency Fund	60000
Total Designated Funds	60000

Notes:

Contingency Fund

This is in place to cover closing costs for the organisation, so it can fulfil its legal obligations, e.g. Redundancy & leases.

Deaflink North East

(A Company Limited by Guarantee)

Trustees Report and Financial Statements For The Year Ended 31 March 2025

Charity No. 1147237

Company Registration No. 07982375

Legal and Administrative Information

Name: **Deaflink North East**

Reg'd Charity No: 1147237

Company no: 07982375

Trustees: Joanne Grace Nicolls (Chair)
Joyce Pennington
Rachel Ross
Laura McQuillan
Christopher Rowlands
Heather Thompson
Louise Borrell
Emma Ashie Neequaye
Geoff Bell (Resigned July 2024)

Address: 1 Church View House,
St Nicholas Hospital
Jubilee Road
Newcastle upon Tyne
NE3 3XT

Bankers: The Co-operative Bank

Independent
Examiner: Mark Thompson MAAT
42 Lesbury Road
Newcastle upon Tyne
NE6 5LB

Trustees Annual Report

For the year ended 31st March 2025

The trustees present their report and accounts for the year ended 31st March 2025

The work of Deaflink addresses inequalities and barriers facing people who have hearing loss. Our primary focus remains ensuring that D/deaf people are empowered by having access to information to enable them to make choices and to communicate.

We encourage individuals and organisations to be aware of D/deaf people's rights and responsibilities.

In a changing landscape for D/deaf communities and ways that people can interact and engage our Forums and Focus groups for Deaf and Hard of Hearing people continued to provide invaluable support.

Health Navigators, a unique programme working together with the 3 hospital Trusts in the north Tyne area- CNTW; NHCT and NuTH continues to deliver extremely positive results for BSL users. The hospitals should be proud they are investing in such a ground breaking and Deaf friendly service.

Our eLearning modules are delivering training and D/deaf awareness to a much wider audience, and this can only bring positive rewards in the future. Our next focus is to try to get the training as mandatory within the hospital trusts.

The trustees/directors have considered the guidance produced by the Charity Commission on the provision of public benefit and they confirm that public benefit has been provided by the range of activities as described above.

Matters Pertaining to Companies Act 2006

For the year ending 31 March 2025 the company was entitled to exemption from audit under section 447 of the Companies Act 2006. The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006. The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

Signed ... Position Trustee



Print Name... Louise Borrell

Date 24 July 2025

Signed Position ...Trustee



Print Name.....Christopher Rowlands

Date 24 July 2025

INDEPENDENT EXAMINER'S REPORT

Report to the
trustees of

Deaflink North East

On accounts for
the year ended

31 March 2025

Charity no 1106223

Respective
responsibilities of
trustees and
examiner

The trustees of the organisation are responsible for the preparation of accounts; they consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 and that an Independent Examination is needed.

It is my responsibility to

- examine the accounts (under section 145 of the 2011 Act),
- follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Act), and
- state whether particular matters have come to my attention.

Basis of
independent
examiner's
statement

My examination was carried out in accordance with General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.

Independent
examiner's
statement

In the course of my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the trustees have not met the requirements to ensure that:
 - proper accounting records are kept (in accordance with section 41 of the Act); and
 - accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:



Date: 15th May 2025

Name:
Address:

Mark Thompson MAAT
42 Lesbury Road
Newcastle upon Tyne
NE6 5LB

Deaflink North East

Statement of Financial Activities for the year ended 31 March 2025

	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds	
Receipts	2025	2025	2025	2024	
			£	£	
Grants	4	1000	102214	103214	84541
Donations		910		910	2268
Training Income		32150		32150	20650
Sundry income		2695		2695	0
Bank interest		913		913	870
Total Receipts		37668	102214	139882	108329
Payments					
Staff Costs		12038	84325	96363	89686
Sessional Workers		1970	2290	4260	90
Stationery & Equipment		1003	2489	3492	1113
Rent, Heating & Electric				0	483
Website & IT			580	580	2775
Telephone			346	346	342
Postage & Printing			327	327	303
Legal & Prof. Fees			2828	2828	7812
Meetings, Events & Forums			4684	4684	1578
Payroll, Accountancy & Bank Charges		204	650	854	697
Insurance			524	524	0
Communications		505	2465	2970	1650
Staff Travel & Training			628	628	346
User Travel				0	0
Independent Examination Fee				0	0
Other Costs		120	78	198	212
Total Payments		15840	102214	118054	107087
Surplus / deficit for the year		21828	0	21828	1242
Funds at 1 April 2024		91175	0	91175	89933
Funds at 31 March 2025		113003	0	113003	91175

Deaflink North East

Notes to the accounts, 2024/25

1. Basis of accounts

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006

Deaflink North East meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

1b. Opening Balance Adjustment

A previous balance showing on the balance sheet has been removed £785. This does not effect The Restricted Funds balance.

2. Trustees and Staff

No Trustees were remunerated or received expenses payments.

Total Salary Costs	£96,363
Average no of staff was	5

3. Costs of financial services

The cost for the Independent Examination for the financial period will be £440.

4. Funding

Grants received through the year:

Restricted:

Deaf Conference:

- CNTW	3717
- Newcastle upon Tyne Hospital Trust	4000
- Northumbria Healthcare Foundation Trust	4000
Newcastle upon Tyne Hospital Trust	20000
Trustees of Samares	10000
Newcastle Fund	25000
Health Foundation	15497
Northumbria Healthcare Foundation Trust	20000
Total Restricted Grants	102214

Hospital of God	1000
Total Unrestricted Grants	1000

Total Grants Received	103214
------------------------------	---------------

5. Fund Analysis

Restricted Funds

Deaf Conference:

	March '24	Income	Expend	March '25
- CNTW		3717	3717	0
- Newcastle upon Tyne Hospital Trust		4000	4000	0
- Northumbria Healthcare Foundation Trust		4000	4000	0
Newcastle upon Tyne Hospital Trust		20000	20000	0
Trustees of Samares		10000	10000	0
Newcastle Fund		25000	25000	0
Health Foundation		15497	15497	0
Northumbria Healthcare Foundation Trust		20000	20000	0
	0	102214	102214	0

6. Related party transactions

There were no significant transactions between the project and any related parties during the period. No payments have been made to Trustees.

7. Current Liabilities:

Grants Received in Advance:	
Northumbria Healthcare Trust	10000
Total Current Liabilities	10000

8. Designated Funds

Contingency Fund	60000
Total Designated Funds	60000

Notes:

Contingency Fund

This is in place to cover closing costs for the organisation, so it can fulfil its legal obligations, e.g. Redundancy & leases.

DEAF LINK NORTH EAST

England & Wales - Charity number 1147237

Accounts

ANNUAL REPORT



2023-2024

CONTENTS

01. Chairs report

Jo Nicolls summarises the issues affecting the communities and Deaflink

02. Hard of hearing work

Louise McGlen informs us what she has been able to achieve with people who have acquired hearing loss

03. Our BSL work

Claire, Jo and Fahmi update us on the challenges they have faced this year. This includes the groups and Health Navigators.

04. Statistics

How many meetings? Number of Groups we delivered. How many one-to-one clients and appointments.

05. Finances

The money we spent and where did we get our income from.

06. People

The people who have volunteered and worked for Deaflink.

CHAIRS REPORT – JO NICOLLS

I would like to start this report by saying how proud I am to return as chair of Deaflink. I would also like to take this opportunity to thank Maureen McGarrity for her work as chair of Deaflink over the last four years. She was a real benefit to Deaflink, and we were sad to see her leave. We wish her all the very best.

Deaflink is now into its 23rd year of existence and in each of those years it has developed and grown and, in some cases, changed in direction. In May, this year we moved to new offices, and we are grateful to CNTW for ensuring we did not become homeless.

One thing that is consistent is the need to support British Sign Language users to provide opportunities for them to meet and engage using their own language. The need to provide support to people who have acquired hearing loss is also often overlooked. For many who are hard of hearing the ability to communicate with others in similar situations and share experiences and tips is invaluable.



We have also been more involved in working with our Deaf and hard of hearing clients to be able to access healthcare in a suitable and accessible manner. The need for our Health Navigator programme has been highlighted in the statistics and the client feedback where many feel they would have no one else to help them. We have also seen a massive increase in supporting people with acquired hearing loss to receive support in understanding and managing their hearing aids. Technology works in mysterious ways or in some cases it does not!

Finally, I would like to acknowledge the work of the Deaflink team. Thank you everyone.



LAST YEAR

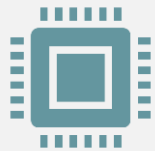
- **56 GROUPS, 455 ATTENDED**
- **230 CLIENTS, 2849 CONTACTS**



We met with 117 clients who had 313 one to one queries. 58 people we supported were referred from Audiology and this equated to 174 meetings



Most were about connecting hearing aids and mobile phones. Audiology is now mainly using Oticon now which has a slightly different system and is sometimes not compatible with android phones. In most cases we were able to solve the issue with just a few people needing to go back to audiology for help with their settings.



Other support has been around accessibility – where there was no viable option to using the phone e.g. Micro chipping pets, explaining the impact of hearing loss on an individual's life for PIP forms etc.

HARD OF HEARING WORK

Louise McGlen

HARD OF HEARING WORK

Groups

Speakers and visits included National Energy Action, Northern Stage, a follow up from last year to see works on paper at the Hatton Gallery, Audiology and Victoria Tunnel and one of our Hearing Loss Support Group members lead a session talking about his experiences of losing his hearing.

“So good to meet you and others today as it's been so long since I've been in an environment where I felt taking part and communicating was possible.”



We always have a palantypist providing live speech to text subtitles on a screen at meetings. This helps people for whom amplification via the Roger Pen does not help them hear the speaker.

D/DEAF AWARENESS EVENTS 2023

We went to North Tyneside, Cramlington, Freeman and RVI hospitals for D/deaf awareness week.

We set up a stall about our work, providing leaflets, fingerspelling cards etc.

It was a successful week with outpatients, students, nurses and staff visiting us for information and enquiries.



REGULAR BSL EVENTS



WALKING GROUP

Once a month, we organise a walking group we visit various places depending on the weather. If it rains, we go to indoor museums. A few of the places we visited include Tynemouth beach, Segedunum roman fort, Heaton park, crazy mini golf, Washington old hall, ten pin bowling, and Laing arts gallery.



DROP IN CHAT GROUP

Deaflink organise a drop-in chat group once a month at Shearer's bar. We can relax, chat with friends, play games like Jenga, uno cards, and quizzes. We also have presentations on subjects such as energy and fuel advice, providing information about the costs of living, smart meters, and priority services.



DEAF FORUMS

Deaf forums run four times a year at Brunswick Methodist church on Saturday mornings for 2 hours. We cover a variety of topics including talks on pension advice, North East Ambulance Service, Sign Health mental health & wellbeing and domestic abuse with many regular attendances.

DROP-IN SERVICE – NEWCASTLE DEAF CENTRE

OUR STAFF JO AND FAHMI ATTEND THE NEWCASTLE DEAF CENTRE TWICE A MONTH TO PROVIDE A DROP-IN SERVICE FOR DEAF BSL USERS.

IT IS FOR PEOPLE WHO NEED ADVICE ON HOSPITAL APPOINTMENTS, BENEFITS, LETTER TRANSLATIONS, AND MORE. THE SERVICE IS EXTREMELY POPULAR WITH NUMEROUS BSL USERS REQUIRING SUPPORT.

ANNUAL REPORT 2023-24



OTHER BSL EVENTS



NUFC

We visited the Newcastle United stadium tour on 10th October 2024. Sixteen BSL users enjoyed themselves and were interested in NUFC, learning things they did not previously know. They were passionate and enthusiastic, asking lots of questions.



NORTHERN LIGHTS

On Monday, 4th of December 2023, a group of ten people showed great bravery by attending the Northern Lights show at Leazes park in Newcastle. We had exceptionally terrible weather, which included heavy rain. Despite the challenging conditions, everyone enjoyed seeing the various lights and topped off the experience with warm drinks and pizza at the end of the walk.



NORTHERN STAGE

9 people attended a signed performance of 'Cinderella' at Northern Stage. It was a fantastic show with a new spin on the traditional story. This was an integrated performance with the BSL interpreter following the actors around the stage translating next to the actors on the stage instead of standing in the corner making it difficult to watch both the performance and the interpreter. This was a unique experience for us. We loved it so much from start to end.



WILDLIFE SESSIONS

We had four sessions to learn about wildlife and nature. We made birdfeeders, bird boxes, solitary bee habitats, and planted pollinator-friendly seeds with Northumberland Wildlife Trust. On 22nd march 2024, we went for a day out to Northumberlandia to participate in wild bird watching. Everyone was provided with binoculars to observe the wild birds in the forest. We learned the names of different wild birds and information about the forest, including the variety of plants and trees.

ANNUAL REPORT 2023-24

DEAF RIGHTS

We continue to provide one to one support to BSL users who cannot access other services. We helped 113 BSL users with over 2,500 contacts (on average 23 times per person). This includes Health Navigators clients.

ANNUAL REPORT 2023-24



Do you need help?



HEALTH NAVIGATORS

Claire Hoggeth

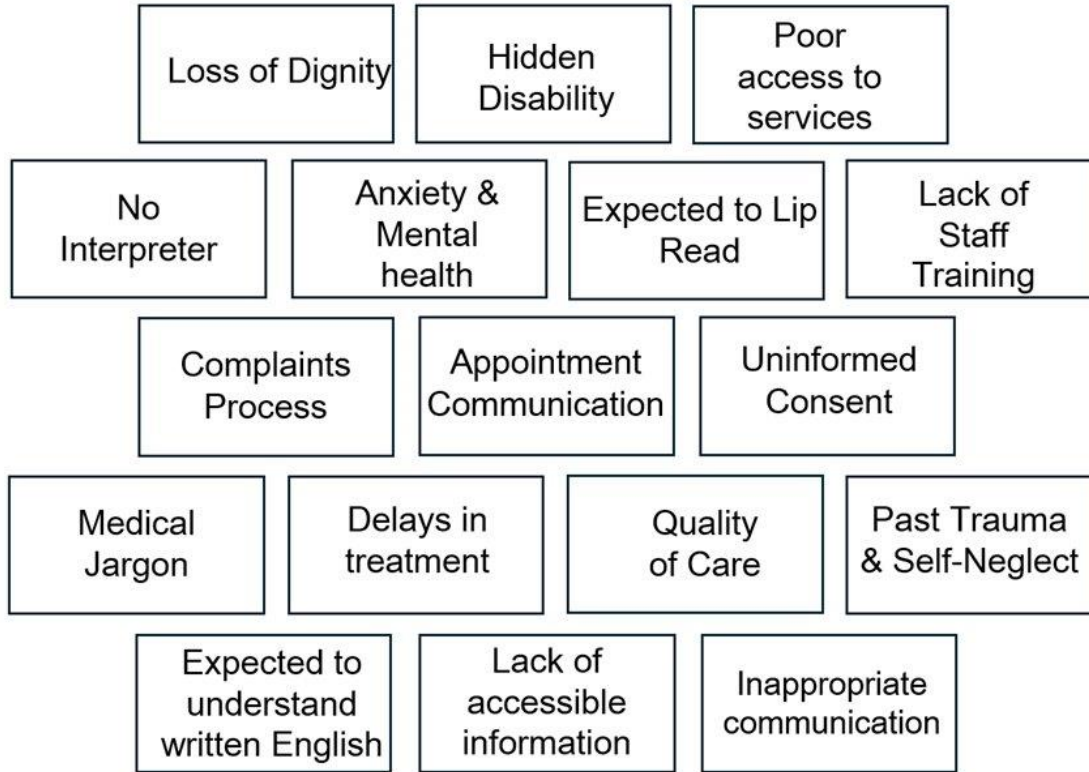
Since the last annual report, there have been changes and challenges in relation to moving to a different office, and in the way we work with our Deaf clients.

As a result of our work Deaf people are becoming more aware and are recognising their health symptoms. We had 47 clients in this year.

We are finding that they are coming to our service with serious health conditions that they have previously not recognised due to the lack of information.

We work to empower and promote understanding of health conditions and to get the appropriate support.

How BSL Users are Failed



Health Navigators are the Bridge between Patients and Staff

WHAT HEALTH NAVIGATORS DID	How many times
Advice and Information	329
Aftercare e.g. Wheelchair, social care	42
Arrange emergency interpreter	15
Arrange patient transport	19
Contact GP/Dentists/Opticians/pharmacy	115
Contact hospital	307
Contact interpreter agency	119
Help Client understand their illness	22
Prepare for appointment/admission	21
What to expect on the day of their hospital appt	48
Educate the professionals e.g. Deaf Awareness	56
Emergency support	26
Emotional Support	175
Hospital admission support or discharge information	19
Increase information and understanding of process	431
Staff member visit hospital	8
Support with Complaints	49
Talk to family/Carers or Care Givers	23
Understanding Medication	14
Other (not specifically 'health' related)	208

After reflecting on the past year this has been a positive journey and I would like to think that we have made a difference to Deaf people's lives with their health, on the most basic level:

- for them to have BSL interpreters at their appointments
- to allow them to have information and advice about their health
- have an opportunity to make choices and decisions about their health

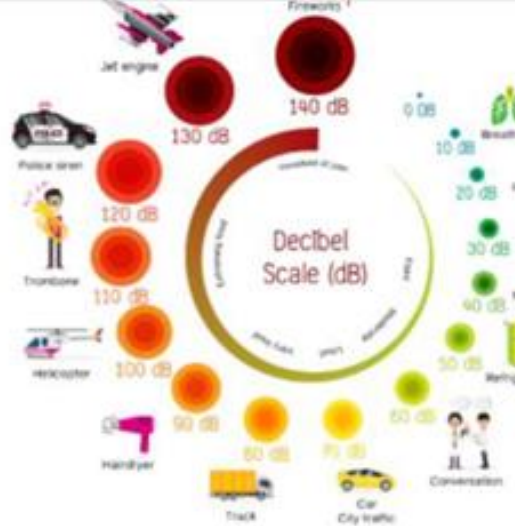
I would like to believe that this is a story of making a difference by improving quality of life, mental health and to maintain their physical health.

Claire Hoggeth

Annual Report 2023-24



This would not have happened without our team's effort, determination and our key ingredient to accomplish and face the challenges - support we offer each other within our team.



Working with
BSL Interpreter

D/deaf
Awareness

E-LEARNING MODULES

In this year we created 3 e-learning modules. Mainly in response to the need to deliver training to the healthcare trusts that we are working with. The e-learning modules are delivered by BSL users and a lip-reading specialist. The modules are interactive and have examples and case studies based on real events in the last 12 months.

We are grateful to everyone who gave their time and knowledge in developing this fantastic resource, especially to Jenny Hayes for her creative skills and encouragement and Louise Borrell for content and immense lip-reading knowledge. Many thanks to Julie Storey, Emma Watson, Katie Ho, Judith Pickering, Claire, Jo, Fahmi, Jo Nicolls and EJ for your support, patience and professionalism.

STATISTICS

Clients **230** (and
this involved ...)

Contacts/actions -
2849

Home Visits - **83**

Video Meetings -
483

Deaf Centre drop
in - **61** people
with 142 queries

Staff attended **100**
meetings with
other organisations

FINANCES



INCOME £108,329

SPENT £107,087

Thanks to our funders and contributors - Newcastle Fund, the Peoples Postcode Lottery and various organisations who have bought D/deaf awareness training. We also received funding from the 3 hospital trusts - CNTW, NuTH and NHCT and the Health Foundation and NHS England to help us to deliver the Health Navigator programme.

THANK YOU for the wonderful donations from members of the public. We would especially like to thank Gateshead Deaf Women's Health Group and Yvonne Lord.

ANNUAL REPORT 2023-24

**To everyone who has helped in
2023-24 - we really couldn't do
it without you**

- **Board Members**
- **Volunteers**
- **Staff**
- **Partners**
- **Funders**
- **Communication Support professionals**



CONTACT INFORMATION

- **ADDRESS:** 1 CHURCH VIEW HOUSE, ST NICHOLAS HOSPITAL, JUBILEE ROAD, NEWCASTLE UPON TYNE, NE3 3XT
- **TEXT:** 07897 329 359
- **TELEPHONE:** 0191 223 2128
- **EMAIL:** ADMIN@DEAFLINK.ORG.UK
- **WEBSITE:** WWW.DEAFLINK.ORG.UK
- WWW.FACEBOOK.COM/DEAFLINK
- **X:** DEAFLINK_NE

Deaflink North East is a Company Limited by Guarantee, registered in England and Wales; Company No. 7982375; Charity No. 1147237. Registered address above.

Deaflink North East

(A Company Limited by Guarantee)

Trustees Report and Financial Statements For The Year Ended 31 March 2024

Charity No. 1147237

Company Registration No. 07982375

Legal and Administrative Information

Name: **Deaflink North East**

Reg'd Charity No: 1147237

Company no: 07982375

Trustees: Maureen Bonnie McGarrity (Chair) (resigned Dec 23)
Joyce Pennington
Rachel Ross
Laura McQuillan
Christopher Rowlands
Heather Thomson
Louise Borrell
Rachel Bell (resigned Jan 24)
Malcolm Bell (resigned Jan 24)
Geoff Bell
Joanne Grace Nicolls (joined Jan 24) (Chair)
Emma Ashie-Neequaye (joined Jan 24)

Address: 1 Church View House,
St Nicholas Hospital
Jubilee Road
Newcastle upon Tyne
NE3 3XT

Bankers: The Co-operative Bank

Independent Examiner: Mark Thompson MAAT
42 Lesbury Road
Newcastle upon Tyne
NE6 5LB

Trustees Annual Report
For the year ended 31st March 2024

The trustees present their report and accounts for the year ended 31st March 2024

The work of Deaflink addresses inequalities and barriers facing people who have hearing loss. Our primary focus remains ensuring that D/deaf people are empowered by having access to information to enable them to make choices and to communicate.

We encourage individuals and organisations to be aware of D/deaf people's rights and responsibilities. Our Forums and Focus groups for Deaf and Hard of Hearing people continued to provide invaluable support.

Deaflink North East continues to build strong relationships with key partners in the city of Newcastle and the North East. Health Navigators, a unique programme working together with the 3 hospital Trusts in the north Tyne area- CNTW; NHCT and NuTH continues to thrive. The patient journey for BSL users is slowly improving.

We have also developed a set of eLearning modules. Focussing on D/deaf Awareness, understanding the communication barriers and how to use interpreters. They are written from a healthcare perspective and give examples of D/deaf people's experiences in primary and acute health care settings. We will be looking at how to market this resource.

The trustees/directors have considered the guidance produced by the Charity Commission on the provision of public benefit and they confirm that public benefit has been provided by the range of activities as described above.

Matters Pertaining to Companies Act 2006

For the year ending 31 March 2024 the company was entitled to exemption from audit under section 447 of the Companies Act 2006. The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006. The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

Signed ... Position Trustee



Print Name... Louise Borrell

Date25th July 2024

Signed Position ...Trustee



Print Name.....Christopher Rowlands

Date25th July 2024

INDEPENDENT EXAMINER'S REPORT

Report to the
trustees of

Deaflink North East

On accounts for
the year ended

31 March 2024

Charity no 1106223

**Respective
responsibilities of
trustees and
examiner**

The trustees of the organisation are responsible for the preparation of accounts; they consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 and that an Independent Examination is needed.

It is my responsibility to

- examine the accounts (under section 145 of the 2011 Act),
- follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Act), and
- state whether particular matters have come to my attention.

**Basis of
independent
examiner's
statement**

My examination was carried out in accordance with General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.

**Independent
examiner's
statement**

In the course of my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the trustees have not met the requirements to ensure that:

- proper accounting records are kept (in accordance with section 41 of the Act); and
- accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:



Date: 27th June 2024

**Name:
Address:**

Mark Thompson MAAT
42 Lesbury Road
Newcastle upon Tyne
NE6 5LB

Deaflink North East

Statement of Financial Activities for the year ended 31 March 2024

	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
Receipts	2024	2024	2024	2023
			£	£
Grants	4	5500	79041	84541
Donations		2268		2268
Training Income		20650		20650
Sundry income			0	170
Bank interest		870		870
Total Receipts		29288	79041	108329
Payments				
Staff Costs		18065	71621	89686
Sessional Workers			90	90
Stationery & Equipment		1113		1113
Rent, Heating & Electric		483		483
Website & IT		2775		2775
Telephone			342	342
Postage & Printing		222	81	303
Legal & Prof. Fees		5176	2636	7812
Meetings, Events & Forums			1578	1578
Payroll, Accountancy & Bank Charges			697	697
Insurance			0	679
Communications			1650	1650
Staff Travel & Training			346	346
User Travel			0	46
Independent Examination Fee			0	300
Other Costs		212		212
Total Payments		28046	79041	107087
Surplus / deficit for the year		1242	0	1242
Funds at 1 April 2023		90718	0	90718
Funds at 31 March 2024		91960	0	91960

Deaflink North East

Balance Sheet as at 31 March 2024

	2024 £	2023 £
Fixed Assets		
Current Assets		
Cash at Bank & in Hand	103460	96943
Total Cash Balances	<u>103460</u>	<u>96943</u>
Current Liabilities	7 11500	6225
Net Current Assets	91960	90718
Net Assets at 31 March 2024	<u>91960</u>	<u>90718</u>
Represented By:	8	
Restricted Funds	0	0
Designated Funds	50000	35622
Unrestricted Funds	41960	55096
	<u>91960</u>	<u>90718</u>

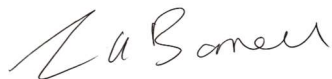
For the year ending 31/03/2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors responsibilities:

- a) The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476, of the Companies Act 2006
- b) The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.
- c) The accounts have been prepared in accordance with the special provisions of the Companies Act relating to small companies.

Signed ...

Position Trustee



Print Name... Louise Borrell

Date25th July 2024

Signed

Position ... Trustee



Print Name... Christopher Rowlands

Date25th July 2024

Deaflink North East

Notes to the accounts, 2023/24

1. Basis of accounts

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006

Deaflink North East meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

2. Trustees and Staff

No Trustees were remunerated or received expenses payments.

Total Salary Costs	£86,990
Average no of staff was	5

3. Costs of financial services

The cost for the Independent Examination for the financial period will be £420.

4. Funding

Grants received through the year:

Restricted:

the Health Foundation and NHS England	24479
Newcastle Fund	24562
Newcastle upon Tyne Health Foundation Trust	20000
Northumbria Healthcare Foundation Trust	10000
Total Restricted Grants	79041

Unrestricted:

Barbour Foundation	5000
Hadrian Trust	500
Total Unrestricted Grants	5500

Total Grants Received	84541
------------------------------	--------------

5. Fund Analysis

Restricted Funds	March '23	Income	Expend	March '24
the Health Foundation and NHS England		24479	24479	0
Newcastle Fund		24562	24562	0
Newcastle upon Tyne Health Foundation Trust		20000	20000	0
Northumbria Healthcare Foundation Trust		10000	10000	0
	0	79041	79041	0

6. Related party transactions

There were no significant transactions between the project and any related parties during the period. No payments have been made to Trustees.

7. Current Liabilities:

Grants Received in Advance:
the Health Foundation Foundation and NHS England 11500

Total Current Liabilities 11500

8. Designated Funds

Contingency Fund 50000

Total Designated Funds 50000

Notes:

Contingency Fund

This is in place to cover closing costs for the organisation, so it can fulfil its legal obligations, e.g. Redundancy & leases.

Deaflink North East

(A Company Limited by Guarantee)

Trustees Report and Financial Statements For The Year Ended 31 March 2024

Charity No. 1147237

Company Registration No. 07982375

Legal and Administrative Information

Name: **Deaflink North East**

Reg'd Charity No: 1147237

Company no: 07982375

Trustees: Maureen Bonnie McGarrity (Chair) (resigned Dec 23)
Joyce Pennington
Rachel Ross
Laura McQuillan
Christopher Rowlands
Heather Thomson
Louise Borrell
Rachel Bell (resigned Jan 24)
Malcolm Bell (resigned Jan 24)
Geoff Bell
Joanne Grace Nicolls (joined Jan 24) (Chair)
Emma Ashie-Neequaye (joined Jan 24)

Address: 1 Church View House,
St Nicholas Hospital
Jubilee Road
Newcastle upon Tyne
NE3 3XT

Bankers: The Co-operative Bank

Independent Examiner: Mark Thompson MAAT
42 Lesbury Road
Newcastle upon Tyne
NE6 5LB

Trustees Annual Report
For the year ended 31st March 2024

The trustees present their report and accounts for the year ended 31st March 2024

The work of Deaflink addresses inequalities and barriers facing people who have hearing loss. Our primary focus remains ensuring that D/deaf people are empowered by having access to information to enable them to make choices and to communicate.

We encourage individuals and organisations to be aware of D/deaf people's rights and responsibilities. Our Forums and Focus groups for Deaf and Hard of Hearing people continued to provide invaluable support.

Deaflink North East continues to build strong relationships with key partners in the city of Newcastle and the North East. Health Navigators, a unique programme working together with the 3 hospital Trusts in the north Tyne area- CNTW; NHCT and NuTH continues to thrive. The patient journey for BSL users is slowly improving.

We have also developed a set of eLearning modules. Focussing on D/deaf Awareness, understanding the communication barriers and how to use interpreters. They are written from a healthcare perspective and give examples of D/deaf people's experiences in primary and acute health care settings. We will be looking at how to market this resource.

The trustees/directors have considered the guidance produced by the Charity Commission on the provision of public benefit and they confirm that public benefit has been provided by the range of activities as described above.

Matters Pertaining to Companies Act 2006

For the year ending 31 March 2024 the company was entitled to exemption from audit under section 447 of the Companies Act 2006. The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006. The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

Signed ... Position Trustee



Print Name... Louise Borrell

Date25th July 2024

Signed Position ...Trustee



Print Name.....Christopher Rowlands

Date25th July 2024

INDEPENDENT EXAMINER'S REPORT

Report to the
trustees of

Deaflink North East

On accounts for
the year ended

31 March 2024

Charity no 1106223

**Respective
responsibilities of
trustees and
examiner**

The trustees of the organisation are responsible for the preparation of accounts; they consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 and that an Independent Examination is needed.

It is my responsibility to

- examine the accounts (under section 145 of the 2011 Act),
- follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Act), and
- state whether particular matters have come to my attention.

**Basis of
independent
examiner's
statement**

My examination was carried out in accordance with General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.

**Independent
examiner's
statement**

In the course of my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the trustees have not met the requirements to ensure that:
 - proper accounting records are kept (in accordance with section 41 of the Act); and
 - accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:



Date: 27th June 2024

**Name:
Address:**

Mark Thompson MAAT
42 Lesbury Road
Newcastle upon Tyne
NE6 5LB

Deaflink North East

Statement of Financial Activities for the year ended 31 March 2024

	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
Receipts	2024	2024	2024	2023
			£	£
Grants	4	5500	79041	84541
Donations		2268		2268
Training Income		20650		20650
Sundry income			0	170
Bank interest		870		870
Total Receipts		29288	79041	108329
Payments				
Staff Costs		18065	71621	89686
Sessional Workers			90	90
Stationery & Equipment		1113		1113
Rent, Heating & Electric		483		483
Website & IT		2775		2775
Telephone			342	342
Postage & Printing		222	81	303
Legal & Prof. Fees		5176	2636	7812
Meetings, Events & Forums			1578	1578
Payroll, Accountancy & Bank Charges			697	697
Insurance			0	679
Communications			1650	1650
Staff Travel & Training			346	346
User Travel			0	46
Independent Examination Fee			0	300
Other Costs		212		212
Total Payments		28046	79041	107087
Surplus / deficit for the year		1242	0	1242
Funds at 1 April 2023		90718	0	90718
Funds at 31 March 2024		91960	0	91960

Deaflink North East

Balance Sheet as at 31 March 2024

	2024 £	2023 £
Fixed Assets		
Current Assets		
Cash at Bank & in Hand	103460	96943
Total Cash Balances	<u>103460</u>	<u>96943</u>
Current Liabilities	7 11500	6225
Net Current Assets	91960	90718
Net Assets at 31 March 2024	<u>91960</u>	<u>90718</u>
Represented By:	8	
Restricted Funds	0	0
Designated Funds	50000	35622
Unrestricted Funds	41960	55096
	<u>91960</u>	<u>90718</u>

For the year ending 31/03/2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors responsibilities:

- a) The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476, of the Companies Act 2006
- b) The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.
- c) The accounts have been prepared in accordance with the special provisions of the Companies Act relating to small companies.

Signed ...

Position Trustee



Print Name... Louise Borrell

Date25th July 2024

Signed

Position ... Trustee



Print Name... Christopher Rowlands

Date25th July 2024

Deaflink North East

Notes to the accounts, 2023/24

1. Basis of accounts

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006

Deaflink North East meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

2. Trustees and Staff

No Trustees were remunerated or received expenses payments.

Total Salary Costs	£86,990
Average no of staff was	5

3. Costs of financial services

The cost for the Independent Examination for the financial period will be £420.

4. Funding

Grants received through the year:

Restricted:

the Health Foundation and NHS England	24479
Newcastle Fund	24562
Newcastle upon Tyne Health Foundation Trust	20000
Northumbria Healthcare Foundation Trust	10000
Total Restricted Grants	79041

Unrestricted:

Barbour Foundation	5000
Hadrian Trust	500
Total Unrestricted Grants	5500

Total Grants Received	84541
------------------------------	--------------

5. Fund Analysis

Restricted Funds	March '23	Income	Expend	March '24
the Health Foundation and NHS England		24479	24479	0
Newcastle Fund		24562	24562	0
Newcastle upon Tyne Health Foundation Trust		20000	20000	0
Northumbria Healthcare Foundation Trust		10000	10000	0
	0	79041	79041	0

6. Related party transactions

There were no significant transactions between the project and any related parties during the period. No payments have been made to Trustees.

7. Current Liabilities:

Grants Received in Advance:
the Health Foundation Foundation and NHS England 11500

Total Current Liabilities 11500

8. Designated Funds

Contingency Fund 50000

Total Designated Funds 50000

Notes:

Contingency Fund

This is in place to cover closing costs for the organisation, so it can fulfil its legal obligations, e.g. Redundancy & leases.

DEAFLINK NORTH EAST

England & Wales - Charity number 1147237

Accounts

ANNUAL REPORT



Deaflink North East

2022/2023

Chair Comments by Maureen McGarrity

Welcome to this year's annual report. I am pleased to report that Deaflink has enjoyed a great year supporting the D/deaf communities. It is so important that D/deaf people have the opportunity to meet and share experiences and it's lovely to catch up with you all. We even managed, working with Northumbria Deaf Church, to arrange a signed Christmas Carol service where we could all join the fun.



The Health Navigator service has been very busy, making sure that BSL users can access hospital treatment, that they have accessible information about their treatments and an interpreter is present at all of their appointments. We have been able to work with the hospital staff and encouraged them to understand more about the barriers to healthcare. We will continue to work together to try to remove the barriers.

This Report is for April 2022 to March 2023.

It includes:

- Chairs comments
- Services
- Finances
- People
- Statistics

The long awaited BSL Act became law in 2022 and we are hopeful that the Government will promote and include the use of BSL in all aspects of society. Soon, they will be teaching children BSL as a language option in schools and I understand that there are record numbers of people signing up to learn British Sign Language. Hopefully, this will lead to a more D/deaf friendly place to live.

There have been challenges, the cost of living crisis has impacted everyone and in many cases, Deaf people have been relying on Deaflink to provide information about grants and payments that can help.

In February, we were told that we needed to move from our offices because the landlord needed the space - we were able to move in May 2023 and the new address is on the back page.

I would like to thank the volunteers, the committee and the staff at Deaflink for their hard work over the last 12 months.



Carol Service, December 2022

BSL Groups and Events

Mosaic Workshop (New)

BSL users went to the Mosaic workshop for 6 sessions to create mosaic pieces of art with Tyne Housing at Byker. We all enjoyed the experience of learning something new and found it very therapeutic and relaxing. It was interesting to create butterflies and others from just an idea in our heads to the finished piece of art. We had not had anything like this before and found it very interesting and astonishing the amount of work that goes into the Mosaics.



Deaf Forum

We have run several Deaf Forums on Saturday mornings for Deaf BSL users, 4 times a year, we covered topics about Health Navigators, the Macmillan Deaf Cancer project, Health access to hospitals and Electoral Commission to provide an opportunity for D/deaf people to learn more about the subjects and ask questions. The forums can be a vital way of providing information to the D/deaf community in an accessible format.

Drop in Chat

We run a drop-in and chat group once a month on Tuesday afternoons, the numbers have increased, and the group provides an opportunity for individuals to chat with their friends as well as the BSL Information Officer providing information on current affairs affecting the Deaf community. For example, we had a guest speaker from Newcastle Council talk about Newcastle Clear Air Zone.



3rd & 5th May Deaf Awareness Week

We displayed information and leaflets on our services including the types of support we provide, our various groups, the Health Navigator project etc. at the Monument Metro Station and Newcastle University for Deaf awareness week.

Ghost Walk (New)

We had eighteen BSL users come along to the Ghost Walk tour in Newcastle. We all enjoyed learning about the history of the city as well as the ghost sightings and the stories behind them. Some of us were surprised at what we learnt as we had no idea of the ghosts and the history around us. Thanks to Emma Watson for interpreting for us. It was a great tour.



In total Deaflink delivered **87 groups in 2022/23** and had **139 different people attending**. On average each person attended an event 5 times this year.



Wood Carving - 6 weeks sessions (New)

Six BSL users went to the wood carving for 6 sessions. At first, people were unsure about the wood carving but they loved it, creating their own animals like hedgehogs, rabbits, foxes, owls, red robins, and ducks. We were very impressed at the end of the 6th session to see the outcome of our hard work. A number of our clients found the sessions very therapeutic, taking their frustrations and stress out on the wood while creating an end product to be proud of.

Newcastle/Gateshead Top Bus

BSL users went on bus tour in Newcastle and Gateshead for an hour. They enjoyed learning more about the city they live in

watching the BSL interpreter explaining all the history around Newcastle / Gateshead. It was a nice ride out; the weather was lovely and dry for the afternoon day out.



Ten Pin Bowling

The group went to Eldon Square to have a game of ten-pin bowling for fun and catch up with friends. The event proved very competitive, with each team trying to win but in a fun and relaxed atmosphere. Everyone enjoyed the event stating they would like to do this again.

Taster Music Sessions (New)

Eight BSL users went to a Taster Music session with Tyne Housing. At first, they thought it was impossible because they can't hear the music. But it was not about listening to music, it was about the vibration of the musical instruments, tongue drum, xylophone, bongos, tambourine, D shape & sound therapy. We all took turns, playing different rhythms 1,2,3,4, 1,2,3,4 and we practiced. Some of the BSL users can hear with hearing aids or Cochlear implants. Some can feel the vibrations with their body feeling the different rhythms. They loved this new experience and want to do this again.



Christmas Carols (New)

This is the first time we held a Christmas carol service with Northumbria Deaf Church at St Andrews Church on Sunday 11th December 2022.



Twenty-four people attended. They were brave to come along because it was snowing. Several people came in Christmas jumpers or Christmas hats to get into the Christmas spirit. We sang Christmas carols in BSL then refreshments were provided at the end of the Christmas carols.

Walking Group

This group meet every month to go for walks, some bring their dogs, and everyone is welcome. If the weather is bad then we meet up for a chat.

Hard of Hearing work

Louise McGlen

Hearing Loss Support Group

We have become established in Shearers Bar upstairs. Group members are very happy with the location. Speakers have included Audiology, Phonak, Carers Centre and the Hatton Gallery. We arranged a visit to the Hatton to see one of the exhibitions mentioned during the session. Members commented that viewing art is an activity they can enjoy on an equal footing to others – there is no stress about missing anything as the exhibition information available throughout and is easy to read at the Hatton. One member commented that they may not have thought to go to an art gallery before but now felt it was an activity they could do.



Tinnitus Support Group.

Attendance has remained lower than prior to lockdown although 20 members requested to stay on the email circulation list, some in case they needed to attend others to stay connected to a source of support.



Hard of Hearing Group at Shearers Bar

Working with other agencies

It's important to work with other organisations to share information and gain better understanding. We work with the audiology team at NuTH. They have given us tips to share with our clients:

- Give them as much information as possible when requesting an appointment can help speed things up
- They cannot help with straightforward connectivity issues.

Many hard of hearing people have difficulties understanding the technology and they require support to use their new hearing aids.

RJs hearing had deteriorated a lot and she was quite distressed – we met up to see if we could work out some of her phone issues. We worked out that the text relay app needs better Wi-Fi connection than she has available at her house. She liked the look of live transcribe and we put it onto her phone. She started attending hearing Loss Support Group and has become a regular attendee – she likes that we have a Palantypist so she can read what she can't hear.

“I feel relaxed at the meetings because everyone is in the same situation.”

Statistics 2022 – 23

In this year we provided information, advice and support to **238** D/deaf people.

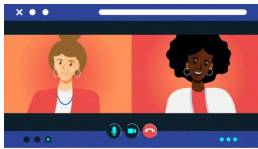
This work included **2989** meetings or contacts with our clients.



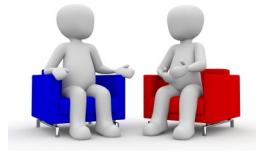
This involved over **1678** hours staff time.



There were **57** Home Visits



621 video meetings



And **64** office visits

Finances

Thanks to our Funders and contributors - Newcastle Fund, the People's Postcode Lottery, the Barbour Foundation and the Hadrian Trust. We very much appreciate the funding we have received from CNTW, Newcastle Hospital Charity and Northumbria Healthcare Bright Charity to help us to deliver the Health Navigator programme.

Also a big **THANK YOU** for the wonderful donations from members of the public. We would especially like to thank our former Chair, Jo Nicolls for her very generous donation.

All of the money donated goes towards the costs of delivering the Deaflink service in the North East.

Budget	2022/23
We Spent	£102,683
Our Income	£105,073

We are a team at Deaflink and we are proud, committed and passionate about what we do - we bring together people, support each other and fight for the rights of people who have all levels of hearing loss. **THANK YOU TEAM**

Contact Us:

1 Church View House,
St Nicholas Hospital,
Jubilee Road,
Newcastle upon Tyne,
NE3 3XT



07897 329 359



0191 233 2128



admin@deaflink.org.uk

Website

www.deaflink.org.uk

www.facebook.com/deaflink

facebook

twitter

Deaflink_NE

Deaflink North East

(A Company Limited by Guarantee)

Trustees Report and Financial Statements For The Year Ended 31 March 2023

Charity No. 1147237

Company Registration No. 07982375

Legal and Administrative Information

Name: **Deaflink North East**

Reg'd Charity No: 1147237

Company no: 07982375

Trustees: Maureen Bonnie McGarrity (Chair)
Joyce Pennington
Rachel Ross
Laura McQuillan
Christopher Rowlands
Heather Thompson
Louise Borrell
Rachel Bell
Malcolm Bell
Geoff Bell

Address: 4 Glendale Terrace
Newcastle upon Tyne
NE6 1PB

Bankers: The Co-operative Bank

Independent
Examiner: Mark Thompson MAAT
42 Lesbury Road
Newcastle upon Tyne
NE6 5LB

Trustees Annual Report
For the year ended 31st March 2023

The trustees present their report and accounts for the year ended 31st March 2023

The work of Deaflink addresses inequalities and barriers facing people who have hearing loss. Our primary focus remains ensuring that D/deaf people are empowered by having access to information to enable them to make choices and the ability to appropriately communicate these.

We encourage individuals and organisations to be aware of D/deaf people's rights and responsibilities. Our Forums and Focus groups for Deaf and Hard of Hearing people continued to provide invaluable support. This has been our first full year since the pandemic and people are starting to feel confident meeting with others, the numbers of people attending are returning to pre-Covid levels.

Access to services continues to be a significant barrier. Organisations have embraced technology and assume that the general population should too. Many BSL users and people who are hard of hearing do not have the access to or understand the technology and systems. A really good example is hearing aids that can connect to Bluetooth – this is wonderful for some people and horrendous for others.

Deaflink North East continues to build strong relationships with key partners in the city of Newcastle and the North East. In this year we have been able to launch Health Navigators, a unique programme working together with the 3 hospital Trusts in the north Tyne area- CNTW; NHCT and NuTH. They fund us to provide support to BSL users who are patients in their hospitals, helping them understand the process and information about their health. Most importantly we are assisting BSL users to have more choice and control over their health.

The trustees/directors have considered the guidance produced by the Charity Commission on the provision of public benefit and they confirm that public benefit has been provided by the range of activities as described above.

Matters Pertaining to Companies Act 2006

For the year ending 31 March 2023 the company was entitled to exemption from audit under section 447 of the Companies Act 2006. The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006. The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

Signed ... Position Trustee



Print Name...Louise Borrell

Date 7th December 2023

Signed Position ...Trustee



Print Name...Christopher Rowlands

Date ...7th December 2023

INDEPENDENT EXAMINER'S REPORT

Report to the
trustees of

Deaflink North East

On accounts for
the year ended

31 March 2023

Charity no 1106223

**Respective
responsibilities of
trustees and
examiner**

The trustees of the organisation are responsible for the preparation of accounts; they consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 and that an Independent Examination is needed.

It is my responsibility to

- examine the accounts (under section 145 of the 2011 Act),
- follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Act), and
- state whether particular matters have come to my attention.

**Basis of
independent
examiner's
statement**

My examination was carried out in accordance with General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.

**Independent
examiner's
statement**

In the course of my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the trustees have not met the requirements to ensure that:

- proper accounting records are kept (in accordance with section 41 of the Act); and
- accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:



Date: 21st November 2023

**Name:
Address:**

Mark Thompson MAAT
42 Lesbury Road
Newcastle upon Tyne
NE6 5LB

Deaflink North East

Statement of Financial Activities for the year ended 31 March 2023

	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds	
Receipts	2023	2023	2023	2022	
			£	£	
Grants	4	23750	76891	100641	87098
Donations		1063		1063	150
Training Income		2900		2900	5500
Sundry income		170		170	1478
Bank interest		299		299	59
Total Receipts	28182	76891	105073	94285	
Payments					
Staff Costs	7450	79540	86990	73246	
Sessional Workers		45	45	630	
Stationery & Equipment	785	671	1456	2454	
Rent, Heating & Electric	750	4668	5418	5478	
Website & IT		647	647	690	
Telephone		480	480	414	
Postage & Printing		491	491	120	
Legal & Prof. Fees	479	2403	2882	3747	
Meetings, Events & Forums		760	760	164	
Payroll, Accountancy & Bank Charges	125	165	290	385	
Insurance		679	679	676	
Communications		1830	1830	1734	
Staff Travel & Training	155	202	357	463	
User Travel		46	46	126	
Independent Examination Fee		300	300	300	
Other Costs	12		12	78	
Total Payments	9756	92927	102683	90705	
Surplus / deficit for the year	18426	-16036	2390	3580	
Funds at 1 April 2022	72292	16036	88328	84748	
Funds at 31 March 2023	90718	0	90718	88328	

Deaflink North East

Notes to the accounts, 2022/23

1. Basis of accounts

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006

Deaflink North East meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

2. Trustees and Staff

No Trustees were remunerated or received expenses payments.

Total Salary Costs	£86,990
Average no of staff was	5

3. Costs of financial services

The cost for the Independent Examination for the financial period will be £400.

4. Funding

Grants received through the year:

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust	16000
Newcastle Fund	24891
Newcastle upon Tyne Hospital Trust	20000
Northumbria Healthcare Trust	16000
People's Postcode Lottery	23750

Total Grants Received	100641
------------------------------	---------------

5. Fund Analysis

Restricted Funds	March '22	Income	Expend	March '23
National Lottery Fund - Deaf Rights	11266		11266	0
Sir James Knott Trust	4770		4770	0
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust		16000	16000	0
Newcastle upon Tyne Hospital Trust		20000	20000	0
Northumbria Healthcare Trust		16000	16000	0
Newcastle Fund		24891	24891	0
	16036	76891	92927	0

6. Related party transactions

There were no significant transactions between the project and any related parties during the period. No payments have been made to Trustees.

7. Current Liabilities:

Grants Received in Advance:

Barbour Foundation	5000
Hadrian Trust	500
Total Grants Received in Advance	5500

HMRC 725

Total Current Liabilities 6225

8. Designated Funds

Contingency Fund 35622

Total Designated Funds 35622

Notes:

Contingency Fund

This is in place to cover closing costs for the organisation, so it can fulfil its legal obligations, e.g. Redundancy & leases.

Deaflink North East

(A Company Limited by Guarantee)

Trustees Report and Financial Statements For The Year Ended 31 March 2023

Charity No. 1147237

Company Registration No. 07982375

Legal and Administrative Information

Name: **Deaflink North East**

Reg'd Charity No: 1147237

Company no: 07982375

Trustees: Maureen Bonnie McGarrity (Chair)
Joyce Pennington
Rachel Ross
Laura McQuillan
Christopher Rowlands
Heather Thompson
Louise Borrell
Rachel Bell
Malcolm Bell
Geoff Bell

Address: 4 Glendale Terrace
Newcastle upon Tyne
NE6 1PB

Bankers: The Co-operative Bank

Independent
Examiner: Mark Thompson MAAT
42 Lesbury Road
Newcastle upon Tyne
NE6 5LB

Trustees Annual Report
For the year ended 31st March 2023

The trustees present their report and accounts for the year ended 31st March 2023

The work of Deaflink addresses inequalities and barriers facing people who have hearing loss. Our primary focus remains ensuring that D/deaf people are empowered by having access to information to enable them to make choices and the ability to appropriately communicate these.

We encourage individuals and organisations to be aware of D/deaf people's rights and responsibilities. Our Forums and Focus groups for Deaf and Hard of Hearing people continued to provide invaluable support. This has been our first full year since the pandemic and people are starting to feel confident meeting with others, the numbers of people attending are returning to pre-Covid levels.

Access to services continues to be a significant barrier. Organisations have embraced technology and assume that the general population should too. Many BSL users and people who are hard of hearing do not have the access to or understand the technology and systems. A really good example is hearing aids that can connect to Bluetooth – this is wonderful for some people and horrendous for others.

Deaflink North East continues to build strong relationships with key partners in the city of Newcastle and the North East. In this year we have been able to launch Health Navigators, a unique programme working together with the 3 hospital Trusts in the north Tyne area- CNTW; NHCT and NuTH. They fund us to provide support to BSL users who are patients in their hospitals, helping them understand the process and information about their health. Most importantly we are assisting BSL users to have more choice and control over their health.

The trustees/directors have considered the guidance produced by the Charity Commission on the provision of public benefit and they confirm that public benefit has been provided by the range of activities as described above.

Matters Pertaining to Companies Act 2006

For the year ending 31 March 2023 the company was entitled to exemption from audit under section 447 of the Companies Act 2006. The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006. The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

Signed ... Position Trustee



Print Name...Louise Borrell

Date 7th December 2023

Signed Position ...Trustee



Print Name...Christopher Rowlands

Date ...7th December 2023

INDEPENDENT EXAMINER'S REPORT

Report to the
trustees of

Deaflink North East

On accounts for
the year ended

31 March 2023

Charity no 1106223

**Respective
responsibilities of
trustees and
examiner**

The trustees of the organisation are responsible for the preparation of accounts; they consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 and that an Independent Examination is needed.

It is my responsibility to

- examine the accounts (under section 145 of the 2011 Act),
- follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the Act), and
- state whether particular matters have come to my attention.

**Basis of
independent
examiner's
statement**

My examination was carried out in accordance with General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.

**Independent
examiner's
statement**

In the course of my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the trustees have not met the requirements to ensure that:

- proper accounting records are kept (in accordance with section 41 of the Act); and
- accounts are prepared which agree with the accounting records and comply with the accounting requirements of the Act; or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:



Date: 21st November 2023

**Name:
Address:**

Mark Thompson MAAT
42 Lesbury Road
Newcastle upon Tyne
NE6 5LB

Deaflink North East

Statement of Financial Activities for the year ended 31 March 2023

	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds	
Receipts	2023	2023	2023	2022	
			£	£	
Grants	4	23750	76891	100641	87098
Donations		1063		1063	150
Training Income		2900		2900	5500
Sundry income		170		170	1478
Bank interest		299		299	59
Total Receipts	28182	76891	105073	94285	
Payments					
Staff Costs		7450	79540	86990	73246
Sessional Workers			45	45	630
Stationery & Equipment		785	671	1456	2454
Rent, Heating & Electric		750	4668	5418	5478
Website & IT			647	647	690
Telephone			480	480	414
Postage & Printing			491	491	120
Legal & Prof. Fees		479	2403	2882	3747
Meetings, Events & Forums			760	760	164
Payroll, Accountancy & Bank Charges		125	165	290	385
Insurance			679	679	676
Communications			1830	1830	1734
Staff Travel & Training		155	202	357	463
User Travel			46	46	126
Independent Examination Fee			300	300	300
Other Costs		12		12	78
Total Payments	9756	92927	102683	90705	
Surplus / deficit for the year	18426	-16036	2390	3580	
Funds at 1 April 2022	72292	16036	88328	84748	
Funds at 31 March 2023	90718	0	90718	88328	

Deaflink North East

Notes to the accounts, 2022/23

1. Basis of accounts

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006

Deaflink North East meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

2. Trustees and Staff

No Trustees were remunerated or received expenses payments.

Total Salary Costs	£86,990
Average no of staff was	5

3. Costs of financial services

The cost for the Independent Examination for the financial period will be £400.

4. Funding

Grants received through the year:

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust	16000
Newcastle Fund	24891
Newcastle upon Tyne Hospital Trust	20000
Northumbria Healthcare Trust	16000
People's Postcode Lottery	23750

Total Grants Received	100641
------------------------------	---------------

5. Fund Analysis

Restricted Funds	March '22	Income	Expend	March '23
National Lottery Fund - Deaf Rights	11266		11266	0
Sir James Knott Trust	4770		4770	0
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust		16000	16000	0
Newcastle upon Tyne Hospital Trust		20000	20000	0
Northumbria Healthcare Trust		16000	16000	0
Newcastle Fund		24891	24891	0
	16036	76891	92927	0

6. Related party transactions

There were no significant transactions between the project and any related parties during the period. No payments have been made to Trustees.

7. Current Liabilities:

Grants Received in Advance:

Barbour Foundation	5000
Hadrian Trust	500
Total Grants Received in Advance	5500

HMRC 725

Total Current Liabilities 6225

8. Designated Funds

Contingency Fund 35622

Total Designated Funds 35622

Notes:

Contingency Fund

This is in place to cover closing costs for the organisation, so it can fulfil its legal obligations, e.g. Redundancy & leases.

DEAF LINK NORTH EAST

England & Wales - Charity number 1147237

Accounts

Deaflink North East

(a company limited by guarantee)

Company Registration no 07982375

Charity Registration no 1147237

Financial Statements

For the period ended

31 March 2022

Deaflink North East Ltd
4 Glendale Terrace
Newcastle upon Tyne
NE6 1PB.

Legal and Administrative Information

Name: Deaflink North East

Company No: 07982375

Charity No: 1147237

Directors/Trustees: Maureen Bonnie McGarrity (Chair)
Joyce Pennington
Rachel Ross
Laura McQuillan
Christopher Rowlands (signatory for accounts)
Heather Thompson
Louise Borrell (signatory for accounts)
Geoff Bell
Rachael Bell (joined 23/09/21)
Malcolm Bell (joined 23/09/21)
Robert Thomas Weiner (Resigned 23/09/21)

Registered Address: 4 Glendale Terrace
Newcastle upon Tyne
NE6 1PB

Bankers: The Co-operative Bank
PO Box 250
Delf House
Southway
Skelmersdale
WN8 6WT

Structure: Deaflink is a Company limited by guarantee and a registered Charity.

Independent Examiner: Kate Tully FMAAT FCIE
20 Ennerdale Crescent
Winlaton
Blaydon on Tyne
NE21 6PS

Deaflink North East
(a company limited by guarantee)

Contents

1.	Director's/Trustees Report	Pages 4-5
2.	Independent Examiner's Report	Page 6
3.	Statement of Financial Activities	Page 7
4.	Balance Sheet	Page 8
5.	Notes to the Accounts	Pages 9-12

Directors'/Trustees' Report

Objectives and Activities

The aim of Deaflink is to:

- Improve access to employment, education, health, leisure and social opportunities for all D/deaf, Deafblind and Hard of Hearing people in Newcastle and the North East
- To raise awareness of the needs of these excluded groups to statutory and voluntary/private organisations and agencies
- To act as a consultative group offering training support and advocacy

Deaflink was part of Newcastle Healthy City until that organisation was forced to close in March 2012. From April 2012 Deaflink North East became a new charity and company limited by guarantee with a wider North East remit.

Achievements and Performance:

The work of Deaflink addresses inequalities and barriers facing people who have hearing loss. We encourage people to be aware of their rights and responsibilities. Our primary focus remains ensuring that D/deaf people are empowered by having access to information to enable them to make choices. Deaflink North East continues to build strong relationships with key partners in the city of Newcastle and the North East.

This report cover the financial year 2021-22.

Deaflink staff have continued to provide support and information to the D/deaf communities in the North East through a pandemic and the varying rules and regulations around this. Some of the services we provide have been affected – meetings and groups have had to be controlled in terms of number and of safety. There has been a long term impact of Covid and how it has affected people coming together in groups. Deaflink needs to adjust the ways we measure how 'successful' our events are – it's not about numbers of people attending but the value and quality of what we do.

This was our final year of funding from the National Lottery Community Fund and, through this fund, we have been very lucky to work with Goodlabs Consulting Ltd who have provided us with food for thought, information and support.

A significant part of our work is supporting BSL users to access services, most importantly health care. The lockdown helped emphasise the barriers that D/deaf people face accessing services and understanding inaccessible information. We look forward to the launch of a very exciting pilot project – Health Navigators. Working in partnership with the three hospital trusts in the north Tyne area it's so exciting to be given the opportunity to work together to improve access for BSL users. You can read more on our website [BSL Health Navigator | Deaflink](#)

Risk Management

The Directors are examining the major risks, which the company faces in relation to external factors, governance and management, internal operations and business. They are considering the likelihood and the impact of risks and are reviewing what systems should be in place to control and reduce those risks. The systems are being designed to provide reasonable, but not absolute, assurance against material loss or misstatement of loss.

The trustees/directors have considered the guidance produced by the Charity Commission on the provision of public benefit and they confirm that public benefit has been provided by the range of activities as described above.

Deaflink North East
(a company limited by guarantee)

Reserves Policy

It is the policy of the company to try to build up unrestricted funds, which are free reserves of the company, to a level that equates to approximately 6 months unrestricted expenditure. This will provide sufficient funds to cover management and administration support costs and any emergencies that may arise from time to time.

Directors' responsibilities:

The Directors'/Trustees' are responsible for keeping proper accounting records which disclose with reasonable accuracy the financial position of the charity and which enable them to ascertain the financial position of the company and which enable them to comply with applicable law. The Directors/Trustees are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

For the year ending 31 March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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

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

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the members and signed on their behalf:

Name: Christopher Rowlands Signature: 

Name: Louise Borrell Signature: 

Date: 7th December 2022

Deaflink North East
(a company limited by guarantee)

Independent Examiners Report

Report to the trustees/members of Deaflink North East Limited on Accounts for the year ended 31 March 2022 set out on pages 7-12.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income does not exceed £250,000.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Kate Tully FMAAT FCIE

Date 8th December 2022

Signed



Kate Tully is a Fellow Member of the Association of Charity Independent Examiners and a Fellow Member of the Association of Accounting Technicians

Deaflink North East
(a company limited by guarantee)
Statement of Financial Activities
(incorporating the income and expenditure account)

for the period ended 31 March 2022

	Unrestricted Funds	Designated Funds	Restricted Funds	Total Funds 2021-22	Total Funds 2020-21
	£	£	£	£	£
Income and Endowments from:					
Donations and Legacies	150	0	0	150	244
Investment Income	59	0	0	59	0
Charitable Activities	5500	0	87,098	92,598	100,352
Other Trading Activities	0	0	0	0	0
Other	634	844	0	1,478	150
Total	6,343	844	87,098	94,285	100,746
Expenditure on:					
Raising Funds				0	0
Charitable activities	0	0	90,705	90,705	86,412
Other	0	0	0	0	0
Total Resources Expended	0	0	90,705	90,705	86,412
Net incoming/outgoing resources before transfers	6,343	844	(3,607)	3,579	14,334
Transfers				0	0
Net movement in funds	6,343	844	(3,607)	3,579	14,334
<i>Funds brought forward from previous year</i>	30,327	34,778	19,643	84,748	70,414
Total funds carried forward	36,670	35,622	16,036	88,327	84,748

The notes on pages 9-12 form an integral part of these financial statements.

Deaflink North East
(a company limited by guarantee)

Balance Sheet
as at 31 March 2022

	Note	2021-22 Funds £	2020-21 Funds £
Fixed Assets:			
<i>Tangible Assets</i>		0	0
Total Fixed Assets:		0	0
Current Assets			
<i>Debtors</i>	6	0	0
<i>Cash at Bank and In Hand</i>		106,151	85,894
Total Current Assets		106,151	85,894
Total Current and Fixed Assets		106,151	85,894
Liabilities			
<i>Creditors: Amounts falling due within one year</i>	7	(17,823)	(1,146)
<i>Creditors: Amounts falling due after one year</i>		0	0
Total Current and Long Term Liabilities		(17,823)	(1,146)
Total Assets		88,327	84,748
The Funds of the Charity:			
Unrestricted Funds		36,670	30,327
Designated Funds		35,622	34,778
Restricted Funds		16,036	19,643
TOTAL CHARITY FUNDS		88,327	84,748

Statement of Exemption:

For the year ending 31 March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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

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

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.'

Approved by the members and signed on their behalf:

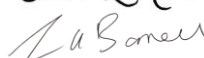
Name: Christopher Rowlands

Signature:



Name: Louise Borrell

Signature:



Date: 7th December 2022

The notes on pages 9-12 form an integral part of these financial statements

Notes to the Financial Statements
for the period ending 31 March 2022

1 Accounting Policies

Basis of Preparation

These 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 January 2015) – Charities SORP (FRS 102).

Deaflink North East meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Incoming Resources

These are included in the Statement of Financial Activities (SOFA) when:

- the charity becomes entitled to the resources;
- the trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability

Donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Capital Grants are released over the economic useful life of the asset to which they relate

Resources Expended and Liabilities

Resources expended have been analysed using a natural classification.

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Deaflink North East
(a company limited by guarantee)

2 Funds

The Charity has 2 funds, an unrestricted general fund, which has a designated fund and a restricted fund used for purchasing items of a specific nature funded by one funder: hence all movements on each fund are disclosed.

Restricted Funds

Funder	Bal. b/f	Income	Expenditure	Transfers	Bal. c/f
Newcastle Fund	0	21,938	(21,938)		0
National Lottery Community Fund - Deaf Rights	11,266	55,160	(55,160)		11,266
Sir James Knott Trust	8,377	10,000	(13,607)		4,770
Total	19,643	87,098	(90,705)	0	16,036

Designated Funds

Funder	Bal. b/f	Income	Expenditure	Transfers	Bal. c/f
Contingency Fund	34,778	844			35,622
Total	34,778	844	0	0	35,622

Unrestricted Funds

Funder	Bal. b/f	Income	Expenditure	Transfers	Bal. c/f
General Fund	30,327	6,343			36,670
Total	30,327	6,343	0	0	36,670
Total Funds	84,748	94,285	(90,705)	0	88,327

3 Investment Income

This is interest earned in a bank account

4 Income and Expenditure Analysis 2021-22

Income and Endowments from:

Donations and Legacies	Unrestricted	Designated	Restricted	Total
				0
				0
Donations	150			150
	150	0	0	150
Charitable Activities				
Newcastle Fund			21,938	21,938
National Lottery Community Fund - Deaf Rights			55,160	55,160
Cumbria NHS				0
Sir James Knott Trust			10,000	10,000
Training	5,500			5,500
	5,500	0	87,098	92,598
Investments				
Bank Interest Earned	59			59
	59	0	0	59
Other				
Miscellaneous Income	634	844		1,478
	634	844	0	1,478
Total Incoming Resources	6,343	844	87,098	94,285

Unrestricted	Designated	Restricted	Total
--------------	------------	------------	-------

Deaflink North East
(a company limited by guarantee)

		0
Charitable Activities		
Staff Costs	73,246	73,246
Recruitment Costs	0	0
Sessional Workers	630	630
Stationery/Equipment	2,454	2,454
Rent, Heating and Electricity	5,478	5,478
Website/IT	690	690
Telephone	414	414
Postage	118	118
Printing and Copying	2	2
Legal/Professional Fees	3,747	3,747
Meetings/Events and Forums	164	164
Payroll/Accounts/Bank	385	385
Insurance	676	676
Communications Costs	1,734	1,734
Staff Training	25	25
Staff Travel	438	438
User Travel	126	126
Independent Examination Fee	300	300
Other	78	78
	0	90,705
	0	90,705

Support Costs
Support Cost Type

	Fundraising Activity £	Charitable Activity £	Governance Activity £	Total Cost £
Staff Costs		73,246		73,246
Recruitment Costs		0		0
Sessional Workers		630		630
Stationery/Equipment		2,454		2,454
Rent, Heating and Electricity		5,478		5,478
Website/IT		690		690
Telephone		414		414
Postage		118		118
Printing and Copying		2		2
Legal/Professional Fees		3,747		3,747
Meetings/Events and Forums		164		164
Payroll/Accounts/Bank		385		385
Insurance		676		676
Communications Costs		1,734		1,734
Staff Training		25		25
Staff Travel		438		438
User Travel		126		126
Independent Examination Fee			300	300
Other		78		78
	0	90,405	300	90,705

Deaflink North East
(a company limited by guarantee)

5 Salaries/Wages

Unrestricted £	Designated £	Restricted £	2021-22 Total £	2020-21 Total £
2,724	700	69,822	73,246	65,313
2,724	700	69,822	73,246	65,313

2 full time equivalent employees were employed during this period no remuneration of more than £60,000 was made.

6 Debtors

There are no debtors at this time.

7 Creditors: due within 1 year

	2021-22 £	2020-21 £
Trade Creditors	300	300
HMRC	1,169	846
Prepayments/Accruals	16,354	0
Total	17,823	1,146

DEAF LINK NORTH EAST

England & Wales - Charity number 1147237

Accounts

ANNUAL REPORT

Deaflink North East

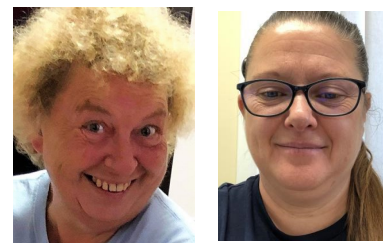
2019/2021

Chairs Comments - Maureen McGarrity

What an interesting last two years this has been!

You may have noticed that we didn't have an AGM last year because we were too busy trying to keep safe and deliver our services so I will try and summarise the main events for 2019-21.

In terms of the Deaflink Board we have had to say goodbye to 2 Chairs. The first, Jo Nicolls, had been our chair since 2012 and she stepped down in February 2020. She was replaced by Jo Fortune and she served for just over a year before resigning – she became a staff member at Deaflink. We are grateful to both of them for their dedication and support—THANK YOU BOTH. I became the Deaflink Chair in February 2021.



In May 2019 we started the D/deaf Rights work (funded by the lottery). This made big changes to our work and we have been able to support BSL users in lots of new ways. This was especially important in the COVID lockdown in March 2020.

The D/deaf Communities have had to learn to use technologies they never knew about –“what's a Zoom?” We have had to be flexible and creative in working together to continue to deliver services to the D/deaf communities who, overnight, were denied access to many services who shut their doors. The staff continued to provide help and support D/deaf people when no other service could.



In March 2020 we were in the process of moving offices and, when we went into the first lockdown, everything went into storage – apart from the computers. We were finally able to move into the new offices in October.

I am proud of the work of the staff, the board, the volunteers and let's not forget the communication support professionals who have all pulled together to enable Deaflink to continue to meet the needs of the most vulnerable people.



Board meetings on Zoom

In This Report

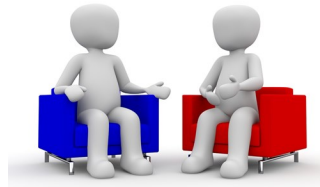
- Chairs comments
- Statistics 2019-21
- Services
- Finances
- People

2019-21 D/deaf support

One to one work

2019/20

We provided information, advice and support to **208** D/deaf people. This work included 436 meetings with them and it involved over 823 hours staff time.



2020/21

We provided information, advice and support to **161** D/deaf people. This work included 825 meetings/contacts with them and it involved over 1420 hours staff time.

Group work

2019/20

We delivered **106** groups and forums with **163** people attending. On average each person attended 7 times a year.



One of the highlights was a wood carving course and this brought together a group of Deaf people who learnt new skills together.

2020/21

We delivered **155** groups and forums with **78** people attending. On average each person attended 9 times a year. All of these meetings were online.

In 2019/20 went to **79** meetings and events to raise awareness of the issues and barriers affecting D/deaf people. 2020/21 we went to 39 video meetings

Wednesday Bingo meeting



In 2019/20 we were working hard to build our Deaf Rights work and had a steady increase in D/deaf people accessing our service. We were building relationships with agencies within Newcastle and raising awareness of the issues affecting D/deaf people. At the end of this year we went into a national lockdown. Deaflink did not stop delivering our service but we did have to change how we delivered it.

We faced a number of challenges:

- BSL users with no access to computers
- GP's, Hospitals, Banks and Council departments closed their doors and were accessible only by telephone and emails.
- Government information briefings were not signed.
- Some clients could only communicate by letter

Several of our clients had no way of communicating with anyone or any agency. None of them were identified as vulnerable by anyone, some were shielding.

We worked to identify the individuals who did not have computer access or knew how to do video calls and we helped them build their skills. We did this with IT equipment provided by a lottery grant, safe home visits and online coaching.

We created new, online ways to connect with people. We delivered a weekly bingo/quiz group and created Facebook pages. We produced weekly newsletters and for these we created BSL video's to provide accessible information on Covid and developments.

Covid has had a significant impact on people's access to services—for the D/deaf community it has created impossible barriers and for many those barriers are still there.

We sent out fortnightly ebulletins to **332** people.





Hard of Hearing project

Louise McGlen took over the post of Hard of Hearing Involvement Worker in December 2019 and had three months before we were hit by Covid-19. Adaptability, quick learning and trial and error enabled us to continue to provide a service, using video messaging, social media, phone and text. Both SHHH and Tinnitus Groups ran virtually using Google Meet (which offered good subtitles) backed up by private Facebook groups and a Hard of Hearing Facebook Page.

Many of the new online services were not set up for people who cannot hear over the phone. Our work has included helping people to access hearing aid repairs, solve issues with or access hearing equipment. We frequently reminded organisation that providing just a phone number as means of contact was a problem for many.

We found a range of solutions to help everyday life with face masks, which make conversation even harder to follow. Solutions included using the sunflower lanyard, "I lip read" badges and Nexus Bridge cards (these alert staff to the communication needs of an individual). One new development has been live transcribe an app free on android phones that provides speech to text support for conversations. We have supported several people to download and use on their phones and have had very positive feedback about the positive impact it has had.



Finances

Thanks to our Funders and contributors - Newcastle Fund and National Lottery Community Fund. Also a big **THANK YOU** for the wonderful donations from members of the public. It all helps keep Deaflink ticking over.



We Spent

Our Income

	2019/20	2020/21
We Spent	84,990	86,412
Our Income	92,357	100,746

For a full copy of our 2019/20 and our 2020/21 accounts please contact Heidi Jobling on 0191 281 2314 or email: heidi@deaflink.org.uk or look online at Charity Commission website.

DEAFLINK PEOPLE

The last 18 months have been some of the most difficult people have faced but it has also reminded us of what is most important.

We are lucky to have a such a wonderful team of people.



We have to say thank you and best wishes in your retirement to both Bob Weiner and Jenny Wright. Long standing Board members who brought wisdom, passion and commitment (and pretty good chocolate brownies). Many thanks also to the staff and volunteers. And to those who have moved on to new things— you will always be a part of the Deaflink family.



THE WINNERS. In December 2019 we had our first Helen Howie Golf competition. Congratulations—Mairhi, Emma, Dolly and Maggie.

CLIENT FEEDBACK

Bingo & Kahoot! was helpful to feel less isolated and have a chat with people to make my day x

Thank you 😊

Although I don't participate in your online meetings, I really do appreciate these emails you send out and the information you circulate.

Ok I am enjoyed with kahoot like bingo then kahoot like questions really useful and seen them nice people there also can talks them too so it really fun so good for us

I learnt how to Zoom which opened me up to chats with friends

Thanks for this afternoon. It is so satisfying and interesting to have a chat and make contact with the outside world!

I look forward to the face-to-face meetings when they eventually happen. In the meantime it is good to share experiences with like-minded people.

The subtitles were very helpful... I missed some bits, but caught most of it.

Just wanted to let you know how happy you made me

Contact Us

4 Glendale Terrace,
Newcastle Upon
Tyne, NE6 1PB



07897
329 359



0191
281 2314



admin@deaflink.org.uk

Website

www.deaflink.org.uk

[www.facebook.com/
deaflink](https://www.facebook.com/deaflink)

facebook

twitter

Deaflink_NE

Deaflink North East

(a company limited by guarantee)

Company Registration no 07982375

Charity Registration no 1147237

Financial Statements

For the period ended

31 March 2021

Deaflink North East Ltd
4 Glendale Terrace
Newcastle upon Tyne
NE6 1PB.

Legal and Administrative Information

Name: Deaflink North East

Company No: 07982375

Charity No: 1147237

Directors/Trustees: Maureen Bonnie McGarrity (Chair from March 2021)
Robert Thomas Weiner (signatory for accounts)
Joyce Pennington (signatory for accounts)
Rachel Ross
Laura McQuillan
Christopher Rowlands
Heather Thompson
Louise Borrell
Geoff Bell (joined 22/03/21)
Joanne Fortune (Chair and signatory) left 28/02/21
Jennifer Susan Wright left 09/07/20

Registered Address: 4 Glendale Terrace
Newcastle upon Tyne
NE6 1PB

Bankers: The Co-operative Bank
PO Box 250
Delf House
Southway
Skelmersdale
WN8 6WT

Structure: Deaflink is a Company limited by guarantee and a registered Charity.

Independent Examiner: Kate Tully FMAAT FCIE
20 Ennerdale Crescent
Winlaton
Blaydon on Tyne
NE21 6PS

Deaflink North East
(a company limited by guarantee)

Contents

1.	Director's/Trustees Report	Pages 4-5
2.	Independent Examiner's Report	Page 6
3.	Statement of Financial Activities	Page 7
4.	Balance Sheet	Page 8
5.	Notes to the Accounts	Pages 9-12

Directors'/Trustees' Report

Objectives and Activities

The aim of Deaflink is to:

- Improve access to employment, education, health, leisure and social opportunities for all D/deaf, Deafblind and Hard of Hearing people in Newcastle and the North East
- To raise awareness of the needs of these excluded groups to statutory and voluntary/private organisations and agencies
- To act as a consultative group offering training support and advocacy

Deaflink was part of Newcastle Healthy City until that organisation was forced to close in March 2012. From April 2012 Deaflink North East became a new charity and company limited by guarantee with a wider North East remit.

Achievements and Performance:

The work of Deaflink addresses inequalities and barriers facing people who have hearing loss. We encourage people to be aware of their rights and responsibilities. Our primary focus remains ensuring that D/deaf people are empowered by having access to information to enable them to make choices. Deaflink North East continues to build strong relationships with key partners in the city of Newcastle and the North East.

The year 2020-21 has been both challenging and interesting.

From March 2020 to October 2020 our office contents were in storage – we were moving to a new office and the Covid-19 pandemic hit and we went into lockdown. The staff worked from their homes. The first challenge was to ensure that we had the equipment and internet connections to provide a reliable service. We also needed policies and procedures to ensure that all staff and clients were not put at any risk.

The Deaflink staff continued to provide support to D/deaf people throughout.

The Board were clear that the service should continue and that clients and staff must be protected. We also had to learn how to do accessible online meetings. They spent many hours discussing the ways in which we could continue to provide our service safely. We faced a number of challenges:

- BSL users with no access to the internet, computers or the knowledge to use IT.
- GP's, Hospitals, Banks and Council departments closed their doors and were accessible by telephone and emails.
- Government Briefings were not signed.
- Some people we could only communicate with by letter

Deaflink moved to our new offices in October and have managed to balance home and office working. We are continuing to learn and adapt to living with the threat of the virus. Long term planning and event management are challenging. The Deaflink team of volunteers, board members and staff will be united in trying to meet the needs of the D/deaf communities.

Risk Management

The Directors are examining the major risks, which the company faces in relation to external factors, governance and management, internal operations and business. They are considering the likelihood and the impact of risks and are reviewing what systems should be in place to control and reduce those risks. The systems are being designed to provide reasonable, but not absolute, assurance against material loss or misstatement of loss.

**Deaflink North East
(a company limited by guarantee)**

Independent Examiners Report

Report to the trustees/members of Deaflink North East Limited on Accounts for the year ended 31 March 2021 set out on pages 7-12.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income does not exceed £250,000.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements:
- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities
- have not been met; or

- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Kate Tully FMAAT FCIE

Date 28th October 2021

Signed *K A Tully*



Kate Tully is a Fellow Member of the Association of Charity Independent Examiners and a Fellow Member of the Association of Accounting Technicians

Deaflink North East
(a company limited by guarantee)
Statement of Financial Activities
(incorporating the income and expenditure account)

for the period ended 31 March 2021

	Unrestricted Funds	Designated Funds	Restricted Funds	Total Funds 2020-21 £	Total Funds 2019-20 £
Note	£	£	£		
Income and Endowments from:					
Donations and Legacies	244	0	0	244	90
Investment Income	0	0	0	0	27
Charitable Activities	0	0	100,352	100,352	92,235
Other Trading Activities	0	0	0	0	0
Other	150	0	0	150	5
Total	394	0	100,352	100,746	92,357
Expenditure on:					
Raising Funds				0	0
Charitable activities	0	0	86,412	86,412	84,990
Other	0	0	0	0	0
Total Resources Expended	0	0	86,412	86,412	84,990
Net incoming/outgoing resources before transfers	394	0	13,940	14,334	7,368
Transfers				0	0
Net movement in funds	394	0	13,940	14,334	7,368
<i>Funds brought forward from previous year</i>	29,933	34,778	5,703	70,414	63,046
Total funds carried forward	30,327	34,778	19,643	84,748	70,414

The notes on pages 9-12 form an integral part of these financial statements.

Notes to the Financial Statements
for the period ending 31 March 2021

1 Accounting Policies

Basis of Preparation

These 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 January 2015) – Charities SORP (FRS 102).

Deaflink North East meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Incoming Resources

These are included in the Statement of Financial Activities (SOFA) when:

- the charity becomes entitled to the resources;
- the trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability

Donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Capital Grants are released over the economic useful life of the asset to which they relate

Resources Expended and Liabilities

Resources expended have been analysed using a natural classification.

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Deaflink North East
(a company limited by guarantee)

2 Funds

The Charity has 2 funds, an unrestricted general fund, which has a designated fund and a restricted fund used for purchasing items of a specific nature funded by one funder: hence all movements on each fund are disclosed.

Restricted Funds

Funder	Bal. b/f	Income	Expenditure	Transfers	Bal. c/f
Newcastle Fund	0	25,965	(25,965)		0
The 1989 Willan Charitable Trust	0	0			0
National Lottery Community Fund - Deaf Rights	5,703	55,270	(49,707)		11,266
Lottery Extra	0	9,117	(9,117)		0
Sir James Knott Trust	0	10,000	(1,623)		8,377
Total	5,703	100,352	(86,412)	0	19,643

Designated Funds

Funder	Bal. b/f	Income	Expenditure	Transfers	Bal. c/f
CCG	0	0			0
Contingency Fund	34,778	0			34,778
Total	34,778	0	0	0	34,778

Unrestricted Funds

Funder	Bal. b/f	Income	Expenditure	Transfers	Bal. c/f
General Fund	29,933	344			30,277
Total	29,933	344	0	0	30,277
Total Funds	70,414	100,696	(86,412)	0	84,698

3 Investment Income

This is interest earned in a bank account

4 Income and Expenditure Analysis 2020-21

Income and Endowments from:

Donations and Legacies	Unrestricted	Designated	Restricted	Total
				0
				0
Donations	244			244
	244	0	0	244
Charitable Activities				
Newcastle Fund			25,965	25,965
National Lottery Community Fund - Deaf Rights			55,270	55,270
Lottery Extra			9,117	9,117
Sir James Knott Trust			10,000	10,000
Training			0	0
	0	0	100,352	100,352
Other Trading Activities				
Fundraising Income	0			0
	0	0	0	0
Investments				
Bank Interest Earned				0
	0	0	0	0
Other				
Miscellaneous Income	150			150
	150	0	0	150
Total Incoming Resources	394	0	100,352	100,746

Resources Expended

Deaflink North East
(a company limited by guarantee)

Raising Funds	Unrestricted	Designated	Restricted	Total
				0
Charitable Activities				
Staff Costs			65,313	65,313
Recruitment Costs			35	35
Sessional Workers			1,375	1,375
Stationery/Equipment			8,708	8,708
Rent, Heating and Electricity			3,439	3,439
Website/IT			944	944
Telephone			490	490
Postage			360	360
Printing and Copying			0	0
Legal/Professional Fees			2,042	2,042
Meetings/Events and Forums			95	95
Payroll/Accounts/Bank			618	618
Insurance			615	615
Communications Costs			1,422	1,422
Staff Training			0	0
Staff Travel			520	520
User Travel			26	26
Independent Examination Fee			300	300
Other			110	110
	0	0	86,412	86,412
Other				
				0
	0	0		0
Total Resources Expended	0	0	86,412	86,412

Support Costs Support Cost Type	Fundraising Activity £	Charitable Activity £	Governance Activity £	Total Cost £
Salary Costs		65,313		65,313
Recruitment Costs		35		35
Sessional Workers		1,375		1,375
Stationery/Equipment		8,708		8,708
Rent, Heating and Electricity		3,439		3,439
Website/IT		944		944
Telephone		490		490
Postage		360		360
Printing and Copying		0		0
Legal/Professional Fees		2,042		2,042
Meeting Expenses and Refreshments		95		95
Payroll/Accounts/Bank		618		618
Insurance		615		615
Communications Costs		1,422		1,422
Staff Travel		0		0
User Travel		520		520
Other		26		40
Independent Examination Fee			300	300
	0	86,002	300	86,316

Deaflink North East
(a company limited by guarantee)

5 Salaries/Wages

Unrestricted £	Designated £	Restricted £	2020-21 Total £	2019-20 Total £
		65,313	65,313	66,991
0	0	65,313	65,313	66,991

2 full time equivalent employees were employed during this period no remuneration of more than £60,000 was made.

6 Debtors

There are no debtors at this time.

7 Creditors: due within 1 year

	2020-21 £	2019-20 £
Trade Creditors	300	300
HMRC	846	980
Total	1,146	1,280

Deaflink North East

(a company limited by guarantee)

Company Registration no 07982375

Charity Registration no 1147237

Financial Statements

For the period ended

31 March 2021

Deaflink North East Ltd
4 Glendale Terrace
Newcastle upon Tyne
NE6 1PB.

Legal and Administrative Information

Name: Deaflink North East

Company No: 07982375

Charity No: 1147237

Directors/Trustees: Maureen Bonnie McGarrity (Chair from March 2021)
Robert Thomas Weiner (signatory for accounts)
Joyce Pennington (signatory for accounts)
Rachel Ross
Laura McQuillan
Christopher Rowlands
Heather Thompson
Louise Borrell
Geoff Bell (joined 22/03/21)
Joanne Fortune (Chair and signatory) left 28/02/21
Jennifer Susan Wright left 09/07/20

Registered Address: 4 Glendale Terrace
Newcastle upon Tyne
NE6 1PB

Bankers: The Co-operative Bank
PO Box 250
Delf House
Southway
Skelmersdale
WN8 6WT

Structure: Deaflink is a Company limited by guarantee and a registered Charity.

Independent Examiner: Kate Tully FMAAT FCIE
20 Ennerdale Crescent
Winlaton
Blaydon on Tyne
NE21 6PS

Deaflink North East
(a company limited by guarantee)

Contents

1.	Director's/Trustees Report	Pages 4-5
2.	Independent Examiner's Report	Page 6
3.	Statement of Financial Activities	Page 7
4.	Balance Sheet	Page 8
5.	Notes to the Accounts	Pages 9-12

Directors'/Trustees' Report

Objectives and Activities

The aim of Deaflink is to:

- Improve access to employment, education, health, leisure and social opportunities for all D/deaf, Deafblind and Hard of Hearing people in Newcastle and the North East
- To raise awareness of the needs of these excluded groups to statutory and voluntary/private organisations and agencies
- To act as a consultative group offering training support and advocacy

Deaflink was part of Newcastle Healthy City until that organisation was forced to close in March 2012. From April 2012 Deaflink North East became a new charity and company limited by guarantee with a wider North East remit.

Achievements and Performance:

The work of Deaflink addresses inequalities and barriers facing people who have hearing loss. We encourage people to be aware of their rights and responsibilities. Our primary focus remains ensuring that D/deaf people are empowered by having access to information to enable them to make choices. Deaflink North East continues to build strong relationships with key partners in the city of Newcastle and the North East.

The year 2020-21 has been both challenging and interesting.

From March 2020 to October 2020 our office contents were in storage – we were moving to a new office and the Covid-19 pandemic hit and we went into lockdown. The staff worked from their homes. The first challenge was to ensure that we had the equipment and internet connections to provide a reliable service. We also needed policies and procedures to ensure that all staff and clients were not put at any risk.

The Deaflink staff continued to provide support to D/deaf people throughout.

The Board were clear that the service should continue and that clients and staff must be protected. We also had to learn how to do accessible online meetings. They spent many hours discussing the ways in which we could continue to provide our service safely. We faced a number of challenges:

- BSL users with no access to the internet, computers or the knowledge to use IT.
- GP's, Hospitals, Banks and Council departments closed their doors and were accessible by telephone and emails.
- Government Briefings were not signed.
- Some people we could only communicate with by letter

Deaflink moved to our new offices in October and have managed to balance home and office working. We are continuing to learn and adapt to living with the threat of the virus. Long term planning and event management are challenging. The Deaflink team of volunteers, board members and staff will be united in trying to meet the needs of the D/deaf communities.

Risk Management

The Directors are examining the major risks, which the company faces in relation to external factors, governance and management, internal operations and business. They are considering the likelihood and the impact of risks and are reviewing what systems should be in place to control and reduce those risks. The systems are being designed to provide reasonable, but not absolute, assurance against material loss or misstatement of loss.

**Deaflink North East
(a company limited by guarantee)**

Independent Examiners Report

Report to the trustees/members of Deaflink North East Limited on Accounts for the year ended 31 March 2021 set out on pages 7-12.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income does not exceed £250,000.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements:
- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities
- have not been met; or

- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Kate Tully FMAAT FCIE

Date 28th October 2021

Signed *K A Tully*



Kate Tully is a Fellow Member of the Association of Charity Independent Examiners and a Fellow Member of the Association of Accounting Technicians

Deaflink North East
(a company limited by guarantee)
Statement of Financial Activities
(incorporating the income and expenditure account)

for the period ended 31 March 2021

	Unrestricted Funds	Designated Funds	Restricted Funds	Total Funds 2020-21	Total Funds 2019-20
Note	£	£	£	£	£
Income and Endowments from:					
Donations and Legacies	244	0	0	244	90
Investment Income	0	0	0	0	27
Charitable Activities	0	0	100,352	100,352	92,235
Other Trading Activities	0	0	0	0	0
Other	150	0	0	150	5
Total	394	0	100,352	100,746	92,357
Expenditure on:					
Raising Funds				0	0
Charitable activities	0	0	86,412	86,412	84,990
Other	0	0	0	0	0
Total Resources Expended	0	0	86,412	86,412	84,990
Net incoming/outgoing resources before transfers	394	0	13,940	14,334	7,368
Transfers				0	0
Net movement in funds	394	0	13,940	14,334	7,368
<i>Funds brought forward from previous year</i>	29,933	34,778	5,703	70,414	63,046
Total funds carried forward	30,327	34,778	19,643	84,748	70,414

The notes on pages 9-12 form an integral part of these financial statements.

Notes to the Financial Statements
for the period ending 31 March 2021

1 Accounting Policies

Basis of Preparation

These 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 January 2015) – Charities SORP (FRS 102).

Deaflink North East meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Incoming Resources

These are included in the Statement of Financial Activities (SOFA) when:

- the charity becomes entitled to the resources;
- the trustees are virtually certain they will receive the resources; and
- the monetary value can be measured with sufficient reliability

Donations are only included in the SOFA when the charity has unconditional entitlement to the resources.

Capital Grants are released over the economic useful life of the asset to which they relate

Resources Expended and Liabilities

Resources expended have been analysed using a natural classification.

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Deaflink North East
(a company limited by guarantee)

2 Funds

The Charity has 2 funds, an unrestricted general fund, which has a designated fund and a restricted fund used for purchasing items of a specific nature funded by one funder: hence all movements on each fund are disclosed.

Restricted Funds

Funder	Bal. b/f	Income	Expenditure	Transfers	Bal. c/f
Newcastle Fund	0	25,965	(25,965)		0
The 1989 Willan Charitable Trust	0	0			0
National Lottery Community Fund - Deaf Rights	5,703	55,270	(49,707)		11,266
Lottery Extra	0	9,117	(9,117)		0
Sir James Knott Trust	0	10,000	(1,623)		8,377
Total	5,703	100,352	(86,412)	0	19,643

Designated Funds

Funder	Bal. b/f	Income	Expenditure	Transfers	Bal. c/f
CCG	0	0			0
Contingency Fund	34,778	0			34,778
Total	34,778	0	0	0	34,778

Unrestricted Funds

Funder	Bal. b/f	Income	Expenditure	Transfers	Bal. c/f
General Fund	29,933	344			30,277
Total	29,933	344	0	0	30,277
Total Funds	70,414	100,696	(86,412)	0	84,698

3 Investment Income

This is interest earned in a bank account

4 Income and Expenditure Analysis 2020-21

Income and Endowments from:

Donations and Legacies	Unrestricted	Designated	Restricted	Total
				0
				0
Donations	244			244
	244	0	0	244
Charitable Activities				
Newcastle Fund			25,965	25,965
National Lottery Community Fund - Deaf Rights			55,270	55,270
Lottery Extra			9,117	9,117
Sir James Knott Trust			10,000	10,000
Training				0
	0	0	100,352	100,352
Other Trading Activities				
Fundraising Income	0			0
	0	0	0	0
Investments				
Bank Interest Earned				0
	0	0	0	0
Other				
Miscellaneous Income	150			150
	150	0	0	150
Total Incoming Resources	394	0	100,352	100,746

Resources Expended

Deaflink North East
(a company limited by guarantee)

Raising Funds	Unrestricted	Designated	Restricted	Total
				0
Charitable Activities				
Staff Costs			65,313	65,313
Recruitment Costs			35	35
Sessional Workers			1,375	1,375
Stationery/Equipment			8,708	8,708
Rent, Heating and Electricity			3,439	3,439
Website/IT			944	944
Telephone			490	490
Postage			360	360
Printing and Copying			0	0
Legal/Professional Fees			2,042	2,042
Meetings/Events and Forums			95	95
Payroll/Accounts/Bank			618	618
Insurance			615	615
Communications Costs			1,422	1,422
Staff Training			0	0
Staff Travel			520	520
User Travel			26	26
Independent Examination Fee			300	300
Other			110	110
	0	0	86,412	86,412
Other				
				0
	0	0		0
Total Resources Expended	0	0	86,412	86,412

Support Costs Support Cost Type	Fundraising Activity £	Charitable Activity £	Governance Activity £	Total Cost £
Salary Costs		65,313		65,313
Recruitment Costs		35		35
Sessional Workers		1,375		1,375
Stationery/Equipment		8,708		8,708
Rent, Heating and Electricity		3,439		3,439
Website/IT		944		944
Telephone		490		490
Postage		360		360
Printing and Copying		0		0
Legal/Professional Fees		2,042		2,042
Meeting Expenses and Refreshments		95		95
Payroll/Accounts/Bank		618		618
Insurance		615		615
Communications Costs		1,422		1,422
Staff Travel		0		0
User Travel		520		520
Other		26		40
Independent Examination Fee			300	300
	0	86,002	300	86,316

Deaflink North East
(a company limited by guarantee)

5 Salaries/Wages

Unrestricted £	Designated £	Restricted £	2020-21 Total £	2019-20 Total £
		65,313	65,313	66,991
0	0	65,313	65,313	66,991

2 full time equivalent employees were employed during this period no remuneration of more than £60,000 was made.

6 Debtors

There are no debtors at this time.

7 Creditors: due within 1 year

	2020-21 £	2019-20 £
Trade Creditors	300	300
HMRC	846	980
Total	1,146	1,280