



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



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;
- 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

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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	156,393	105,004
Total current assets	161,869	121,679
Short term creditors		
Accruals	2,941	3,677
Net assets	158,928	118,002
Unrestricted Income funds		
Designated funds	25,000	0
General reserve	133,928	118,002
	158,928	118,002

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
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
Net movement in funds	15,926	25,000	0	40,926
Funds balance brought forward	118,002	0	0	118,002
Funds balance carried forward	133,928	25,000	0	158,928



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

Communication services
Advocacy and Open Door
Deaf Centre
NHS Enhanced
Rotary House

2024	2023
2,760	70,630
52,470	45,923
9,764	15,291
10,200	1,063
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

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deafconnexions