

deafconnexions

Charitable Incorporated Organisation

Registered Charity Number 1188715

ANNUAL REPORT AND ACCOUNTS

1st April 2020 to 31st March
2021

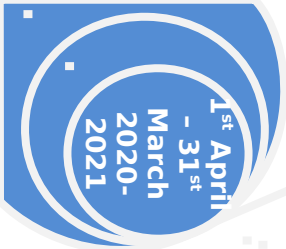


 **Deaf
Advocacy**

**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

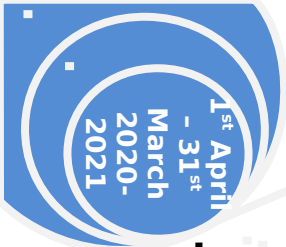
Paul Bowerbank

Rotary House Representative

Andy De'Ath & Mark Templeman

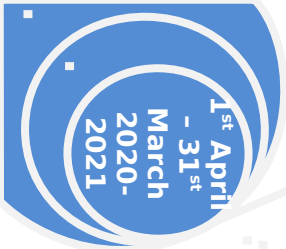
Staff

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.

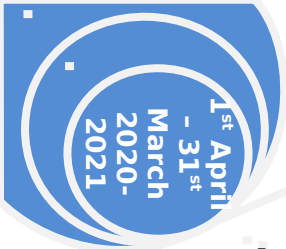
Chairman's Report

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.

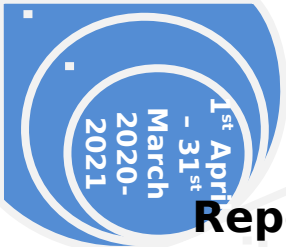
It has been nice to see some of our activities and groups start again at the Deaf Centre although in a slightly smaller way, we look forward to getting back to normal as soon as we can.

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

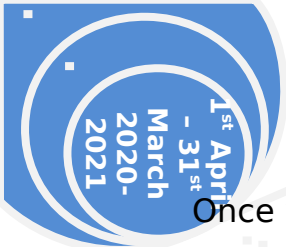
Tenants are supported Monday to Thursday with set "Open Door Times" where they can come to see us face to face, outside that there is a 24/7 mobile phone support during the day and for emergency outside office hours.

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

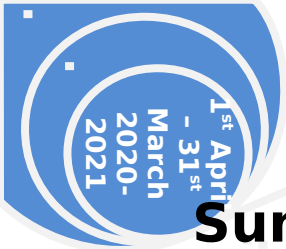
The Deaf Centre

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.

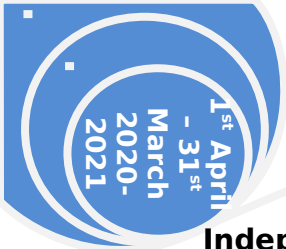
□ Reserves

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.

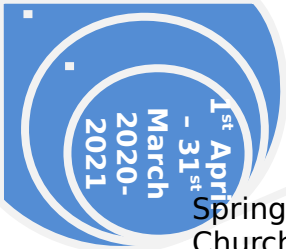
Independent Examiner's statement

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/> <hr/> 117,360
Unrestricted income funds	
Restricted funds	1,500
General reserve	115,860
	<hr/> <hr/> 117,360
	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.

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, "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
£ b'fwd	predecessor 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	
	96,979	

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

Deaf Connexions

Rotary House

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