

DEAF CONNEXIONS

England & Wales - Charity number 1188715

Details

Status Registered

Legal form CIO

Registered 2020-03-23

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

Contact

Address Deaf Connexions
Rotary House
King Street
Norwich
NR1 2BL

Phone 01603660889

Email mail@deafconnexions.org.uk

Website www.deafconnexions.org.uk

Activities

Objects: TO RELIEVE PEOPLE WHO ARE DEAF OR ARE AFFECTED BY DEAFNESS SO THAT THEY MAY LEAD FULL AND ACTIVE LIVES IN SOCIETY THROUGH THE PROVISION OF PRACTICAL ASSISTANCE

Activities: Deaf Connexions provides a range of Communication and Information Services to the Deaf Community of Norfolk. There are around 500 British Sign Language (BSL) users in our Deaf Community.

Classification

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

Geography

- Norfolk

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£239,144	£179,378	-	-
2024-03-31	£149,581	£108,655	-	-
2023-03-31	£167,059	£166,735	-	-
2022-03-31	£265,580	£265,261	-	-
2021-03-31	£267,982	£247,601	-	-

Trustees

Name	Role	Appointed
ROBIN AMOS	Chair	2020-04-01
Hannah Butcher		2023-06-06
Howard Jones		2020-04-01
Laura Rose Hawksworth		2021-01-21
Tony Sutton		2021-01-21
VERITY GIBSON		2020-04-01

DEAF CONNEXIONS

England & Wales - Charity number 1188715

Accounts



Charitable Incorporated Organisation

Registered Charity Number 1188715

**ANNUAL REPORT AND
ACCOUNTS**

1 April 2024 to 31 March 2025



Trustee Annual Report from 1st April 2024 to 31st March 2025

Trustees, partners and staff

Trustees

Laura Hawsworth	Chairperson
Howard Jones	Hon Treasurer
Robin Amos	Trustee
Hannah Butcher	Trustee
Verity Gibson	Trustee
Claire Parker	Trustee (resigned April 2025)
Paul Scott	Trustee (resigned September 2025)
Tony Sutton	Trustee

Note: other than those shown as resigned, all trustees listed above are in post at the date of this report

Rotary House Representatives

Andy De'Ath & Mark Templeman

Chief Executive

Matthew Talbot



Bank Charities Aid Foundation CAF Bank Limited.

Independent Examiner

Andrew Parker F.C.C.A, Andrew Parker Associates Ltd, Unit 7, Beech Avenue Business Park, Beech Avenue, Taverham, Norwich NR8 6HW.

Formation

Deaf Connexions Charitable Incorporated Organisation (CIO) (“Deaf Connexions”) was incorporated on 23rd March 2020, with Charity number 1188715.

Governance

Trustees are recruited through the organisation’s close links with the deaf community and links with other organisations dedicated to improving the lives of Deaf people. Trustees are appointed for terms of 3 years in accordance with the charity’s constitution.

For decisions which can only be made by members of Deaf Connexions, all trustees are members and vice versa. All trustees are on the Management Committee which provides oversight and direction to the organisation. From time to time the trustees will delegate specific functions to a sub-group, and from time-to-time non-voting representatives of partner organisations will be invited to Management Committee meetings to provide knowledge and support.

Management and activities

Deaf Connexions is managed on a day-to-day basis by its Chief Executive, guided by decisions made by the Trustees.

The charity provides the following services to the deaf community under contracts or framework agreements with third party organisations:

- Advocacy and Open Door
- Operation and management of a Deaf Centre, Norwich
- Enhanced NHS funded services for Deaf People
- Rotary House for the Deaf management and tenant support

Subject to grant funding, Deaf Connexions delivers specific projects such as BSL training and support.



Risks and opportunities

The main risks facing the charity relate to its relatively small size and reliance on core funding from a small number of contracts. The Trustees have considered this risk and consider that due to the nature of the service, the proven ability to meet commitments, renew contracts, and attract grant funding, the charity continues to look forward to a successful future.

The retirement of our highly experienced Chief Executive in early 2024 presented a potential risk to the management of our services. However, through the successful appointment of a new Chief Executive and the work of dedicated staff the trustees have ensured that Deaf Connexions has maintained and developed its services for deaf people.

The financial risk around contracts has been dealt with by managing staff numbers and resources within resources available. A health level of reserves has enabled necessary changes to be made to minimise the impact on service users.

Volunteers

Deaf Connexions uses volunteers to assist with its administrative and other functions. It is grateful for their efforts.

Employee involvement and employment of disabled people

Employees are consulted on issues of concern to them by means of open day-to-day management, and regular staff meetings.

The charity has implemented a number of detailed policies in relation to all aspects of personnel matters including Equal Opportunities, Health and Safety and Policies relating to the disclosure and barring Service – recruitment of ex-offenders. In accordance with the charity's equal opportunities policy, the charity has fair employment practices in the recruitment, selection, retention and training of disabled staff.



Chair's Report

Despite progress, significant barriers remain for Deaf people when accessing essential services.

Our Information, Advice, and Advocacy Service continues to deliver vital daily support to the Deaf community and is operating effectively under the new contract arrangements.

I am pleased to confirm that these developments have strengthened Deaf Connexions' financial position, ensuring stability and security for the future. This allows us to focus on sustaining and expanding our services.

The Deaf Community Centre remains vibrant and well-attended. We have seen increased participation, driven by Deaf-led workshops and an enhanced social media presence, which has helped our service groups grow.

We continue to work in partnership with Rotary House for the Deaf, and we extend our sincere thanks for their generosity in donating the office rent back to support the Deaf community.

I would like to express my gratitude to all our funders, staff, and volunteers for their unwavering support. This year, we welcomed Matthew Talbot as our new CEO. His lived experience and strong Deaf leadership have opened new funding streams, enabling the development of additional services and the expansion of Deaf Connexions.

Laura Hawksworth
Chairperson



Report on Services and Projects

Advocacy and Open Door

This service is provided under a contract with Norfolk County Council through our lead provider Equal Lives. Now that so many services are online or phone only, it is increasingly difficult for some of our Deaf Community to gain access and the majority of the queries we receive are connected with access to statutory and other services. During 2024-25 we worked on 645 enquiries,

NHS enhanced

Deaf Connexions provides this service under a contract with Language Empire. Our role is to help Deaf patients to enable them to book appointments with primary care providers, and to request and confirm sign language interpreter services booked through Language Empire. In the year to March 2025 Deaf Connexions supported 195 service users.

The Deaf Centre

Managed under a contract with Norfolk County Council the Norwich Deaf Centre has been busy with regular groups and activities each week throughout the year. BSL Art group take place every two weeks and are always popular, as are the regular Sign Zone and numerous groups that attend the Centre. During 2024-25 6,617 service users used the Deaf Centre. Due to building conditions, Deaf Centre operations have recently moved to Carrow House in Norwich.

Rotary House

Work with 16 tenants at Rotary House for the Deaf is provided by Deaf Connexions through a contract Rotary House for the Deaf Ltd. Tenants are supported face to face and via text/email Monday to Thursday with set office hours Times". We operate 24/7 mobile phone support for emergencies outside office hours.



Summary of financial results

Introduction

This is the fifth year of trading for Deaf Connexions Charitable Incorporated Organisation (CIO), which, on 1 April 2020, took over the trade and assets of the predecessor Deaf Connexions charity.

Income and expenditure

The financial year to 31 March 2025 saw a continuation of services provided by Deaf Connexions. After allocating salary and overheads in proportion to time spent by staff, all services have shown a loss. However this loss has been largely offset by a generous donation from Rotary House for the Deaf Ltd in the form of rent-free office space, resulting in a small net increase general reserves of £2,520 to £136,449.

Deaf Connexions started the year with two designated funds formed as a result of a legacy received in 2023-24. One of these funds has been fully spent on updating outdated IT and improving connectivity between our two main operational sites at Rotary House and the Norwich Deaf Centre. The other fund was designated as Care at Home project seed funding, and due to limited resources and a change of key staff during the year this project is still in progress.

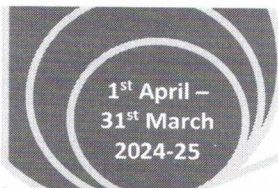
A major financial success during the year has been approach to grant funders, with six grants received totaling £70,104, including £40,000 for a Deaf Childrens project (Norfolk and Waveney Integrated Care System), £12,500 for a BSL translator project (Norwich Charitable Trust / Norwich Consolidated Charities) and £10,000 for BSL Home support (Norfolk Community Foundation). Due to the timing of receipts, and the resource needed to initiate projects, the majority of this funding has been carried forward into 2025-26.

Reserves policy

As a result of the charity's exposure to a relatively small number of contracts, in December 2022 trustees agreed a revised target for reserves of between 50% and 100% of forecast annual general fund income. After adjusting for Access to Work grant support, the general reserve sits at 112% of income, slightly higher than target. This provides a buffer when services are re-defined and re-tendered, means that we don't need to plan to make a profit, and allows Deaf Connexions to underwrite and provide funding for smaller projects designed to help the Deaf community where external funding is not available.

Approved by the Trustees

Chairperson Laura Hawksworth



Independent Examiner's Report for the year ended 31 March 2025

To the Trustees of Deaf Connexions:

I report on the financial statements of the charity for the year ended 31 March 2025.

Respective responsibilities of Trustees and Independent Examiner

The charity's trustees are responsible for the preparation of the financial statements. The charity's trustees consider that an audit is not a requirement for this year under section 144(2) of the Charities Act 2011 (the 2011 Act), and that an independent examination is needed.

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 financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, 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 financial statements 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 trustees have not met the requirements to ensure that:
 - proper accounting records are kept in accordance with section 130 of the 2011 Act; and
 - financial statements are prepared which agree with the accounting records and comply with the accounting requirements of the 2011 Act; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Andrew Parker F.C.C.A
Andrew Parker Associates Ltd
Unit 7, Beech Avenue Business Park
Beech Avenue, Taverham
Norwich NR8 6HW

AMP

Date:

21/1/26



Deaf Connexions Accounts Year to 31 March 2025

Balance sheet

	31-Mar-2025	31-Mar-2024
	£	£
Current assets		
Debtors	32,085	5,476
Cash at bank and in hand	<u>195,380</u>	<u>156,393</u>
Total current assets	227,465	161,869
Short term creditors		
Accruals	8,771	2,941
Net assets	<u><u>218,694</u></u>	<u><u>158,928</u></u>
Unrestricted income funds		
Restricted funds	62,877	
Designated funds	19,369	25,000
General reserve	136,449	133,928
	<u><u>218,694</u></u>	<u><u>158,928</u></u>

Signed on behalf of the Trustees

H Jones, Treasurer

Date 21 January 2026



Deaf Connexions

Accounts Year to 31 March 2025 Statement of financial activities - including income and expenditure account

	Unrestricted Funds	Designated Funds	Restricted Funds	31-Mar-2025 Total Funds	31-Mar-2024
	£	£	£	£	£
Incoming resources					
Income from charitable trading					
Communication services	0			0	2,760
Advocacy and Open Door	42,126			42,126	52,470
Deaf Centre	24,501			24,501	9,764
NHS Enhanced	8,775			8,775	10,200
Rotary House	29,642			29,642	29,247
Other projects	0		70,104	70,104	9,440
	105,045	0	70,104	175,149	113,881
Interest received	2,126			2,126	1,655
Access to Work (A2W) grant	51,492			51,492	0
Other incoming resources	10,377			10,377	34,045
Total incoming resources	169,040	0	70,104	239,144	149,581
Expenditure					
Charitable expenditure					
Deaf Centre	26,085			26,085	11,577
Rotary House	31,862			31,862	26,861
NHS Enhanced	10,793			10,793	8,609
Advocacy and Open Door	43,300			43,300	47,956
Communication support (A2W)	51,492			51,492	2,818
Other projects	0	5,632	7,227	12,858	9,413
	163,533	5,632	7,227	176,391	107,234
Governance costs	2,987			2,987	1,422
Total expenditure	166,520	5,632	7,227	179,378	108,655
Net movement in funds	2,520	-5,632	62,877	59,766	40,926
Funds balance brought forward	133,928	25,000	0	158,928	118,002
Funds balance carried forward	136,449	19,369	62,877	218,694	158,928



Notes forming part of the financial statements for the year ended 31 March 2025

Statement of Compliance

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 Charities Act 2011.

The charity has opted to adopt Bulletin 1 published on 2 February 2016 and has therefore not included a cash flow statement in these financial statements.

Apart from a small number of additional disclosures, no changes have been made to the content or format of these accounts, and no prior year adjustments have been made.

Basis of preparation

Deaf Connexions meets the definition of a public benefit entity under FRS 102.

1. Accounting policies

- Fund accounting

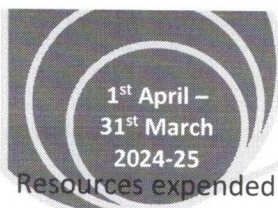
The general fund is an unrestricted fund which is available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purpose funds and restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors.

Incoming resources are included in the Statement of Financial Activities (SOFA) when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Our Core income relates to our Contract Agreements with (directly or indirectly Norfolk County Council: “Deaf Community Centre”, “Language Aide” and “Open Door & Advocacy).

In addition Deaf Connexions services a management contract for the management of Rotary House for the Deaf Ltd, and works to enhance services under a contract with the NHS.



- Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Staff costs and other costs (eg rent and rates) which cannot be attributed to a particular heading have been allocated based on an analysis of the proportion of time spent by each staff member.

- Tangible fixed assets

Tangible fixed assets costing more than £2,500 and not funded directly through contract or grant are capitalised and included at cost including any incidental expense of acquisition. The charity currently has no tangible fixed assets. When it does, depreciation will be provided.

- Pension costs

The charity contributes to a pension scheme which is available to all staff and provides a 3% contribution to The People’s Pension.

2. Income

Incoming resources – Income from charitable trading

	2025	2024
	£	£
Communication services	-	2,760
Advocacy and Open Door	42,126	52,470
Deaf Centre	24,501	9,764
NHS Enhanced	8,775	10,200
Rotary House	29,642	29,247
	105,045	104,441

Note: Deaf Connexions has contracts and service agreements with a number of organisations including Norfolk County Council and Rotary House for the Deaf.



3. Trustee remuneration

Fees totaling £44 were paid to one trustee for cleaning services.

Certain trustees may benefit indirectly through availability of externally funded services for deaf people on the same basis as any service user.

4. Staff costs

As at 31 March 2024 employees totaled 1 full - time and 2 part-time. No member of staff received a salary of more than £60,000 in the year to 31st March 2024. All staff have been enrolled in an approved auto-enrolment pension scheme.

	2025	2024
	£	£
Wages/salaries	76,562	63,468
Social security costs	7,467	4,625
Pensions	2,450	2,586
Total	86,479	70,680

5. Financial commitments

At 31st March 2025, Deaf Connexions had no long-term commitments.



6. Analysis of movement on reserves

	1-Apr-2024		31-Mar-2025	
	£ b'fwd	£ Income	£ Expenditure	£ c'fwd
Restricted funds				
Deaf Youth Project for18-25s	0	500	170	330
BSL translator project	0	5,936	6,564	6,459
Love Norfolk project	0	5,000	1,000	4,000
Deaf Children's project	0	40,604	120	40,484
BSL Home Support	0	10,000	0	10,000
Nature project	0	1,500	0	1,500
	0	70,104	7,227	62,877
Designated funds				
Care home project seed funding	20,000		632	19,369
Update and improve IT connectivity	5,000		5,000	0
	25,000	0	5,632	19,369
General fund	133,928	169,040	166,520	136,449
Total funds	158,928	239,144	179,378	218,694

7. Support Costs

	2025 £	2024 £
Payroll	2,072	1,206
Stationary	1,225	729
Travel	-	66
Equipment	3,396	-
Training	171	256
Photocopier	1,460	1,406
Rent/Rates	11,616	11,738
Telephone	2,882	2,553
Insurance	1,225	1,078
AGM/Charity inc independent examination	3,675	822
Office exp inc web.main	341	686
	28,063	20,540

Support costs have been allocated across services on the basis of staff costs for each service.



8. Analysis of resources expended by expenditure type

	Staff Costs 2025 £	Freelance & equipment costs 2025 £	Other Costs 2025 £	Total 2025 £	Total 2024 £
Deaf Centre	17,975	2,278	5,833	26,085	11,577
Rotary House management	24,056	0	7,806	31,862	26,861
NHS Enhanced	8,149	0	2,644	10,793	8,609
Advocacy and Open Door	32,692	0	10,608	43,300	47,956
Communication support (A2W)	0	51,492	0	51,492	2,818
Other projects	1,804	10,469	585	12,858	9,413
Governance costs	1,804	598	585	2,987	1,422
	86,479	64,837	28,063	179,378	108,655

Note: in the second column equipment costs relate to “other projects”, otherwise the costs refer to freelance communications support.

Deaf Connexions

Rotary House

King Street Norwich NR1 2BL

Text phone 01603 661113

www.deafconnexions.org.uk

mail@deafconnexions.org.uk

deafconnexions

DEAF CONNEXIONS

England & Wales - Charity number 1188715

Accounts



Charitable Incorporated Organisation

Registered Charity Number 1188715

**ANNUAL REPORT AND
ACCOUNTS**

1 April 2023 to 31 March 2024



Trustee Annual Report from 1st April 2023 to 31st March 2024

Trustees, partners and staff

Trustees

Robin Amos	Chairperson
Laura Hawksworth	Vice Chair
Howard Jones	Hon Treasurer
Hannah Butcher	Trustee (appointed 6 June 2023)
Verity Gibson	Trustee
Claire Parker	Trustee
Paul Scott	Trustee
Tony Sutton	Trustee

Note: all trustees listed above are in post at the date of this report

Rotary House Representatives

Andy De'Ath & Mark Templeman

Staff

Matthew Talbot	Chief Executive
Teresa Howard	Deputy Manager - Deaf Advocacy Worker
Mary Chambers	Deaf Community Worker



Charity Information

Bank Charities Aid Foundation CAF Bank Limited.

Independent Examiner

Andrew Parker F.C.C.A, Andrew Parker Associates Ltd, Unit 7, Beech Avenue Business Park, Beech Avenue, Taverham, Norwich NR8 6HW.

Formation

Deaf Connexions Charitable Incorporated Organisation (CIO) ("Deaf Connexions") was incorporated on 23rd March 2020, with Charity number 1188715.

Governance

Trustees are recruited through the organisation's close links with the deaf community and links with other organisations dedicated to improving the lives of Deaf people. Trustees are appointed for terms of 3 years in accordance with the charity's constitution.

For decisions which can only be made by members of Deaf Connexions, all trustees are members and vice versa. All trustees are on the Management Committee which provides oversight and direction to the organisation. From time to time the trustees will delegate specific functions to a sub-group, and from time-to-time non-voting representatives of partner organisations will be invited to Management Committee meetings to provide knowledge and support.

Management and activities

Deaf Connexions is managed on a day-to-day basis by its Chief Executive, guided by decisions made by the Trustees.

The charity provides the following services to the deaf community under contracts or framework agreements with third party organisations:

- Advocacy and Open Door
- Operation and management of the Deaf Centre, Norwich
- Enhanced NHS funded services for Deaf People
- Rotary House for the Deaf management and tenant support
- Communication Services including Language Aide and INTRAN (until June 2022).

Subject to grant funding, Deaf Connexions delivers specific projects such as BSL training.



Risks and opportunities

The main risks facing the charity relate to its relatively small size reliant on income from a small number of contracts. The Trustees have considered this risk and consider that due to the nature of the service, the proven ability to meet commitments and renew contracts, and the on-going impact of the Equality Act, the charity continues to look forward to a successful future.

Deaf Connexions has emerged successfully from significant changes in 2022-23 which saw the closure of most communications support activities and the loss of a number of staff, followed by the retirement of our highly experienced Chief Executive in early 2024. Through the appointment of a new Chief Executive and the work of dedicated staff the trustees have ensured that Deaf Connexions has progressed while maintaining all its services.

Financially, the reduced number of staff has reduced the financial risk associated with losing contracts and consequently having to close the organisation. A good level of reserves will enable necessary changes to be made in a way which limits the impact on service users.

Volunteers

Deaf Connexions uses volunteers to assist with its administrative and other functions. It is grateful for their efforts.

Employee involvement and employment of disabled people

Employees are consulted on issues of concern to them by means of open day-to-day management, and regular staff meetings.

The charity has implemented a number of detailed policies in relation to all aspects of personnel matters including Equal Opportunities, Health and Safety and Policies relating to the disclosure and barring Service – recruitment of ex-offenders. In accordance with the charity's equal opportunities policy, the charity has fair employment practices in the recruitment, selection, retention and training of disabled staff.



Chairman's Report

There are still major barriers when trying to access services for Deaf people. Our Information, Advice and Advocacy Services continues to provide daily support for our Deaf Community which continues to work well under the new contract arrangements.

Since the changes to the Interpreter service in June 2023 there have been ongoing difficulties for our Deaf Community to obtain Interpreters especially for health appointments and we continue to work with all providers to try and improve this service.

I am pleased to report that this has assured that Deaf Connexions is now financially stable and secure and we can look forward to continuing to provide services and support for the future.

The Deaf Community Centre continues to be well attended and busy, and we continue to work in partnership with Rotary House for the Deaf and once again we would like to thank them again this year for donating the rent we pay for office space back to supporting the Deaf Community.

I would like to thank all our funders, staff and Volunteers for all their support. A very special thank you is due to Sue Moore, our Chief Executive for 27 years, who retired in May 2024. Deaf Connexions owes its existence to Sue, who in recent years saw the organisation through Covid and then the loss of our Intran contract and yet has left Deaf Connexions in a stable financial position with dedicated staff ensuring a good foundation for the future.

Robin Amos

Chairman



Report on Services and Projects

Communication Services - Language Aide

We continue to work with just one family and have provided 12 sessions of support.

Advocacy and Open Door

During 2023-24 we worked on 1,069 enquiries. This service is provided under a contract with Norfolk County Council through our lead provider Equal Lives. The majority of the queries we receive are connected with access to statutory and other services. Now that so many services are online or phone only, it is increasingly difficult for some of our Deaf Community to gain access.

NHS enhanced

We are sub-contracting with Language Empire to provide this service and during 2023-24 we worked on 328 enquiries. Deaf connexions provide and facilitate arrangements with individual Deaf patients to enable them to book appointments with a primary care services on request and confirm an interpreter has been booked through Language Empire and the Deaf patient.

The Deaf Centre

The Deaf Centre has been busy with regular groups and activities throughout the week.

Healthy walks take place every two weeks and are always popular, as are the regular BSL Coffee Morning, Sign zone, Arts and craft sessions and numerous groups/workshops that are well attend at the Centre.

Rotary House

Tenants are supported face to face and via text/email Monday to Thursday with set office hours Times". We operate 24/7 mobile phone support for emergency outside office hours.

Renovations to flats have been taking place with new tenants welcomed during the year.



Summary of financial results

Introduction

This is the fourth year of trading for Deaf Connexions Charitable Incorporated Organisation (CIO), which, on 1 April 2020, took over the trade and assets of the predecessor Deaf Connexions charity.

Income and expenditure

The financial year to 31 March 2024 saw the consolidation of services provided by Deaf Connexions following the closure of the communications service in 2022. After allocating salary and other costs in proportion to time spent by staff, most services apart from the Deaf Centre showing a small surplus to cover management and governance costs and contribute to general reserves.

General reserves were further supported by non-trading income of £9,011 which was the result of a generous donation in kind from Rotary House for the Deaf Limited, equivalent to the value of office space occupied by Deaf Connexions at the Rotary House site.

Restricted funds received during the year comprised £4,910 from the Norfolk Community Foundation to provide classes and activities for Deaf people, and £3,100 received from Norfolk County Council to provide additional welfare support to the deaf community. All restricted funds were fully used during the year. The general fund surplus over the year was £15,926, resulting in reserves carried forward of £133,928.

Reserves policy

As a result of the charity's exposure to a relatively small number of contracts, in December 2022 trustees agreed a revised target for reserves of between 50% and 100% of forecast annual income. This target – currently slightly exceeded - is designed to manage cash-flows, as well as providing a buffer when services are re-defined and re-tendered. It also allows Deaf Connexions to underwrite and provide funding for smaller projects designed to help the Deaf community where external funding is not available.

During the year Deaf Connexions received a legacy of £25,000. Trustees have agreed to designate all of the funds to kick-start a "Care at Home" project, providing £20,000 seed funding to support Deaf people in their own homes, with £5,000 set aside to update outdated IT and to improve connectivity at and between our two main operational sites at Rotary House and the Norwich Deaf Centre.

Approved by the Trustees

Chairman Robin Amos



Independent Examiner's Report for the year ended 31 March 2024

To the Trustees of Deaf Connexions:

I report on the financial statements of the charity for the year ended 31 March 2024.

Respective responsibilities of Trustees and Independent Examiner

The charity's trustees are responsible for the preparation of the financial statements. The charity's trustees consider that an audit is not a requirement for this year under section 144(2) of the Charities Act 2011 (the 2011 Act), and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
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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 financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, 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 financial statements 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 trustees have not met the requirements to ensure that:
 - proper accounting records are kept in accordance with section 130 of the 2011 Act; and
 - financial statements are prepared which agree with the accounting records and comply with the accounting requirements of the 2011 Act; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Andrew Parker F.C.C.A
Andrew Parker Associates Ltd
Unit 7, Beech Avenue Business Park
Beech Avenue, Taverham
Norwich NR8 6HW

AMP

Date: 4-1-25



Deaf Connexions Accounts Year to 31 March 2024

Balance sheet

	31-Mar-2024 £	31-Mar-2023 £
Current assets		
Debtors	5,476	16,675
Cash at bank and in hand	<u>156,393</u>	<u>105,004</u>
Total current assets	161,869	121,679
Short term creditors		
Accruals	2,941	3,677
Net assets	<u>158,928</u>	<u>118,002</u>
Unrestricted income funds		
Designated funds	25,000	0
General reserve	<u>133,928</u>	<u>118,002</u>
	<u>158,928</u>	<u>118,002</u>

Signed on behalf of the Trustees

H Jones
H Jones, Treasurer

Date 4 January 2025



Deaf Connexions
Accounts Year to 31 March 2024
Statement of financial activities -
including income and expenditure account

	31-Mar-2024			31-Mar-2023
	Unrestricted Funds	Designated Funds	Restricted Funds	Total Funds
	£	£	£	£
Incoming resources				
Income from charitable trading				
Communication services	2,760			2,760
Advocacy and Open Door	52,470			52,470
Deaf Centre	9,764			9,764
NHS Enhanced	10,200			10,200
Rotary House	29,247			29,247
Other projects	1,430		8,010	9,440
	105,871	0	8,010	113,881
Interest received	1,655			1,655
Other incoming resources	9,045	25,000		34,045
Total incoming resources	116,571	25,000	8,010	149,581
				158,762
				455
				7,842
				167,059
Expenditure				
Charitable expenditure				
Communication services	2,818			2,818
Deaf Centre	11,577			11,577
Rotary House	26,861			26,861
NHS Enhanced	8,609			8,609
Advocacy and Open Door	47,956			47,956
Other projects	1,403	0	8,010	9,413
	99,224	0	8,010	107,234
Governance costs	1,421			1,421
Total expenditure	100,645	0	8,010	108,655
				164,334
				2,401
				166,735
Net movement in funds	15,926	25,000	0	40,926
				324
Funds balance brought forward	118,002	0	0	118,002
Funds balance carried forward	133,928	25,000	0	158,928
				117,678
				118,002



Notes forming part of the financial statements for the year ended 31 March 2024

Statement of Compliance

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 Charities Act 2011.

The charity has opted to adopt Bulletin 1 published on 2 February 2016 and has therefore not included a cash flow statement in these financial statements.

Apart from a small number of additional disclosures, no changes have been made to the content or format of these accounts, and no prior year adjustments have been made.

Basis of preparation

Deaf Connexions meets the definition of a public benefit entity under FRS 102.

1. Accounting policies

- Fund accounting

The general fund is an unrestricted fund which is available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purpose funds and restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors.

Incoming resources are included in the Statement of Financial Activities (SOFA) when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Our Core income relates to our Contract Agreements with (directly or indirectly Norfolk County Council: "Deaf Community Centre", "Language Aide" and "Open Door & Advocacy. Until 30 June 2022 Deaf Connexions provided the "INTRAN" sign language communication service.

In addition Deaf Connexions services a management contract for the management of Rotary House for the Deaf, and works to enhance services under a contract with the NHS.



- Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Staff costs and other costs (eg rent and rates) which cannot be attributed to a particular heading have been allocated based on an analysis of the proportion of time spent by each staff member.

- Tangible fixed assets

Tangible fixed assets costing more than £2,500 and not funded directly through contract or grant are capitalised and included at cost including any incidental expense of acquisition. The charity currently has no tangible fixed assets. When it does, depreciation will be provided.

- Pension costs

The charity contributes to a pension scheme which is available to all staff and provides a 3% contribution to The People’s Pension.

2. Income

Incoming resources – Income from charitable trading

	2024	2023
Communication services	2,760	70,630
Advocacy and Open Door	52,470	45,923
Deaf Centre	9,764	15,291
NHS Enhanced	10,200	1,063
Rotary House	29,247	26,323
	104,441	159,229

Note: Deaf Connexions has contracts and service agreements with a number of public sector organisations including Norfolk County Council and the Health Service, as well as Rotary House for the Deaf.



3. Trustee remuneration

Fees totaling £957 were paid to one trustee for cleaning services.

Certain trustees may benefit indirectly through availability of externally funded services for deaf people on the same basis as any service user.

4. Staff costs

As at 31 March 2024 employees totaled 1 full - time and 2 part-time. No member of staff received a salary of more than £60,000 in the year to 31st March 2024. All staff have been enrolled in an approved auto-enrolment pension scheme.

	2024 £	2023 £
Wages/salaries	63,468	107,883
Social security costs	4,625	7,648
Pensions	2,586	2,586
Total	70,680	118,117

5. Financial commitments

At 31st March 2024, Deaf Connexions had no long term commitments.



6. Analysis of movement on reserves

	1-Apr-2023 b'fwd £	Income £	Expenditure £	31-Mar-2024 c'fwd £
Restricted funds				
Norfolk Community Foundation – Love Norfolk	0	4,910	4,910	-
Deaf Centre Social & Learning Opportunities	0	3,100	3,100	-
	0	8,010	8,010	0
Designated funds				
Care at Home project seed funding	0	20,000	0	20,000
Update and improve IT and connectivity	0	5,000		5,000
	0	25,000	0	25,000
General fund	118,002	116,571	100,645	133,928
Total funds	117,678	149,581	108,655	158,928

7. Support Costs

	2024 £	2023 £
Payroll	1,206	1,697
Stationary	729	368
Travel	66	
Equipment	-	3,118
Membership	-	264
Training	256	665
Photocopier	1,406	1,406
Rent/Rates	11,738	8,360
Telephone	2,553	2,426
Insurance	1,078	2,553
AGM/Charity inc independent examination	822	1,920
Office exp	686	408
	20,540	23,185

Support costs have been allocated across services on the basis of staff costs for each service.



8. Analysis of resources expended by expenditure type

	Staff Costs 2024 £	Freelance and travel costs 2024 £	Other Costs 2024 £	Total 2024 £	Total 2023 £
Communication service	232	2,519	68	2,818	69,988
Deaf Centre	5,574	4,384	1,620	11,577	15,864
Rotary House management	20,812	0	6,048	26,861	27,137
Language Aide	6,670	0	1,939	8,609	1,830
Advocacy and Open Door	31,177	7,719	9,060	47,956	41,174
Other projects	5,113	2,814	1,486	9,413	8,341
Governance costs	1,102	0	320	1,422	2,401
	70,680	17,435	20,540	108,655	166,735

Deaf Connexions

Rotary House

King Street Norwich NR1 2BL

Text phone 01603 661113

www.deafconnexions.org.uk

mail@deafconnexions.org.uk

deafconnexions

DEAF CONNEXIONS

England & Wales - Charity number 1188715

Accounts



Charitable Incorporated Organisation

Registered Charity Number 1188715

**ANNUAL REPORT AND
ACCOUNTS**

1st April 2022 to 31st March 2023

1st April –
31st March
2022-2023

Trustee Annual Report from 1st April 2022 to 31st March 2023

Our trustees, partners and staff at 31st March 2023

Trustees

Robin Amos	Chairperson
Laura Hawksworth	Vice Chair
Howard Jones	Treasurer
Tony Sutton	Committee
Claire Parker	Committee
Mary Bradley	Committee (resigned 16 th Aug 2022)
Robin Amos	Committee
Verity Gibson	Committee
Paul Scott	Committee (15 th March 2023)

Social Services Representative

Paul Bowerbank

Rotary House Representative

Andy De'Ath & Mark Templeman

Staff

Sue Moore	Chief Executive
Teresa Howard	Deputy Manager -Deaf Advocacy Worker
Mary Chambers	Deaf Community Worker
Mary Bradley	Admin & Information Assistant

Language Aides

Ann Marsh

1st April –
31st March
2022-2023

Charity Information

Bank Charities Aid Foundation CAF Bank Limited.

Independent Examiner

Andrew Parker F.C.C.A, Andrew Parker Associates Ltd, Unit 7, Beech Avenue Business Park, Beech Avenue, Taverham, Norwich NR8 6HW.

Formation

Deaf Connexions Charitable Incorporated Organisation (CIO) (“Deaf Connexions”) was incorporated on 23rd March 2020, with Charity number 1188715.

Governance

Trustees are recruited through the organisation’s close links with the deaf community and links with other organisations dedicated to improving the lives of Deaf people. Trustees are appointed for terms of 3 years in accordance with the charity’s constitution.

For decisions which can only be made by members of Deaf Connexions, all trustees are members and vice versa. All Trustees are on the Management Committee which provides oversight and direction to the organisation. From time to time the trustees will delegate specific functions to a sub-group, and from time-to-time non-voting representatives of partner organisations will be invited to Management Committee meetings to provide knowledge and support.

Management and activities

Deaf Connexions is managed on a day-to-day basis by its Chief Executive, guided by decisions made by the Trustees.

The charity provides the following services to the deaf community under contracts or framework agreements with third party organisations:

- Open Door and Advocacy
- Rotary House for the Deaf management and tenant support
- Operation and management of the Deaf Centre, Norwich
- Language aide.

Until 30 June 2022 Deaf Connexions provided a sign language Communication Service for deaf people, primarily through the INTRAN framework agreement.



1st April –
31st March
2022-2023

Subject to grant funding, Deaf Connexions delivers specific projects such as BSL training, and more recently, work relating to the long-term impact of the pandemic on the deaf community.

Risks and opportunities

The main risks facing the charity relate to its income being reliant on a small number of major contracts. The Trustees have considered this risk and consider that due to the nature of the service, the proven ability to meet commitments and renew contracts and the on-going impact of the Equality Act, the charity continues to look forward to a successful future.

However, the environment has been subject to change, an example being the withdrawal of parts of the health service from INTRAN in 2020 which resulted in a permanent reduction in income. As a result of this and other factors, Deaf Connexions has closed its communications service, sadly requiring a reduction in the number of staff and some redundancies. On the positive side, the organisation no longer has the risks of underwriting the costs associated with a large but marginally profitable contract.

Deaf Connexions continues to manage Rotary House for the Deaf, the Norwich Deaf Centre, and the Specialist Information Advice & Advocacy contract has been renewed in 2022, so despite the loss of the Communications service Deaf Connexions has ensured its long-term future supporting the Deaf community.

Volunteers

Deaf Connexions uses volunteers to assist with its administrative and other functions. It is grateful for their efforts.

Employee involvement and employment of disabled people

Employees are consulted on issues of concern to them by means of open day-to-day management, and regular staff meetings.

The charity has implemented a number of detailed policies in relation to all aspects of personnel matters including Equal Opportunities, Health and Safety and Policies relating to the disclosure and baring Service – recruitment of ex-offenders. In accordance with the charity's equal opportunities policy, the charity has fair employment practices in the recruitment, selection, retention and training of disabled staff.

1st April –
31st March
2022-2023

Chairman's Report

This year has seen many changes, as we reported last year we had to make the very difficult decision to close our Communication Service however I am pleased to report that this has assured that Deaf Connexions is now financially stable and secure and we can look forward to continuing to provide services and support for the future.

Since the changes to the Interpreter service there have been ongoing difficulties for our Deaf Community to obtain Interpreters especially for health appointments and we continue to work with all providers to try and improve this service.

Our Information, Advice and Advocacy Services continues to provide daily support for our Deaf Community and is working well under the new contract arrangements. There are still major barriers when trying to access services for Deaf people.

The Deaf Community Centre is well attended and busy. We were very grateful to the National Lottery for funding some of our activities and IT support this year which has helped some of our Deaf Community gain new skills and confidence.

We continue to work in partnership with Rotary House for the Deaf and we would like to thank them again this year for donating the rent we pay for office space back to supporting the Deaf Community.

I would like to thank all our funders, staff and Volunteers for all their support.

Robín Amos

Chairman

Report on Services and Projects

Communication Service

Deaf Connexions sadly closed the Communication Service at the end of June, however in the months of April, May and June we provided 226 bookings.

The INTRAN contract moved to new providers and we worked closely with them to ensure a smooth transition of the service.

We continue to work with both Interpreter Service Companies who provide for Norfolk to enable the Deaf Community to feedback and assist development.

Language Aide

We continue to work with just one family and have provided 22 sessions of support.

Open Door and Advocacy

This year we have worked on 1,018 enquiries, this is under the new contract from Norfolk County Council with our lead provider Equal Lives. The majority of the queries we get are connected with access to services. It is increasingly difficult for our Deaf Community to gain access now that so many services are online only.

Rotary House

Tenants are supported Monday to Thursday with set “Open Door Times” where they can come to see us face to face, outside that there is a 24/7 mobile phone support during the day and for emergency outside office hours.

The Garden project has gone well again this year, with lots of fruit and vegetables grown.

Renovations to flats have been taking place and we are in the process of converting the communal bathroom into an accessible shower room.

It was with great sadness that we lost three of our long standing tenants due to ill health, they are greatly missed.

The Deaf Centre

The Deaf Centre has been busy with regular groups and lots of activities. The National Lottery Community Fund helped us to provide a desk top pc and training and support sessions to assist people to learn more and use the PC for accessing their online benefit accounts etc. Our Healthy walks every two weeks are always popular and the Café continues to provide light refreshment for our BSL Coffee Morning and for the groups that attend the centre.

1st April –
31st March
2022-2023

Summary of financial results

- **Introduction**

This is the third year of trading for Deaf Connexions Charitable Incorporated Organisation (CIO), which, on 1 April 2020, took over the trade and assets of the predecessor Deaf Connexions charity.

- **Income and expenditure**

The financial year to 31 March 2023 was defined to a large extent by the ending of the Communications Service and a reduction in staff, while maintaining the range of other services provided by Deaf Connexions. Most services broadly break-even, with the Advocacy and information service showing a surplus in the year helping to cover management and overheads.

Non-trading income of £7,842 was the result of a generous donation in kind from Rotary House, equivalent to office rental.

The restricted reserves of £7,951 at the beginning of the year were all fully used during the year. The general fund surplus over the year was £8,275, resulting in reserves carried forward of £118,002.

- **Reserves**

Taking over the trade and assets of the predecessor Deaf Connexions charity enabled the CIO to start off with a healthy initial reserve on 1 April 2020. This has been vital when coming out of the pandemic restrictions, and has enabled the services to change and evolve.

As a result of a reduction in the charities contracted activities, and therefore greater exposure to a smaller number of contracts, trustees agreed a revised target for reserves in December 2022. The general reserves at 31 March of £118,002 are within the trustee's revised target of between 50% and 100% of forecast annual income. This target is designed to manage cash-flows, as well as providing a buffer when services are re-defined and re-tendered and to underwrite and provide funding for smaller projects designed to help the deaf community.

Approved by the Trustees

Chairman Robin Amos

1st April –
31st March
2022-2023

Independent Examiner's Report for the year ended 31 March 2023

To the Trustees of Deaf Connexions:

I report on the financial statements of the charity for the year ended 31 March 2023.

Respective responsibilities of Trustees and Independent Examiner

The charity's trustees are responsible for the preparation of the financial statements. The charity's trustees consider that an audit is not a requirement for this year under section 144(2) of the Charities Act 2011 (the 2011 Act), and that an independent examination is needed.

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 financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, 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 financial statements 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 trustees have not met the requirements to ensure that:
 - proper accounting records are kept in accordance with section 130 of the 2011 Act; and
 - financial statements are prepared which agree with the accounting records and comply with the accounting requirements of the 2011 Act; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Andrew Parker F.C.C.A
Andrew Parker Associates Ltd
Unit 7, Beech Avenue Business Park
Beech Avenue, Taverham
Norwich NR8 6HW



Date:
Aug-01-2023 | 3:52:16 PM BST



1st April –
31st March
2022-2023

Deaf Connexions Accounts Year to 31 March 2023

Balance sheet

	31-Mar-2023	31-Mar-2022
	£	£
Current assets		
Debtors		
Debtors control account	16,675	11,007
Cash at bank and in hand	<u>105,004</u>	<u>111,494</u>
Total current assets	121,679	122,501
Short term creditors		
Accruals	<u>3,677</u>	<u>4,823</u>
	3,677	4,823
Net assets	<u><u>118,002</u></u>	<u><u>117,678</u></u>
Unrestricted income funds		
Restricted funds	0	7,951
General reserve	<u>118,002</u>	<u>109,727</u>
	<u><u>118,002</u></u>	<u><u>117,678</u></u>

Signed on behalf of the Trustees

H Jones, Treasurer

Date

1st April –
31st March
2022-2023

Accounts Year to 31 March 2023

Statement of financial activities - including income and expenditure account

	31-Mar-2023			31-Mar-2022
	Unrestricted Funds	Restricted Funds	Total Funds	
	£		£	£
Incoming resources				
Income from charitable trading				
Communication service	69,567		69,567	162,929
Deaf Centre	15,291		15,291	15,889
Rotary House	26,323		26,323	23,533
Language Aide	1,063		1,063	1,266
Advocacy and Open Door	45,923		45,923	42,052
Other projects	595	0	595	11,015
	158,762	0	158,762	256,684
Interest received	455		455	5
Other incoming resources	7,842		7,842	8,891
Total incoming resources	167,059	0	167,059	265,580
Expenditure				
Charitable expenditure				
Communication service	69,988		69,988	165,517
Deaf Centre	15,864		15,864	19,639
Rotary House	27,137		27,137	30,418
Language Aide	1,830		1,830	2,170
Advocacy and Open Door	41,174		41,174	38,971
Other projects	390	7,951	8,341	5,754
	156,383	7,951	164,334	262,469
Governance costs	2,401		2,401	2,792
Total expenditure	158,784	7,951	166,735	265,261
Net movement in funds	8,275	-7,951	324	319
Funds balance brought forward	109,727	7,951	117,678	117,359
Funds balance carried forward	118,002	0	118,002	117,678

Notes forming part of the financial statements for the year ended 31 March 2023

Statement of Compliance

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 Charities Act 2011.

The charity has opted to adopt Bulletin 1 published on 2 February 2016 and has therefore not included a cash flow statement in these financial statements.

Apart from a small number of additional disclosures, no changes have been made to the content or format of these accounts, and no prior year adjustments have been made.

Basis of preparation

Deaf Connexions meets the definition of a public benefit entity under FRS 102.

The general fund is an unrestricted fund which is available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

1. Accounting policies

- Fund accounting

The general fund is an unrestricted fund which is available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purpose funds and restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors.

Incoming resources are included in the Statement of Financial Activities (SOFA) when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

1st April –
31st March
2022-2023

Our Core income relates to our Contract Agreements with Norfolk County Council: “Deaf Community Centre”, “Language Aide” and “Open Door& Advocacy. Until 30 June 2022 Deaf Connexions provided the “INTRAN” sign language communication service.

In addition Deaf Connexions services a management contract for the management of Rotary House for the Deaf.

- Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Staff costs and other costs which cannot be attributed to a particular heading have been allocated based on an analysis of the proportion of time spent by each staff member.

- Tangible fixed assets

Tangible fixed assets costing more than £2,500 and not funded directly through contract or grant are capitalised and included at cost including any incidental expense of acquisition. The charity currently has no tangible fixed assets. When it does, depreciation will be provided.

- Pension costs

The charity contributes to a pension scheme which is available to all staff and provides a 3% contribution to The People’s Pension.

2. Income

Incoming resources – Income from charitable trading

Communication Service Breakdown

	2023	2022
	£	£
INTRAN contract income	41,847	135,872
Invoiced and other earned income	27,720	£27,057
Total Communication Service income	69,567	162,929

Note: INTRAN incorporates service agreements with a number of public sector organisations including Norfolk County Council and the Health Service excluding primary care and covers Sign Language interpreting, Lipspeaking and other interpreting related services. Deaf Connexions provided services through INTRAN until 30 June 2022.

3. Trustee remuneration

Fees totaling £721 were paid to two trustees in their capacities as a communications support worker and cleaner.

Certain trustees may benefit indirectly through availability of externally funded services for deaf people on the same basis as any service user.

4. Staff costs

As at 31 March 2023 employees totaled 1 full - time and 2 part-time. No member of staff received a salary of more than £60,000 in the year to 31st March 2023. All staff have been enrolled in an approved auto-enrolment pension scheme.

	2023	2022
	£	£
Wages/salaries	107,883	159,326
Social security costs	7,648	13,804
Pensions	2,586	4,757
Total	118,117	177,887

5. Financial commitments

At 31st March 2023, Deaf Connexions had no long term commitments.

1st April –
31st March
2022-2023

6. Analysis of movement on reserves

	1-Apr-2022	Income	Expenditure	31-Mar-2023
	b'fwd			c'fwd
	£	£	£	£
Restricted funds				
National Lottery	7,951	0	(7,951)	0
	<u>7,951</u>	<u>0</u>	<u>(7,951)</u>	<u>0</u>
Designated funds	0			0
	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
General fund	<u>109,727</u>	<u>167,059</u>	<u>(158,784)</u>	<u>118,002</u>
Total funds	<u>117,678</u>	<u>167,059</u>	<u>(166,735)</u>	<u>118,002</u>

7. Support Costs

	2023	2022
	£	£
Payroll	1,697	1,488
Stationary	368	318
Equipment	3,118	755
Membership	264	732
Training	665	723
Photocopier	1,406	2,040
Rent/Rates	8,360	7,674
Telephone	2,426	2,754
Insurance	2,553	2,498
AGM/Charity inc independent examination	1,920	2,008
Office exp	408	673
	<u>23,185</u>	<u>21,663</u>

Support costs have been allocated across services on the basis of staff costs for each service.

1st April –
31st March
2022-2023

8. Analysis of resources expended by expenditure type

	Staff Costs 2023 £	Freelance and travel costs 2023 £	Other Costs 2023 £	Total 2023 £	Total 2022 £
Communication service	41,77	21,065	7,152	69,988	165,518
Deaf Centre	11,411	2,500	1,953	15,864	19,639
Rotary House management	23,170	0	3,967	27,137	30,418
Language Aide	335	1,438	57	1,830	2,170
Advocacy and Open Door	35,121	4	6,013	41,174	38,971
Other projects	4,254	3,359	728	8,341	5,754
Governance costs	2,056	(7)	352	2,401	2,792
	<u>118,118</u>	<u>28,395</u>	<u>20,222</u>	<u>166,735</u>	<u>265,261</u>

Deaf Connexions

Rotary House

King Street Norwich NR1 2BL

Text phone 01603 661113

www.deafconnexions.org.uk

mail@deafconnexions.org.uk

deafconnexions

DEAF CONNEXIONS

England & Wales - Charity number 1188715

Accounts

deafconnexions

Charitable Incorporated Organisation

Registered Charity Number 1188715

**ANNUAL REPORT AND
ACCOUNTS**

1st April 2021 to 31st March 2022



 **Deaf
Advocacy**

**Deaf Community
Centre**



BSL



Trustee Annual Report from 1st April 2021 to 31st March 2022

Our trustees, partners and staff as at 31st March 2022

Trustees

Robin Amos	Chairperson
Verity Gibson	Vice Chair
Howard Jones	Treasurer
Tony Sutton	Committee
Claire Parker	Committee
Mary Bradley	Committee
Robin Amos	Committee
Laura Hawksworth	Committee

Social Services Representative

Paul Bowerbank

Rotary House Representative

Andy De'Ath & Mark Templeman

Staff

Sue Moore	Chief Executive
Teresa Howard	Deaf Advocacy Worker
Heather Harries	Bookings Coordinator

Language Aides

Ann Marsh



Charity Information

Bank Charities Aid Foundation CAF Bank Limited.

Independent Examiner

Andrew Parker, FCCA, Andrew Parker Associates Ltd, Unti 7, Beech Avenue Taverham, Norwich, NR8 6HW

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31st March
2021-2022

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There are still difficulties for our Deaf Community in access services and we are working very hard to try and improve this.

Due to changes in the NHS Primary Care contract the Trustees have had to make some very difficult decisions this year which resulted in us not applying for the INTRAN tender and the closing of the Interpreting Service in June 2022.

It was with very deep regret that we had to make redundancies and close this service after providing for over twenty four years. I want to thank all those that worked for us and were involved in providing such a highly professional and well respected service to our Deaf Community, we know it will be greatly missed.

I would like to thank all our funders, staff and Volunteers for all their support.

Robin Amos

Chairman



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Summary of financial results

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Non-trading income was significantly lower than the previous year due to furlough support and a generous legacy received in 2020-21.

Overall, the general fund loss over the year was £6,123, resulting in general reserves carried forward of £109,727.

- **Reserves**

Taking over the trade and assets of the predecessor Deaf Connexions charity enabled the CIO to start off with a healthy initial reserve on 1 April 2020. This was vital when the pandemic struck, and enabled the services to continue despite the various physical restrictions.

As noted above general reserves at 31 March were £109,727. Even after adjusting necessary redundancy costs paid after the year end in June 2022 this is within the trustee's target of between 25% and 50% of forecast annual income. This target is designed to manage debtor cash-flows, as well as providing a buffer as services are re-defined and re-tendered.

Approved by the Trustees via email on 2nd February 2022

Chairman Robin Amos



1st April –
31st March
2021-2022

Independent Examiner’s Report for the year ended 31 March 2022

To the Trustees of Deaf Connexions

I report on the financial statements of the charity for the year ended 31 March 2022

Respective responsibilities of Trustees and Independent Examiner

The charity’s trustees are responsible for the preparation of the financial statements. The charity’s trustees consider that an audit is not requirement for this year under section 144(2) of the Charities Act 2011 (the 2011 Act), and that an independent examination is needed.

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 financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, 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 financial statements 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 trustees have not met the requirements to ensure that:
 - proper accounting records are kept in accordance with section 130 of the 2011 Act; and
 - financial statements are prepared which agree with the accounting records and comply with the accounting requirements of the 2011 Act; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Andrew Parker, F.C.C.A
 Andrew Parker Associates Ltd
 Chartered Certified Accountants
 Unit 7, Beech Avenue
 Taverham
 Norwich
 NR8 6HW

AMP

Date: 28 / 10 / 22

Deaf Connexions Accounts Year to 31 March 2022

Balance sheet

	31-Mar-2022	31-Mar-2021
	£	£
Current assets		
Debtors		
Debtors control account	11,007	37,294
Prepayments	0	0
Accrued Income	0	0
	<u>11,007</u>	<u>37,294</u>
Cash at bank and in hand	<u>111,494</u>	<u>87,382</u>
Total current assets	122,501	124,676
Short term creditors		
Accruals	<u>4,822</u>	<u>7,316</u>
	4,822	7,316
Net assets	<u><u>117,678</u></u>	<u><u>117,360</u></u>
Unrestricted income funds		
Restricted funds	7,951	1,500
General reserve	109,727	115,860
	<u><u>117,678</u></u>	<u><u>117,360</u></u>

Deaf Connexions
Accounts Year to 31 March 2022
Statement of financial activities -
including income and expenditure account

			31-Mar-2022	31-Mar-2021
	Unrestricted Funds	Restricted Funds	Total Funds	
	£		£	£
Incoming resources				
Income from charitable trading				
Communication service	162,930		162,930	147,659
Deaf Centre	15,890		15,890	20,427
Rotary House	23,533		23,533	22,542
Language Aide	1,266		1,266	684
Advocacy and Open Door	42,052		42,052	41,471
Other projects	2,065	8,950	11,015	7,691
	247,734	8,950	256,684	240,473
Interest received	5		5	12
Other incoming resources	8,891		8,891	27,497
Total incoming resources	256,630	8,950	265,580	267,982
Expenditure				
Charitable expenditure				
Communication service	165,196		165,196	147,950
Deaf Centre	20,202		20,202	19,960
Rotary House	29,306		29,306	29,478
Language Aide	2,121		2,121	2,136
Advocacy and Open Door	40,156		40,156	38,970
Other projects	3,081	2,499	5,580	6,392
	260,062	2,499	262,561	244,884
Governance costs	2,700		2,700	2,717
Total expenditure	262,762	2,499	265,261	247,601
Net movement in funds	-6,132	6,451	319	20,381
Funds balance brought forward (2021 from predecessor organisation)	115,860	1,500	117,360	96,979
Funds balance carried forward	109,727	7,951	117,678	117,360

Note: due to rounding, there may be minor arithmetical inconsistencies (of no more than £1) in the accounts as presented.



Notes forming part of the financial statements for the year ended 31.03.2022

Statement of Compliance

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 Charities Act 2011.

The charity has opted to adopt Bulletin 1 published on 2 February 2016 and have therefore not included a cash flow statement in these financial statements.

Apart from a small number of additional disclosures, no changes have been made to the content or format of these accounts, and no prior year adjustments have been made.

Basis of preparation

Deaf Connexions meets the definition of a public benefit entity under FRS 102.

The general fund is an unrestricted fund which is available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

1. Accounting policies

- Fund accounting

The general fund is an unrestricted fund which is available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds comprise unrestricted funds that have been set aside by Trustees for particular purposes funds and restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors. There are no such funds at present.

Incoming resources are included in the Statement of Financial Activities (SOFA) when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Our Core income relates to our Contract Agreements with Norfolk County Council: “Deaf Community Centre”, “Language Aide” and “Open Door & Advocacy. Until 30 June 2022 Deaf Connexions provided the “INTRAN” sign language communication service.

In addition Deaf Connexions services a management contract for the management of Rotary House for the Deaf.

- Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Staff costs and other costs which cannot be attributed to a particular heading have been allocated based on an analysis of the proportion of time spent by each staff member.

- Tangible fixed assets

Tangible fixed assets costing more than £2,500 and not funded directly through contract or grant are capitalised and included at cost including any incidental expense of acquisition. The charity currently has no tangible fixed assets. When it does, depreciation will be provided.

- Pension costs

The charity contributes to a pension scheme which is available to all staff and provides a 3% contribution to The People’s Pension.



1st April –
31st March
2021-2022

2. Income

Incoming resources – Income from charitable trading

Communication Service Breakdown

	2022	2021
INTRAN contract income	135,872	£123,713
Invoiced and other earned income	27,057	£23,945
Total Communication Service income	162,929	£147,658

Note: INTRAN incorporates service agreements with a number of public sector organisations including Norfolk County Council and the Health Service excluding primary care and covers Sign Language interpreting, Lipspeaking and other interpreting related services. Deaf Connexions provided services through INTRAN until 30 June 2022.

3. Trustee remuneration

£385.31 remuneration has been paid to any trustee, either in their capacity as a trustee, or otherwise.

Certain trustees may benefit indirectly through availability of Communication support on the same basis as any service user.

4. Staff costs

As at 31 March 2022 employees totaled 3 full - time and 3 part-time. No member of staff received a salary of more than £60,000 in the year to 31st March 2022. All staff have been enrolled in an approved auto-enrolment pension scheme.

	2021/22	2020/21
	£	£
Wages/salaries	159,326	160,851
Social security costs	13,804	13,384
Pensions	4,757	4,860
Total	177,887	179,095



5. Financial commitments

At 31st March 2022, the charity had no long term commitments.

6. Analysis of movement on reserves

	1-Apr-2021		31-Mar-2022	
	£	£	£	£
	b'fwd	Income	Expenditure	c'fwd
Restricted funds				
Norfolk Community Foundation	1,500		1,500	-
National Lottery	0	8,950	999	7,951
	<u>1,500</u>	<u>8,950</u>	<u>2,499</u>	<u>7,951</u>
Designated funds	0			0
	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
General fund	<u>115,860</u>	<u>256,630</u>	<u>262,762</u>	<u>109,728</u>
Total funds	<u>117,360</u>	<u>265,580</u>	<u>265,261</u>	<u>117,679</u>

The Norfolk Community Foundation grant was used to used for Covid Support, for example Covid advice sheets and BSL videos.

The National Lottery funding is to help deaf people out of lockdown, to help build confidence, and help service users get out and about together.

7. Support Costs

	2021/22 £	2020/21 £
Payroll	1,488	2,038
Travel (allocated to services when recharged)	318	-
Stationary	-	272
Postage	755	68
Equipment	732	523
Membership	723	498
Training	2,040	588
Photocopier	7,674	2,197
Rent/Rates	2,754	7,564
Telephone	2,498	2,697
Insurance	-	2,420
Utilities (included in Rent)	2,008	-
AGM/Charity inc independent examination	672	2,284
Office exp inc web maintenance		532
	21,663	21,683

Support costs have been allocated across services on the basis of staff costs for each service

8. Analysis of resources expended by expenditure type

	Staff Costs 2022 £	Freelance and travel costs 2022 £	Other Costs 2022 £	Total 2022 £	Total 2021 £
Communication service	109,613	42,235	13,348	165,196	147,950
Deaf Centre	16,713	1,454	2,035	20,202	19,960
Rotary House management	26,125	0	3,181	29,306	29,478
Language Aide	1,140	843	139	2,121	2,136
Advocacy and Open Door	17,584	20,430	2,141	40,156	38,970
Other projects	4,306	750	524	5,580	6,392
Governance costs	2,407	0	293	2,700	2,717
	177,887	65,711	21,663	265,261	247,601



9. Events after the balance sheet date

On 30 June 2022 Deaf Connexions closed its Communications Service, including sign language interpretation and Intran services. An unfortunate outcome was a small number of posts made redundant and one-off costs of approximately £20,000. These have been funded by general reserves which have been set aside partly for this type of event. Deaf Connexions will continue to signpost users to alternative providers, as well as monitoring the effectiveness of replacement services.

Deaf Connexions

Rotary House

King Street Norwich NR1 2BL

Text phone 01603 661113

www.deafconnexions.org.uk

mail@deafconnexions.org.uk

deaf connexions

deafconnexions

Charitable Incorporated Organisation

Registered Charity Number 1188715

**ANNUAL REPORT AND
ACCOUNTS**

1st April 2021 to 31st March 2022



 **Deaf
Advocacy**

**Deaf Community
Centre**



BSL



Trustee Annual Report from 1st April 2021 to 31st March 2022

Our trustees, partners and staff as at 31st March 2022

Trustees

Robin Amos	Chairperson
Verity Gibson	Vice Chair
Howard Jones	Treasurer
Tony Sutton	Committee
Claire Parker	Committee
Mary Bradley	Committee
Robin Amos	Committee
Laura Hawksworth	Committee

Social Services Representative

Paul Bowerbank

Rotary House Representative

Andy De'Ath & Mark Templeman

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Taverham
Norwich
NR8 6HW

Date:



Deaf Connexions Accounts Year to 31 March 2022

Balance sheet

	31-Mar-2022	31-Mar-2021
	£	£
Current assets		
Debtors		
Debtors control account	11,007	37,294
Prepayments	0	0
Accrued Income	0	0
	<u>11,007</u>	<u>37,294</u>
Cash at bank and in hand	<u>111,494</u>	<u>87,382</u>
Total current assets	122,501	124,676
Short term creditors		
Accruals	<u>4,822</u>	<u>7,316</u>
	4,822	7,316
Net assets	<u><u>117,678</u></u>	<u><u>117,360</u></u>
Unrestricted income funds		
Restricted funds	7,951	1,500
General reserve	109,727	115,860
	<u><u>117,678</u></u>	<u><u>117,360</u></u>

1st April –
31st March
2021-2022

Deaf Connexions
Accounts Year to 31 March 2022
Statement of financial activities -
including income and expenditure account

			31-Mar-2022	31-Mar-2021
	Unrestricted Funds	Restricted Funds	Total Funds	
	£		£	£
Incoming resources				
Income from charitable trading				
Communication service	162,930		162,930	147,659
Deaf Centre	15,890		15,890	20,427
Rotary House	23,533		23,533	22,542
Language Aide	1,266		1,266	684
Advocacy and Open Door	42,052		42,052	41,471
Other projects	2,065	8,950	11,015	7,691
	247,734	8,950	256,684	240,473
Interest received	5		5	12
Other incoming resources	8,891		8,891	27,497
Total incoming resources	256,630	8,950	265,580	267,982
Expenditure				
Charitable expenditure				
Communication service	165,196		165,196	147,950
Deaf Centre	20,202		20,202	19,960
Rotary House	29,306		29,306	29,478
Language Aide	2,121		2,121	2,136
Advocacy and Open Door	40,156		40,156	38,970
Other projects	3,081	2,499	5,580	6,392
	260,062	2,499	262,561	244,884
Governance costs	2,700		2,700	2,717
Total expenditure	262,762	2,499	265,261	247,601
Net movement in funds	-6,132	6,451	319	20,381
Funds balance brought forward (2021 from predecessor organisation)	115,860	1,500	117,360	96,979
Funds balance carried forward	109,727	7,951	117,678	117,360

Note: due to rounding, there may be minor arithmetical inconsistencies (of no more than £1) in the accounts as presented.

Notes forming part of the financial statements for the year ended 31.03.2022

Statement of Compliance

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 Charities Act 2011.

The charity has opted to adopt Bulletin 1 published on 2 February 2016 and have therefore not included a cash flow statement in these financial statements.

Apart from a small number of additional disclosures, no changes have been made to the content or format of these accounts, and no prior year adjustments have been made.

Basis of preparation

Deaf Connexions meets the definition of a public benefit entity under FRS 102.

The general fund is an unrestricted fund which is available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

1. Accounting policies

- Fund accounting

The general fund is an unrestricted fund which is available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds comprise unrestricted funds that have been set aside by Trustees for particular purposes funds and restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors. There are no such funds at present.

Incoming resources are included in the Statement of Financial Activities (SOFA) when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Our Core income relates to our Contract Agreements with Norfolk County Council: “Deaf Community Centre”, “Language Aide” and “Open Door& Advocacy. Until 30 June 2022 Deaf Connexions provided the “INTRAN” sign language communication service.

In addition Deaf Connexions services a management contract for the management of Rotary House for the Deaf.

- Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Staff costs and other costs which cannot be attributed to a particular heading have been allocated based on an analysis of the proportion of time spent by each staff member.

- Tangible fixed assets

Tangible fixed assets costing more than £2,500 and not funded directly through contract or grant are capitalised and included at cost including any incidental expense of acquisition. The charity currently has no tangible fixed assets. When it does, depreciation will be provided.

- Pension costs

The charity contributes to a pension scheme which is available to all staff and provides a 3% contribution to The People’s Pension.

2. Income

Incoming resources – Income from charitable trading

Communication Service Breakdown

	2022	2021
INTRAN contract income	135,872	£123,713
Invoiced and other earned income	27,057	£23,945
Total Communication Service income	162,929	£147,658

Note: INTRAN incorporates service agreements with a number of public sector organisations including Norfolk County Council and the Health Service excluding primary care and covers Sign Language interpreting, Lipspeaking and other interpreting related services. Deaf Connexions provided services through INTRAN until 30 June 2022.

3. Trustee remuneration

£385.31 remuneration has been paid to any trustee, either in their capacity as a trustee, or otherwise.

Certain trustees may benefit indirectly through availability of Communication support on the same basis as any service user.

4. Staff costs

As at 31 March 2022 employees totaled 3 full - time and 3 part-time. No member of staff received a salary of more than £60,000 in the year to 31st March 2022. All staff have been enrolled in an approved auto-enrolment pension scheme.

	2021/22	2020/21
	£	£
Wages/salaries	159,326	160,851
Social security costs	13,804	13,384
Pensions	4,757	4,860
Total	177,887	179,095

5. Financial commitments

At 31st March 2022, the charity had no long term commitments.

6. Analysis of movement on reserves

	1-Apr-2021		31-Mar-2022	
	£ b'fwd	£ Income	£ Expenditure	£ c'fwd
Restricted funds				
Norfolk Community Foundation	1,500		1,500	-
National Lottery	0	8,950	999	7,951
	<u>1,500</u>	<u>8,950</u>	<u>2,499</u>	<u>7,951</u>
Designated funds	0			0
	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
General fund	<u>115,860</u>	<u>256,630</u>	<u>262,762</u>	<u>109,728</u>
Total funds	<u>117,360</u>	<u>265,580</u>	<u>265,261</u>	<u>117,679</u>

The Norfolk Community Foundation grant was used to used for Covid Support, for example Covid advice sheets and BSL videos.

The National Lottery funding is to help deaf people out of lockdown, to help build confidence, and help service users get out and about together.

7. Support Costs

	2021/22 £	2020/21 £
Payroll	1,488	2,038
Travel (allocated to services when recharged)	318	-
Stationary	-	272
Postage	755	68
Equipment	732	523
Membership	723	498
Training	2,040	588
Photocopier	7,674	2,197
Rent/Rates	2,754	7,564
Telephone	2,498	2,697
Insurance	-	2,420
Utilities (included in Rent)	2,008	-
AGM/Charity inc independent examination	672	2,284
Office exp inc web maintenance		532
	21,663	21,683

Support costs have been allocated across services on the basis of staff costs for each service

8. Analysis of resources expended by expenditure type

	Staff Costs 2022 £	Freelance and travel costs 2022 £	Other Costs 2022 £	Total 2022 £	Total 2021 £
Communication service	109,613	42,235	13,348	165,196	147,950
Deaf Centre	16,713	1,454	2,035	20,202	19,960
Rotary House management	26,125	0	3,181	29,306	29,478
Language Aide	1,140	843	139	2,121	2,136
Advocacy and Open Door	17,584	20,430	2,141	40,156	38,970
Other projects	4,306	750	524	5,580	6,392
Governance costs	2,407	0	293	2,700	2,717
	177,887	65,711	21,663	265,261	247,601

9. Events after the balance sheet date

On 30 June 2022 Deaf Connexions closed its Communications Service, including sign language interpretation and Intran services. An unfortunate outcome was a small number of posts made redundant and one-off costs of approximately £20,000. These have been funded by general reserves which have been set aside partly for this type of event. Deaf Connexions will continue to signpost users to alternative providers, as well as monitoring the effectiveness of replacement services.

Deaf Connexions

Rotary House

King Street Norwich NR1 2BL

Text phone 01603 661113

www.deafconnexions.org.uk

mail@deafconnexions.org.uk

deafconnexions

DEAF CONNEXIONS

England & Wales - Charity number 1188715

Accounts

deafconnexions

Charitable Incorporated Organisation

Registered Charity Number 1188715

ANNUAL REPORT AND ACCOUNTS

1st April 2020 to 31st March
2021

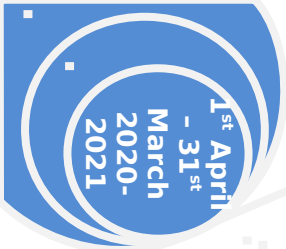


 **Deaf
Advocacy**

**Deaf
Community
Centre**



BSL



Trustee Annual Report from 1st April 2020 to 31st March 2021

Our trustees, partners and staff as at 31st March 2021

Trustees

Robin Amos	Chairperson (first charity trustee)
Verity Gibson	Vice Chair (first charity trustee)
Howard Jones	Treasurer (first charity trustee)
Claire Parker	Committee (first charity trustee)
Mary Bradley	Committee (first charity trustee)
Robin Amos	Committee (first charity trustee)
Philip Dwyer	Committee (first charity trustee) (resigned October 2021)
Laura Hawksworth	Committee (appointed January 2021)
Tony Sutton	Committee (appointed January 2021)
Alastair Aitken	First charity trustee (resigned June 2020)

Social Services Representative

Paul Bowerbank

Rotary House Representative

Andy De'Ath & Mark Templeman

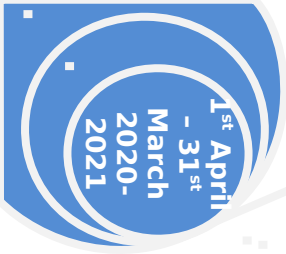
Staff

Sue Moore	Chief Executive
Julie Dwyer (ret'd Aug 2021)	Deaf Community Worker & Open Door Facilitator
Rosemary Pell	BSL Interpreter RSLI (Senior Interpreter)
Autumn Moon	BSL Interpreter RSLI
Kim Mills	BSL Interpreter RSLI
Teresa Howard	Deaf Advocacy Worker
Heather Harries	Bookings Coordinator
Mary Chambers	Deaf Community Worker & Open Door Facilitator



**Language Aides
BSL Tutors**

Ann Marsh
Simon Moore, Julie Dwyer, Luke Moore



Charity Information

Bank Charities Aid Foundation CAF Bank Limited.

Independent Examiner

Aleathia Richards F.C.A., F.C.I.E .Aleathia Mann Ltd, Chartered Accountant.
Springwood, Church Lane, Sparham, Norfolk NR9 5PP.

Formation

On 23rd March 2020 a new charity was incorporated: “Deaf Connexions Charitable Incorporated Organisation (CIO)” Charity number 1188715.

At midnight on 31 March 2020 all of the business, contracts, staff, assets, liabilities, and trading name were transferred from Deaf Connexions (Communications and Information Service) Charity number 1077229 to the new CIO.

Deaf Connexions (Communications and Information Service) was closed and removed from the Charity Commission register on 7th April 2020, and the working name “Deaf Connexions” now refers to the work of Deaf Connexions CIO.

The process outlined above has ensured that the experience of, and quality of provision to service users has not been affected by the change.

Governance

Trustees are recruited through the organisation’s close links with the deaf community and links with other organisations dedicated to improving the lives of Deaf people. Trustees are appointed for terms of 3 years in accordance with the charity’s constitution.

For decisions which can only be made by members of Deaf Connexions, all trustees are members and vice versa. All Trustees are on the Management Committee which provides oversight and direction to the organisation. From time to time the trustees will delegate specific functions to a sub-group, and from time-to-time non-voting representatives of partner organisations will be invited to Management Committee meetings to provide knowledge and support.

Management and activities



Deaf Connexions is managed on a day- to-day basis by its Chief Executive, guided by decisions made by the Trustees.

The charity provides the following services to the deaf community under contracts or framework agreements with third party organisations:

- Communication Service, including INTRAN
- Open Door and Advocacy
- Operation and management of the Deaf Centre, Norwich
- Rotary House for the Deaf management and tenant support
- Language aide.

Subject to grant funding, demand and, more recently, the pandemic, Deaf Connexions delivers training including BSL tuition, and specific projects.

Risks and opportunities

The main risks facing the charity relate to its income being reliant on a small number of major contracts. The Trustees have considered this risk and consider that due to the nature of the service, the proven ability to meet commitments and renew contracts and the on-going impact of the Equality Act, the charity continues to look forward to a successful future.

However, the environment is subject to change, an example being the withdrawal of parts of the health service from INTRAN in 2020. This has resulted in a permanent reduction in income, and a need to focus on reducing costs or generating other sources of income within the constraints of the charity's purposes and the Charity Commission's public benefit guidance.

The COVID - 19 Pandemic also had a significant effect on our income due to the cancellation and reduction of Interpreter bookings throughout 2020-21. However, the organization was able to make use of the Governments Job retention scheme and bookings have subsequently increased.

The INTRAN contract and the Specialist Information Advice & Advocacy contract are being extended for an additional year to 2022 when it is likely Deaf Connexions will need to consider how best to ensure its long-term future supporting the deaf community.

Volunteers



Deaf Connexions uses volunteers to assist with its administrative and other functions. It is grateful for their efforts.

Employee involvement and employment of disabled people

Employees are consulted on issues of concern to them by means of open day-to-day management, and regular staff meetings. The COVID pandemic has meant staff have been working from home and, when it was not possible to provide services, on furlough. There have been regular virtual meetings to keep in touch and informed.

The charity has implemented a number of detailed policies in relation to all aspects of personnel matters including Equal Opportunities, Health and Safety and Policies relating to the disclosure and barring Service – recruitment of ex offenders. In accordance with the charity's equal opportunities policy, the charity has fair employment practices in the recruitment, selection, retention and training of disabled staff.

Chairman's Report

This has been another difficult year for everyone one with regard to Coronavirus and the rules and regulations that we have all be facing, but I am please to say that we have still been able provide our services throughout the Pandemic and I would like to thank all our staff for enabling us to do this and still support our Deaf Community.

We continue to work closely with Rotary House to develop the accommodation and support the tenants.

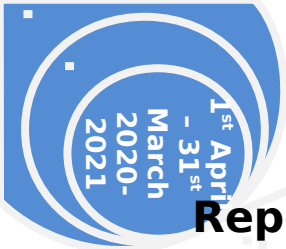
It has been nice to see some of our activities and groups start again at the Deaf Centre although in a slightly smaller way, we look forward to getting back to normal as soon as we can.

I would like to thank all our funders, staff and Volunteers for all their support.



Robin Amos

Chairman



Report on Services and Projects

Communication Service

In this year we provided interpretation services for 712 bookings for INTRAN. The majority of these are for health with 536 bookings for the 3 main hospitals and 61 for other health care services. Due to the COVID pandemic this was significantly fewer than the previous year's total of 1043 INTRAN bookings.

We provided 212 non INTRAN bookings

Language Aide

Our Language Aide service has reduced, due to lack of referral, this year we worked with only one family and have provided 38 hours of work, some of this was done virtually during lockdown.

Open Door and Advocacy

This year we had a total of 1,166 enquiries slightly less than last year's 1,565, again this was due to the COVID pandemic. The Deaf Centre had to close and so we could not hold our usual face to face Open Door. However we used video chat methods and we saw people face to face outside their homes. We were also able to make use of our reception window to see people face to face by appointment only to ensure that our Deaf BSL Community had the support they needed.

Rotary House

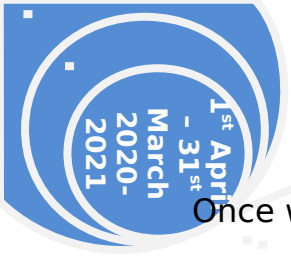
Tenants are supported Monday to Thursday with set "Open Door Times" where they can come to see us face to face, outside that there is a 24/7 mobile phone support during the day and for emergency outside office hours.

During the COVID lock down we provided craft activities for tenants to do in their own flats and as we came out of lock-down we started a garden project. There is planned building work to improve ground floor accommodation for the less mobile tenants

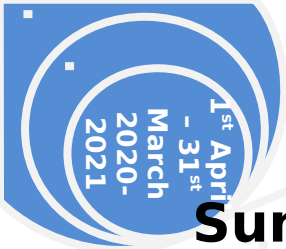
The Deaf Centre

Sadly for most of this year our Deaf centre was closed, however we kept in contact with people through zoom meetings and when we were allowed we held social meetings outside safely.

We still held our Health walks but limited the numbers and had separate groups.



Once we were allowed we started back in the Centre with small groups.



Summary of financial results

□ Introduction

This is the first year of trading of Deaf Connexions Charitable Incorporated Organisation (CIO), which has taken over the trade and assets of the predecessor Deaf Connexions charity. At midnight on 31 March 2020 all of the business, contracts, staff, assets, liabilities, and trading name were transferred from Deaf Connexions (Communications and Information Service) Charity number 1077229 to the new CIO.

□ Income and expenditure

The financial year to 31 March 2021 was defined to a large extent by the Covid-19 pandemic. The Advocacy and information service was the only service to return a surplus in year due to reductions in income due to reduced service demand. However, the reductions were off-set by one off government support, project income and donations including the following:

- Furlough support £9,677
- A donation in kind from Rotary House equivalent to office rental cost of over £7,000
- A grant from the Norfolk Community Foundation £2,500
- A lottery grant to address covid pressures £4,520
- A grant from Screwfix £1,000 to Decorate the Deaf Centre
- A generous legacy of over £8,000

Overall, these additional one-off sources of income have resulted in a general fund surplus over the year of £23,281, increasing general reserves to £115,860.

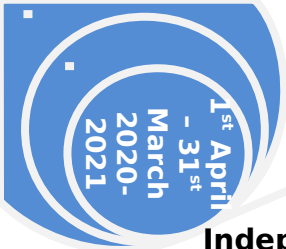
□ Reserves

Taking over the trade and assets of the predecessor Deaf Connexions charity enabled the CIO to start off with a healthy initial reserve. This was vital when the pandemic struck, and enabled the services to continue unaffected while the various government support programmes and other income sources were being confirmed.

Due to the one-off income sources listed above, general reserves have increased to £115,860 which is within the trustee's target of between 25% and 50% of annual income. This target is designed to manage debtor cash-flows, as well as providing a buffer as services are re-defined and re-tendered.

Approved by the Trustees via email on 2nd February 2022

Chairman Robin Amos



Independent Examiner's Report for the year ended 31 March 2021

To the Trustees of Deaf Connexions

I report on the financial statements of the charity for the year ended 31 March 2021

Respective responsibilities of Trustees and Independent Examiner

The charity's trustees are responsible for the preparation of the financial statements. The charity's trustees consider that an audit is not requirement for this year under section 144(2) of the Charities Act 2011 (the 2011 Act), and that an independent examination is needed.

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 financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, 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 financial statements present a 'true and fair view' and the report is limited to those matters set out in the statement below.

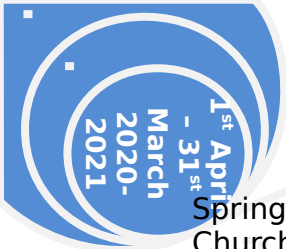
Independent Examiner's statement

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 trustees have not met the requirements to ensure that:
 - proper accounting records are kept in accordance with section 130 of the 2011 Act; and
 - financial statements are prepared which agree with the accounting records and comply with the accounting requirements of the 2011 Act; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Aleathia Richards F.C.A., F.C.I.E
Aleathia Mann Ltd
Chartered Accountant

Date:



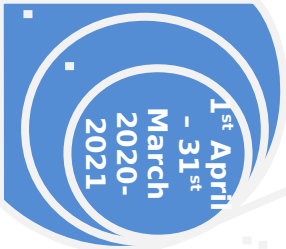
Springwood
Church Lane
Sparham
Norfolk NR9 5PP

Deaf Connexions Accounts Year to 31 March 2021

Balance sheet

	31-Mar- 2021
	£
Current assets	
Debtors	
Debtors control account	37,294
Prepayments	0
Accrued Income	0
	<hr/>
	37,294
Cash at bank and in hand	<hr/>
	87,382
Total current assets	124,676
Short term creditors	
Creditors control account	
Deferred income	0
Accruals	7,316
	<hr/>
	7,316
Net assets	<hr/>
	117,360
Unrestricted income funds	
Restricted funds	1,500
General reserve	115,860
	<hr/>
	117,360
	<hr/>
	0
	0

Signed on behalf of the Trustees



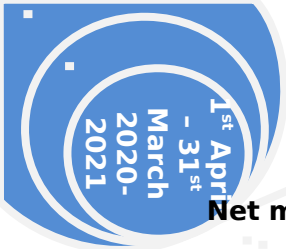
H Jones, Treasurer

Date
02022022

Deaf Connexions
Accounts Year to 31 March 2021
Statement of financial activities -
including income and expenditure account

31-Mar-2021

	Unrestrict ed Funds	Restrict ed Funds	Total Funds
	£		£
Incoming resources			
Income from charitable trading			
Communication service	147,659		147,659
Deaf Centre	20,427		20,427
Rotary House	22,542		22,542
Language Aide	684		684
Advocacy and Open Door	41,471		41,471
Other projects	7,691	0	7,691
	240,473	0	240,473
Interest received	12		12
Other incoming resources	27,497		27,497
Total incoming resources	267,982	0	267,982
Expenditure			
Charitable expenditure			
Communication service	147,950		147,950
Deaf Centre	19,960		19,960
Rotary House	29,478		29,478
Language Aide	2,136		2,136
Advocacy and Open Door	38,970		38,970
Other projects	3,492	2,900	6,392
	241,984	2,900	244,884
Governance costs	2,717		2,717
Total expenditure	244,701	2,900	247,601



Net movement in funds	23,281	-2,900	20,381
Funds balance brought forward from predecessor organisation	92,579	4,400	96,979
Funds balance carried forward	<u>115,860</u>	<u>1,500</u>	<u>117,360</u>

Notes forming part of the financial statements for the year ended 31.03.2021

Statement of Compliance

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 Charities Act 2011.

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Apart from a small number of additional disclosures, no changes have been made to the content or format of these accounts, and no prior year adjustments have been made.

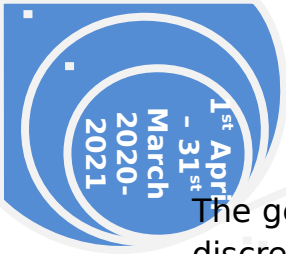
Basis of preparation

Deaf Connexions meets the definition of a public benefit entity under FRS 102.

The general fund is an unrestricted fund which is available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

1. Accounting policies

- Fund accounting



The general fund is an unrestricted fund which is available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds comprise unrestricted funds that have been set aside by Trustees for particular purposes funds and restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors. There are no such funds at present.

Incoming resources are included in the Statement of Financial Activities (SOFA) when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Our Core income relates to our Contract Agreements with Norfolk County Council, "INTRAN" (Communication Service), "Deaf Community Centre", "Language Aide" and "Open Door& Advocacy.

This is supplemented with invoiced and other earned income generated from selling our Communication Services outside of our contractual obligations and grant income, and a management contract for the management of Rotary House for the Deaf.

Deaf Connexions is the lead Partner for a Norfolk-wide specialist information, advice and advocacy contract. Deaf Connexions works in partnership with West Norfolk Deaf Association (WNDA), to ensure the service is provided throughout the county. Deaf Connexions accounts for all the contract income as principal, with a proportion being passed to the WNDA.

□ Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Staff costs and other costs which cannot be attributed to a particular heading have been allocated based on an analysis of the proportion of time spent by each staff member.

□ Tangible fixed assets

Tangible fixed assets costing more than £2,500 and not funded directly through contract or grant are capitalised and included at cost including any



incidental expense of acquisition. The charity currently has no tangible fixed assets. When it does, depreciation will be provided.

□ Pension costs

The charity contributes to a pension scheme which is available to all staff and provides a 3% contribution to The People’s Pension.

2. Income

Incoming resources - Income from charitable trading

Communication Service Breakdown

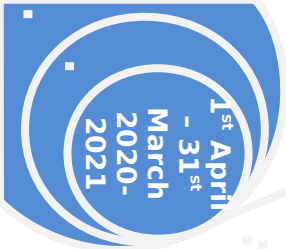
	2020/21 £
Income from INTRAN Partners	123,713
Invoiced and other earned income	23,945
Total Communication Service income	147,658

Note: the INTRAN incorporate service agreements with a number of public sector organisations including Norfolk County Council and the Health Service excluding primary care and covers Sign Language interpreting, Lipspeaking and other interpreting related services

3. Trustee remuneration

No remuneration has been paid to any trustee, either in their capacity as a trustee, or otherwise.

Certain trustees may benefit indirectly through availability of Communication support on the same basis as any service user.



4. Staff costs

As at 31 March 2021 employees total 3 full - time and 5 part-time. No member of staff received a salary of more than £60,000 in the year to 31st March 2021. All staff have been enrolled in an approved auto-enrolment pension scheme.

	2020/21
	£
Wages/salaries	160,851
Social security costs	13,384
Pensions	4,860
Total	179,095

5. Financial commitments

At 31st March 2021, the charity had no long term commitments.

6. Analysis of movement on reserves

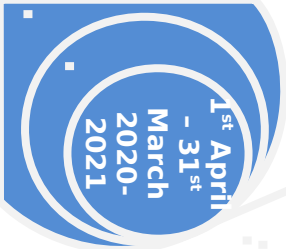
1-Apr-2020	Transfer from				31-Mar-2021
£	predecessor	£	£		£
b'fwd	organisation	Income	Expenditure		c'fwd
0	4,400		2,900		1,500
0	4,400	0	2,900		1,500
0	0				0
0	0	0	0		0
0	92,579	267,982	244,701		115,860
0	96,979	267,982	247,601		117,360

Funds transferred from predecessor organisation

Debtors	55,266	
Cash at bank and in hand	53,932	(including £4,400 restricted funds)
Deferred income	-5,064	
Accruals	-7,155	
Rounding	1	
	<u>96,979</u>	

7. Support Costs

	2020/21
	£
Payroll	2,038
Travel (allocated to services when recharged)	-
Stationary	272
Postage	68
Equipment	523
Membership	498
Training	588
Photocopier	2,197
Rent/Rates	7,564
Telephone	2,697
Insurance	2,420
Utilities (included in Rent)	-
AGM/Charity inc independent examination	2,284
Office exp inc web maintenance	532
	21,683



Support costs have been allocated across services on the basis of staff costs for each service

8. Analysis of resources expended by expenditure type

	Staff Costs 2021 £	Freelance and travel costs 2021 £	Other Costs 2021 £	Total 2021 £
Communication service	110,341	24,250	13,359	147,950
Deaf Centre	19,522	1,075	2,363	22,960
Rotary House management	23,618	0	2,859	26,477
Language Aide	1,147	850	139	2,136
Advocacy and Open Door	17,708	19,117	2,144	38,970
Other projects	4,335	1,532	525	6,392
Governance costs	2,423	0	293	2,717
	179,095	46,824	21,683	247,601

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