

**Charitable Incorporated Organisation**

**Registered Charity Number 1188715**

**ANNUAL REPORT AND  
ACCOUNTS**

**1 April 2024 to 31 March 2025**



## Trustee Annual Report from 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025

### Trustees, partners and staff

#### Trustees

Laura Hawksworth	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

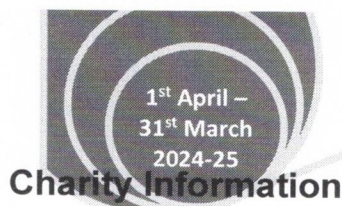
*Note: other than those shown as resigned, all trustees listed above are in post at the date of this report*

#### 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.

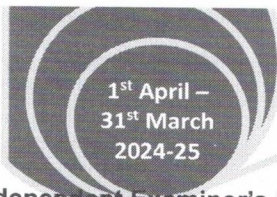
### Reserves policy

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
	£	£
<b>Current assets</b>		
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
<b>Short term creditors</b>		
Accruals	8,771	2,941
<b>Net assets</b>	<u><u>218,694</u></u>	<u><u>158,928</u></u>
<b>Unrestricted income funds</b>		
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
	£	£	£	£	£
<b>Incoming resources</b>					
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
<b>Total incoming resources</b>	<b>169,040</b>	<b>0</b>	<b>70,104</b>	<b>239,144</b>	<b>149,581</b>
<b>Expenditure</b>					
<b>Charitable expenditure</b>					
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
<b>Governance costs</b>	<b>2,987</b>			<b>2,987</b>	<b>1,422</b>
<b>Total expenditure</b>	<b>166,520</b>	<b>5,632</b>	<b>7,227</b>	<b>179,378</b>	<b>108,655</b>
<b>Net movement in funds</b>	<b>2,520</b>	<b>-5,632</b>	<b>62,877</b>	<b>59,766</b>	<b>40,926</b>
Funds balance brought forward	133,928	25,000	0	158,928	118,002
<b>Funds balance carried forward</b>	<b>136,449</b>	<b>19,369</b>	<b>62,877</b>	<b>218,694</b>	<b>158,928</b>



## **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.

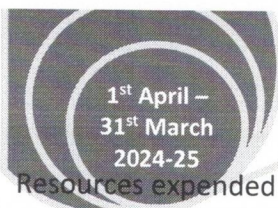
Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purpose funds and restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors.

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
	<b>105,045</b>	<b>104,441</b>

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 31<sup>st</sup> 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
<b>Total</b>	<b>86,479</b>	<b>70,680</b>

### 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
<b>Restricted funds</b>				
Deaf Youth Project for 18-25s	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
	<b>0</b>	<b>70,104</b>	<b>7,227</b>	<b>62,877</b>
<b>Designated funds</b>				
Care home project seed funding	20,000		632	19,369
Update and improve IT connectivity	5,000		5,000	0
	<b>25,000</b>	<b>0</b>	<b>5,632</b>	<b>19,369</b>
<b>General fund</b>	<b>133,928</b>	<b>169,040</b>	<b>166,520</b>	<b>136,449</b>
<b>Total funds</b>	<b>158,928</b>	<b>239,144</b>	<b>179,378</b>	<b>218,694</b>

## 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
	<b>28,063</b>	<b>20,540</b>

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	Freelance &	Other		
	Costs	equipment costs	Costs	Total	Total
	2025	2025	2025	2025	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

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