



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

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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.



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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.



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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

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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.



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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

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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:
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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	118,002	109,727
	<u><u>118,002</u></u>	<u><u>117,678</u></u>

Signed on behalf of the Trustees

H Jones, Treasurer

Date

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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.

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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.



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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.

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6. Analysis of movement on reserves

	1-Apr-2022 b'fwd £	Income £	Expenditure £	31-Mar-2023 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.

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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
	118,118	28,395	20,222	166,735	265,261

Deaf Connexions

Rotary House

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deafconnexions