

THE ROYAL NATIONAL INSTITUTE FOR DEAF PEOPLE

England & Wales · Charity number 207720

Details

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|----------------|--|
| Other names | THE ROYAL NATIONAL INSTITUTE FOR THE DEAF, ACTION ON HEARING LOSS, R N I D, RNID |
| Status | Registered |
| Legal form | Charitable company |
| Company number | 00454169 |
| Registered | 1962-11-30 |
| Register | View on the Charity Commission register |

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Activities

Objects: TO PROMOTE AND ENCOURAGE THE PREVENTION AND MITIGATION OF DEAFNESS AND THE BETTER TREATMENT, EDUCATION, TRAINING, EMPLOYMENT AND WELFARE OF PEOPLE WHO ARE DEAF OR HARD OF HEARING (WHICH EXPRESSION APPLIES TO ALL THOSE WHOSE HEARING IS SIGNIFICANTLY IMPAIRED), AND GENERALLY TO PROMOTE, SAFEGUARD AND PROTECT THE WELFARE OF SUCH PEOPLE.

Activities: To help people confronting deafness, tinnitus and hearing loss to live the life they choose. We enable them to take control of their lives and remove the barriers in their way.

Classification

- **How:** Makes Grants To Organisations, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** Disability
- **Who:** People With Disabilities

Geography

- Northern Ireland
- Scotland
- Throughout England And Wales

Finances

| Period end | Income | Expenditure | Assets | Employees |
|------------|-------------|-------------|------------|-----------|
| 2025-03-31 | £14,239,000 | £13,000,000 | £7,697,000 | 148 |
| 2024-03-31 | £15,252,000 | £11,935,000 | £7,288,000 | 143 |
| 2023-03-31 | £14,164,000 | £13,795,000 | £4,757,000 | 160 |
| 2022-03-31 | £22,623,000 | £21,889,000 | £5,058,000 | 411 |
| 2021-03-31 | £34,510,000 | £36,008,000 | £7,346,000 | 899 |

Trustees

| Name | Role | Appointed |
|-----------------------------|-------|------------|
| Ewen James Stevenson | Chair | 2022-06-01 |
| Amber Kirby | | 2025-03-01 |
| Gillian Susan Budd | | 2022-06-01 |
| Ita Bernadette Murphy | | 2020-12-08 |
| Jessica Rasmussen | | 2024-07-09 |
| Matthew Jackson Stringer | | 2025-07-17 |
| Rt Hon Chloe Smith | | 2024-04-01 |
| Sally Claire Louise Harris | | 2020-12-08 |
| Tanya Curry | | 2025-03-01 |

Linked charities

- THE RNID BATH CHARITY (207720-1)
- THE RICHARDSON TRUST (207720-10)
- THE RNID WENNINGTON CHARITY (207720-2)
- THE OXLEY FUND FOR THE DEAF (207720-3)
- NATIONAL ASSOCIATION FOR THE ORAL INSTRUCTION OF THE DEAF (207720-4)
- THE NATIONAL BENEVOLENT FUND FOR THE DEAF (207720-5)
- NATIONAL BUREAU FOR PROMOTING GENERAL WELFARE OF DEAF (LEO BONN TRUST FUND) (207720-6)
- HOSTEL FOR DEAF AND DUMB WOMEN AND GIRLS (207720-7)
- THE FUND FOR MAINTAINING DEAF BOYS (207720-8)
- THE FUND FOR MAINTAINING DEAF BOYS (207720-9)

THE ROYAL NATIONAL INSTITUTE FOR DEAF PEOPLE

England & Wales - Charity number 207720

Accounts

ANNUAL REPORT & ACCOUNTS 2024/25

RN
I:D | Supporting people
who are deaf, have
hearing loss or tinnitus



OUR YEAR IN NUMBERS:



30,000+

people signed up to support our *It does matter* campaign



230,000

took our RNID hearing check



IT DOES MATTER



10

new research grants awarded

2 fellowships and 4 PhD studentships funded

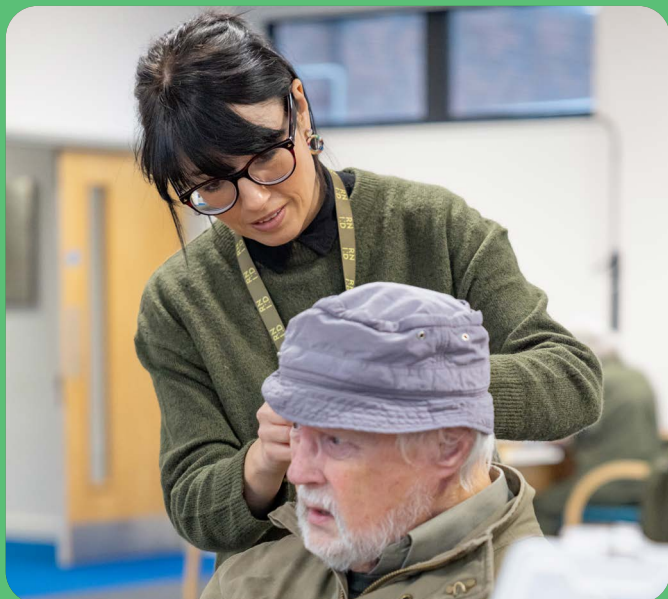


Over

3,800

HSBC employees took bespoke deaf awareness training





38,371

people supported in person

54% increase in volunteer time given from 2023/24



£13.2M
fundraising income raised

2 new fundraising activities launched



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CHAIR'S FOREWORD

EWEN STEVENSON

It is a real pleasure to be again writing this Chair's Statement for RNID. Having been in role for three years now, I continue to be delighted with the progress we are making. With one in three adults in the UK being deaf, having hearing loss or tinnitus, there is an urgent need for RNID to help lead the debate in the UK on how we can improve the lives of so many of us who have some form of hearing loss, deafness or tinnitus.



I myself became permanently deaf in my left ear over a decade ago. I understand the daily struggle this brings, and it led me to becoming actively involved in RNID – first as a donor, and now as Chair of the Board. I would encourage you to think about how you can help – whether as a donor to RNID, leaving a legacy in your Will, or as a volunteer for various activities we provide to the public. Hearing loss is currently significantly under-represented in share of mind among charitable causes, and we at RNID are committed to making a profound difference in the coming years on how it is discussed and focused upon in the UK.

Over the last year, we have continued to make significant progress on our strategy. At the forefront of this is being clearer on our long-term vision – we are committed to working towards a cure for hearing loss and removing barriers to inclusion through the power of technology. As we deliver this, we will be ambitious about our reach across society to a mass audience and about changing systems that have the biggest impact on people who are deaf, have hearing loss or tinnitus.

Last summer we welcomed the opportunity to work with a new government, and we have had strong early engagement on a range of key issues ranging from looking at how we can make it easier to access hearing health, to the potential of technology for our communities (including Artificial Intelligence (AI) in British Sign Language). But we know that the government is having to make difficult funding choices, and that those decisions are having an impact on the provision of services and funding to those who have a hearing issue.

On the positive side, technological change and progress in biomedical research is

“Technological change and progress in biomedical research is accelerating, which gives us hope that over the next two decades we can see profound progress on substantially reducing or eliminating the impacts of hearing loss.”

accelerating, which gives us hope that over the next two decades we can see profound progress on substantially reducing or eliminating the impacts of hearing loss. As the largest dedicated funder of hearing research in the United Kingdom in this area, and a core supporter to the next generation of leading hearing health researchers through our sponsorship of a number of UK post-doctorate students, we can see the impact we are having on ensuring a thriving UK research community.

We have also been excited this year by our engagement with a number of large corporates. There has been a profound and positive shift in the attitude of many of these organisations over the last few years, with real leadership being shown in ensuring that their disabled employees and customers feel more included. At RNID, we are committed to partnering with these corporates to help facilitate their inclusion goals.

Supporting our strategic goals has been

the material strengthening of our financial position over the last few years. Our funding continues to be critically dependent on the support of many people who generously leave us legacy gifts as part of their estate planning. Diversifying and further growing our non-legacy funding base is a critical part of our strategy, and this in turn is critically dependent on charitable giving from both the public and corporates.

All of the above would not be possible without the very strong support from many volunteers, donors and supporters across the UK. I would like to say many thanks to all of you, and my fellow trustees and I really appreciate your ongoing efforts to support RNID.

I would also likely to personally thank my fellow trustees for their continuing efforts to support RNID. Among the trustees, we have seen several changes this year with three trustees standing down from the Board (Lindsay Foster, Gideon Hoffman and Claire Bailey), and two new trustees (Jessica Rasmussen and Chloe Smith) joining. Each of Lindsay, Gideon and Claire were great contributors to the Board over my tenure, and I look forward to continuing to work with Chloe and Jessica on the Board over the coming years.

Finally, I would like to take the opportunity to thank our CEO Harriet Oppenheimer, her management team, and all of the RNID employees: a committed team of over 150 people who work tirelessly to further the strategy of RNID.

Thank you very much again to all of you who help support us. It is an important cause, and I speak for both trustees and the staff team when I say a huge thank you for all that you do for RNID.

CHIEF EXECUTIVE'S FOREWORD

HARRIET OPPENHEIMER

I'm really pleased to be writing this foreword to our Annual Report and Accounts for 2024-2025. On a personal level, it's the first full year I can reflect on from the position of CEO, and I feel extremely proud of how much impact RNID has achieved over those 12 months. Where I've talked about the previous year as feeling like a tipping point for RNID, this has been a year where it has really felt like we are flying as an organisation.



Our four strategic programmes – biomedical research, inclusion, health and employment – have been established now for a number of years. I'm delighted to share with you the real-world examples of progress across all of these areas that this report contains. With these programmes running and reaching some of the ambitious milestones we set out in our theories of change, this year we've been working alongside our Board to set out our longer-term vision more clearly by framing our work in three dimensions:

- how we want to change systems
- how we want to change society and public attitudes
- how we want to change the lives of individuals

In each of these, we've made big steps forward over the year.

When we think about changing the systems and services that we all use and rely on, one thing that really leaps out to me is our work in biomedical research. This year we celebrated 25 years of RNID's funding of research into effective cures and treatments for hearing loss and tinnitus. This is work that is already changing lives: an example being of a rapid genetic test used to identify and save the hearing of babies who are at high risk of deafness if treated with a particular type of antibiotic. This is real-world impact borne of the investment we – uniquely – make in early stage hearing research every year.

Another area we've been prioritising this year is the role of technology in making services accessible for our communities. We're one of the leading voices championing the potential of Auracast – the latest version of Bluetooth that will allow broadcast of high-quality audio to earbuds or hearing aids without the need

“The ‘It does matter’ campaign boils down a huge amount of robust and detailed data into a simple insight: that being included in conversations does matter – and it gives everyone the simple communications tips and basic BSL phrases to be able to do that.”

for individual pairing – to revolutionise how services like public transport can work for people with hearing loss. We’re leading sector conversations on what the future of Artificial Intelligence (AI) in British Sign Language (BSL) looks like. And we’re in conversations with some of the biggest innovators in the sector.

When we think about changing society, a highlight for me was the launch of our ‘It **does** matter’ campaign back in May. It’s a campaign based on the biggest piece of social research we have ever done into the attitudes the public hold about people who are deaf or have hearing loss, and how our communities experience those attitudes. The ‘It **does** matter’ campaign boils down a huge amount of robust and

detailed data into a simple insight: that being included in conversations does matter – and it gives everyone the simple communications tips and basic BSL phrases to be able to do that. In our first year of the campaign we’ve seen fantastic levels of engagement with that simple message, taking people on a journey to help them become more inclusive in daily life.

And when we think about changing lives one by one, it has been a year with a lot to celebrate. For me, a particularly exciting part is that thanks to funding from the National Lottery Community Fund in Wales and a number of NHS trusts in England, we are moving into the new year preparing to open six new RNID Near You services across 11 communities, which we hope will reach 2,500 people this year with practical help and support in their own neighbourhood.

If that paints a very positive picture, then that’s because this year has been full of positive moves forward, increased impact for our communities and progress in some key strategic areas. But, clearly, delivering such a varied programme of work isn’t without its challenges. For RNID, we have continued to find over the last year that the work to get our systems strengthened and ready to help us grow our reach has continued to be challenging. We are coming to the end of our work to embed a new CRM, a project that has not been smooth, but is now set to take our ability to provide a brilliant experience for our supporters to the next level.

Overall, 2024-2025 has been a year of collaborative, insightful, impactful work for us all to be proud of – whether that’s as a member of the team, a supporter, a volunteer, a trustee, a partner or from me as Chief Executive. I feel incredibly privileged to be at the helm of RNID, and I’m looking forward to making an even greater impact in the coming years.

PUBLIC BENEFIT

RNID is a charity which exists to improve the lives of more than 18 million people in the UK who are deaf, have hearing loss or tinnitus, as well as their friends and families and the wider public.

As we deliver our strategy, our reach across communities is growing. We are having an increasingly powerful impact at all levels of society – from government policy-makers to employers, and from health professionals to individual family members.

This report highlights our key activities and plans, and demonstrates the value the charity delivers.

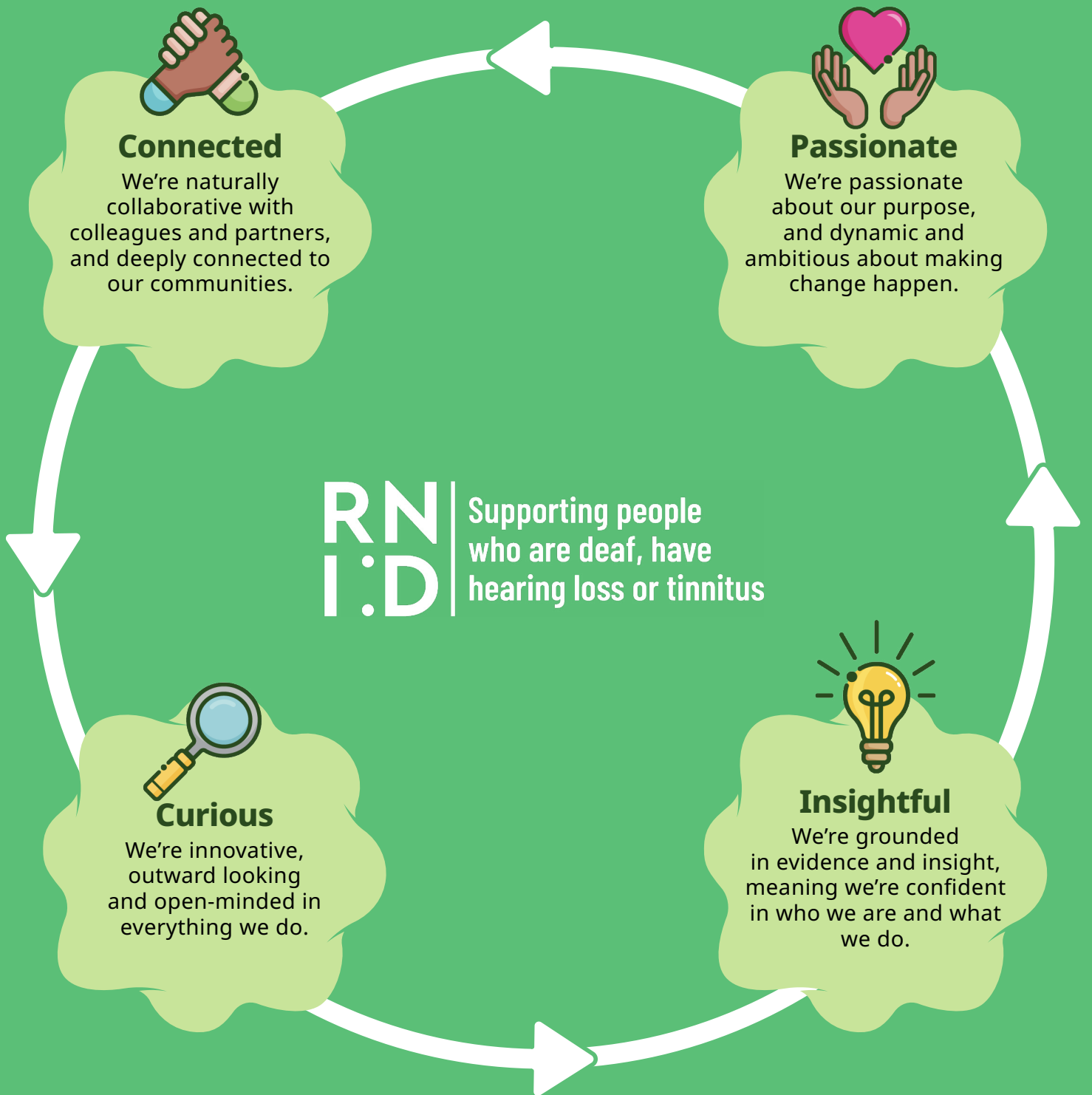




OUR VALUES

Our values lie at the heart of everything we do. At RNID we use them to challenge ourselves, to frame conversations and guide our own behaviours both internally and externally.





OUR PLANS FOR 2024-2025

What we said we'd do:

Inclusion

- We will use the findings from our public attitudes research to break down barriers and bring about change
- We will continue to lobby for the Media Bill, which will establish quotas for the provision of access services including subtitles and signed content
- We will collaborate with businesses to make products and services accessible for deaf people and people with hearing loss. We will continue our work in the banking sector and will ask our communities which other sectors they would like us to focus on
- We will explore the exciting emerging technology, Auracast, to understand how it might improve access to audio in public spaces
- We will continue to lobby for Sign Language Acts in Wales and Northern Ireland



Biomedical research

- We will continue to fund PhD and Fellowships to build future research capacity, and cutting-edge research to discover and support the development of treatments to prevent hearing loss, improve hearing and silence tinnitus
- We will grow our Hearing Therapeutics Initiative to connect companies and researchers to the expertise they need, demonstrating our thought leadership in the field
- We will focus on partnership working to expand our reach across the research sector, including generating interest in treatments for hearing loss and tinnitus among biotech and pharma through our partnership with the BioIndustry Association



Health

- We will grow and diversify the groups we reach with our hearing check, with a continued focus on those experiencing health inequalities
- We will carry out research to start to understand how we can encourage people to protect their hearing
- Using insights from our audiology report we will explore how we can work with various stakeholders in technology, healthcare, academia, and policy to advance and improve the audiology pathway
- We will support the Welsh Government to inform the future approach to audiology services, embedding innovation and continuous improvement
- Building on this year's ear wax campaign, we will work with the GIRFT Stakeholder group to improve audiology service delivery models and with NHS England to update their public-facing hearing health information
- We will work to ensure our communities know their healthcare rights, and work with NHS and Government to ensure that health services are providing them
- We will engage with the Scottish Government to ensure the implementation of the Scottish Audiology Review improves the services in adult audiology services



Employment

- We will continue to work with businesses and employers to help them be inclusive and accessible
- We will continue to work through the Disability Charities Consortium to ensure Government policies support deaf and disabled people in the workplace
- We will update our guidance and resources for employers and employees, supporting open conversations about hearing loss at work and will develop a digital training course for line managers of deaf staff



OUR ACHIEVEMENTS AND PERFORMANCE: INCLUSION

Challenging barriers, driving real-world change



RNID's Inclusion Programme aims to remove societal, structural, and attitudinal barriers for people who are deaf, have hearing loss or tinnitus. In 2024/25, we delivered targeted, high-impact work that influenced legislation, changed public behaviour, and helped shape more accessible businesses and services, all rooted in the voices and experiences of our communities.

IT DOES MATTER:

CAMPAIGNING TO SHIFT PUBLIC ATTITUDES

Launched during Deaf Awareness Week 2024, our 'It **does** matter' campaign tackles the everyday exclusion that people who are deaf or have hearing loss routinely face. Based on insights from the *RNID Big Survey*, the campaign raised awareness of the impact of dismissive behaviour, such as failing to repeat something when asked. We illustrated this through the stories of a diverse range of people who are deaf or have hearing loss and their families.

The research also demonstrated that the hearing public were willing to learn new ways of communicating, so we responded with a toolkit of accessible resources, simple BSL phrases, and communication tips. Provided through a six week programme of emails, these proved hugely popular. The campaign exceeded expectations with over **30,000 people signing up** for communication tips, 90% of whom were new to RNID.

Coverage spanned BBC's The One Show, Sky News, LBC, Times Radio and over 400 media outlets and it gave a voice to survey participants like the one who shared:

"One of the worst things is when people say something I miss and when asked to repeat they say 'oh it doesn't matter'. It probably didn't matter to them at the time, but it makes me feel I don't matter."

Over the rest of the year, we were able to use the deep knowledge gained from the survey to highlight the impact of public attitudes on diverse communities, especially BSL users.

"I think most people mean well but they don't have the education and tools to know how to communicate with deaf and hard of hearing people effectively"

Quote from RNID Big Survey



CHAMPIONING DEMOCRATIC INCLUSION

When the surprise General Election was called in May 2024, we acted swiftly to ensure accessibility for voters who are deaf or have hearing loss. We created accessible voting resources in partnership with the Electoral Commission and publicly highlighted the absence of a BSL interpreter during the Prime Minister's announcement, a broken promise that we challenged in national media.

We offered interpreters to all political parties for their first major speeches and co-signed a joint statement with the British Deaf Association. These efforts led to contact with the incoming Labour Government and strengthened our coalition work across the deaf sector.

In Spring 2025, we relaunched BSL-led resources in partnership with the Electoral Commission to support accessible participation in the local

elections. We also published our *Loud and Clear* manifesto setting out our vision for a more inclusive political system.

LEGISLATIVE SUCCESS: MEDIA BILL PASSED INTO LAW

Following years of RNID advocacy, the **Media Bill** passed into law much earlier than expected. This landmark legislation ensures that subtitles, BSL interpretation, and audio description are now mandated across video-on-demand platforms aligning them with traditional broadcast standards.

We are now working with **Ofcom** to ensure strong implementation and accountability. This change has the potential to dramatically improve access to entertainment and news for millions of people who are deaf or have hearing loss.



Sarah Adedeji, 24, from Erith, South East London, is deaf. She said:

“There’s a lot of stigma and misconceptions around deafness. People told my mum I wouldn’t amount to anything and that I wouldn’t be able to accomplish some things because of my hearing loss.

There was a lot of friction between us and family gatherings were difficult. My family didn’t learn to sign, so I had to rely on speech and lipreading which was often tiring and isolating.

Sometimes in a group conversation I wouldn’t catch something and people would say ‘oh it doesn’t matter’. Or people assumed that because I can lipread, I can hear. At some point, I would get listening fatigue and retreat into myself. It was damaging, but I just had to put up with it.

It was my mum who encouraged me to become an audiologist. She saw that I could be a role model and that’s what kick-started my interest. Being a black deaf person in audiology, I’m already changing perceptions and that’s what I want to do. I’m already making little waves that hopefully become bigger waves.”

OUR ACHIEVEMENTS AND PERFORMANCE: INCLUSION



SHAPING THE FUTURE OF ACCESSIBLE TECHNOLOGY

We continued our work exploring **Auracast**, a next-generation Bluetooth technology that can revolutionise access to audio in public spaces, from train stations to theatres. To raise awareness and drive adoption:

- RNID's technology team hosted a **government roundtable**, led by the National Technology Adviser. Officials from the Department for Transport, Home Office, DCMS and Ministry of Justice, joined leading industry figures from Samsung, GN Resound, and Bluetooth specialists to explore Auracast's potential.
- We published a **thought leadership paper** detailing our vision for an Auracast-enabled society and began discussions with organisations to trial the technology in 2025.
- We are now actively involved in several projects where Auracast is being investigated and developed further, cementing RNID's role at the forefront of inclusive audio innovation.

MAKING BUSINESSES BETTER FOR OUR COMMUNITIES

RNID worked with key industries to improve accessibility across the customer journey. Our work in banking and finance included participation in UK Finance's Accessible Banking forums and collaborations with EY and other partners to improve access.

This work was recognised in the **UK Government's Disability & Access Ambassadors Impact Report**, which highlighted RNID's behind-the-scenes efforts to create inclusive change. Much of this advocacy happens out of public view, working directly with firms and government, but its impact is significant, improving real-world access to essential services.

In our wider partnership with **BT**, we delivered a review of their digital switchover communications for landlines, providing important feedback on what information may be relevant to our audiences, helping them improve how they inform customers with hearing loss about critical changes to technology and telephony.

"This (Auracast) report is the most comprehensive report I've seen to date on the ecosystem in a hearing impaired context. This is a must read for installers, inclusive strategists, venue managers and equipment manufacturers"

***Thomas Olsgaard, Principal Engineer
- GN Group***

**ADVOCATING ACROSS THE UK:
A UNITED DEAF SECTOR**

In Scotland, we responded quickly when **Contact Scotland BSL**, the country’s national BSL video relay service, was threatened with closure. RNID, alongside the Scottish Sensory Hub and sector partners, launched a coordinated advocacy campaign.

Within two weeks, following pressure at the Scottish Parliament’s Cross-Party Group on Deafness and First Minister’s Questions, the **First Minister committed to maintaining the service**. This was a striking example of effective, rapid, cross-sector action securing a vital service for the community.

We also pushed forward in **Northern Ireland**

and Wales, lobbying for the introduction of **Sign Language Acts**, while building coalitions to amplify our shared goals.

**CHAMPIONING INCLUSION:
#UNSILENCETHECROWD**

In a standout moment for public awareness, we partnered with **Newcastle United and Sela** to deliver the #Uns SilenceTheCrowd campaign. Fans who are deaf or have hearing loss experienced a football match wearing haptic shirts that brought sound to life through touch, with the RNID logo proudly displayed on players’ shirts. This campaign reached millions via national press and BBC coverage. The impact on both brand awareness and inclusion was significant, with a marked uptick in website visits and social media engagement.



OUR ACHIEVEMENTS AND PERFORMANCE: HEALTH

Putting hearing on the health agenda

In 2024/25, our Health Programme focused on reaching underserved groups, influencing national and devolved health policies, and building pathways for people to take the first step in addressing their hearing loss. From tackling inequalities to shaping national audiology strategies, our work empowered thousands to take control of their hearing journey.



HEARING CHECK: SCALING ACCESS AND ACTION

Our free **online hearing check** continued to be one of RNID's most powerful tools for early intervention. In 2024/25, **over 230,000 hearing checks were completed** – a crucial first step on someone's hearing health journey. We enhanced the hearing check with locally tailored guidance to support **self-referral to audiology** in RNID Near You locations. This update offered individuals a clearer route to follow-up support, removing barriers to timely care, acting as an enabler for people to take action and get help when they need it.

The impact was significant:

- **81%** of survey respondents who received a result indicating potential hearing loss said they planned to take further action following RNID's hearing check
- many reported transformative outcomes after receiving hearing aids following the online check

One user shared:

"I feel like I'm less tired because I don't have to concentrate as hard on hearing/listening."

"I don't need to use subtitles when watching TV, and I hear things (e.g. birdsong) without having to actively listen for them."

To extend the reach of the check, we piloted new approaches with community-based organisations and charities that serve groups currently underrepresented in our user data. These pilots will inform a wider rollout in 2025/26, with a continued focus on addressing health inequalities.

"This feels like a much more modern, educated way of getting something done about (hearing loss), earlier in life"

Feedback from a hearing check user



CHANGING BEHAVIOURS: PROTECTING HEARING FOR THE FUTURE

We expanded our **hearing protection work** to raise awareness among high-risk audiences. In summer 2024, polling of festivalgoers revealed that **58% had experienced tinnitus or temporary hearing loss** after exposure to loud music. We responded with a targeted campaign featuring **DJ and tinnitus advocate Tre Lowe**, reaching festival audiences with critical messages about hearing protection.

This work complements our longer-term ambition to reduce preventable hearing loss through public engagement and evidence-based interventions.

We also explored how reframing hearing aids as high-tech lifestyle products could reduce stigma, particularly among men. Insights from our **behaviour change research** are helping to shape future campaigns to make hearing care more relatable and appealing across demographics.

CAMPAIGNING FOR FAIR ACCESS TO EAR WAX REMOVAL

Building on the success of 2023's *Blocked Ears, Blocked Access* campaign, RNID returned to the issue of NHS ear wax services with a follow-up report: **Stop the Block**. We highlighted the ongoing postcode lottery in access to wax removal across England's Integrated Care Boards (ICBs). Although some progress had been made, our research showed that **1 in 3 people** still found private wax removal unaffordable. We called on NHS England and policymakers to prioritise equitable, free-at-the-point-of-use access.

Left untreated, wax build-up can cause hearing loss, tinnitus, infections, poor mental health and people can be denied access to essential audiological care or diagnosis. This disproportionately affects older people and those already experiencing barriers to healthcare. Our advocacy continues to press for fair and universal provision of this basic but essential service.

OUR ACHIEVEMENTS AND PERFORMANCE: HEALTH



Audrey Houghton, 70, from Biggleswade has recurring ear wax build-up which affects her hearing. The impact on her life of not having ear wax treatment was significant.

“I was isolated. I just felt like giving up. I couldn’t go out. I thought I’d have to stay at home indefinitely. I used to go to keep fit class, which I stopped going to. I stopped shopping as I couldn’t really understand what the cashier was saying. I was relying on my daughter to do things for me, and it was quite depressing and draining. I was exhausted and became frustrated with myself.”

After being persuaded to get treatment by her daughter Audrey said:

“If it wasn’t for my daughter, I would’ve thought ‘Well this is it’. I like going out, I like people, I like doing things. Now I’m going to go to my keep fit class, I’m going to go dancing, I’m getting my life back.

I didn’t realise that it’s a postcode lottery getting ear wax removal and that in some places you can still get the service for free. It’s not fair to do that. For deaf people and hard of hearing people, daily life is difficult enough as it is.”

OUR ACHIEVEMENTS AND PERFORMANCE: HEALTH

IMPROVING SERVICES THROUGH NATIONAL INFLUENCE

This year, we built on the success of our 2024 *In Their Own Words* report, a detailed exploration of people’s experiences with NHS audiology services. These insights have become the foundation for high-level engagement with:

- **NHS England diagnostics and Ear, Nose and Throat (ENT) programmes**
- **NHS Elect and Getting It Right First Time (GIRFT)**
- **Stakeholder collaborations in the devolved nations**

In Scotland, we worked with the government to support the implementation of the **Scottish Audiology Review**, pressing for improved quality and consistency in adult audiology services. In **Wales**, we supported health partners to embed innovation and improvement into future audiology delivery models.

At the heart of this work is the voice of our communities, shaping systems, not just reacting to them.



“I believe the advancements in the next 10 years will be significant, particularly in regenerative medicine and gene therapy. We need scientists, doctors, policy makers, and charities to work together to make this happen.”

Dr Devina Maru, Primary Care Doctor with ENT Specialist Interest.

REIMAGINING HEARING HEALTH: A COLLABORATIVE VISION

RNID began laying the groundwork for a bold new initiative, **Reimagining Hearing Health in the UK**, to bring together health leaders, technologists, researchers, and service users to co-create a modern vision for hearing care.

We are working with influential figures including **Dr Dave Smith**, UK National Technology Adviser, to position RNID as a convener of cross-sector innovation. Our ambition is to accelerate the adoption of new models, technologies, and pathways that improve outcomes for those with hearing loss and tinnitus.

TOOLS FOR EVERYDAY HEARING SUCCESS

We launched a new digital resource: **Get the Most from Your Hearing Aids**. Developed by researchers at the University of Nottingham, this toolkit supports users with practical strategies, real-life stories, and audiology advice to enhance hearing aid use. In its first five-month pilot, **over 1,000 people** accessed the toolkit, marking a strong early uptake for a tool that aims to boost long-term hearing aid success through behaviour change.

PARTNERSHIP FOR ACCESS TO HEALTH

In 2024/25, we also began an ambitious new three-year partnership with **Shionogi**, a global pharmaceutical company with a vision of improving access to healthcare.

This project, focused on Access to Health, will support individuals to understand and assert their healthcare rights. It will also provide healthcare providers with tools to meet patient communication needs and address communication barriers in clinical environments for those who are deaf or have hearing loss.

By working at both individual and systemic levels, this partnership aims to embed equity and accessibility across the health journey, aligned with our strategic objectives, aiming to ensure our communities have equal access to all the health and support they need, when they need it.



OUR ACHIEVEMENTS AND PERFORMANCE: EMPLOYMENT

Driving inclusive workplaces and equitable opportunity

For people who are deaf, have hearing loss or tinnitus, access to fair, inclusive employment remains a persistent barrier to equity. This year our Employment Programme focused on tackling these challenges at their root, shaping government policy, empowering employees, and helping employers create environments where everyone can thrive.



EMPOWERING EMPLOYERS: FROM TRAINING TO TRANSFORMATION

RNID continued to work directly with employers to improve understanding, confidence, and practices around supporting staff with hearing loss, whilst our **deaf awareness training and workplace assessments** helped teams create more inclusive workplaces.

One major highlight was the launch of a new strategic collaboration with HSBC UK. We are currently working together to raise awareness of hearing loss and how best to support employees in their working environment, with the goal of embedding accessibility and inclusivity throughout HSBC's workforce. The next stage will involve raising accessibility standards in the customer experience.

Together with HSBC, we are helping ensure that leaders and customer facing teams alike have the skills, behaviours and processes to best meet the needs of colleagues and customers who are deaf or have hearing loss. So far, over 4,000 employees have benefited from the bespoke deaf awareness training that

we advised on the implementation of with the company.

SECTOR LEADERSHIP THROUGH COLLABORATION

We remained an active member of the **Disability Charities Consortium**, ensuring our communities are represented in cross-sector policy initiatives. Through this work, we helped shape the UK Government's **Disability and Work Strategy in Northern Ireland**, which was approved by senior officials and is now awaiting Ministerial approval. Once implemented in April 2025, the strategy is expected to provide a stronger framework for employment inclusion and support across the region.

Our behind-the-scenes work was recognised in the **UK Government's Disability & Access Ambassadors Impact Report**, which cited RNID's influence on improving employment policy and practice, particularly in financial services. While much of this work is done quietly and collaboratively, the results are significant and enduring.

TOOLS FOR ACCESS: DRIVING AWARENESS AND PRACTICAL SOLUTIONS

In a year marked by policy progress, we launched vital new tools to support day-to-day workplace inclusion. Key among these was our input into adapting the Department for Work and Pensions' **Health Adjustment Passport** for British Sign Language (BSL) users, now available as the **Access to Work BSL Adjustment Planner**. This tool enables more effective conversations between employees and employers about adjustments and provides critical guidance for those applying for **Access to Work grants**.

Through our work with the **BSL Advisory Board**, we continued shaping inclusive policymaking, ensuring BSL users are central to the development of guidance, resources, and legislation affecting them.

We also regularly contributed to the **DWP**

Reasonable Adjustments Forum, bringing RNID's evidence base and lived-experience insights directly into decision making.

We were commissioned by Social Care Wales to produce a technology review of the accessibility features of video conferencing platforms in the context of the multi-lingual (English, Welsh and BSL) requirements of the organisation.

EMBEDDING ACCESSIBILITY INTO GOVERNMENT POLICY

We contributed to the **Welsh Parliament's Equality and Social Justice Committee Disability Employment Inquiry**, highlighting the systemic barriers people face in Wales and called for clear actions to improve support for deaf individuals in the workforce. Our submission will inform the Committee's report and shape recommendations to the Welsh Government.



OUR ACHIEVEMENTS AND PERFORMANCE: BIOMEDICAL RESEARCH

Advancing treatments, building futures

RNID's Biomedical Research Programme exists to unlock breakthroughs in understanding, preventing, and treating hearing loss and tinnitus. In 2024/25, we funded cutting-edge science, helped grow the next generation of hearing researchers, and influenced national health decisions, all while strengthening our position as a global leader in hearing therapeutics.



“RNID plays an incredibly important role in supporting research directed towards delivering treatments for hearing loss. It provides support for groundbreaking research but also for training the next generation of researchers in the UK.”

*Professor Jonathan Gale,
University College London*

A HISTORIC NHS MILESTONE

This year saw a major breakthrough in our mission to bring treatments to the people who need them. Following evidence and expert insight submitted by RNID, **NICE approved a drug to prevent hearing loss in children undergoing cancer treatment with cisplatin**, the first time a drug specifically designed to treat hearing loss has been approved for NHS use.

This moment represents a major milestone: a proof of concept that hearing loss can be prevented and treated through

pharmaceutical interventions. It paves the way for future therapies, reinforces the importance of research, and validates the central mission of RNID’s research strategy.

INVESTING IN THE FUTURE OF HEARING SCIENCE

RNID continued to grow the field by funding new talent.

This year, we awarded:

- **Two Fellowships** to researchers at University College London and King’s College London. Their work is investigating how the brain anticipates sound and why some people are more vulnerable to cisplatin-induced hearing loss, both of which could lead to better hearing aid design and preventative strategies
- **Four PhD studentships** across leading UK universities, tackling crucial topics:
 - how the eardrum heals
 - auditory training for speech understanding in noise
 - the cellular response to different types of hearing loss
 - improving hearing aid fitting and programming techniques

Together, these investments not only generate critical new knowledge, but also build capacity in an underfunded but high-impact research area.

In 2024/25, **50 academic publications** acknowledged RNID as a funder, clear evidence of our role in driving scientific progress.

OUR ACHIEVEMENTS AND PERFORMANCE: BIOMEDICAL RESEARCH



GROUNDBREAKING DISCOVERIES

Our funded researchers achieved several important findings this year. At the University of Manchester, PhD students identified new genetic mutations that cause Perrault syndrome, a rare condition resulting in hearing loss and infertility. These findings will help more people receive an accurate diagnosis and lay the groundwork for developing treatments. Because the affected genes relate to mitochondrial function, which powers cells, the research may also have broader implications for understanding other types of hearing loss.

These discoveries reflect the cumulative power of long-term research investment and the importance of supporting early-career scientists.

STRATEGIC GRANT MAKING

RNID awarded **ten new research grants**, including:

- **Four Discovery Research Grants** focused on:

- new treatments for tinnitus
- improving cochlear implant technology
- addressing vestibular schwannomas (tumours affecting the auditory nerve)
- **Six Innovation Seed Fund Grants** to support:
 - durable gene therapies
 - improved cochlear implant programming
 - better tracking of hearing loss caused by medications
 - understanding gene activity in the inner ear
 - techniques for measuring real-world outcomes of hearing treatments

These grants fuel early-stage research with the potential to reshape treatment options and

deliver better quality of life for people with hearing loss or tinnitus.

**LEADING THE FIELD:
HEARING THERAPEUTICS INITIATIVE**

We continued to grow our **Hearing Therapeutics Initiative (HTI)**, a platform to convene industry, researchers, and regulators to accelerate treatment development.

We worked closely with hearing therapeutic companies, building interest in establishing a core set of standard measures for assessing the success of treatments for hearing loss. Our goal is to ensure that treatments are evaluated against outcomes that matter the most to people with hearing loss and that future clinical trials generate comparable data.

Following the success of last year's Hearing Therapeutics summit, we delivered a series of **webinars** and blogs to share insight, expertise and foster international collaboration. We also prepared for the next summit, scheduled for the coming year, which will bring the research community together to discuss recent advances, challenges and opportunities for accelerating the development of treatments.

This work positions RNID at the heart of international efforts to improve how new treatments are developed, tested, and approved, accelerating progress while focusing on the experiences of people with hearing loss.

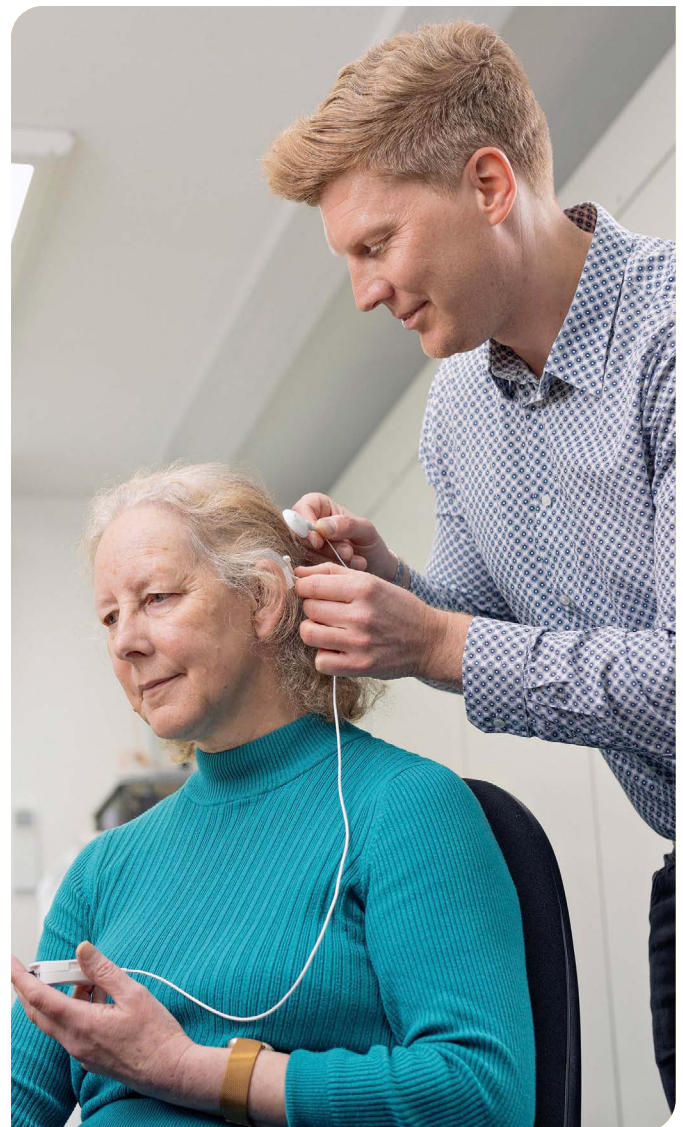
PARTNERSHIPS TO INFLUENCE AND INNOVATE

RNID continued its strategic collaboration with the **BioIndustry Association**, helping to build interest in hearing therapeutics among biotech and pharmaceutical companies. We also forged stronger links with leaders in health research, laying the foundations for future collaborations that can bridge science, policy, and lived experience.

The research team worked closely with colleagues across our Health and Policy Programmes, ensuring research findings inform everything from audiology reform to communication rights in healthcare.

**CELEBRATING 25 YEARS OF
RNID-FUNDED RESEARCH**

We published a report showcasing the life-changing impacts and achievements made in the last 25 years, and what we hope to achieve in the future.



OUR ACHIEVEMENTS AND PERFORMANCE: COMMUNITIES

What we said we would do:

- we will develop new ways to involve our communities in research to ensure treatments developed are aligned with people's needs
- we will continue to grow RNID Near You to reach more people in more parts of the UK. To support this we will increase our volunteer base while improving the experience of those who give up their time for us
- we will maintain the exceptional service level from Contact RNID while developing an online help tool to enable 24/7 information provision
- we will make our Knowledge Base accessible to our volunteers and other charities in the deaf sector



Last year, we committed to deepening engagement across our communities by expanding our in-person and digital services, amplifying the voices of people who are deaf, have hearing loss or tinnitus, and improving access to reliable, inclusive support. This year, we delivered on these promises, and went further.



“The service I received today was excellent. The gentleman who looked after me was truly so informative, took great effort in explaining each effort he made to improve my hearing aids (which he has done). I couldn’t have been looked after any better. I am so thankful for this service which is provided free, and the fact these lovely people give up their time and skill to help. We are indeed blessed, and I am so thankful. Thank you.”

RNID Near You – South Eastern Health & Social Care Trust, Northern Ireland

RNID NEAR YOU: IN-PERSON SUPPORT, STRONGER COMMUNITIES

RNID Near You has continued to go from strength to strength. This year, we supported **38,371 people** through our in-person services, exceeding our target by 15% and marking a **34% increase** compared to last year. This growth reflects the strength of our partnerships, the commitment of our volunteers, and the demand for accessible, local support.

We increased the number of **drop-in locations from 168 to 200** and held **2,387 sessions**, 30% more than in 2023/24. Our volunteer team grew substantially, with **247 active volunteers** giving over **15,492 hours** of their time, a **54% increase** on the previous year. Their dedication is the foundation of our success.

We opened **new RNID Near You services in Fife, the Lothians, Somerset**, and three health board regions in **Wales** thanks to Big Lottery funding, demonstrating both innovation and reach. The new Somerset model, focused on care homes and sheltered housing, allows us to connect with some

of the hardest-to-reach individuals in our communities.

We also secured continuation or renewed funding for 12 existing services, including contracts in Northern Ireland, Scotland, and key areas in England. Our service in **North East Essex** was successfully re-tendered, and a **three-year funding renewal for Hull and East Riding** ensures vital continuity and ongoing support for these communities.

This year saw **record-breaking engagement**, including our highest-ever monthly attendance in November 2024, when **3,654 people** visited drop-in sessions across the UK. These achievements reinforce our goal to grow by at least four new services annually, a target we met, with 21 active contracts currently in place.

Our RNID Near You service partnership with the Audiology team won the ‘Working Together’ category at the 2024 NHS Borders Staff Awards dinner celebration for greatly improving patient experience and team-working environments.

OUR ACHIEVEMENTS AND PERFORMANCE: COMMUNITIES

“After changing the tubing in the mother’s hearing aids, she was able to hear clearly again, her daughter was so relieved and the mother was so happy to hear her daughter again. The daughter thanked me and the volunteer so much and they both left nearly crying happy tears after being able to communicate once again.”

RNID Near You Lothian, Scotland

LAUNCHING ‘RNID IN COMMUNITIES’

We designed and launched a pilot for **RNID in Communities**, a new initiative delivered by **90 specially recruited volunteers** who are bringing RNID directly into local spaces. These trained volunteers deliver presentations and hearing checks and provide opportunities for deeper engagement. This pilot has already begun connecting communities with our support in new, scalable ways and will be pivotal in building long-term presence and awareness. We expect this programme to expand significantly in the future.

CONTACT RNID: ACCESSIBLE SUPPORT WHEN IT’S NEEDED MOST

Contact RNID remained a vital support line for individuals and families throughout the year. Our dedicated team **supported 22,230 people**, meeting nearly 100% of our annual target. Despite some resourcing pressures earlier in the year, we maintained service continuity and implemented strategic improvements to increase our resilience and reach.

To future-proof the service, **we trained additional RNID Community Services staff**



to step in during periods of high demand. A new live chat holding message helped reduce abandonment rates, and a targeted campaign in March 2025 successfully **doubled usage of our Get Support Online platform.**

Throughout the year, we added **20 new articles** to our internal **Knowledge Base**, expanding access to essential information for staff and volunteers across RNID and sector partners. This supported one of our core pledges: to make our knowledge accessible and inclusive.

We also launched new **marketing campaigns**, both online and in the press, to drive awareness and engagement. Following a spike in enquiries from our member magazine, Contact RNID successfully managed one of its busiest periods of the year in July, handling over 200 enquiries related to membership and support updates.

“If it wasn’t for your advice and support, things could have been very different ... you helped save my wife’s hearing. Thank you so much”.

June 2024 caller to Contact RNID to share gratitude following support in late 2023



OUR ACHIEVEMENTS AND PERFORMANCE: FUNDRAISING AND ENGAGEMENT

“With all UK landlines moving to digital by January 2027, our partnership with RNID has been invaluable in supporting customers who are deaf or have hearing loss. This collaborative effort is providing both customers and the wider community with the confidence and reassurance needed during this once-in-a-generation upgrade.”

Nav Hussain, Stakeholder Engagement Manager, BT



INCOME

This year, we secured fundraising income of £13.2m and saw another strong year for legacies, receiving £10m in total from people generously leaving a gift in their Will.

PARTNERSHIPS

We are seeing an increasing number of businesses understanding the importance of our cause. Support from high value relationships continues to go from strength to strength with companies understanding the

value that we can offer to build positive brand stories, understand customer experience and create inclusive workplaces for our communities.

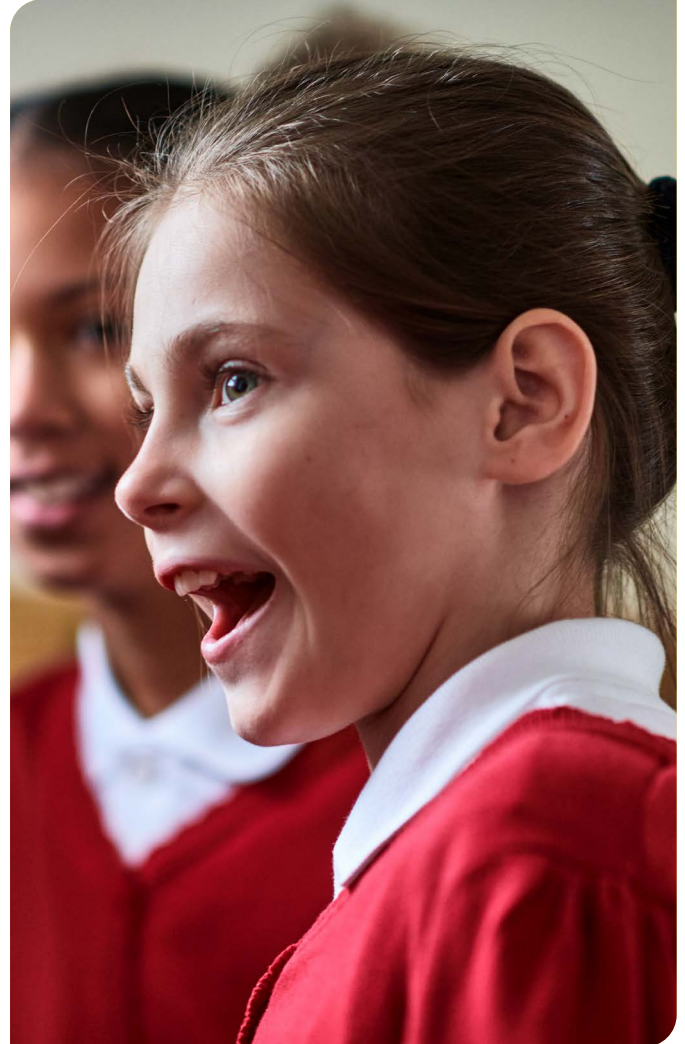
We are also grateful for all the Charitable Foundations and Trusts, and philanthropists who have invested in RNID research and our work to change the lives of people who are deaf, have hearing or tinnitus today by offering support in order to create a more inclusive world.

MASS PRODUCTS

More and more people have generously supported RNID this year, giving their time and money to change the lives of our communities. This year we launched two new activities to build on the success of our It Does Matter campaign, Afternoon Tea for RNID and RNID Connect. Both give our supporters the tools they need to communicate effectively with people who are deaf or have hearing loss. RNID Connect includes games, BSL cards and more to create a more inclusive world.

LEGACY PROPOSITION

We know that it is a big decision for people to leave a gift in their Will to a charity. This year we spent time getting to know why people chose to leave a legacy to us. We spoke to supporters and listened to what inspires and motivates them about our work. We learned that people wanted to create change for future generations, so that everyone could be included in all aspects of life without facing barriers due to their hearing loss. They wanted to create a world more welcoming. We reflected on this and put those aspirations at the heart of our new legacy fundraising activity, inviting more people to consider leaving a gift in their Will to RNID.



“RNID’s expertise has enabled us to take steps towards being a truly inclusive business, opening a world of opportunity for our colleagues, our customers and the wider communities we serve.”

Alistair Griffin, Head of Performance – UK Customer Channels, HSBC

OUR ACHIEVEMENTS AND PERFORMANCE: FUNDRAISING AND ENGAGEMENT

Our achievements this year were only made possible due to our brilliant supporters. With special thanks to the below:

Major Donors:

Keith and Pam Butler-Wheelhouse
Peter Evans
Tom Kelly MBE
The Murphy Family Fund
Prof Elizabeth Russell
Mrs Margaret Starkie
Mr and Mrs John Walton
Richard Wilkins

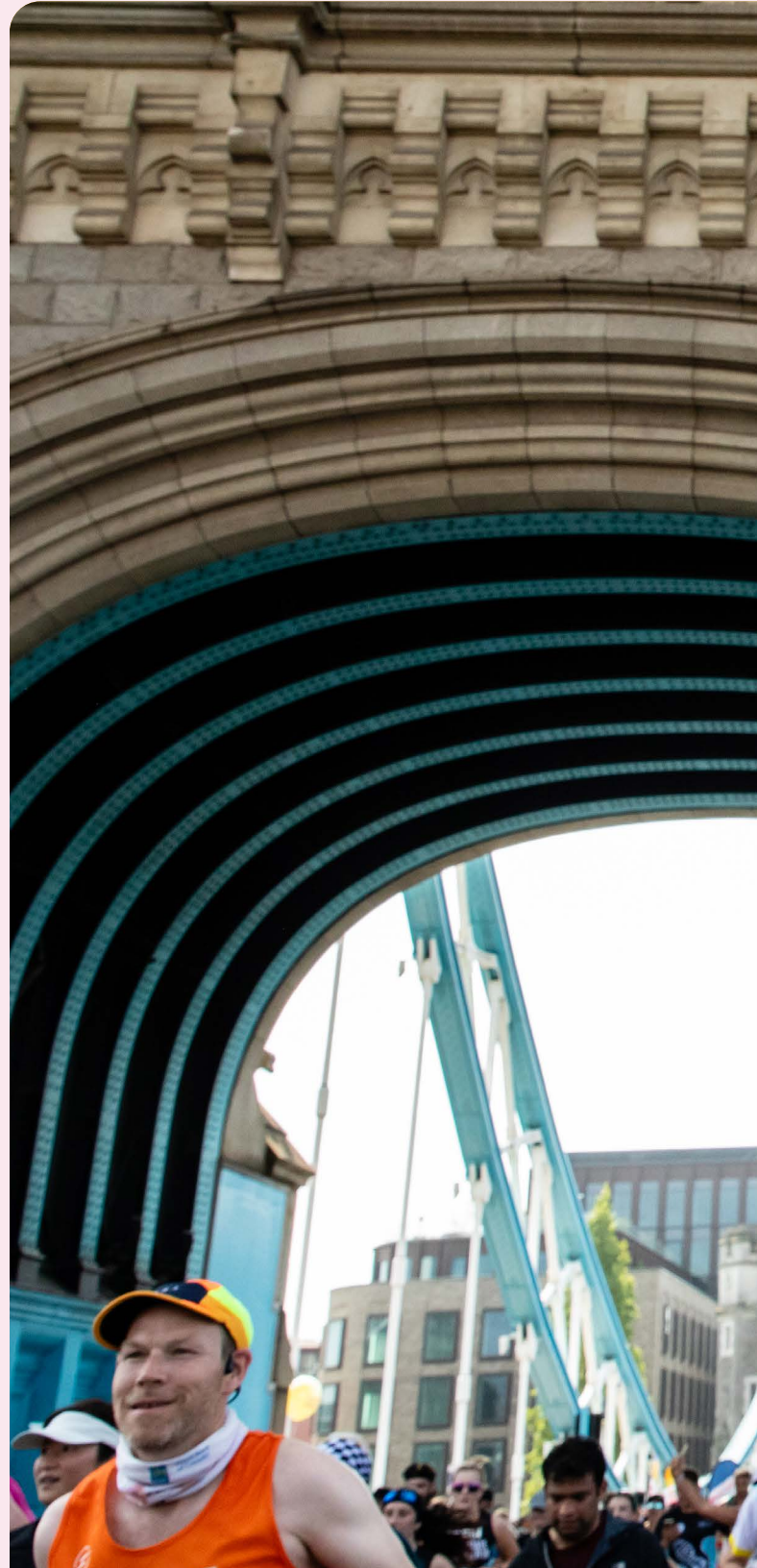
Trusts:

The Exilarch's Foundation
The Motability Foundation
Julia Rausing Charity

Corporate Partners:

Anderson Acoustics Ltd
BT
Call Systems Technology Ltd
Connevens Limited
Contacta Systems Ltd
The Electoral Commission
GoMedia Services Ltd
HSBC Holdings Plc
Sela
Shionogi & Co., Ltd.
Sonos Experience Ltd
Sony
UK BioIndustry Association (BIA) and members
Zoonou Limited

Thank you also to all who have supported our work and chosen to remain anonymous.

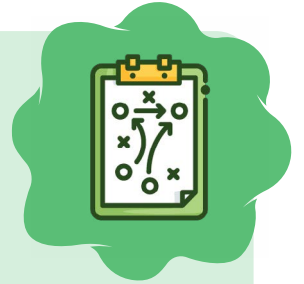




LOOKING AHEAD: OUR PLANS FOR 2025-2026

A new way of thinking about our strategy

Our four programmes of work are based on extremely robust, evidence-led theories of change. We are absolutely committed to continue to make progress towards our goals in inclusion, health, employment and biomedical research over the long term to make the biggest impact possible for our communities. However, we have been doing some thinking about how best to communicate this strategic work to different audiences, and increasingly use three different lenses through which to view what we deliver: the changes we want to make to society, the changes we want to make to systems, and the changes we want to bring to individual lives one by one.



When we are thinking about our work and our long-term ambition as RNID, we think this is a helpful way to see how our programmes combine to make significant change.

CHANGING SOCIETY

We are changing society and public attitudes, so that:

1. Everyone in the UK understands why and how to check their hearing regularly and do it – just like we do with our eyes and teeth
2. People of all ages know how to protect their hearing from loud noise – and doing it is the ‘normal’ thing to do
3. We’ve created a step-change in public understanding of deafness, so society stops shutting deaf people out of everyday conversations and activities



CHANGING SYSTEMS

We are changing systems and services, so that:

1. Effective treatments and cures that prevent hearing loss, restore hearing and silence tinnitus have been developed and are available to everyone
2. Every employer actively supports deaf people and people with hearing loss, recognising the value they bring and removing barriers to professional success
3. Leaps forward in tech – both for individuals to use and in society at large – mean that all new products and services are accessible and inclusive for deaf people right from the start – whether you are out shopping, on the bus or accessing all forms of healthcare
4. When people experience hearing loss, they can easily get help from the NHS in a way that suits them – whether that’s developing new options to conduct tests online or having hearing aids delivered to their door

CHANGING INDIVIDUAL LIVES

And we are changing lives of individuals, one by one, through:

1. RNID Near You: our in-person drop-in centres, giving information and support, powered by volunteers and present in every community across the UK
2. Contact RNID: providing tailored, trustworthy support and advice on deafness, hearing loss and tinnitus – the go-to resource for our communities and those there to support them.

LOOKING AHEAD: OUR PLANS FOR 2025-2026

What this means for our delivery in 2025-2026

We have an ambitious, busy programme of work planned for 2025-26.



In our work to change society and public attitudes, we will:

- grow the reach of our free online hearing check, encouraging everyone to make checking their hearing as much a part of life as checking eyes or teeth. We will work to get 200,000 people completing the check over the year
- test new messaging for our 'It **does** matter' campaign – giving the general public basic communication tips to make sure people who are deaf or have hearing loss are fully included in society
- Scope out a new public awareness campaign to inform the public about how they can protect their hearing, and develop the practical tools to help them do it

In our work to change systems and services, we will:

- continue our campaign to make our healthcare system accessible for people who are deaf or have hearing loss. Funded by Shionogi, we will create tools for health professionals to ensure they understand how to meet the accessible information standard
- fund 12 new projects supporting cutting-edge biomedical research into treatments to prevent hearing loss, restore hearing and silence tinnitus

- create a fresh vision for audiology services in the UK based on research with our communities and workshops and interviews with experts. We will influence and aim to create pilots to test and learn, and push for change in this area
- continue our work to champion the potential of Auracast as a new technology, focusing on transport

And in our work to change the lives of individuals, one by one, we will:

- open eight new RNID Near You services which, will mean RNID Near You drop-in locations in 60 new locations across the UK
- provide support to 37,000 individuals at our in person RNID Near You services
- give personalised support to over 23,300 people through Contact RNID
- reach over 700,000 people supported with authoritative and clear information and support through our website
- deliver over 300 presentations to local community groups through our RNID in Communities service to help raise deaf awareness across the UK



TRUSTEES' AND DIRECTORS' REPORT

Structure, Governance and Management

Administrative details: Trustees, senior staff

RNID is a trading name of the charitable company limited by guarantee, the Royal National Institute for Deaf People (RNID), registered in England and Wales No.454169. It is registered as a Charity No.207720 in England and Wales and SC038926 in Scotland. RNID is governed by its Articles of Association, adopted on 14 May 1948, and last amended on 11 December 2019.

The registered office address is Brightfield Business Hub, Bakewell Road, Orton Southgate, Peterborough, PE2 6XU.

Trustees

The following provides details of all Trustees who were in place during the financial year until 31 March 2025, and their membership of the committees as at the date of signing:

| Name | Finance and Risk committee | Nominations committee |
|--------------------------|----------------------------|-----------------------|
| Ewen Stevenson (Chair) | | Chair |
| Sally Harris (Treasurer) | Chair | ✓ |
| Gill Budd | | ✓ |
| Julian Meekings | | |
| Nick Waring | ✓ | |
| Ita Murphy | | ✓ |
| Chloe Smith | ✓ | |
| Jessica Rasmussen | ✓ | |
| Tanya Curry | | ✓ |
| Amber Kirby | | |
| Claire Bailey | | |
| Lindsay Foster | | |
| Gideon Hoffman | | |

Tanya Curry and Amber Kirby were co-opted onto the Board of Trustees from 1 March 2025. Claire Bailey, Lindsay Foster and Gideon Hoffman retired as trustees on 9th July 2024. Julian Meekings retired as a trustee on 29th April 2025.



Senior Leadership Team

The Trustees delegate the implementation of policies and the day-to-day management of the Charity to the Chief Executive who is assisted by Key Management Personnel:

- **Harriet Oppenheimer**, Chief Executive
- **James Abbott**, Chief Operating Officer and Company Secretary

The Board agree the remuneration of the Chief Executive and pay for all other staff is set through a job evaluation and benchmarking process. The Finance and Risk Committee approve an annual cost of living pay award for all

staff (excluding the Chief Executive) on an annual basis.

Principal Professional Advisers

Solicitors

Bates Wells Braithwaite – 10 Queens Street Place, London, EC4R 1BE

Independent Auditors

Crowe U.K. LLP – 55 Ludgate Hill, London, EC4M 7JW

Bankers

Lloyds Banking Group – 10 Gresham St, London, EC2V 7JD

TRUSTEES' AND DIRECTORS' REPORT

Structure

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RNID has six wholly owned subsidiary companies:

1. RNID Services Ltd
2. RNID Activities Ltd
3. Hearing Research Trust
4. Sound Advantage Ltd
5. Action on Hearing Loss Ltd
6. Sussex Deaf Association

These remain dormant except for RNID Activities Ltd which was reinstated for trading activity early in 2025. Applications have been filed with Companies House for the dormant subsidiaries to be closed.

The Board of Trustees is responsible for the overall governance of RNID. The Board has a maximum of 10 Trustees at one time. All Trustees are appointed for a term not exceeding three years, at the end of which they are eligible for reappointment for a second term. Trustees are only eligible for a further term in exceptional circumstance and only for a maximum of three years.

The Board is committed to overseeing equality, diversity and inclusion not only in the workforce but also on the Board itself. The Trustees recognise that greater representation from under-represented groups is required, and that more

diversity will strengthen our decision-making processes.

Governance

The Board of Trustees have adopted the Charity Governance Code and review areas of recommended practice annually.

RNID Rules, Delegated Approvals Authority Policy and the Committee Terms of Reference set out the delegation of the decision making to the Senior Leadership Team and to individual Committees. The Rules include a statement of reserved powers for the Board. Trustees are required to meet at least three times a year. In the year up to 31 March 2025, they met four times.

Board recruitment, induction and training

Trustees are appointed through an open and transparent process which involves advertising vacancies and encouraging applications from diverse communities. All vacancies are informed by a skills gap analysis and succession planning exercise which is led by the Nominations Committee on an annual basis.

Throughout the year, the Senior Leadership Team provided the Board of Trustees with deep dive sessions to discuss key elements of the strategy.

New Trustees attend an induction and receive an induction pack containing detailed information about the charity, how we are organised and our work. They are invited to spend time with the Senior Leadership Team to familiarise themselves with our activities and to prepare themselves for effective and informed decision making.

Committee structure

The Board delegates certain powers in connection with the charity's management and administration. Committees provide meeting minutes and report back regularly to the Board. Details of each Committee are described below.

- Finance and Risk Committee:** made up of four Trustee members. When required, they are advised by our External Auditors from Crowe. All members of the Committee are independent of management and the Committee is chaired by Sally Harris, Treasurer. The Committee is responsible for providing the Board of Trustees with assurance that there is an effective system of governance, risk management and control across the whole of the charity's activities. The Committee also assists the Board in its duty to oversee the charity's resources and in particular its financial affairs.
- Nominations Committee:** made up of five Trustees and chaired by Ewen Stevenson, the Chair of RNID. The Committee oversees and makes recommendations to the Board on all matters relating to the recruitment and appointment of Trustees.

Our people

Our people are critical to our success. As a home-based and digital-first organisation, we are proud that our people live right across the UK. This is a real strength, because it enables us to recruit great talent, and because it ensures we are connected to our communities wherever they are. Although we do nearly everything remotely, we recognise the value of in-person time with colleagues, and three times a year come together for all-staff summits that play a critical role in cementing our culture of learning and celebration.

The results of our 2024 Staff Survey highlight the continued progress in staff engagement, which reached 71% in June 2024, showing steady improvements over the last two years from 55% in 2022, 64% in 2023, and 67% in 2024. This positive trend reflects the dedication of our teams and the impact of ongoing efforts to foster an inclusive and fulfilling atmosphere at work.

Encouragingly, 88% of staff reported feeling proud to work at RNID, 93% feel supported by their managers, and 91% feel well-informed about organisational developments. These strong results demonstrate our understanding of the importance of clear communication across teams and supportive leadership, and we are particularly proud of achieving these things in a remote working environment.

However, the survey also identified areas for improvement. In 2025/26, we will begin embedding a performance culture and new review cycle, and will be expanding our learning and development opportunities. These initiatives aim to ensure staff feel empowered to grow while reinforcing a culture of excellence.

We recognise that the work we do, and all our achievements, rely heavily on the support of our volunteers. We are proud of the work we have completed and the launch of our RNID Near You service which delivers vital support and key services to people in the community. Our campaign to recruit volunteers has been successful with a 63% increase in our registered volunteers.



TRUSTEES' AND DIRECTORS' REPORT

Financial summary and review



Our 2024/25 financial year finished with an unrestricted operating surplus of £0.8m and a free reserves balance of £5.6m which is in the target range set by our Board.

Income

We received £14.2m of income (2024: £15.3m), a net reduction from the previous year due to challenges to embed our new CRM system, with impact on public donations received.

Unrestricted donations and legacies income of £12.3m, with our fundraising growth in partnerships as we diversify our non-legacy fundraising income. We had another year of strong legacy income receiving £10.1m (2024: £10.1m) which has supported us to replenish our free reserves for another year as support

investment for future growth.

Expenditure

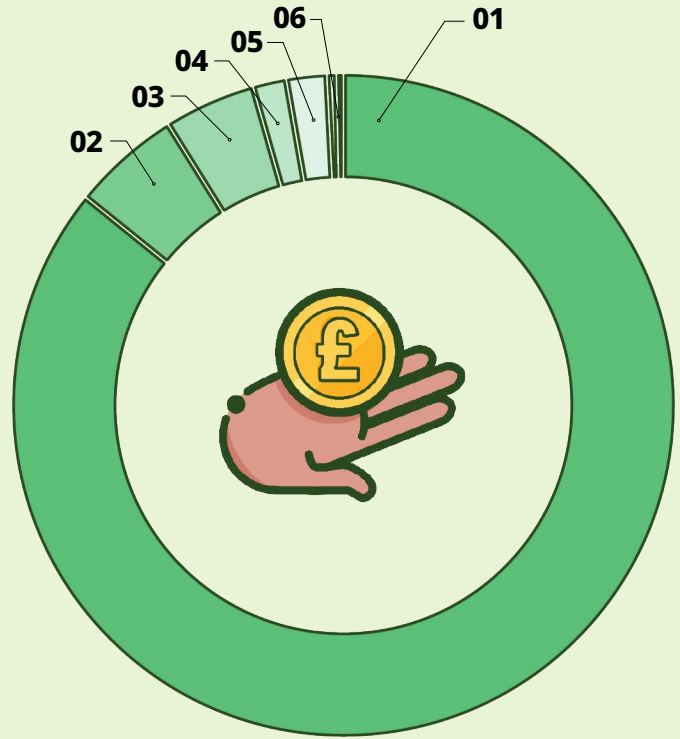
In 2024/25 our expenditure £13.0m (2024: £11.9m) an increase from the previous year as we increased our fundraising investment by £0.3m to support income growth, our strategic programme ambition by £0.4m and the Digital Programme for systems by £0.4m.

Full details of our financial performance for the year ended 31 March 2025 are shown in the financial statements and notes from page 60 onwards.

Financial infographic on income and expenditure split based on following:

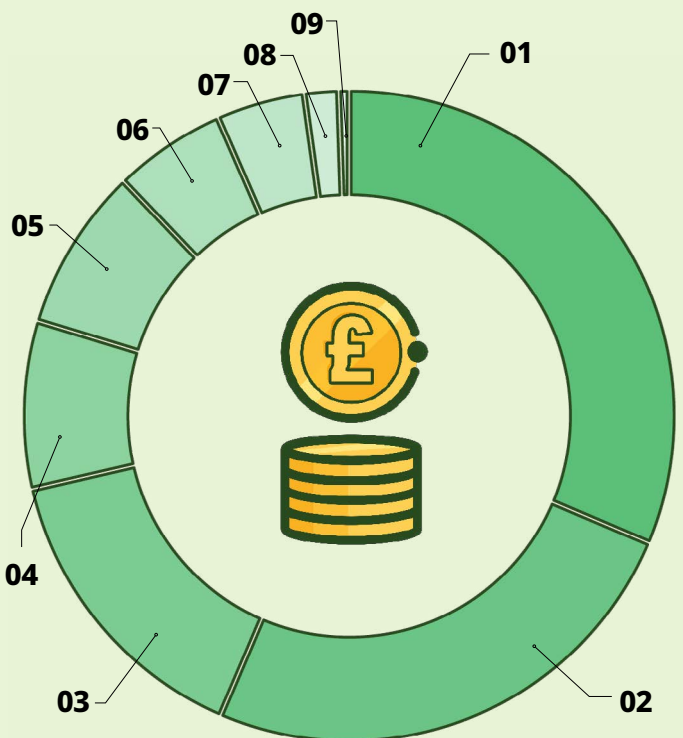
How we raise money

| | |
|--|--------------------|
| 01. Donations and legacies | £12,258,000 |
| 02. RNID Near You | £746,000 |
| 03. Communication services and partnerships | £628,000 |
| 04. Research Partnerships | £234,000 |
| 05. Trading activities | £281,000 |
| 05. Other income | £60,000 |
| 06. Transition services | £29,000 |
| Total income | £14,239,000 |



How money is spent

| | |
|------------------------------------|--------------------|
| 01. Raising funds | £4,087,000 |
| 02. RNID Near You | £3,250,000 |
| 03. Research programme | £1,976,000 |
| 04. Inclusion programme | £1,071,000 |
| 05. Health programme | £1,046,000 |
| 06. Contact RNID | £739,000 |
| 07. Communications services | £559,000 |
| 08. Employment programme | £201,000 |
| 09. Transition services | £71,000 |
| Total expenditure | £13,000,000 |



TRUSTEES' AND DIRECTORS' REPORT

Rest of Trustees Report

Risk management

The Board of Trustees has overall responsibility for risk management and the setting of the charity's risk appetite, and delegates authority in this area to the Finance and Risk Committee. The committee receives regular reports from the Senior Leadership Team (SLT) on the management of key risks.

Risks are reported to and discussed by the Board of Trustees on a quarterly basis. The Senior Leadership Team ensure existing and emerging operational risks are appropriately managed and visible to Trustees. This ensures the Senior Leadership Team and Trustees always have a clear picture of RNID's risk profile and exposure. The Senior Leadership Team make immediate and necessary judgements, where required, to mitigate any risk.

The charity's strategic risk register is broken into six principal risk areas as a way of framing our risk management activities.

Principal risk area 1: We do not create sufficient impact for our communities:

We do this through our digital first strategy, which ensures we will have significant growth in our reach and impact in the coming years. We have a multi-year plan based on our theories of change which focuses on the activities that will best deliver this and a quarterly planning forum which ensures resources are deployed in the right places.

Principal risk area 2: Our brand reach limits our growth potential:

We have a robust communications strategy in place that the organisation works to. Our marketing and communications team works alongside the programmes and campaigns teams to ensure that

our work is being communicated in an engaging way to our communities across multiple channels. We hold regular reviews of how effective our work is and carry those learnings forward for future projects to ensure we are effectively reaching and engaging with our communities and growing our audience numbers.

Our strategy focuses on our two (soon to be three) owned campaigns as the basis for our mass communications work – Check Your Hearing and 'It does matter'. We use insight to target our advertising spend effectively to our audiences, monitoring and tracking engagement throughout live campaigns. We work with colleagues across the teams to create powerful content to lead national conversations and get high profile earned media opportunities such as BBC Breakfast or national press. We track our brand awareness levels and reach metrics throughout the year to monitor our reach and engagement.

Principal risk area 3: We do not grow our income and are not financially resilient. Our fundraising strategy is now well embedded, with activity including the resumption of legacy marketing, piloting of new mass-market propositions, and building strong pipelines across High Value, including significant new Corporate Partnerships. Legacy income has performed strongly, and as a result our free reserves are well within the Board's target range. However, we remain too dependent on legacy income and continue to invest in non-legacy income, notably via data management investments to support future growth in mass-market fundraising, with increased activity expected in 2025/26.

Principal risk area 4: We do not have

the people needed to deliver our plan. To ensure we have the right people, we are delivering projects to improve our approach to recruitment, learning and development, and performance management. We are pleased that our staff engagement score increased again this year (to 71%) and remains ahead of our benchmark.

Principal risk area 5: We are not representative of our society and do not benefit from diverse perspectives. We have identified our Research Panel as the primary route for gathering insight from our communities. As such we are investing in growing and diversifying the panel through targeted outreach activities. Similarly, we are working to improve the reach of our hearing check into diverse communities and ensuring that our public stories and images are reflective of the UK population. At a more strategic level we have established an Equality, Diversity and Inclusion (EDI) working group at Senior Leadership Team and a people project is exploring how to increase the diversity of our staff pool.

Principal risk area 6: Business controls and infrastructure are not fit for purpose. This area ensures that we have an effective and proportionate control environment, and that we have the right technology capacity to support our digital first strategy. To manage these risks, we are in the process of implementing and developing new IT systems, which will both improve our control environment and increase our digital capability. A policy framework ensures our policies remain fit for purpose and provide controls for compliance.

Going concern

Trustees are required to consider the charity’s financial stability. As part of this process, they have produced a going concern assessment,



which considers our expected financial performance over the next five years.

We consider the charity to be financially sustainable because:

- we have a clear fundraising strategy for growth and to diversify our fundraising income. which supports growing our charitable impact to accelerate progress towards our ambitions and maintaining financial sustainability
- our cash and free reserves position is within the Board’s target range across the five year, and remains strong enough to mitigate unexpected income decline

As a result of these factors, the Trustees consider that it is appropriate for the financial statements to be prepared on a going concern basis.

TRUSTEES' AND DIRECTORS' REPORT

Pensions

The RNID defined benefit pension scheme closed to new entrants on 1 October 2001, and to new accruals on 31 March 2010. The notional surplus or deficit on the funding of the scheme is deducted from unrestricted funds in the Balance Sheet.

The last detailed actuarial triennial valuation was carried out as at 31 March 2024. Following this, an updated revised funding plan was agreed with the pension scheme trustees. As a result, the charity's annual contribution to the pension deficit will reduce from April 2024 until October 2030. Total contributions to the scheme in 2024/25 were £1.1m.

As part of the Trustees' Report and Accounts preparation process, an actuarial valuation was carried out on 31 March 2025 using methodology recommended by the Financial Reporting Standard 102. This valuation showed market value of assets to be £52.1m (2024: £57.0m), and the current value of liabilities to be £48.4m (2024: £53.7m). The net surplus was £3.8m, compared to a net surplus of £3.3m at March 2024. Further details are included in Note 21.

Reserves policy

Free reserves are held by the charity to help us manage financial risk and income unpredictability. Trustees reviewed the policy in 2024/25 and kept the target range of £3.2m - £6.4m, reflecting an assessment of income risks to ensure RNID is sustainable in the long-term with a balance to enable us to invest in growth. The current balance is within the target range.

| £'m | 2024/25 | 2023/24 |
|--------------------------------|---------|---------|
| Total unrestricted funds | 6.9 | 6.1 |
| Add back pension reserve | 0 | 0 |
| Less unrestricted fixed assets | (1.3) | (1.0) |
| Total | 5.6 | 5.1 |

Grant making policy

We award research grants to fund world-class medical research projects and to increase the numbers of trained research staff. Universities, non-profit research institutes and technology-led small businesses worldwide are eligible for funding, except where geographical and organisational-type restrictions are stated for specific funding schemes. We widely publicise our calls for grant proposals, which are then subjected to an appropriate level of expert peer review, typically involving independent, external reviewers and a voluntary, independent grant-review panel. Each review panel is made up of experts who serve for three-to-five-years and the panel members are listed on our website. We make the final decision about each award based on this expert advice, the relevance of the research to our research strategy, and our available budget. Everyone involved in the grant-application and review process is asked to abide by our Research Programme's Code of Conduct and Conflict of Interest policy. We occasionally award a small number of grants for social and technical research to help provide the evidence basis for campaigning and policy development.

Statement of Trustees responsibilities

The Trustees (who are also directors of RNID for the purpose of company law) are responsible for preparing the Trustees Report and Accounts (including the Strategic Report) and the Financial Statements in accordance with applicable law and regulation.

Company Law requires the Trustees to prepare Financial Statements for each financial year. Under that law, the Trustees have prepared the Financial Statements in accordance with United Kingdom Accounting Standards, comprising FRS 102 "The Financial Reporting Standard which is applicable in the UK and Republic of Ireland", and applicable law (United Kingdom Generally Accepted Accounting Practice).



Under company law, the Trustees must not approve the Financial Statements unless they are satisfied that they are given a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period.

1. In preparing these Financial Statements, the Trustees are required to:
2. Select a suite of suitable accounting policies and then apply them consistently;
3. Observe the methods and principles in the Statement of Recommended Practice: Accounting and Reporting by Charities (2015);
4. Make judgements and estimates that are reasonable and prudent;
5. State whether applicable UK Accounting Standards, comprising FRS 102, have been followed, subject to any material departures disclosed and explained in the Financial Statements; and
6. Prepare the Financial Statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the Financial Statements comply with the Companies Act 2006, Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).

They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. In so far as the Trustees are aware:

1. There is no relevant audit information of which the company's auditors are unaware.
2. They have taken all the steps they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of Financial Statements may differ from legislation in other jurisdictions.

By order of the Board of Trustees, the Trustees' Report (incorporating the Strategic Report) has been approved by the Board of Trustees and signed on its behalf by:

Sally Harris
Honorary Treasurer
Date: 17 July 2025

TRUSTEES' AND DIRECTORS' REPORT

Independent Auditor's Report to the Members and Trustees of The Royal National Institute for Deaf People

Opinion

We have audited the financial statements of The Royal National Institute for Deaf People (RNID) ('the charitable company') and its subsidiary ('the group') for the year ended 31 March 2025 which comprise the Consolidated Statement of Financial Activities, Consolidated Balance Sheet, Consolidated Statement of Cash Flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the charitable company's affairs as at 31 March 2025 and of the group's incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland)

Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (amended).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's or the group's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion based on the work undertaken in the course of our audit

- the information given in the Trustees' report, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- the strategic report and the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the group and charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 52, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

TRUSTEES' AND DIRECTORS' REPORT



In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always

detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company and group operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006 and The Charities and Trustee Investment (Scotland) Act 2005, together with the Charities SORP (FRS102). We assessed the required compliance with these laws and regulations as part of our audit procedures

on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's and the group's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company and the group for fraud. The laws and regulations we considered in this context for the UK operations were General Data Protection Regulation (GDPR), fundraising regulations, employment legislation and taxation legislation.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of grant and legacy income and the override of controls by management. Our audit procedures to respond to these risks included review of grant expenditure monitoring in place, enquiries of management and the Finance and Risk Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission and reading minutes of meetings of those charged with governance.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For

example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and to the charitable company's trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Dipesh Chhatralia

Senior Statutory Auditor

For and on behalf of

Crowe U.K. LLP

Statutory Auditor

London

Date: 25 July 2025

FINANCIAL STATEMENTS

Consolidated statement of financial activities for the year ended 31 March 2025

(incorporating an income and expenditure account)

The Royal National Institute for Deaf People – Company number: 454169

| | Note | Unrestricted funds | Restricted funds | Total funds 2025 | Total funds 2024 |
|---|------|--------------------|------------------|------------------|------------------|
| | | (£'000) | (£'000) | (£'000) | (£'000) |
| Income from: | | | | | |
| Donations and legacies | 5 | 11,584 | 674 | 12,258 | 12,953 |
| Government grants | 5 | 0 | 0 | 0 | 391 |
| Income from charitable activities: | | | | | |
| RNID Near You | 5 | 518 | 228 | 746 | 625 |
| Research Partnerships | 5 | 6 | 228 | 234 | 296 |
| Communication services and partnerships | 5 | 628 | 0 | 628 | 435 |
| Other charitable income | 5 | 60 | 0 | 60 | 45 |
| Transition services | 5 | 29 | 0 | 29 | 229 |
| Income from trading activities | 5 | 281 | 0 | 281 | 270 |
| Investment income: | | | | | |
| Investment income | 5 | 3 | 0 | 3 | 8 |
| Total income | | 13,109 | 1,130 | 14,239 | 15,252 |
| Expenditure on raising funds | 6/7 | 4,078 | 9 | 4,087 | 3,427 |
| Expenditure on charitable activities: | | | | | |
| Inclusion programme | 6/7 | 1,071 | 0 | 1,071 | 933 |
| Health programme | 6/7 | 1,037 | 9 | 1,046 | 899 |
| Employment programme | 6/7 | 201 | 0 | 201 | 215 |
| Research programme | 6/7 | 1,004 | 972 | 1,976 | 1,714 |
| Communications services | 6/7 | 558 | 1 | 559 | 515 |
| RNID Near You | 6/7 | 2,821 | 429 | 3,250 | 2,905 |
| Contact RNID | 6/7 | 686 | 53 | 739 | 772 |
| Transition services | 6/7 | 71 | 0 | 71 | 555 |
| Total | | 7,449 | 1,464 | 8,913 | 8,508 |
| Total expenditure | | 11,527 | 1,473 | 13,000 | 11,935 |
| Net income / (expenditure) | | 1,582 | (343) | 1,239 | 3,317 |
| Actuarial gains / (losses) on defined benefit pension schemes | 21 | (1,058) | 0 | (1,058) | (1,055) |
| Gains / (losses) on investments | | 228 | 0 | 228 | 269 |
| Net movement in funds | | 752 | (343) | 409 | 2,531 |
| Reconciliation of funds: | | | | | |
| Funds brought forward at 1 April 2024 | | 6,098 | 1,190 | 7,288 | 4,757 |
| Funds carried forward at 31 March 2025 | | 6,850 | 847 | 7,697 | 7,288 |

Consolidated balance sheets at 31 March 2025

The Royal National Institute for Deaf People – Company number: 454169

| | Note | The group | The group | The charity | The charity |
|--|------|-----------------|-----------------|-----------------|-----------------|
| | | 2025 (£'000) | 2024 (£'000) | 2025 (£'000) | 2024 (£'000) |
| Fixed assets | | | | | |
| Intangible fixed assets | 11 | 1,174 | 840 | 1,174 | 840 |
| Tangible fixed assets | 12 | 95 | 156 | 95 | 156 |
| | | 1,269 | 996 | 1,269 | 996 |
| Current assets | | | | | |
| Debtors | 15 | 2,013 | 1,995 | 2,011 | 1,995 |
| Current asset investments | 16 | 4,884 | 4,271 | 4,884 | 4,271 |
| Cash at bank and in hand | | 1,181 | 1,406 | 1,181 | 1,406 |
| | | 8,078 | 7,672 | 8,076 | 7,672 |
| Current liabilities | | | | | |
| Creditors falling due within one year | 17 | 1,588 | 1,194 | 1,586 | 1,194 |
| Net Current assets | | 6,490 | 6,478 | 6,490 | 6,478 |
| Non-current liabilities | | | | | |
| Provision for liabilities | 18 | 62 | 186 | 62 | 186 |
| Total assets less liabilities (excluding pension liability) | | 7,697 | 7,288 | 7,697 | 7,288 |
| Defined benefit pension scheme asset / (liability) | 21 | 0 | 0 | 0 | 0 |
| Total net assets | 20 | 7,697 | 7,288 | 7,697 | 7,288 |
| The funds of the charity | | | | | |
| Restricted funds | 22 | 847 | 1,190 | 847 | 1,190 |
| Unrestricted funds | | 6,850 | 6,098 | 6,850 | 6,098 |
| Total charity funds | | 7,697 | 7,288 | 7,697 | 7,288 |

The notes on pages 58 - 84 form part of these Financial Statements.

The Financial Statements were approved by the Board of Trustees and authorised for issue on 17 July 2025 and signed on their behalf by:



Sally Harris
Honorary Treasurer

FINANCIAL STATEMENTS

Consolidated statement of cash flows for the year ending 31 March 2025

The Royal National Institute for Deaf People – Company number: 454169

| | 2025 | 2024 |
|--|--------------|--------------|
| | (£'000) | (£'000) |
| Cash flows from operating activities: | | |
| Net income for the reporting year (as per the statement of financial activities) | 1,239 | 3,317 |
| Adjustments for: | | |
| Depreciation charge for the year on tangible assets | 61 | 59 |
| Amortisation charge for the year on intangible assets | 156 | 36 |
| Interest paid | 0 | 0 |
| Interest received | (3) | (8) |
| Loss on disposal of intangible / tangible assets | 0 | 185 |
| (Increase) / decrease in debtors | (16) | (633) |
| Increase/ (decrease) in creditors | 392 | (595) |
| Increase / (decrease) in provisions for liabilities and charges | (124) | (113) |
| Pensions reserve funding deficit movements | (1,058) | (1,055) |
| Net cash used in / (generated from) operating activities | 647 | 1,193 |
| Cash flows from investing activities: | | |
| Interest received | 3 | 8 |
| Gains from investments | 228 | 269 |
| Proceeds from sale of tangible fixed assets | 0 | 0 |
| Purchase of intangible fixed assets | (490) | (139) |
| Purchase of tangible fixed assets | 0 | (3) |
| Net cash provided by / (used in) investing activities | (259) | 135 |
| Cash flows from financing activities: | | |
| Interest paid | 0 | 0 |
| Net cash used in financing activities | 0 | 0 |
| Change in cash and cash equivalents in the reporting period | 388 | 1,328 |
| Cash and cash equivalents at the beginning of the reporting period | 5,677 | 4,349 |
| Cash and cash equivalents at the end of the reporting period | 6,065 | 5,677 |
| Cash and cash equivalents consists of: | | |
| Current asset investments | 4,884 | 4,271 |
| Cash at bank and in hand | 1,181 | 1,406 |
| Cash and cash equivalents | 6,065 | 5,677 |

The notes on pages 58 - 84 form part of these Financial Statements.

The charity has not provided an analysis of changes in net debt as it does not have any long term financing arrangements.

Notes to the Financial Statements

NOTE 1. GENERAL INFORMATION

RNID is the largest charity representing people who are deaf, have hearing loss or tinnitus in the UK.

The Charity is a private company limited by guarantee without share capital and is incorporated and based in the UK, number 454169.

RNID is a registered charity in England and Wales (207720) and Scotland (SCO38926).

The address of its registered office is Brightfield Business Hub, Bakewell Road, Orton Southgate, Peterborough, PE2 6XU

In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity.

NOTE 2. STATEMENT OF COMPLIANCE

The Financial Statements are prepared under the historical cost convention, modified to include the revaluation of investments to fair value, and in accordance with applicable accounting standards in the United Kingdom. These are the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities 2015' and Financial Reporting Standard (FRS) 102, together with the reporting requirements of the Companies Act 2006, the Charities Act 2011, the Charities and Trustee Investment (Scotland) Act 2005, and the Charities Accounts (Scotland) Regulations 2006 (as amended).

The Charity has adapted the Companies Act formats to reflect the charities SORP FRS 102 and the special nature of the Charity's activities.

These financial statements consolidate the results of the charitable company and its wholly-owned (controlled) subsidiary R.N.I.D. Activities Limited (company no. 00913439) on a line by line basis. Transactions and balances between the charitable company and its subsidiary have been eliminated from the consolidated financial statements. Balances between the two companies are disclosed in the notes of the charitable company's balance sheet. A separate statement of financial activities, or income and expenditure account, for the charitable company itself is not presented because the charitable company has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

NOTE 3. ACCOUNTING POLICIES

Going concern

Trustees are required to consider the charity's financial stability. As part of this process, they have produced a going concern assessment, which considers our expected financial performance through to 31 March 2027.

Trustees consider the charity to be financially sustainable because of the strength of our income pipeline and our cash and free reserves position. This is described in more detail in the Trustees' report.

As a result of these factors, the trustees consider that it is appropriate for the financial statements to be prepared using a going concern basis.

Income

Income is accrued and included in the SoFA when the Charity is entitled to the income, receipt can be quantified and income is

FINANCIAL STATEMENTS

probable. It is deferred when they relate to future accounting periods.

Donations

General donations, gifts, donations from fundraising events, trusts and corporate income and direct marketing income are accounted for on a received basis. Gift Aid receivable is included when claimable.

Legacy

Pecuniary legacies are recognised as receivable once probate has been granted or notification has been received.

For residuary legacies, the charity recognises legacy income on the earlier of the final legacy accounts being issued, cash being received or notification of a pending payment, to ensure income can be reliably measured.

When the criteria for income recognition have not been met, then the legacy is treated as a contingent asset (see Note 19).

Contracts

Where contracts contain the right to receive periodic payments, these receipts are recognised when they fall due and on completion of the Charity's contractual obligations for the period. Income is accrued if the Charity is entitled to the income.

Grant income

Income from grants is credited to the SoFA. It is recognised when the Charity has entitlement to the funds, any performance conditions have been met, it is probable the income will be received and the amount can be measured reliably. If the grant relates to a specific future time period it will be deferred.

RNID received government grants that were performance-related grants. Performance-related

grants are recognised in income under "charitable activities".

Income from performance-related government grants is recognised when the Charity has entitlement to the funds, any performance conditions have been met, it is probable the income will be received and the amount can be measured reliably and is not deferred.

The nature of these grants is disclosed in Note 5 and 22. There were no unfulfilled conditions or special criteria.

Other forms of government assistance from which the Charity has directly benefited are Access to Work payments and local authority payments for local service agreements.

Trading activity

Income from trading activities is credited to the SoFA when received or receivable, whichever is earlier, unless it relates to a specific future period, in which case it is deferred. Income from lotteries is recognised when the draw is made. Income received in advance for future lotteries is deferred until the draw takes place. All other income is accounted for on an accruals basis.

Donated services and facilities

On receipt, donated professional services and donated facilities are recognised on their commercial value when this can be quantified.

Donated services and gifts in kind over £20,000 are included as both income and expenditure in the relevant category.

A valuation of volunteer time given to the Charity is not recorded in the Financial Statements.

Expenditure and irrecoverable VAT

Expenditure is accounted for on an accruals basis in the period in which they are incurred.

Expenditure on raising funds includes the costs incurred in raising donation income, legacy income, grant income and income from trading activities, including apportioned support costs.

Expenditure on charitable activities comprises the costs incurred on charitable activities including the apportioned support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Termination benefits are recognised at the leaving date of the member of staff and measured at the best estimate of the expenditure required to settle the obligation at the reporting date.

Allocation of expenditure

Expenditure is allocated to the particular activity to which the cost relates. When expenditure relates to more than one area of activity, the costs are allocated to each of the activities on the basis of estimated staff time.

Governance costs

Governance costs are the costs associated with constitutional and statutory requirements and with the strategic management of the Charity's activities.

Grant commitments

Grants are generally made to organisations to facilitate research into hearing loss and tinnitus. Grants payable are payments made to third parties in the furtherance of the charitable objectives of the Charity. The grants are accounted for where either the Trustees have agreed to pay the grant without condition or up to the point at which the conditions have been fulfilled. The key condition is a regular review by the Charity, and this can be on a six-month or 12-month basis, as specified in the grant award letter.

Taxation

The activities of the Charity and its charitable subsidiary are exempt from corporation taxation under section 505 of the Income and Corporation Taxes Act 1988 to the extent that they are applied to the organisation's charitable primary objectives, if these profits are applied solely for charitable purposes. The trading subsidiary does not generally pay UK corporation tax because its policy is to pay taxable profits as Gift Aid to the Charity.

Current asset investments

The Charity holds investments comprising assets held for short-term investment purposes with a maturity date of up to 12 months. Current asset investments are held at fair value, with any gains or losses on investments recognised on the SoFA.

Intangible assets

Intangible assets are stated at cost, less accumulated amortisation. The Charity only capitalises items costing more than £5,000, unless the asset cost is below this value but is part of a larger project where the value would be more than £5,000 in total, then it is capitalised.

Amortisation is calculated, using the straight-line method, to allocate the depreciable amount of the assets to their residual values over their estimated useful life as follows:

| Intangible asset | Duration |
|---|----------|
| Software | 5 years |
| (Costs associated with maintaining computer software are recognised as an expense as incurred.) | |

Intangible assets are subject to review for impairment when there is an indication of a reduction in their carrying value.

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Tangible assets

Tangible assets are stated at cost, less accumulated depreciation. The Charity only capitalises items costing more than £5,000, unless the asset cost is below this value but part of a larger project where the value would be more than £5,000 in total, then it is capitalised.

Depreciation is provided so as to write-off the cost of fixed assets on a straight-line basis over their expected useful lives, as follows:

| Tangible asset | Duration |
|--|----------|
| Computer equipment | 5 years |
| Assets under construction are not depreciated and comprise expenditure on the purchase or creation of intangible and tangible assets not brought into use at the balance sheet date. Transfers are made from assets under construction to the relevant category of tangible and intangible asset when the asset is brought into use. | |

Tangible assets are subject to review for impairment when there is an indication of a reduction in their carrying value.

Leased assets

Payments under operating leases are charged to the SoFA on a straight-line basis over the period of the lease.

Investments

Investments in subsidiaries are recorded at cost in the Charity's balance sheet.

Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of

the Charity. Restricted funds are funds that the donor has specified to be solely used for particular areas of the Charity's work.

Permanent endowment funds are capital funds where Trustees have no power to convert the capital into income.

Pension costs

The Charity operates three funded pension schemes in the UK (the "Scheme"). One Scheme has both defined benefit and defined contribution sections and the others just have defined contribution sections.

The current service cost of the Charity's defined pension scheme is charged to the SoFA.

The Charity operates a defined benefit plan for certain employees. A defined benefit plan defines the benefit that the employees will receive on retirement, usually dependent on certain factors including age, length of service and remuneration. A defined benefit plan is a pension plan that is not a defined contribution plan.

An actuarial valuation of the Scheme was carried out at 31 March 2025 by a qualified independent actuary, based on membership data as at 31 March 2024 but amended to make an approximate allowance for benefit outgo, member movements during the period. Actuarial gains and losses are recognised on the face of the SoFA as net actuarial gain or loss on pensions.

The defined benefit obligation is calculated using the independent actuary's valuation model, which forms a representation of the future benefit payments of the Scheme, which are then discounted to the valuation date. Annually, the Charity engages independent

actuaries to calculate the obligation.

The present value is determined by discounting the estimated future payments using a single weighted average discount rate assumption of 5.7% per annum, derived from the full Merrill Lynch UK AA corporate bond yield curve as at 31 March 2025.

The liability recognised in the balance sheet in respect of the defined benefit plan is the present value of the defined benefit obligation at the reporting date less the fair value of the plan assets at the reporting date.

Accrual of benefits under the defined benefit section of the Scheme ceased with effect from 31 March 2010.

The Charity operates two defined contribution plans for its employees. A defined contribution plan is a pension plan under which the employees and the Charity pay fixed contributions into a separate entity. Once the contributions have been paid, the Charity has no further payment obligations. The contributions are recognised as an expense on the SoFA when they are due. Amounts not paid are shown as outstanding in the balance sheet.

The assets of the plan are held separately from the Charity in independently administered funds.

Short-term employee benefits

Short-term benefits, including holiday pay and other non-monetary benefits, are recognised as an expense in the period in which the service is received.

Contingencies

Contingent assets are disclosed in the Financial Statements when an inflow of

economic benefit is probable. The only contingent asset of the Charity relates to legacies (Note 19).

Financial Instruments

The Charity has taken advantage of the exemptions in FRS 102 from the requirement to present certain disclosures about the charity's financial instruments. The Charity has financial assets and financial liabilities of a kind that qualify as basic. These are initially recognised at transaction value and subsequently measured at their settlement value. Financial assets that are measured at fair value include investments. Financial assets that are debt instruments measured at amortised cost include trade debtors and other debtors. Financial liabilities measured at amortised cost include trade creditors, other creditors, current and long-term loans.

Related party transactions

RNID discloses transactions between the charity and related parties. Where appropriate, transactions of a similar nature are aggregated unless, in the opinion of the Trustees, separate disclosure is necessary to understand the effect of the transactions on the Financial Statements (Note 25).

Related undertakings

Sound Advantage Ltd (02437205), Action on Hearing Loss Ltd (07566245), The Hearing Research Trust Ltd (07146209), Sussex Deaf Association(09740664) and RNID Services Ltd (11769135) are wholly owned, dormant subsidiaries, and have therefore not been consolidated. All are in the process of being wound up.

Critical accounting judgements and estimation uncertainty

Estimates and judgements are continually evaluated and are based on historical

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experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of the assets and liabilities within the next financial year are addressed below.

1. Legacy Income

The Charity has elected to continue recognising residual legacy income on receipt of final estate accounts, or when cash has been received, when entitlement conditions have been met, due to the nature of underlying assets and liabilities and the time that may elapse between probate and closure, and other contingencies that can contest the estate.

2. Defined benefit pension scheme

The Charity has an obligation to pay pension benefits to certain employees. The cost of these benefits and the present value of the obligation depend on a number of factors, including: life expectancy, asset valuations and the discount rate on corporate bonds. Our pension actuary estimates these factors in determining the net pension asset in the balance sheet. The assumptions reflect historical experience and current trends.

3. Short-term compensated absences

FRS 102 requires the cost of short-term compensated absences to be recognised when the employees render the service that

increases their entitlement. At the end of the financial year, actual holiday to be carried into the following year was determined. This was reviewed together with salary costs per employee, to determine the value of any holiday pay accrual.

4. Provision for doubtful debts

Trade debtors and other receivables are recognised at their transaction value, less any provision for doubtful debts. The provision for doubtful debts is based on a review of aged items, by type of debt, which takes account of credit control activities to collect the amounts outstanding, including any indications that debt will not be fully recovered.

Note 4. Consolidated statement of financial activities for the year ended 31 March 2024

(incorporating an income and expenditure account) – prior period comparative

| | Unrestricted funds 2024 | Restricted funds 2024 | Total funds 2024 |
|--|-------------------------|-----------------------|------------------|
| | (£'000) | (£'000) | (£'000) |
| Income from: | | | |
| Donations and legacies | 11,832 | 1,121 | 12,953 |
| Government grants | 0 | 391 | 391 |
| Income from charitable activities: | | | |
| RNID Near You | 478 | 147 | 625 |
| Research partnerships | 11 | 285 | 296 |
| Communication services | 383 | 52 | 435 |
| Other charitable income | 45 | 0 | 45 |
| Transition services | 159 | 70 | 229 |
| Income from trading activities | 270 | 0 | 270 |
| Investment income: | | | |
| Investment income | 8 | 0 | 8 |
| Total income | 13,186 | 2,066 | 15,252 |
| Expenditure on raising funds | 3,280 | 147 | 3,427 |
| Expenditure on charitable activities: | | | |
| Inclusion Programme | 817 | 116 | 933 |
| Health Programme | 851 | 48 | 899 |
| Employment Programme | 204 | 11 | 215 |
| Research Programme | 760 | 954 | 1,714 |
| Communications services | 483 | 32 | 515 |
| RNID Near You | 2,257 | 648 | 2,905 |
| Contact RNID | 585 | 187 | 772 |
| Transition services | 419 | 136 | 555 |
| Total cost of charitable activities | 6,376 | 2,132 | 8,508 |
| Total expenditure | 9,656 | 2,279 | 11,935 |
| Net (expenditure) / income | 3,530 | (213) | 3,317 |
| Net actuarial gains / (losses) on pensions | (1,055) | 0 | (1,055) |
| Gains / (losses) on investments | 269 | 0 | 269 |
| Net movement in funds | 2,744 | (213) | 2,531 |

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Note 5. Income

| | Unrestricted funds 2025 | Restricted funds 2025 | Total funds 2025 |
|------------------------|-------------------------|-----------------------|------------------|
| | (£'000) | (£'000) | (£'000) |
| Donations and legacies | 11,584 | 674 | 12,258 |
| Government grants | 0 | 0 | 0 |
| | | | |
| | 11,584 | 674 | 12,258 |

| | Unrestricted funds 2024 | Restricted funds 2024 | Total funds 2024 |
|--|-------------------------|-----------------------|------------------|
| | (£'000) | (£'000) | (£'000) |
| | 11,832 | 1,121 | 12,953 |
| | 0 | 391 | 391 |
| | | | |
| | 11,832 | 1,512 | 13,344 |

Income from charitable activities

| | | | |
|---|-------|-----|--------------|
| RNID Near You | 518 | 228 | 746 |
| Research partnerships | 6 | 228 | 234 |
| Communication services and partnerships | 628 | 0 | 628 |
| Transition services | 29 | 0 | 29 |
| Other charitable income | 60 | 0 | 60 |
| | | | |
| | 1,241 | 456 | 1,697 |

| | | | |
|--|-------|-----|-------|
| | 478 | 147 | 625 |
| | 11 | 285 | 296 |
| | 383 | 52 | 435 |
| | 159 | 70 | 229 |
| | 45 | 0 | 45 |
| | | | |
| | 1,076 | 554 | 1,630 |

| Income from trading activities | Unrestricted funds 2025 | Unrestricted funds 2024 |
|--|-------------------------|-------------------------|
| | (£'000) | (£'000) |
| | | |
| Weekly lottery | 218 | 270 |
| Commercial partnership income recognised in trading subsidiary | 63 | 0 |
| | | |
| | 281 | 270 |

Partnerships deemed to fulfil our charitable objectives are included above, within income from charitable activities.

| Income from investments | Unrestricted funds 2025 | Unrestricted funds 2024 |
|-------------------------|-------------------------|-------------------------|
| | (£'000) | (£'000) |
| | | |
| Investment income | 3 | 8 |

Note 6. Expenditure

| Expenditure on raising funds | Direct costs (£'000) | | Support costs (£'000) | | Total (£'000) | |
|---|----------------------|--------------|-----------------------|--------------|---------------|---------------|
| | Staff | Other | Staff | Other | 2025 | 2024 |
| Raising funds | 1,156 | 1,364 | 807 | 760 | 4,087 | 3,427 |
| Expenditure on charitable activities | | | | | | |
| Inclusion Programme | 128 | 1 | 701 | 241 | 1,071 | 933 |
| Health Programme | 128 | 55 | 620 | 243 | 1,046 | 899 |
| Employment Programme | 43 | 0 | 108 | 50 | 201 | 215 |
| Research Programme | 43 | 1,596 | 225 | 112 | 1,976 | 1,714 |
| Communication services | 170 | 84 | 143 | 162 | 559 | 515 |
| RNID Near You | 591 | 159 | 1,594 | 906 | 3,250 | 2,905 |
| Contact RNID | 267 | 11 | 223 | 238 | 739 | 772 |
| Transition services | 13 | 58 | 0 | 0 | 71 | 555 |
| | 1,383 | 1,964 | 3,614 | 1,952 | 8,913 | 8,508 |
| Total expenditure | 2,539 | 3,328 | 4,421 | 2,712 | 13,000 | 11,935 |

Other costs consists of grants payable, agency fees, software and licenses, professional fees etc.

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Note 7. Support costs

| 2025 | Insight & Policy | Marketing & communications | Digital, data & technology | Community Services | Corporate Services | Total 2025 |
|------------------------|------------------|----------------------------|----------------------------|--------------------|--------------------|--------------|
| | (£'000) | (£'000) | (£'000) | (£'000) | (£'000) | (£'000) |
| Raising funds | 0 | 420 | 627 | 0 | 520 | 1,567 |
| Inclusion Programme | 482 | 308 | 83 | 0 | 69 | 942 |
| Health Programme | 361 | 350 | 83 | 0 | 69 | 863 |
| Employment Programme | 50 | 70 | 21 | 0 | 17 | 158 |
| Research Programme | 110 | 112 | 63 | 0 | 52 | 337 |
| Communication services | 0 | 0 | 167 | 0 | 138 | 305 |
| RNID Near You | 2 | 98 | 817 | 907 | 676 | 2,500 |
| Contact RNID | 0 | 42 | 229 | 0 | 190 | 461 |
| Transition services | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 1,005 | 1,400 | 2,090 | 907 | 1,731 | 7,133 |

| 2024 | Insight & Policy | Marketing & communications | Digital, data & technology | Community Services | Corporate Services | Total 2024 |
|------------------------|------------------|----------------------------|----------------------------|--------------------|--------------------|--------------|
| | (£'000) | (£'000) | (£'000) | (£'000) | (£'000) | (£'000) |
| Raising funds | 0 | 361 | 490 | 0 | 544 | 1,395 |
| Inclusion Programme | 353 | 241 | 86 | 0 | 96 | 776 |
| Health Programme | 258 | 241 | 86 | 0 | 96 | 681 |
| Employment Programme | 29 | 55 | 29 | 0 | 32 | 145 |
| Research Programme | 96 | 76 | 29 | 0 | 32 | 233 |
| Communication services | 0 | 0 | 116 | 0 | 128 | 244 |
| RNID Near You | -1 | 75 | 634 | 881 | 703 | 2,292 |
| Contact RNID | 0 | 43 | 231 | 0 | 256 | 530 |
| Transition services | 0 | 0 | 29 | 0 | 32 | 61 |
| Total | 735 | 1,092 | 1,730 | 881 | 1,919 | 6,357 |

Support costs were apportioned to activities on the basis of headcount for corporate services and digital & innovation, and staff time for capabilities (insight & policy, marketing & communications, and localities)

Note 8. Net expenditure for the year

| This is stated after charging/(crediting): | 2025 | 2024 |
|---|-------|-------|
| | £'000 | £'000 |
| Interest payable: | | |
| Bank interest, bank loans and overdrafts wholly repayable within five years | 3 | 8 |
| Depreciation/Amortisation charge for the year | 217 | 95 |
| (Profit)/Loss on disposal of fixed assets | 0 | 0 |
| Payments under operating leases: | | |
| Land and buildings | 90 | 114 |
| Vehicles and equipment | 0 | 2 |
| Loss on foreign exchange | 0 | 0 |
| Auditors' remuneration: | | |
| Statutory audit fee | 39 | 38 |
| Other non-audit fee | 6 | 5 |

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Note 9. Grants payable

The aggregate amount of grants made during the year ended 31 March 2025, analysed by recipient was:

| Medical research into hearing loss | | | |
|---|------------------|------------------|------------------|
| | 2025 | 2025 | 2024 |
| | Number of grants | Total (£'000) | Total (£'000) |
| Institution | | | |
| University College London | 8 | 353 | 295 |
| King's College London | 4 | 184 | 190 |
| Radboud University Medical Center | 2 | 162 | 173 |
| KU Leuven | 1 | 103 | 0 |
| University of Sheffield | 3 | 99 | 129 |
| University of Cambridge | 4 | 91 | 132 |
| Case Western Reserve University | 1 | 67 | 34 |
| Trinity College Dublin | 1 | 67 | 0 |
| Johns Hopkins University | 1 | 67 | 0 |
| University of Montpellier | 1 | 54 | 0 |
| Anglia Ruskin University | 1 | 50 | 0 |
| Indiana University | 1 | 39 | 41 |
| Flinders University | 1 | 36 | 36 |
| Stanford University | 1 | 33 | 163 |
| Brunel University London | 1 | 28 | 14 |
| Newcastle University | 2 | 23 | 25 |
| Università Cattolica del Sacro Cuore | 1 | 20 | 0 |
| University of Manchester | 1 | 13 | 25 |
| In2ScienceUK | 1 | 11 | 0 |
| University Medical Center Groningen | 1 | 10 | 0 |
| Leiden University Medical Centre | 1 | 10 | 0 |
| Fundación para la Investigación Médica Aplicada | 1 | 10 | 0 |
| Swansea University | 1 | 10 | 0 |
| University of Sussex | 0 | 0 | 67 |
| Bionics Institute of Australia | 0 | 0 | 10 |
| University of Tasmania | 0 | 0 | 10 |
| National Acoustic Laboratories | 0 | 0 | 10 |
| University of Southampton | 0 | 0 | 8 |
| Cardiff University | 0 | 0 | 8 |
| Total grants | 40 | 1,540 | 1,370 |

In addition to the above, the Charity expects to fund future grants totalling £2.6m (2024: £1.85m), which have been awarded subject to satisfactory reviews during the course of the project being funded. These have not been provided for in RNID's Financial Statements.

The expenditure for grants sits within the 'Research Programme' line for charitable expenditure within the SoFA.

Note 10. Employees and trustees

| Employees | | |
|---------------------------------|----------------|----------------|
| Staff costs consist of : | 2025 | 2024 |
| | (£'000) | (£'000) |
| Wages and salaries | 6,097 | 5,922 |
| Social security costs | 596 | 565 |
| Pension costs | 266 | 210 |
| | 6,959 | 6,697 |

Total redundancy and termination costs in the year were £82,570 (2024: £238,497) of which none were accrued costs at the year end (2024: none).

| The average headcount of employees, analysed by function, was: | 2025 | 2024 |
|---|-----------------|-----------------|
| | (Number) | (Number) |
| Communications Services | 4 | 4 |
| Contact RNID | 6 | 8 |
| Corporate Services | 12 | 16 |
| Digital, Data and Technology | 14 | 14 |
| Fundraising | 23 | 17 |
| Insight & Policy | 17 | 16 |
| Community Services | 20 | 19 |
| Marketing & Communications | 22 | 18 |
| RNID Near You | 23 | 22 |
| Strategic Programmes | 7 | 8 |
| Transition Services | - | 1 |
| | 148 | 143 |

| The number of employees whose remuneration was over £60,000 (excluding employer pension contributions) fell within the following bands: | 2025 | 2024 |
|--|-----------------|-----------------|
| | (Number) | (Number) |
| £60,001 to £70,000 | 4 | 5 |
| £70,001 to £80,000 | 3 | 3 |
| £80,001 to £90,000 | 3 | 1 |
| £90,001 to £100,000 | 1 | 1 |
| £101,001 to £110,000 | - | 1 |
| £110,001 to £120,000 | - | 2 |
| £120,001 to £130,000 | 1 | - |
| £140,001 to £150,000 | 1 | 1 |

None of these employees (2024: none) are in the defined benefit pension scheme, and all (2024: all) are in the defined contribution pension scheme. Contributions in the pension year to the defined contribution scheme were £53,426 in respect of these employees (2024: £50,024).

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Note 10. Employees and trustees

| Remuneration and benefits for the Chief Executive Officer and other Key Management Personnel | Excl. pension contributions | |
|--|-----------------------------|---------|
| | 2025 | 2024 |
| | (£'000) | (£'000) |
| Key management personnel | 316 | 564 |

To 31 December 2023, Key Management Personnel was defined as members of the Executive Group (five members). From 1 January 2024, following a management restructure, Key Management Personnel comprises the Chief Executive and Chief Operating Officer only.

Trustees

None of the members of the Board of Trustees received any remuneration during this year (2024: none). During the year, two Trustees (2024: two) received reimbursements of non-private travel, accommodation and subsistence expenditure, including attendance at staff summit events, amounting to £439 (2024: £170). The value of expenses waived was not material.

Total donations in the year from Trustees amounted to £7,157 (2024: £550).

Note 11. Intangible fixed assets (charity and group)

| | Computer software | Assets under construction | Total |
|--|-------------------|---------------------------|--------------|
| | (£'000) | (£'000) | (£'000) |
| Cost | | | |
| At the beginning of the year | 181 | 727 | 908 |
| Additions | 0 | 490 | 490 |
| Disposals | 0 | 0 | 0 |
| Transfer | 736 | (736) | 0 |
| At the end of the year | 917 | 481 | 1,398 |
| Accumulated amortisation | | | |
| At the beginning of the year | (68) | 0 | (68) |
| Charge for year | (156) | 0 | (156) |
| Disposals | 0 | 0 | 0 |
| At the end of the year | (224) | 0 | (224) |
| Net book value at 31 March 2025 | 693 | 481 | 1,174 |
| Net book value at 31 March 2024 | 113 | 727 | 840 |

Assets under construction are not amortised and comprise expenditure on the purchase or creation of intangible assets not brought into use at the balance sheet date. Transfers are made from assets under construction to the relevant category of intangible asset when the asset is brought into use.

Note 12. Tangible fixed assets (charity and group)

| | Computer equipment | Total |
|--|-----------------------|--------------|
| | (£'000) | (£'000) |
| Cost | | |
| At the beginning of the year | 305 | 305 |
| Additions | 0 | 0 |
| Disposals | 0 | 0 |
| At the end of the year | 305 | 305 |
| Accumulated depreciation | | |
| At the beginning of the year | (149) | (149) |
| Charge for year | (61) | (61) |
| Disposals | 0 | 0 |
| At the end of the year | (210) | (210) |
| Net book value at 31 March 2025 | 95 | 95 |
| Net book value at 31 March 2024 | 156 | 156 |

Assets under construction are not depreciated and comprise expenditure on the purchase or creation of tangible assets not brought into use at the balance sheet date. Transfers are made from assets under construction to the relevant category of tangible asset when the asset is brought into use.

Note 13. Subsidiary undertakings

| | 2025 | 2024 |
|--|---------|---------|
| | (£'000) | (£'000) |
| Turnover | 63 | 0 |
| Cost of sales | (13) | 0 |
| Gross profit | 50 | 0 |
| Administrative expenses | (7) | 0 |
| Operating profit | 44 | 0 |
| Profit on ordinary activities before taxation | 44 | 0 |
| Corporation tax | 0 | 0 |
| Distribution to parent undertaking | (44) | 0 |
| Profit for financial year after distribution | - | - |
| The aggregate of the assets, liabilities and funds was: | | |
| | 2025 | 2024 |
| | (£'000) | (£'000) |
| Assets | 63 | 0 |
| Liabilities | (63) | 0 |
| Funds | 0 | 0 |

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Note 14. Parent activities

The parent charity's gross income and the results for the year are disclosed as follows:

| | 2025 | 2024 |
|----------------------|---------|---------|
| | (£'000) | (£'000) |
| Gross income | 14,238 | 15,252 |
| Results for the year | 410 | 2,531 |

Note 15. Debtors

| | The group | The group | The charity | The charity |
|--------------------------------|--------------|-----------|--------------|-------------|
| | 2025 | 2024 | 2025 | 2024 |
| | (£'000) | (£'000) | (£'000) | (£'000) |
| Trade debtors | 140 | 131 | 140 | 131 |
| Other debtors | 0 | 0 | 61 | 0 |
| Prepayments and accrued income | 1,873 | 1,864 | 1,810 | 1,864 |
| | 2,013 | 1,995 | 2,011 | 1,995 |

Note 16. Current asset investments (charity and group)

| | 2025 | 2024 |
|-----------------------------------|--------------|---------|
| | (£'000) | (£'000) |
| Cash or cash equivalents | 42 | 44 |
| Investment property held for sale | 0 | 190 |
| Listed investments | 4,842 | 4,037 |
| | 4,884 | 4,271 |

Note 17. Creditors

| | The group | The group | The charity | The charity |
|---|--------------|--------------|--------------|--------------|
| | 2025 | 2024 | 2025 | 2024 |
| | (£'000) | (£'000) | (£'000) | (£'000) |
| (a) Amounts falling due within one year | | | | |
| Trade creditors | 530 | 333 | 530 | 333 |
| Accruals for grants payable | 30 | 18 | 30 | 18 |
| Taxation and social security | 206 | 193 | 206 | 193 |
| Other creditors | 1 | 159 | 1 | 159 |
| Accruals | 637 | 398 | 634 | 398 |
| Deferred income | 185 | 93 | 185 | 93 |
| | 1,589 | 1,194 | 1,586 | 1,194 |
| Deferred income at the beginning of the year | 93 | 149 | 93 | 149 |
| Amount released to income | (93) | (149) | (93) | (149) |
| Amount deferred in year | 185 | 93 | 185 | 93 |
| Deferred income at the end of the year | 185 | 93 | 185 | 93 |
| (b) Amounts falling due after more than one year | | | | |
| Net obligations under bank loan is as follows: | | | | |
| between one and two years | 0 | 0 | 0 | 0 |
| between two to five years | 0 | 0 | 0 | 0 |
| over five years | 0 | 0 | 0 | 0 |
| | 0 | 0 | 0 | 0 |

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Note 18. Provisions (charity and group)

| | 2025 | 2024 |
|---|--------------|-----------------------|
| | (£'000) | (£'000) |
| Dilapidation | 0 | 29 |
| Care & Support claims | 62 | 157 |
| | 62 | 186 |
| Movements on provisions were as follows: | | |
| | Dilapidation | Care & Support claims |
| | (£'000) | (£'000) |
| At the beginning of the year | 29 | 157 |
| Additions | (29) | 0 |
| Amounts charged | 0 | (95) |
| At the end of the year | 0 | 62 |
| Purposes of provisions | | |
| Dilapidation | | |
| A provision for dilapidations on leasehold property. | | |
| Care & Support claims | | |
| A provision for cost claims related to discontinued Care & Support services. This provision is likely to be held for a further 12 months. | | |

Note 19. Contingent assets – legacies

The Trustees have been notified that the Charity is a beneficiary of a number of estates for which the amounts to be paid to the Charity have not yet been confirmed. In view of the uncertainty over the amounts that may be received, the Trustees have concluded that the conditions for recognition of these legacies have not yet been met and accordingly these legacies are not reflected in these Financial Statements. Provisional estimates indicate a potential value of these legacies of £6.1m (2024: £7.2m).

Note 20. Analysis of net assets between funds

| Fund balances at 31 March 2025 are represented by: | Unrestricted funds | Restricted funds | Endowment funds | Total funds 2025 |
|---|---------------------------|-------------------------|------------------------|-------------------------|
| | (£'000) | (£'000) | (£'000) | (£'000) |
| Intangible fixed assets | 1,174 | 0 | 0 | 1,174 |
| Tangible fixed assets | 95 | 0 | 0 | 95 |
| Current assets | 7,229 | 847 | 0 | 8,076 |
| Current liabilities | (1,586) | 0 | 0 | (1,586) |
| Provision for liabilities and charges | (62) | 0 | 0 | (62) |
| Net assets | 6,850 | 847 | 0 | 7,697 |

| Fund balances at 31 March 2024 are represented by: | Unrestricted funds | Restricted funds | Endowment funds | Total funds 2024 |
|---|---------------------------|-------------------------|------------------------|-------------------------|
| | (£'000) | (£'000) | (£'000) | (£'000) |
| Intangible fixed assets | 840 | 0 | 0 | 840 |
| Tangible fixed assets | 156 | 0 | 0 | 156 |
| Current assets | 6,482 | 1,190 | 0 | 7,672 |
| Current liabilities | (1,194) | 0 | 0 | (1,194) |
| Provision for liabilities and charges | (186) | 0 | 0 | (186) |
| Net assets | 6,098 | 1,190 | 0 | 7,288 |

Note 21. Pensions – group and charity

"RNID operates a funded pension scheme in the UK (the 'Scheme'). The Scheme has a Defined Benefit Section, and previously a relatively small Defined Contribution Section where all benefits were transferred to a new MasterTrust arrangement with effect from 1 August 2018. Pension benefits in the Defined Benefit Section are related to the members' final salary at retirement (or earlier if they leave the Scheme before retirement) and their length of service. Accrual of benefits under the Defined Benefit Section of the Scheme ceased with effect from 31 March 2010.

The Scheme Trustees are responsible for the operation and governance of the Plan, including making decisions on the Scheme's funding and investment strategies in conjunction with RNID. RNID is required to meet any additional funding payments that may be necessary as assessed by a formal scheme funding valuation every three years. The most recent scheme funding valuation as at 31 March 2024 revealed a deficit of £1.5m and RNID agreed to make additional contributions to the Scheme to remove this deficit and meet expected Scheme expenses. RNID contributions of £1.193m were required for the year ending 31 March 2025 and contributions of £0.86m are required for the year ending 31 March 2026 in monthly instalments."

An actuarial valuation of the Scheme was carried out at 31 March 2025 by a qualified independent actuary, based on membership data as at 31 March 2024 but amended to make an approximate allowance for benefit outgo, member movements during the period.

Except where stated otherwise, the remainder of this FRS 102 pensions note relates only to the Defined Benefit Section of the Scheme.

FINANCIAL STATEMENTS

Note 21. Pensions – Group and Charity

| The amounts recognised in the statement of financial position are as follows: | | |
|---|------------|------------|
| | 31/03/2025 | 31/03/2024 |
| | £000s | £000s |
| Defined benefit obligation | (48,358) | (53,691) |
| Fair value of plan assets | 52,112 | 56,981 |
| Net defined benefit (liability)/asset | 3,754 | 3,290 |
| Restriction on asset recognised | (3,754) | (3,290) |
| Net amount recognised at year end (before any adjustment for deferred tax) | - | - |

The amounts recognised for the year are as follows:

The current and past service costs, settlements and curtailments, together with the net interest expense for the year are included in profit or loss. Remeasurements of the net defined benefit liability are included in the Statement of Financial Activities.

| | Year ended | Year ended |
|---|------------|------------|
| | 31/03/2025 | 31/03/2024 |
| | £000s | £000s |
| Service cost: | | |
| Current service cost (net of employee contributions) | - | (1,040) |
| Administration expenses | 260 | 793 |
| Loss/(gain) on plan introductions, changes, curtailments and settlements | - | - |
| Net interest expense/(credit) | - | - |
| Charge/(credit) recognised in profit or loss | 260 | (247) |
| Remeasurements of the net liability: | | |
| Return on scheme assets (excluding amount included in net interest expense) | 5,451 | 2,483 |
| Actuarial (gains)/losses | (4,807) | (618) |
| Adjustment for restrictions on the asset recognised | 283 | (492) |
| Charge/(credit) recorded in Statement of Financial Activities | 927 | 1,373 |
| Total defined benefit cost/(credit) | 1,187 | 1,126 |

Note 21. Pensions – group and charity

| The principal actuarial assumptions used were: | 31/03/2025 | 31/03/2024 |
|--|---------------|------------|
| | Discount rate | 5.70% |
| Inflation assumption (RPI) | 3.30% | 3.30% |
| Future LPI pension increases | 3.10% | 3.10% |
| Revaluation in deferment (RPI) | 3.30% | 3.30% |

| Assumed life expectancies on retirement at age 65 are: | | |
|--|------|------|
| Expected age at death of current pensioner at age 65: | | |
| Male aged 65 at year end: | 86.4 | 86.2 |
| Female aged 65 at year end: | 88.4 | 88.2 |
| Expected age at death of future pensioner at age 65: | | |
| Male aged 45 at year end: | 87.3 | 87.1 |
| Female aged 45 at year end: | 89.5 | 89.2 |

| Reconciliation of scheme assets and liabilities | Assets | Liabilities | Total |
|--|---------|-------------|---------|
| | £000s | £000s | £000s |
| At start of period | 56,981 | (53,691) | 3,290 |
| Benefits paid | (3,030) | 3,030 | - |
| Administration expenses | (260) | - | (260) |
| Current service cost | | - | - |
| Contributions from the employer | 1,187 | - | 1,187 |
| Contributions from employees | - | - | - |
| Interest income / (expense) | 2,685 | (2,504) | 181 |
| Return on assets (excluding amount included in net interest expense) | (5,451) | - | (5,451) |
| Actuarial gains/(losses) | - | 4,807 | 4,807 |
| Gain/(loss) on plan introductions and changes | - | - | - |
| Gain/(loss) on curtailments | - | - | - |
| Assets distributed / liabilities extinguished on settlements | - | - | - |
| Assets acquired / liabilities assumed in a business combination | - | - | - |
| At end of period | 52,112 | (48,358) | 3,754 |

| The return on plan assets was: | 31/03/2025 | 31/03/2024 |
|---|------------|------------|
| | £000s | £000s |
| Interest income | 2,685 | 2,788 |
| Return on plan assets (excluding amount included in net interest expense) | (5,451) | (2,483) |
| Total return on plan assets | (2,766) | 305 |

FINANCIAL STATEMENTS

Note 21. Pensions – group and charity

The major categories of scheme assets are as follows:

| | 31/03/2025 | | 31/03/2024 |
|------------------------------|------------|---|------------|
| | £000s | | £000s |
| Equity | 14,881 | | 10,435 |
| Structured equity | 758 | | 12,433 |
| Fixed interest | 25,106 | | 31,339 |
| Index linked gilts | 10,443 | | 11,377 |
| Liability hedging | (3,344) | | (14,352) |
| Currency hedging | (11) | | (14) |
| Insured annuities | 150 | | 391 |
| Property | 562 | | 632 |
| Cash | 1,862 | | 1,305 |
| Alternatives | 1,704 | | 3,435 |
| | | - | |
| Total market value of assets | 52,112 | | 56,981 |

The scheme has no investments in the Company or in property occupied by the Company.

Sensitivity of the liability value to changes in the principal assumptions

| | 31/03/2025 | | 31/03/2024 |
|--|------------|--|------------|
| Discount rate - increase by 0.25% | (1,281) | | (1,650) |
| Rate of inflation - increase by 0.25% | 598 | | 850 |
| Assumed life expectancy at age 65 - increase by 1 year | 2,367 | | 2,710 |

Estimation of next period's profit and loss

| | 31/03/2026 |
|--|------------|
| | £000s |
| Service cost - including current and past service costs, and settlements | - |
| Service cost - administrative cost | 260 |
| Net interest on the net defined benefit liability | - |
| Net (credit)/charge | 260 |

Note 22. Statement of funds – restricted and endowment funds

| | Balance at 1 April 2024 | Income | Expenditure | Transfers | Balance at 31 March 2025 |
|-------------------------------|----------------------------|--------------|----------------|-----------|-----------------------------|
| | (£'000) | (£'000) | (£'000) | (£'000) | (£'000) |
| Restricted | | | | | |
| Research | 533 | 561 | (980) | 0 | 114 |
| Core charitable activities | 73 | 151 | (145) | 0 | 79 |
| RNID Near You | 66 | 279 | (310) | 400 | 435 |
| Regional restrictions | 83 | 52 | (38) | 0 | 97 |
| Motability Foundation | 0 | 86 | 0 | 0 | 86 |
| Other restricted funds | 435 | 1 | 0 | (400) | 36 |
| Total Restricted Funds | 1,190 | 1,130 | (1,473) | 0 | 847 |

| Purposes of restricted funds | |
|-------------------------------------|---|
| Research | Medical research funded by RNID for a wide range of treatments to prevent hearing loss, improve hearing and silence tinnitus. |
| Core charitable activities | Activity to improve the lives of the more than 18 million people in the UK who are deaf, have hearing loss or have tinnitus, as well as their friends and families and the wider public. |
| RNID Near You | UK-wide community service drop-in sessions that include hearing aid maintenance, in-person hearing checks, information and signposting and the peer support which is provided by many of our volunteers or staff. |
| Regional restrictions | Legacy income restricted to specific UK regions in support of RNID activities. |
| Motability Foundation | To research the transport experiences, needs and priorities of people who are deaf or experience hearing loss, including the impact that new technologies may have to increase accessibility of public transport. |
| Other restricted funds | Funds providing income in support of RNID activities. |

Restricted fund transfers

£400k previously classified as 'other restricted funds' was this year reclassified as 'RNID Near You'. This has been represented using a transfer between restricted funds.

FINANCIAL STATEMENTS

Note 22. Statement of funds – restricted and endowment funds

| Statement of funds - restricted and endowment funds (prior period comparative) | | | | | |
|--|----------------------------|--------------|----------------|-----------|-----------------------------|
| | Balance at 1 April 2023 | Income | Expenditure | Transfers | Balance at 31 March 2024 |
| | (£'000) | (£'000) | (£'000) | (£'000) | (£'000) |
| Restricted | | | | | |
| Research | 192 | 1,287 | (946) | 0 | 533 |
| Core charitable activities | 94 | 219 | (240) | 0 | 73 |
| RNID Near You | 162 | 194 | (290) | 0 | 66 |
| Transition services | 78 | 70 | (148) | 0 | 0 |
| Regional restrictions | 269 | 355 | (541) | 0 | 83 |
| Ended projects | 107 | 0 | (107) | 0 | 0 |
| Other restricted funds | 433 | 9 | (7) | 0 | 435 |
| | 1,335 | 2,134 | (2,279) | 0 | 1,190 |
| Endowed | | | | | |
| The Wennington Charity | 68 | (68) | 0 | 0 | 0 |
| | 68 | (68) | 0 | 0 | 0 |
| Total Restricted and Endowed Funds | 1,403 | 2,066 | (2,279) | 0 | 1,190 |

Note 23. Capital commitments

| | 2025 | 2024 |
|---|---------|---------|
| | (£'000) | (£'000) |
| Contracts for future capital expenditure not provided in the Financial Statements | 0 | 0 |

Note 24. Operating leases

| As of 31 March 2025, RNID had a total value of minimum future lease payments as set out below: | | |
|--|---------|---------|
| Payments due | 2025 | 2024 |
| | (£'000) | (£'000) |
| Within one year | 0 | 56 |
| Between one and five years | 0 | 0 |
| | 0 | 56 |

Note 25. Related party transactions

Lindsay Foster was a Charity Trustee (resigned in July 2024) and is also the Executive Director of Signature (trading arm of CACPD). In 2024-25 there was £19,455 charged for agency fees, training and attendance at conferences (2024: £14,576).

Gillian Budd, trustee, is also a trustee of The Orr Mackintosh Foundation t/a Sharegift. During the year, Sharegift donated £10,000 to RNID (2024: £nil).

We are RNID: the national charity supporting more than 18 million people in the UK who are deaf, have hearing loss or tinnitus.

Together, we will end the discrimination faced by our communities, help people hear better now and fund world-class research to restore hearing and silence tinnitus.

If you or someone close to you is deaf, or has hearing loss or tinnitus and needs free confidential and impartial information and support, contact RNID. We are open 8:30am to 5.00pm, Monday to Friday.



Chat to us on the RNID website: www.rnid.org.uk



Call: 0808 808 0123



Email: contact@rnid.org.uk



Book a BSL video call via our partners at Sign Live: create an account at the SignLive website or download the SignLive app for Android or the SignLive app for iOS



SMS/text: 07360 268988



Relay UK: 18001 then 0808 808 0123



Write: RNID, York House, Wetherby Road, Long Marston, York, YO26 7NH

JOIN US



rnid



@rnid



@rnid_uk

RNID | Supporting people who are deaf, have hearing loss or tinnitus

THE ROYAL NATIONAL INSTITUTE FOR DEAF PEOPLE

England & Wales - Charity number 207720

Accounts



ANNUAL REPORT & ACCOUNTS 2023/24

RN
I:D | Supporting people
who are deaf, have
hearing loss or tinnitus

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OUR YEAR IN NUMBERS:

£1.4M

invested in research into treatments for hearing loss and tinnitus



44



#TEAMRNID

London marathon runners

163,277

hearing check completions



5,383

responses from our communities to the Big RNID Survey 2024



6,020

total courses delivered to organisations



28,523

people visited RNID Near You



18,904

Total contacts by our Contact RNID team



502

pieces of media coverage on our wax report



302

registered volunteers



63%

a 63% increase on March 2023.

CHAIR'S FOREWORD

EWEN STEVENSON



It is a real pleasure to be writing this Chair's Statement for RNID. Having been in the role for two years now, I am delighted with the progress we have and continue to make. A few years ago we set out a new strategy to transition from being a charity primarily focused on social care for those who are deaf or have hearing loss, to one that is primarily focused on social change. With one in three adults experiencing hearing loss in the UK, there is an urgent need for RNID to help lead the debate in the UK on how we can improve the lives of so many of us who have hearing loss.

I myself was made permanently deaf in my left ear over a decade ago. I understand the daily challenge this brings, and it led me to become active in seeking to have my last two employers become more disability aware for their employees and customers. It also led me to becoming involved in RNID – first as a donor, and now as Chair of the Board. I would encourage all of you reading this to think about the part you could play in our work – whether as a donor to RNID, leaving a legacy in your Will, or as a volunteer for various activities we provide to the public. Despite it being so common, hearing loss does not get anywhere near the attention it deserves in our national consciousness. We at RNID are committed to making a profound difference in the coming years on how hearing loss is discussed and focused upon in the UK.

Underpinning the examples of strategic delivery that you will see set out in the Chief Executive's statement has been a strong turnaround in the financial position of RNID over recent years, with further substantial progress over the last financial year. Our funding continues to be critically dependent on the generous support of many people who leave us legacy gifts as part of their estate planning. Over the last year, under

“None of our work would be possible without the very strong support from our volunteers, donors and supporters across the UK.”

new leadership in our fundraising team, we have seen pleasing growth in funding from a broader range of more sustainable sources. Diversifying and further growing our non-legacy funding base is a key part of our strategy, and this in turn is critically dependent on charitable giving from the public, corporates, trusts and foundations.

None of our work would be possible without the very strong support from our volunteers, donors and supporters across the UK. I would like to say many thanks to all of you – it is a great cause, and myself and my fellow trustees really appreciate your ongoing efforts to support RNID.

Earlier this year we saw our former Chief Executive – Mark Atkinson – depart to become

Director General of the Royal British Legion, and we appointed our former Deputy Chief Executive – Harriet Oppenheimer – as our new Chief Executive. I would like to thank Mark for his exceptional leadership over five years as Chief Executive which saw a strong turnaround in the standing and financial strength of RNID. I would also like to thank Harriet on behalf of all of the trustees on her transition into the new role, and I am excited about the prospects for RNID under her leadership in the coming years.

In late 2023, we also saw the departure of Brian Caul, one of our longstanding trustees. Brian has been an active supporter of RNID for 40 years, and worked tirelessly over that period to support both RNID and more broadly the cause of helping those with hearing loss. Brian was awarded a richly deserved MBE last year for his volunteering work. Thank you Brian for all that you have done for RNID over many years.

We will see further Board transition over the next year with three more of our trustees stepping down in the coming months. We have identified some new exceptional trustees to replace them, and I look forward to working with them on the Board over the coming years.

Finally, I would like to take the opportunity to thank our employees at RNID, who work tirelessly to further the strategy of RNID.

With the material strategic progress we have made over the last year, the strength and depth in our management team and employee base, together with our improved financial position, I am strongly heartened about the outlook for RNID over the next year. Thank you very much again to all of you who help support us.

CHIEF EXECUTIVE'S FOREWORD

HARRIET OPPENHEIMER



I can't start my first Chief Executive's statement for RNID without saying what a huge honour it is to take on this role for such a vitally important organisation. Over the 113 years that we have been in existence we have touched many, many lives in many different ways. I am proud and excited to play my role in the coming years to help us to drive that strong legacy forward, extending and growing our reach to many more of the 18 million people in the UK who are deaf, have hearing loss or tinnitus.

I also want to echo Ewen's thanks to my predecessor Mark Atkinson for the huge impact he made in his five years at RNID. I was lucky enough to work alongside him for three of those years, and I'm delighted to take up the baton from him, and very enthusiastic about the task ahead.

Over the last year, I believe we have experienced something of a "tipping point" here at RNID. We are seeing our name in the headlines, starting off conversations with institutions at a national level, and becoming known as an organisation that works across sectors to deliver real change. I am determined that over the coming years we will continue this trend: creating space for a national focus on deafness, hearing loss and tinnitus, and growing our role as a convenor across private and public sectors to bring change at pace for our communities.

Through this last year there have been several moments that really focused minds on our role in keeping our communities' issues on the national agenda. Now we have begun to find our stride in delivering our strategy, we are opening up debates that only we have the expertise and insight to lead. One example was our work in January to highlight the shocking fact that 10 million people across England are unable to get ear wax treatment on the NHS

“Over the 113 years that we have been in existence we have touched many millions of lives in many different ways.”

– a postcode lottery bringing real misery and debilitating symptoms for millions of people across the UK. We launched our report with major media coverage, spreading our call to make sure that everyone has access to those services when they need them.

Another key area of focus for us is our role as a leading provider of early-stage funding in the UK for biomedical research into hearing loss – an absolutely critical function for the UK hearing research community. And we are seeing it pay off: the first therapies to restore hearing for those that want them are now going through clinical trials.

I am a big believer in integrating technology into our thinking, and harnessing it to help us

achieve our work. Used well, technology can be a massive enabler for our communities. We are working with a range of companies to help make sure that new tech is being developed and used in a way that involves people with lived experience, and that it is as widely available as possible.

One of our organisational values is ‘Insightful’, and we have been living that value through our work this year: listening to our communities, and being led by that insight. Our work to understand the lived experiences of BSL users, deaf people and people with hearing loss has led us to carry out a major survey of our communities towards the end of this financial year – over 5,000 people shared their own experience of public attitudes and awareness towards their hearing loss and deafness, the biggest response we’ve ever had. This puts us in a strong position to redouble our work to shift public attitudes and awareness in the most effective way possible over the coming years, as we launch a major new campaign on inclusion – ‘It does matter’ - in 2024/25.

And our RNID Near You service, which provides local, face-to-face support for people who are deaf, have hearing loss or tinnitus in communities across the UK, is seeing strong growth – underpinned as always by our amazing and fast-growing volunteer network, who deliver this vital service with us.

The impact that we are seeing - and the enthusiasm with which our work is being taken up across sectors and across communities – shows me that our strategy is the right one. I hope this report gives you an insight into what that looks like on the ground, and I look forward to working with you to create more change for people who are deaf, have hearing loss or tinnitus over the coming months and years.

STRATEGY

There are 18 million people in the UK who are deaf, have hearing loss or tinnitus. That's a huge proportion of the population. The work of RNID needs to reflect this scale and diversity, to bring about the changes to make our society more inclusive. RNID is increasingly viewed as a leader in our field, making impact through the media presence we have, the partnerships we can forge and the influence we have in the seats of power.

This report reflects the second year of delivery against our strategy, based around four strategic programmes: inclusion, health, employment and research. As we build delivery, what is increasingly clear is just how much these four programmes intersect with each other on a daily basis.

We have seen that despite the number of people who are deaf, have hearing loss or tinnitus, there is not enough knowledge of the issues which they face in the UK. The past year has seen us build our research panel of people with lived experience to inform us and better shape what we do, and the running of our own 'Big RNID Survey' which will inform

much of our work in the coming year.

Our remote working model continues to pay dividends, enabling us to employ the best talent from across the UK, regardless of location. Our staff survey shows an increase in our engagement score for the second year running demonstrating that this model works well for our people as well as the organisation as a whole.

While the importance of remaining flexible and taking advantage of opportunities has been shown this year, as you'll see through this report, we continue to focus on our set of social change goals.

IN THE NEXT FIVE YEARS, WE WANT TO SEE BIG, MEASURABLE PROGRESS MADE TOWARDS:

01.

An end to the discrimination faced by people who are deaf, have hearing loss or tinnitus



02.

All adults checking their hearing regularly - as much a part of life as having your eyes or teeth checked



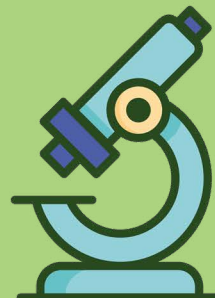
03.

Our communities having equal access to rewarding employment



04.

The first life-changing treatments to restore hearing and silence tinnitus.

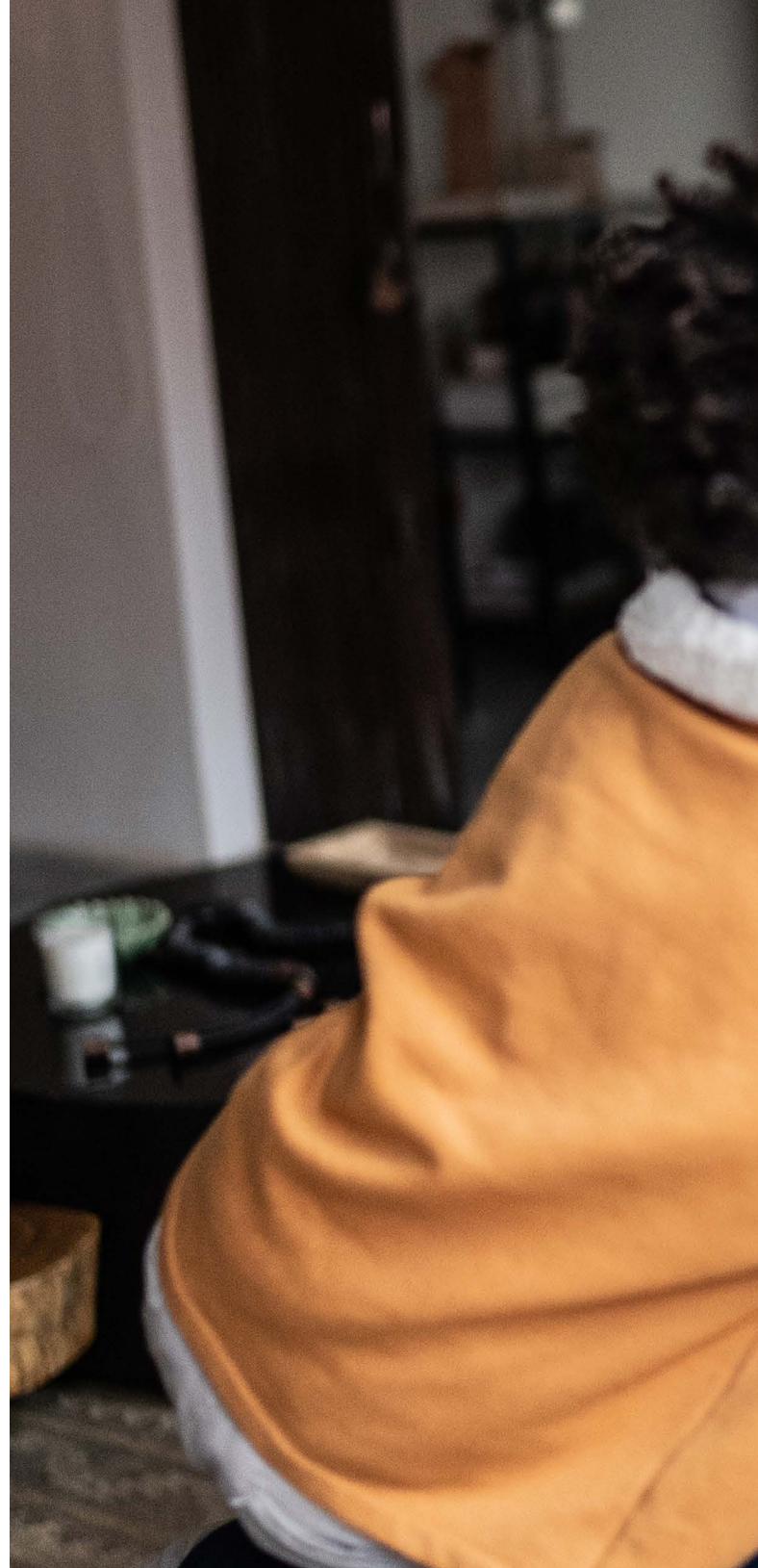


PUBLIC BENEFIT

RNID is a charity which exists to improve the lives of the 18 million people in the UK who are deaf, have hearing loss or tinnitus, as well as their friends and families and the wider public.

As we deliver our strategy, so our reach across communities is growing. We are having an increasingly powerful impact at all levels of society - from government policy-makers to employers, and from health professionals to individual family members.

This report highlights our key activities and plans and demonstrates the value the charity has had UK-wide on our communities.

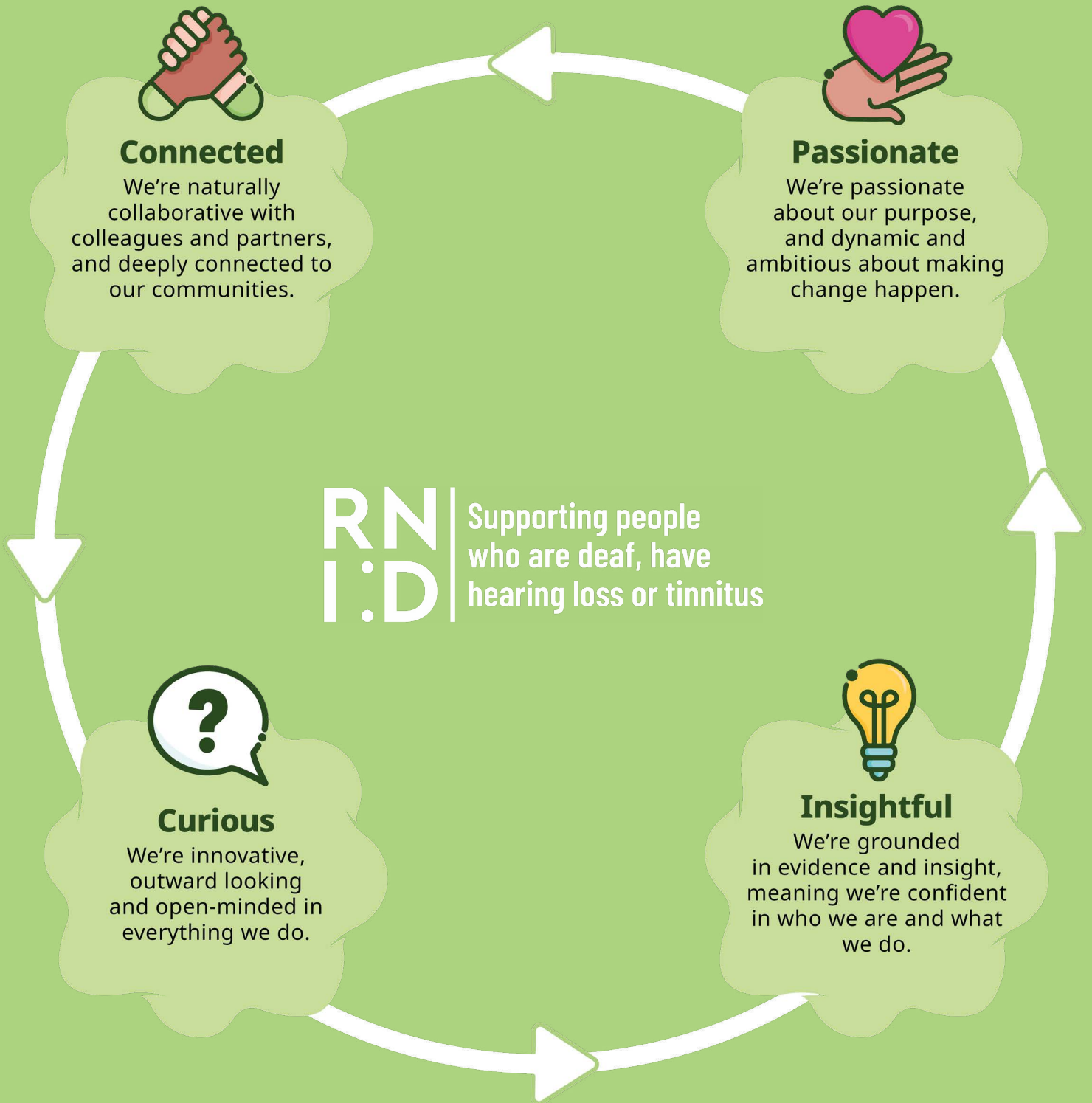




OUR VALUES

Our values lie at the heart of everything we do. At RNID we use them to challenge ourselves, to frame conversations and guide our own behaviours both internally and externally.





OUR PLANS FOR 2023-2024

For the year from April 2023 to March 2024 we set out objectives for each of our strategic platforms. We said:



Inclusion

We will launch a major research project to uncover public attitudes towards people who are deaf or have hearing loss. This will include working closely with the deaf sector to find out more about the priorities for British Sign Language users.

We will continue to work for accessibility for our communities, focussing on lobbying for the Media Bill and influencing the UK banking sector. We also said we would work with businesses to make their products and services accessible.



Health

We will build on our 'Check Your Hearing' campaign to tackle health inequalities. This will include understanding if there are specific groups not accessing the hearing check and creating targeted interventions to encourage them to take action on their hearing health.

We will research our communities' experiences of the audiology pathway and the barriers they face within it.

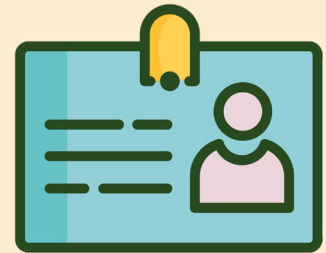


Employment

We will focus on helping employers understand how to successfully recruit deaf people into their organisations, and support individuals to excel when they get there.

We will provide free information and resources to employers and individuals.

We will advocate for policy changes in all four nations to ensure that the necessary support systems are in place for deaf people and those with hearing loss seeking employment.

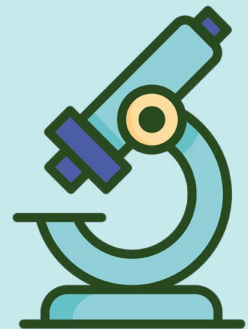


Research

We will continue to build research capacity funding new Fellowships to increase the number of researchers working on the discovery and development of treatments.

We will support cutting edge research leading to the discovery and development of new treatments.

We will connect the research community to accelerate the development of treatments through our Hearing Therapeutics Initiative.



OUR ACHIEVEMENTS AND PERFORMANCE: INCLUSION

“One of the worst things is when people say something I miss and when asked to repeat it they say ‘oh it doesn’t matter’. It probably didn’t matter to them at the time, but it makes me feel I don’t matter.”

- Participant in the Big RNID Survey 2024.

Advocating for our communities

We were extremely proud that our Associate Director of Inclusion and Employment, Teri Devine, was appointed to the BSL Advisory Board this year. The Board advises the government on key issues impacting the Deaf community, including health and social care and government communications. We have also been working with governments across the devolved nations to help develop the BSL/ISL Sign Language Act in Northern Ireland, deliver the BSL National Plan in Scotland and introduce a BSL Act in Wales. We have also engaged with deaf sector organisations to facilitate working together to achieve more impact for the Deaf community.

This year marked some important milestones in our ‘Subtitle It!’ campaign, our campaign for better subtitles on television which has

been running since 2015. Our latest research found more than four out of five deaf people were excluded from watching favourite TV shows because of missing subtitles.

We have been closely watching the Media Bill passing through Parliament and look forward to it becoming law and continuing to work with MPs to support the powers within the Bill, which sets minimum levels of subtitling and signing.

Outside of the Media Bill, we are continuing to push on-demand service providers to increase the quantity and quality of subtitles and signing on their platforms.

Providing expertise to the private sector and beyond

We are one of four charities involved in the

Accessible Banking Forum hosted by EY and UK Finance. We are working together on a report which describes key industry challenges, examples of the barriers our communities face and the solutions to address these.


We've worked with several large companies this year helping them develop solutions using our own subject matter knowledge and by bringing in our research panel of people with lived experience. This has ranged from accessibility features on Samsung phones, through Tesco self service tills to Experian's online support hub.

Ahead of the general election, we have worked with the Electoral Commission to find out what barriers people with hearing loss and deaf people face registering and casting their votes. We spoke to our communities and made recommendations on how to make voting accessible.

Public attitudes research

As part of our work to understand the issues facing our communities more fully we have completed a major research project to get a picture of public attitudes to deaf people and people with hearing loss across the UK. This work will enable us to focus our future work on the needs of our communities' lived experience.

1,616
people
took part
in the
Subtitle It!
survey



OUR ACHIEVEMENTS AND PERFORMANCE: **INCLUSION**



“It all began in 2011, while I was working 12 hour shifts in a call centre. One day I got extremely dizzy and nauseous, with a sudden ringing in my ears. My GP prescribed me various anti-nausea medication but they made no difference at all. I was referred to an Ear, Nose and Throat consultant, had an MRI scan, and was told it could be Ménière’s Disease, a chronic inner ear condition that causes severe dizziness, tinnitus and hearing loss.”

I ended up being off work for about six months. I now have constant tinnitus in both ears, which varies day to day in volume and pitch. I recently ended up contacting RNID using live chat as I was having the worst day I’d ever had with the tinnitus; it was so loud and high-pitched, it made me want to smash my head repeatedly against a wall to get rid of it. Just horrific.

I spoke to some wonderful people at RNID and it was just eye-opening, getting that support and learning ways of how to manage it and push it to the back as part of my daily soundscape. It’s a service that really delivers and is so, so important.

Every day is still a challenge, however. My hearing is getting worse, as is the tinnitus.

I think if there was some form of cure or treatment that actually silenced it, even just for a little bit, it would make my day-to-day life a lot better. Having those periods of calm, knowing that it’s not there, would be fantastic.

Tinnitus is such a huge area, affecting so many people, and more research is massively needed. I know Ménière’s Disease caused my tinnitus but there are people out there that it just suddenly happens to and they don’t know what’s caused it. Without time and money spent on research, they might never get to know what’s causing it – and if there’s anything that they can do about it.”

- David

OUR ACHIEVEMENTS AND PERFORMANCE: HEALTH

“I showed the letter from RNID to my GP Surgery to start the process, which was a cursory ear examination, then a referral to the Audiology Centre. I was then given a very full hearing test and immediately given hearing aids for both ears. Thank You RNID.”

- Online hearing check user

Check your hearing

We continued to promote our free, three minute online hearing check leading to 163,277 people completing it this year. We know that the check is the first step for many people in addressing their hearing loss, so it is exciting to see that 10% more people took action this year after completing the check by seeing a health professional about their hearing or completing an in-person test.

We carried out a programme of continuous improvement on the hearing check. This included testing an SMS reminder service to encourage people to come back and complete the check (often when they are in a more suitable location). 27% of people who received an SMS reminder did then return to complete the check.

As part of our commitment to tackling health inequalities, we conducted research with ethnic minority communities to understand views on hearing loss and our hearing check. Based on the research insights we selected communities where we felt that we could have the most impact. We have tested several different techniques to recruit potential pilot sites but had limited engagement and are preparing to trial different approaches.

Ensuring people receive the audiology support they need

In January we published our report ‘Blocked Ears, Blocked Access: The crisis of NHS ear wax removal in England’ highlighting the postcode lottery of wax service provision across integrated care boards (ICBs) in England. We wrote to the ICBs where removal services are partially commissioned, not

commissioned at all, or where our campaigns community have raised a concern about provision. We have had three responses so far.

We secured a meeting with NHSE and DHSC in March to discuss the provision of ear wax removal services, where we were invited to join the Getting it Right the First Time (GIRFT) stakeholder group for audiology service delivery models. We have also been asked by NHS England to be part of updating their public facing ear wax information.

The report attracted extensive media attention. Highlights included interviews on BBC Breakfast, 5Live and BBC News at 6, Channel 5 News and LBC radio. On launch day, the article on the report was the most read story on the BBC News website.

In March we published our report 'In their own words' based on insights into peoples' experiences with audiology services. We shared this with the BAA, BSA and NHS England. As a result, we have been asked to join the Welsh Government's National Audiology Board to develop a future approach for audiology services in Wales.

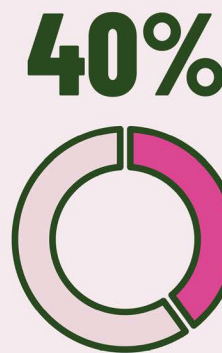
In Scotland, we played a key role in developing the recommendations from the Independent Review of Audiology Services which were accepted in principle in December by the Scottish Government. It has formed a Task and Finish group, which we have asked to be part of.

We collaborated with the University of Nottingham on a digital toolkit to help people get the most out of their hearing aids. University of Nottingham has designed the tool and we will host it on our website and launch in 2024.

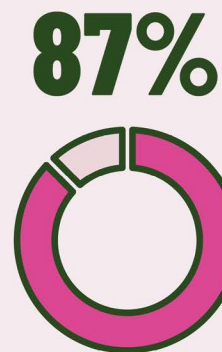
Enabling people who are deaf, have hearing loss or tinnitus to have good health outcomes

We sit on the NHS England programme board for the revised Accessible Information Standards (AIS) for which we have provided input throughout the drafting process. We are working hard to ensure that the government progresses this vital Standard and will review the final version once it is published to ensure it meets the needs of our communities.

We have worked with the Welsh Government to revise, improve, and effectively implement the All Wales Standards for Accessible Communication and Information to ensure they have a meaningful impact on our communities in Wales.



40% of survey respondents said they would not have taken any action if they hadn't taken the RNID hearing check.



87% of survey respondents had taken at least one follow up action within 12 weeks of taking the RNID hearing check.

OUR ACHIEVEMENTS AND PERFORMANCE: HEALTH



The withdrawal of ear wax removal on the NHS from many areas of the country has had a major impact on people. Helen from Bath is a retired university counsellor and keen singer in her community choir. She is also a hearing aid user. However, Helen noticed a significant build-up of wax which was impairing her hearing. She became desperate to get her hearing back and, with no NHS ear wax removal service in her area, had to pay £80 privately for removal.

“When the wax builds up, I find it very difficult. I’m part of two community choirs and I found it harder to join in partly because I was unable to hear what the choir leader was saying. I also worried about singing out of tune. I lost some of my confidence and became unable to follow conversations.

It led to increased isolation, and I found I was withdrawing. It was inevitable that I had to withdraw as I felt I didn’t have a choice. My mental health is very good, but I thought to myself ‘Oh God, this is really hard, it’s not going to get any better.’ I saw the future as very grim, and I don’t think I’m

alone in having thought that because of ear wax build up.

I was so desperate that I paid £80 to have my ear wax removed privately. It made a huge difference to my hearing and quality of life. I’m a sociable person, I volunteer at a food bank, I’m part of an art group and cook for a lunch club and I love the cinema. All these rely on me being able to hear properly.

It is a shame I must pay privately for the ear wax service, but it really is a necessity for my wellbeing.”

- Helen

OUR ACHIEVEMENTS AND PERFORMANCE: EMPLOYMENT

“Feeling included at work is so important. I only understood how much after suddenly losing my hearing and struggling massively to join in. My life changed for the better after my employer arranged a workplace assessment with RNID. Support like this is crucial for millions of people like me who could be feeling isolated at work.”

- John, Natwest

Support for employers

Throughout the year, we've worked closely with businesses, large and small, across the UK to help them understand how to successfully recruit deaf people and people with hearing loss into their organisations and support individuals to excel when they get there. As well as providing tailored support to individual employers and employees we reached wide audiences through webinars, conferences and workshops.

Workplace inclusion training

Our Workplace Inclusion team continued to support organisations and employers by delivering deaf awareness seminars, sign language courses and workplace

assessments. Our services have helped organisations to understand the barriers faced by people who are deaf or have hearing loss and allowed them to support, inform and connect with our communities.

Our trainers, who are deaf or have hearing loss themselves, delivered 194 deaf awareness and sign language courses to organisations, increasing the confidence and skills of thousands of individuals in communicating with people who are deaf or have hearing loss. We also carried out 223 workplace assessments to help employees overcome barriers in the workplace, and support employers to demonstrate good practice.



Free information and resources We continued the expansion of the free information we offer to both employers and individuals. This included brand new content on accessible recruitment, communication and supporting deaf staff and staff with hearing loss to make workplaces more inclusive.

Working with Government We advocated for policy changes in all four nations to ensure that the necessary support systems are in place for deaf people and those with hearing loss seeking employment.

We worked with the Department for Work and Pensions (DWP) on a BSL Adjustment Passport, which will give employers and BSL users a tool to record, manage and agree any adjustments an employee will need. We have also reviewed content for self-directed learning for DWP staff.

We are part of the Welsh Government’s Disability Rights Taskforce. This year we have recommended an employer hub for everyone in Wales and are exploring a more impactful ‘Disability Confident+’ scheme in Wales.

“...The best training I have attended this year. Well facilitated, delivered and a good balance of information sharing and interactive activities included. Powerful and insightful training which I highly recommend.”

– Ali



OUR ACHIEVEMENTS AND PERFORMANCE: RESEARCH

“Many thanks for all your excellent organisation and preparation. I was really fascinated to hear all the talks and to understand what progress had been made.... I enjoyed the overview of RNID activities, too – as you heard, we are the envy of many other countries, thanks to RNID’s hard work!”

- 2023 Hearing Therapeutics Summit delegate

RNID fulfils a vital role in building the capacity of research into hearing health. In the UK only 70p per year is spent on ear research per person living with hearing loss.

Building capacity

As part of our work to grow the number of scientists working in our field we awarded a two year Fellowship, in partnership with the Dunhill Medical Trust, to Dr Martelletti at King’s College London, to support her research into the role the immune system and inflammation play in age-related hearing loss.

Our Fellowship scheme is playing an important role to develop future research leaders, like Dr Emma Holmes, one of our past Fellows, who was awarded £1m of follow-on funding from the Wellcome Trust enabling her to establish her own independent lab.

At the other end of the career pipeline, we continued our partnership with In2Science enabling a further three undergraduates from

disadvantaged backgrounds to complete summer placements in hearing research labs.

Strengthening the research pipeline

RNID-funded research has made important findings published in 38 scientific papers, including:

- understanding the cause of a type of inherited deafness called DFNA44
- uncovering mechanisms that could be targeted to treat noise-induced hearing loss, age-related hearing loss, or to generate the sensory hair cells vital for hearing
- showing that a part of the brain associated with processing speech is smaller in people with dementia
- showing that COVID-19 is not associated with hearing problems.

We have awarded a Translational Research grant

to support a project developing a new type of gene therapy for deafness caused by a fault in the Otoferlin gene. It is hoped that the technology can more effectively treat types of hearing loss caused by faults in large genes.

Our Innovation Seed Fund provides small grants (up to £10K) to pump-prime new lines of research. Funding has been awarded to support five new projects. They will advance our knowledge of middle ear infections, tinnitus, hidden hearing loss, how the inner ear adapts to a cochlear implant and lead to improvements in cochlear implant care for infants.


Connecting the research community

Our Hearing Therapeutics Initiative (HTI) connects researchers and companies to the expertise they need to support their efforts to develop new treatments. During the year, 116 new members joined the HTI network and we connected nine organisations to appropriate expertise and information. This ranged from funding for research, supporting recruitment into clinical trials through to links to scientific expertise within the hearing research community. A highlight was supporting a gene therapy company expand the breadth of their focus to include hearing loss.

Our first Hearing Therapeutics Summit was a huge success attracting over 120 researchers, clinicians and representatives of biotech and pharma from around the world. It was an opportunity for the community to reflect on the latest research, share learnings and discuss how to overcome the remaining challenges in developing treatments.

We also launched our Charity of the Year partnership with the UK BioIndustry Association (BIA) at their annual gala dinner in January. The partnership has already been extremely successful in raising awareness of the need for treatments and raising funds for research. It will

continue throughout 2024 enabling us to make valuable connections across the life science sector, encouraging the industry to get more involved in developing treatments and supporting the sector to become a more inclusive workplace for people who are deaf or have hearing loss.



120
attendees
at inaugural
HTI summit



OUR ACHIEVEMENTS AND PERFORMANCE: RESEARCH



Dr Will Sedley works in Newcastle conducting research aimed at understanding the processes in the brain that are linked to tinnitus. He talks about his motivation and the aims of work he is doing:

“Two things motivate me strongly and persistently. One is the incredible unmet need for a clear understanding of the mechanisms of tinnitus in order to provide effective treatments to so many people who need them. The other is the length, breadth and richness of the brain’s perceptual systems, which we need to understand in order to understand tinnitus. Either one of these alone is more than enough motivation.

I want my research to benefit people living with tinnitus currently, and those who will develop it in future. Ultimately, this needs to lead to new or improved treatments, but for that to be achieved, we might need

to first gain a clearer picture of the underlying processes we are trying to treat.

RNID funding, along with co-funding from the British Tinnitus Association, has allowed me to take on two PhD students to thoroughly explore two exciting avenues of research into tinnitus – either or both of which could further our understanding of the condition, and/or help lead to new treatments. The scientific gains will be important, as will be encouraging bright young minds into tinnitus research as an ongoing career focus.”

- Dr Will Sedley

OUR ACHIEVEMENTS AND PERFORMANCE: COMMUNITIES

“It’s been such a joy to speak to you - you’ve made me feel so at ease talking about a serious topic that I have put off talking about for a long time. You’ve done everything to make sure I’m understanding you and getting the right information. Thank you! You have really reassured me, thank you - it’s so nice to have you here.”

- Feedback to Devon and Cornwall RNID Near You service

This year has been a story of success on the ground across UK communities. Over the year, the number of locations where people can access an ‘RNID Near You’ service has grown to 168, reaching 28,523 people: out-performing the target we had set ourselves.

We couldn’t do this without our volunteers and are proud to have achieved the Investing in Volunteers accreditation. Over the year we grew the number of volunteers by 63% to 302, who collectively gave over 10,000 hours of their time.

Our Contact RNID team, who provide information and advice through a wide range of channels, have also been busy with 18,904 enquiries received (up 3% on last year) whilst maintaining a customer satisfaction score above 90% across all measures.

We’ve improved how we track the topics we get contacted about allowing us to better understand the changing needs of our communities. Our ‘Knowledge Base’, a database based on best practice from our in-house experts enables the team to give consistent advice.

40,868

support interventions

(hearing aid support, hearing checks or information).





OUR ACHIEVEMENTS AND PERFORMANCE: FUNDRAISING AND ENGAGEMENT

“Expert opinion is key to providing meaningful improvements for our customers. Such feedback gives our product planning and engineering teams insights as to which solutions are most needed – and relevant – when it comes to accessibility. This is why we truly value our partnership with RNID.”

- Samsung

Internally we branded this past year the ‘year of fundraising’ as we focused efforts on building and delivering growth in fundraising to support the ambitions of our strategy. This has coincided with a standout year for legacy income, with gifts totalling £10.1m. Alongside this we have seen growth of 34% across all other areas of fundraising, with total income raised of £13.6m.

In particular this year we have developed our partnership work with businesses who want to make their products and customer experience more inclusive to our communities. For instance, our work with Samsung in developing accessibility upgrades for their earbuds in consultation with our research panel of people with lived experience.

We have also seen a significant jump in the number of people who have given up their time and energy to fundraise for us this year. This is epitomised by the 44 people who ran the London marathon for us, more than double last year. We are grateful to each and every fundraiser however large or small the sum they raise.

We know that the people we support come from

all walks of life, and all round the country, so this year we have reached out to numerous different deaf organisations to highlight their stories such as in our support of Pride week and of International Women’s Day.

During Deaf Awareness Week 2023 we supported the ITV programme Loose Women as they aired their first fully accessible episode for deaf people and people with hearing loss, with Rose Ayling-Ellis joining as a special panel member.

We are also seeing an increasing number of well known faces wanting to work with us. This included Jamie Laing, of Made in Chelsea and Strictly Come Dancing fame, who partnered with us to raise awareness of Tinnitus.

34% income growth across all non-Legacy fundraising activities





“Hearing loss can have a devastating effect on a young life, which is why Freemasons are proud to support the RNID’s three year PhD research programme focussing on Perrault syndrome. This could be the first step towards a breakthrough for treatment for this rare but very serious condition.”

- Les Hutchinson, Chief Executive – Masonic Charitable Foundation

OUR ACHIEVEMENTS AND PERFORMANCE: FUNDRAISING AND ENGAGEMENT

Our achievements this year were only made possible due to our brilliant supporters. With special thanks to the below:

Major Donors:

Dr Roger Allport
Keith and Pam Butler-Wheelhouse
Jeff Horne
Prof Elizabeth Russell
Mrs Margaret Starkie
Mr and Mrs John Walton
Richard Wilkins

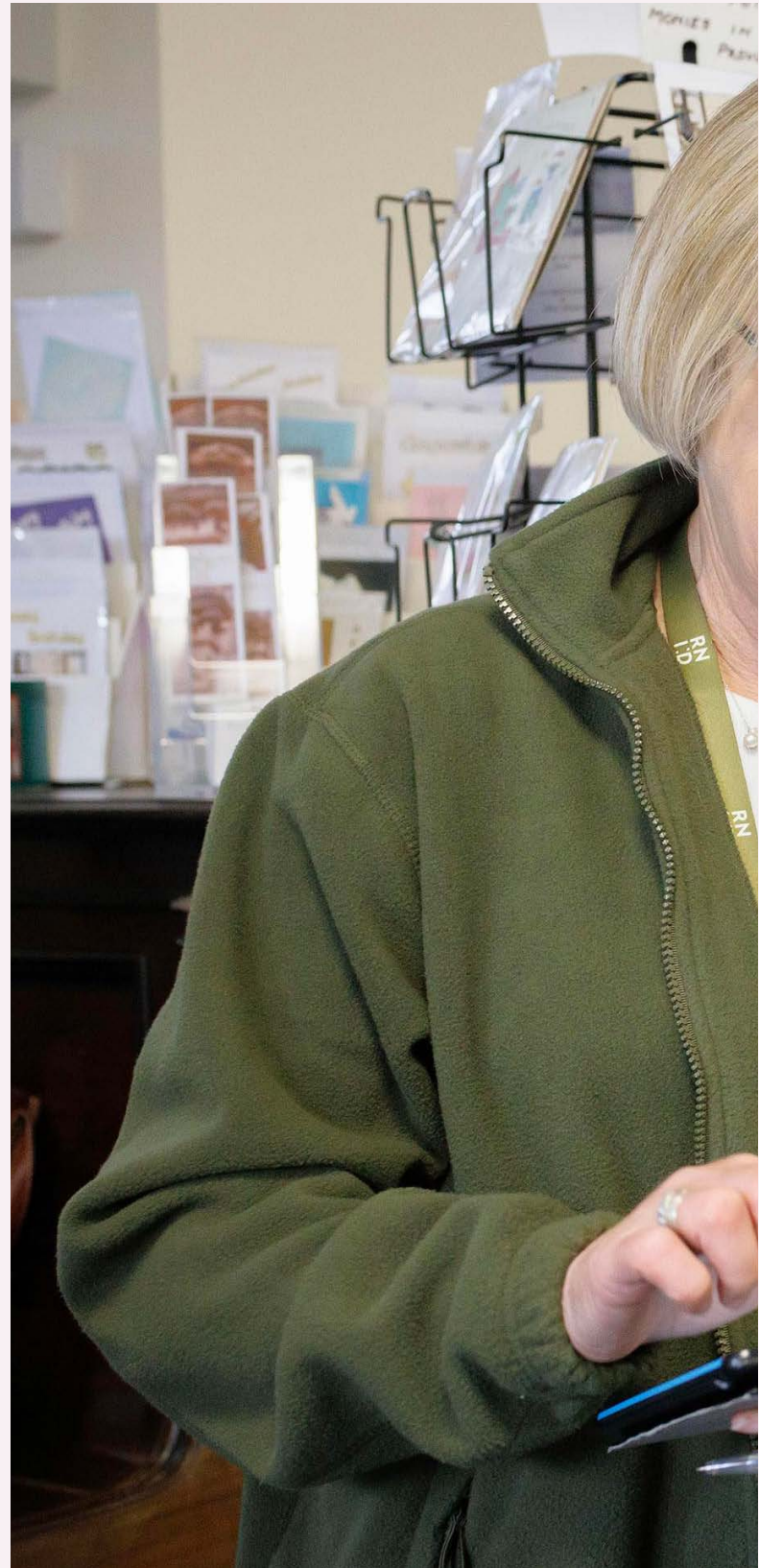
Trusts:

Dalren Charitable Trust
The Eveson Trust
The Exilarch's Foundation
The Frederick Arthur Alford Charitable Trust
The Galanthus Trust
Julia and Hans Rausing
Rosetrees Foundation
The Starkie Bence Charitable Trust

Corporate Partners:

BIA - BioIndustry Association & members
Call Systems Technology
Connevens
Contacta

Thank you also to all who have supported our work and chosen to remain anonymous.





OUR PLANS FOR 2024-2025

We have ambitious plans for the coming year. From April 2024 we plan to achieve the following:

Inclusion

- We will use the findings from our Public Attitudes research to break down barriers and bring about change.
- We will continue to lobby for the Media Bill, which will establish quotas for the provision of access services including subtitles and signed content.
- We will collaborate with businesses to make products and services accessible for deaf people and people with hearing loss. We will continue our work in the banking sector and will ask our communities which other sectors they would like us to focus on.
- We will explore the exciting emerging technology, Auracast, to understand how it might improve access to audio in public spaces.
- We will continue to lobby for Sign Language Acts in Wales and Northern Ireland.



Health

- We will grow and diversify the groups we reach with our hearing check, with a continued focus on those experiencing health inequalities.
- We will carry out research to start to understand how we can encourage people to protect their hearing.
- Using insights from our audiology report we will explore how we can work with various stakeholders in technology, healthcare, academia, and policy to advance and improve the audiology pathway.
- We will support the Welsh Government to inform the future approach to audiology services, embedding innovation and continuous improvement.
- Building on this year's ear wax campaign, we will work with the GIRFT Stakeholder group to improve audiology service delivery models and with NHS England to update their public facing hearing health information.
- We will work to ensure our communities know their healthcare rights, and work with NHS and Government to ensure that health services are providing them.
- We will engage with the Scottish Government to ensure the implementation of the Scottish Audiology Review improves the services in adult audiology services.



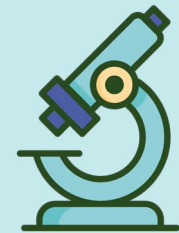
Employment

- We will continue to work with businesses and employers to help them be inclusive and accessible.
- We will continue to work through the Disability Charities Consortium to ensure Government policies support deaf and disabled people in the workplace.
- We will update our guidance and resources for employers and employees, supporting open conversations about hearing loss at work and will develop a digital training course for line managers of deaf staff.



Research

- We will continue to fund PhD and Fellowships to build future research capacity, and cutting-edge research to discover and support the development of treatments to prevent hearing loss, improve hearing and silence tinnitus.
- We will grow our Hearing Therapeutics Initiative to connect companies and researchers to the expertise they need, demonstrating our thought leadership in the field.
- We will focus on partnership working to expand our reach across the research sector, including generating interest in treatments for hearing loss and tinnitus amongst biotech and pharma through our partnership with the BioIndustry Association.



Communities

- We will develop new ways to involve our communities in research to ensure treatments developed are aligned with people's needs.
- We will continue to grow RNID Near You to reach more people in more parts of the UK. To support this we will increase our volunteer base while improving the experience of those who give up their time for us.
- We will maintain the exceptional service level from Contact RNID while developing an online help tool to enable 24/7 information provision.
- We will explore how our Knowledge Base can be shared with volunteers and the deaf sector.



TRUSTEES' AND DIRECTORS' REPORT





TRUSTEES' AND DIRECTORS' REPORT

Fundraising Control and Regulation

We continue to be members of the Chartered Institute of Fundraising and of the Fundraising Regulator and follow their standards and guidelines (including the Code of Fundraising Practice), as we strive to achieve best practice in all we do. We are also regulated, and audited, by the Gambling Commission. We regularly review our processes and procedures to ensure we, and everyone we work with, provide our supporters with the best possible experience and consistently uphold the highest ethical standards.

Managing communication with our supporters

Many of our supporters want to know how their donations are supporting our work and how they are making a difference to the lives of people who are deaf, have hearing loss or tinnitus. Keeping our supporters' best interests in mind, we offer people the choice of whether they would like us to keep them up-to-date with our work, telling them how they have helped, and how they can continue to help, in the future. We offer new supporters the opportunity to choose how we communicate with them and for what purpose. We also offer everyone we contact simple ways to opt out of any further communication. We continue to ensure that our processes are developed and implemented in line with the Fundraising

Regulator's code of practice and, where required, we update our processes so that they continue to be compliant. We do not sell or exchange lists of data with any other charities or companies for their marketing or fundraising purposes.

Use of agencies and third parties

Like many charities, we work with carefully selected professional fundraising agencies for telephone fundraising. We also work with agencies to help us process responses to appeals and donations received, to print and mail items on our behalf, maintain our supporter database, and help us monitor the effectiveness of our fundraising activities. We work with any newly appointed agencies to ensure that contracts are set up to comply with current regulations and with RNID's own policies and practices. Existing contracts are also regularly reviewed to ensure they continue to meet our high standards. We have clear controls in place to monitor our partners', and our own, performance. This includes mystery shopping, random call monitoring, and close monitoring of feedback to identify and resolve the causes of any issues that people may experience and to make sure that everyone who works with us to raise funds complies with our high standards.

People in vulnerable circumstances

We take our responsibility towards supporter care and to vulnerable people very seriously. Members of our Contact RNID team are all trained to respond sensitively and appropriately to any individual showing signs of distress, confusion or vulnerability. We also have contracts and controls in place to ensure all agencies that may come into contact with vulnerable people treat them in line with our policies and values. We have a ‘Supporters in Vulnerable Circumstances’ policy. This provides up to date guidance to staff and third-parties on how we define and identify a person who may be vulnerable, and outlines the processes we have in place to help support them.

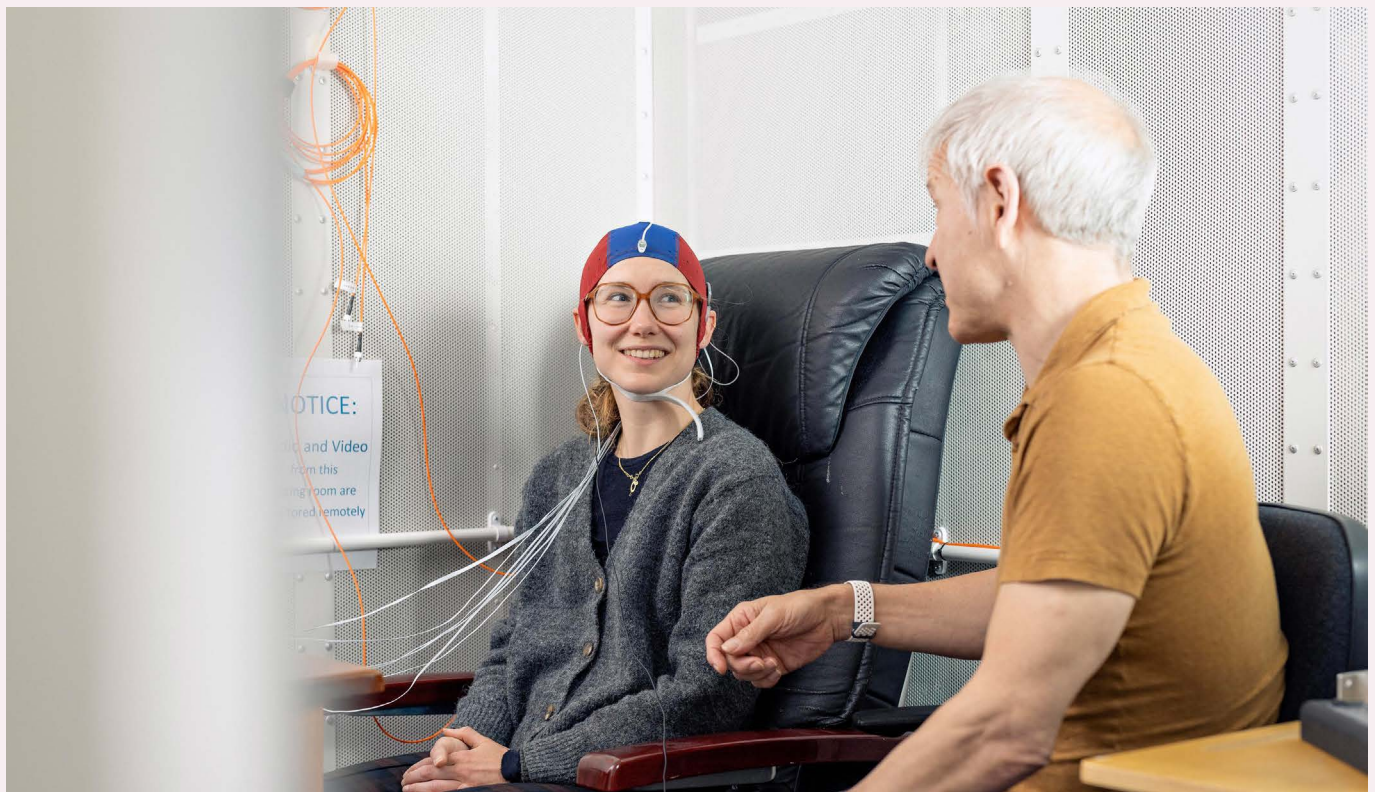
Complaints

We take every complaint we receive seriously and make sure that we investigate fully and respond promptly. For the 12 months to 31 March 2024, we received six fundraising-

related complaints, largely focused on issues with people’s membership and problems with payments. These have all now been resolved. We received no official complaints via the Fundraising Regulator. Over the same period, we received one complaint relating to our commercially traded services. This related to a personal data breach and has now been resolved. In order to ensure that we provide the best level of service to the people who support our work, we regularly monitor the level and nature of feedback that we receive.

Our fundraising commitment

We will continue to monitor all our fundraising activities closely to ensure they are performed to the highest standards and reflect the wishes and preferences of all our generous supporters. We welcome any feedback or comments people may have. To get in touch by post or email, see the last page of this report for contact details.



TRUSTEES' AND DIRECTORS' REPORT

Structure, Governance and Management

Administrative details: Trustees, senior staff

RNID is a trading name of the charitable company limited by guarantee, the Royal National Institute for Deaf People (RNID), registered in England and Wales No.454169. It is registered as a Charity (No.207720 in England and Wales and SC038926 in Scotland). RNID is governed by its Articles of Association, adopted on 14 May 1948, and last amended on 11 December 2019.

The registered office address is Brightfield Business Hub, Bakewell Road, Orton Southgate, Peterborough, PE2 6XU.

Trustees

The following provides details of all Trustees who were in place during the financial year until 31 March 2024, and their membership of the committees as at the date of signing:

| Name | Resource committee | Nominations committee | Audit committee |
|--|--------------------|-----------------------|-----------------|
| Ewen Stevenson (Chair) | | Chair | |
| Claire Bailey (Treasurer) (stood down July 2024) | Chair | X | |
| Lindsay Foster (Vice-Chair) (stood down July 2024) | | X | Chair |
| Dr Brian Caul (stood down November 2023) | | X | |
| Gideon Hoffman (stood down July 2024) | X | | |
| Gill Budd | | | X |
| Julian Meekings | X | | |
| Nick Waring | | | X |
| Ita Murphy | | X | |
| Sally Harris | X | | |

Following election by the Members, Chloe Smith and Jessica Rasmussen were elected as Trustees to commence their first term on 9th July 2024.



Senior Leadership Team

The Trustees delegate the implementation of policies and the day-to-day management of the Charity to the Chief Executive who is assisted by Key Management Personnel:

- **Harriet Oppenheimer**, Chief Executive
- **James Abbott**, Chief Operating Officer and Company Secretary
- **Mark Atkinson**, Chief Executive (stood down January 2024)

Principal Professional Advisers

Solicitors

Bates Wells Braithwaite – 10 Queens Street Place, London, EC4R 1BE

Independent Auditors

Crowe UK LLP – 55 Ludgate Hill, London, EC4M 7JW

Bankers

Lloyds Banking Group – 10 Gresham St, London, EC2V 7JD

TRUSTEES' AND DIRECTORS' REPORT



Structure

RNID is a trading name of the charitable company limited by guarantee, the Royal National Institute for Deaf People (RNID), registered in England and Wales No.454169. It is registered as a Charity (No.207720 in England and Wales and SC038926 in Scotland).

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Peterborough, PE2 6XU.

RNID has six wholly owned subsidiary companies:

1. RNID Services Ltd
2. RNID Activities Ltd
3. Hearing Research Trust
4. Sound Advantage Ltd
5. Action on Hearing Loss Ltd
6. Sussex Deaf Association

None of these companies traded in

2023/2024, and all of them remain dormant. RNID may use these subsidiaries again in the future depending on its operational activities.

The Board of Trustees is responsible for the overall governance of RNID. The Board has a maximum of 10 Trustees at one time. All Trustees are appointed for a term not exceeding three years, at the end of which they are eligible for reappointment for a second term. Trustees are only eligible for a further term in exceptional circumstance and only for a maximum of three years.

The Board is committed to overseeing equality, diversity and inclusion not only in the workforce but also on the Board itself. The Trustees recognise that greater representation from under-represented groups is required, and that more diversity will strengthen our decision-making processes.

Governance

The Board of Trustees have adopted the Charity Governance Code and review areas of recommended practice annually.

RNID Rules, Delegated Approvals Authority Policy and the Committee Terms of Reference set out the delegation of the decision making to the Senior Leadership Team and to individual Committees. The Rules include a statement of reserved powers for the Board. Trustees are required to meet at least three times a year. In the year up to 31 March 2024, they met five times.

Board recruitment, induction and training

Trustees are appointed through an open and transparent process which involves advertising vacancies and encouraging applications from diverse communities. All vacancies are informed by a skills gap

analysis and succession planning exercise which is led by the Nominations Committee on an annual basis.

Throughout the year, the Senior Leadership Team provided the Board of Trustees with deep dive sessions to discuss key elements of the strategy.

New Trustees attend an induction and receive an induction pack containing detailed information about the charity, how we are organised and our work. They are invited to spend time with the Senior Leadership Team to familiarise themselves with our activities and to prepare themselves for effective and informed decision-making.



TRUSTEES' AND DIRECTORS' REPORT



Committee structure

The Board delegates certain powers in connection with the charity's management and administration. Committees provide meeting minutes and report back regularly to the Board. Details of each Committee are described below.

- **Audit Committee:** made up of three Trustee members and two independent members. When required, they are advised by our External Auditors from Crowe. All members of the Committee are independent of management and the Committee is chaired by Lindsay Foster, the Vice-Chair. The Committee is responsible for providing the Board of Trustees with assurance that there is an effective system of governance, risk management and control across the whole of the charity's activities.
- **Resources Committee:** made up of four Trustee members, one of which is the Treasurer and the Chair of the Committee, Claire Bailey. The Committee assists the Board in its duty to oversee the charity's resources and in particular its financial affairs and strategic people-related matters.
- **Nominations Committee:** made up of five Trustees and is chaired by Ewen Stevenson, the Chair of RNID. The Committee oversees and makes recommendations to the Board on all matters relating to the recruitment and appointment of Trustees and Independent Committee members.

Our people

Our people are critical to our success. As a home-based and digital-first organisation, we are proud that our people live right across

the UK. This is a real strength, because it enables us to recruit great talent, and because it ensures we are connected to our communities wherever they are. Although we do nearly everything remotely, we recognise the value of in-person time with colleagues, and three times a year come together for all-staff summits that play a critical role in cementing our culture of learning and celebration.

Our annual staff engagement survey is critical to us monitoring our ability to attract, retain and engage our staff. In our December 2023 survey, we were delighted that our headline engagement score increased to 67% - it had been 55% in June 2022, and 64% in January 2023. This evidences that we are responding to feedback and improving. We also compare ourselves to other non-profit organisations in Europe, and are delighted that for the first time we were ahead of the benchmark of 62%. We were particularly pleased that 95% said that their manager genuinely cares about their wellbeing.

The survey identified other areas where we can do more to better support our staff. As a result, in 2024/25, we are running projects to improve how we recruit, our learning and development offer, and how we provide meaningful performance feedback.

We recognise that the work we do, and all our achievements, rely heavily on the support of our volunteers. We are proud of the work we have completed and the launch of our RNID Near You service which delivers vital support and key services to people in the community. Our campaign to recruit volunteers has been successful with a 63% increase in our registered volunteers.

TRUSTEES' AND DIRECTORS' REPORT

Financial summary and review

Our 2023/24 financial year finished with an operating surplus of £2.5m and a free reserves balance of £5.1m which is in the target range set by our Board.

Income

We received £15.0m of income (2023: £14.5m), a net increase from the previous year made up of a mix of income growth in fundraising and reduced funds from exited services.

Unrestricted donations and legacies income of £12.9m grew by 25% since last year where our fundraising strategy of growth and diversification has been embedded. We had a year of strong legacy income receiving £10.1m (2023: £8.0m) which has supported us to replenish our free reserves. Our donation income grew from the previous year, where the high value team have developed corporate partnerships and built further relationships with trusts and foundations.

We were also helped by the UK Government grant from BEIS of £0.4m to offset our costs on existing research projects which support early-stage researchers whose careers may have been impacted by the pandemic.

Gains on investment of £0.3m include returns on our short-term investment in Treasury Bills, where we put cash surplus to our operating requirements and reflects the property Thornton Gate to be sold during 2024/25.

Income was reduced by £1.9m from the previous year where we exited from services during 2022/23 including Care and Support services in Northern Ireland, Communication Support for the provision of interpreter and translation services, JobSense project, Live Well with Hearing Loss project, Redbridge Sensory Services, and Buckinghamshire Sensory Services.

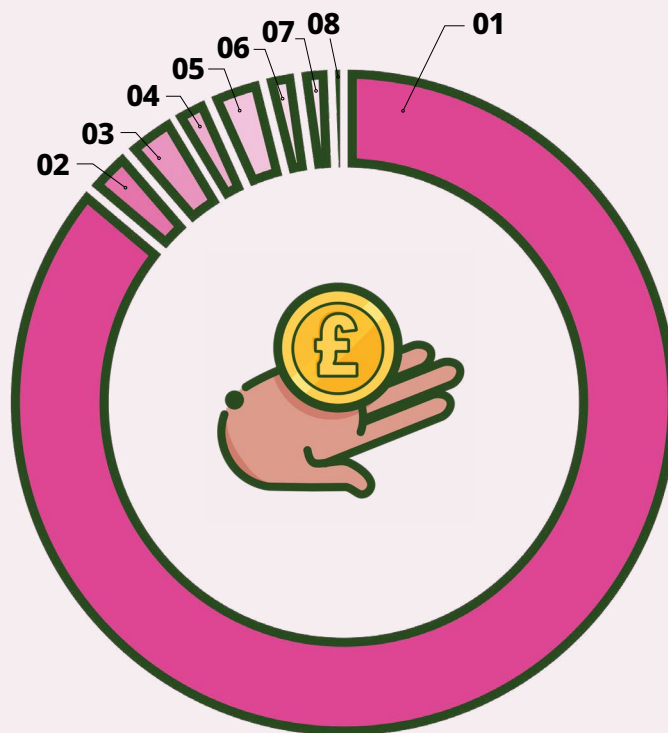
Expenditure

In 2023/24 our expenditure was £11.9m (2023: £13.8m). As with income, there was a reduction of £3.2m in expenditure compared to the previous year in relation to our strategic exit from services. However we increased our fundraising investment by £0.4m to support income growth and strategic programme ambition by £0.6m.

Full details of our financial performance for the year ended 31 March 2024 are shown in the financial statements and notes from page 58 onwards.

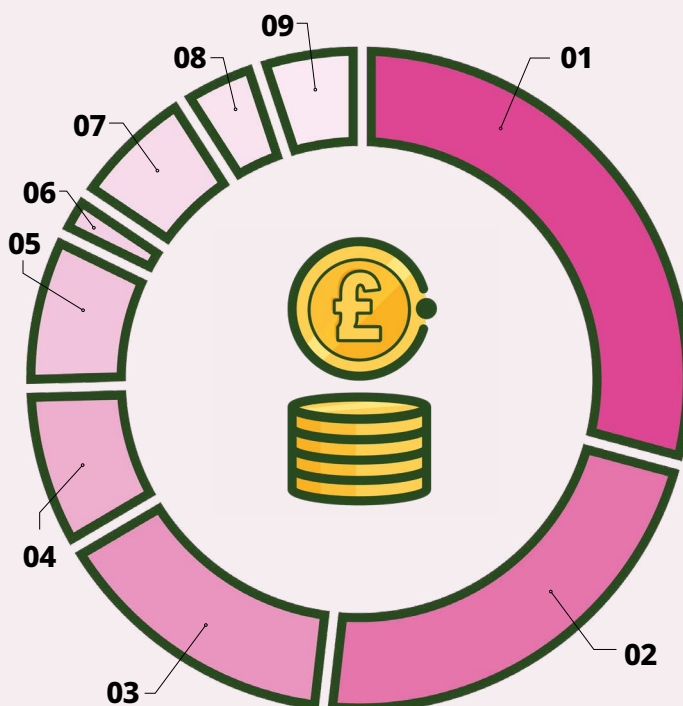
How we raise money

| | |
|-----------------------------------|--------------------|
| 01. Donations and legacies | £12,953,000 |
| 02. Government grants | £391,000 |
| 03. RNID Near You | £625,000 |
| 04. Research partnerships | £296,000 |
| 05. Communication services | £435,000 |
| 06. Transition services | £229,000 |
| 07. Trading activities | £270,000 |
| 08. Other income | £53,000 |
| Total income | £15,252,000 |



How money is spent

| | |
|------------------------------------|--------------------|
| 01. Raising funds | £3,427,000 |
| 02. RNID Near You | £2,905,000 |
| 03. Research programme | £1,714,000 |
| 04. Inclusion programme | £933,000 |
| 05. Health programme | £899,000 |
| 06. Employment programme | £215,000 |
| 07. Contact RNID | £772,000 |
| 08. Communications services | £515,000 |
| 09. Transition services | £555,000 |
| Total expenditure | £11,935,000 |



TRUSTEES' AND DIRECTORS' REPORT

Rest of Trustees Report

Risk management

The Board of Trustees has overall responsibility for risk management and the setting of the charity's risk appetite, and delegates authority in this area to the Audit Committee. The committee receives regular reports from the Senior Leadership Team (SLT) on the management of key risks.

Risks are reported to and discussed by the Board of Trustees on a quarterly basis. The Senior Leadership Team ensure existing and emerging operational risks are appropriately managed and visible to Trustees. This ensures the Senior Leadership Team and Trustees always have a clear picture of RNID's risk profile and exposure. The Senior Leadership Team make immediate and necessary judgements, where required, to mitigate any risk.

The charity's strategic risk register is broken into six principal risk areas as a way of framing our risk management activities.

Principal risk area 1: We do not deliver wide reaching social change for our communities.

We do this through our digital first strategy, which ensures we will have significant growth in our reach and impact in the coming years. We have a multi-year plan based on our theories of change which focuses on the activities that will best deliver this and a quarterly planning forum which ensures resources are deployed in the right places.

Principal risk area 2: We do not reach and engage with our communities and the public in high enough numbers. We have a robust communications strategy in place that the organisation works to. Our marketing and

communications team works alongside the programmes and campaigns teams to ensure that our work is being communicated in an engaging way to our communities across multiple channels. We hold regular reviews of how effective our work is and carry those learnings forward for future projects to ensure we are effectively reaching and engaging with our communities and growing our audience numbers.

Principal risk area 3: We do not grow our income and are not financially resilient.

We have embedded our fundraising strategy: resuming legacy marketing, piloting new mass market propositions and building strong pipelines across High Value. Legacy performance has been strong, and as a result our free reserves are in the Board's target range. However, we remain too dependent on legacy income and continue to invest and grow non-legacy income, which this year grew by 34%

Principal risk area 4: We do not have the people needed to deliver our plan. To ensure we have the right people, we are delivering projects to improve our approach to recruitment, learning and development, and performance management. We are pleased that our staff engagement score increased in the year (from 64% to 67%), and is now ahead of our benchmark.

Principal risk area 5: We are not representative of our society and do not benefit from diverse perspectives. We have identified our Research Panel as the primary route for gathering insight from our communities. As such we are investing in growing and diversifying the panel through targeted outreach activities. Similarly, we are working to improve the reach of our

hearing check into diverse communities and ensuring that our public stories and images are reflective of the UK population. At a more strategic level we have established an Equality, Diversity and Inclusion (EDI) working group at Senior Leadership Team and a people project is exploring how to increase the diversity of our staff pool.

Principal risk area 6: Business controls and infrastructure are not fit for purpose. This area ensures that we have an effective and proportionate control environment, and that we have the right technology capacity to support our digital first strategy. To manage these risks, we are in the process of implementing and developing new IT systems, which will both improve our control environment and increase our digital capability. A policy framework ensures our policies remain fit for purpose and provide controls for compliance.

Going concern

Trustees are required to consider the charity's financial stability. As part of this process, they have produced a going concern assessment, which considers our expected financial performance through to 31 March 2026.

We consider the charity to be financially sustainable because:

- We have a clear fundraising strategy for growth, supported by strong income pipelines.
- Our cash and free reserves position is within the Board's target range, and strong enough to mitigate unexpected income decline.

As a result of these factors, the Trustees consider that it is appropriate for the financial statements to be prepared on a going concern basis.

Pensions

The RNID defined benefit pension scheme closed to new entrants on 1 October 2001, and to new accruals on 31 March 2010. The notional surplus or deficit on the funding of the scheme is deducted from unrestricted funds in the Balance Sheet.

The last detailed actuarial triennial valuation was carried out as at 31 March 2021. Following this, an updated revised funding plan was agreed with the pension scheme trustees. As a result, the charity's annual contribution to the pension deficit remains the same. Total contributions to the scheme in 2023/24 were £1.1m.

As part of the Trustees' Report and Accounts preparation process, an actuarial valuation was carried out on 31 March 2024 using methodology recommended by the Financial Reporting Standard 102. This valuation showed market value of assets to be £57.0m (2023: £59.5m), and the current value of liabilities to be £53.7m (2023: £55.9m). The net surplus was £3.3m, compared to a net surplus of £3.6m at March 2023. Further details are included in Note 19.



TRUSTEES' AND DIRECTORS' REPORT

Reserves policy

Free reserves are held by the charity to help us manage financial risk and income unpredictability. Trustees reviewed the policy in 2023/24 and set a new target range of £3.2m - £6.4m, reflecting an assessment of income risks to ensure RNID is sustainable in the long-term with a balance to enable us to invest in growth. The current balance is within the target range.

| | 23/24 | 2022/23 |
|--------------------------------|-------|---------|
| Total unrestricted funds | 6.1 | 3.4 |
| Add back pension reserve | 0 | 0 |
| Less unrestricted fixed assets | (1.0) | (1.2) |
| Total | 5.1 | 2.2 |

Grant making policy

We award research grants to fund world-class medical research projects and to increase the numbers of trained research staff. Universities, non-profit research institutes and technology-led small businesses worldwide are eligible for funding, except where geographical and organisational-type restrictions are stated for specific funding schemes. We widely publicise our calls for grant proposals, which are then subjected to an appropriate level of expert peer review, typically involving independent, external reviewers and a voluntary, independent grant-review panel. Each review panel is made up of experts who serve for three to five years and the panel members are listed on our website. We make the final decision about each award based on this expert advice, the relevance of the research to our research strategy, and our available budget. Everyone involved in the grant-application and review process is asked to abide by our Research Programme's Code of Conduct and Conflict of Interest policy. We occasionally award a small number of grants for social and technical research to help provide the evidence basis for campaigning and policy development.

Statement of Trustees responsibilities

The Trustees (who are also directors of RNID for the purpose of company law) are responsible for preparing the Trustees Report and Accounts (including the Strategic Report) and the Financial Statements in accordance with applicable law and regulation.

Company Law requires the Trustees to prepare Financial Statements for each financial year. Under that law, the Trustees have prepared the Financial Statements in accordance with United Kingdom Accounting Standards, comprising FRS 102 "The Financial Reporting Standard which is applicable in the UK and Republic of Ireland", and applicable law (United Kingdom Generally Accepted Accounting Practice).

Under company law, the Trustees must not approve the Financial Statements unless they are satisfied that they are given a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period.

1. In preparing these Financial Statements, the Trustees are required to:
2. Select a suite of suitable accounting policies and then apply them consistently;
3. Observe the methods and principles in the Statement of Recommended Practice: Accounting and Reporting by Charities (2015);
4. Make judgements and estimates that are reasonable and prudent;
5. State whether applicable UK Accounting Standards, comprising FRS 102, have been followed, subject to any material departures disclosed and explained in the Financial Statements; and



6. Prepare the Financial Statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the Financial Statements comply with the Companies Act 2006, Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).

They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. In so far as the Trustees are aware:

1. There is no relevant audit information of which the company's auditors are unaware.

2. They have taken all the steps they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of Financial Statements may differ from legislation in other jurisdictions.

By order of the Board of Trustees, the Trustees' Report (incorporating the Strategic Report) has been approved by the Board of Trustees and signed on its behalf by:

Sally Harris
 Honorary Treasurer
 Date: 09/07/2024

TRUSTEES' AND DIRECTORS' REPORT

Independent Auditor's Report to the Members and Trustees of The Royal National Institute for Deaf People

Opinion

We have audited the financial statements of The Royal National Institute for Deaf People (RNID) for the year ended 31 March 2024 which comprise Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;

have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and

have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (amended).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least 12 months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report

Other information

The Trustees are responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion based on the work undertaken in the course of our audit

- the information given in the Trustees Report, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the Trustees' Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the Trustees' Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 require us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement set out on page 42, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related

TRUSTEES' AND DIRECTORS' REPORT



to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted

in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006 together with the Charities SORP (FRS 102) and the Charities and Trustee Investment (Scotland) Act 2005. We assessed the required compliance with these laws

and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company for fraud. The laws and regulations we considered in this context for the UK operations were General Data Protection Regulation (GDPR), Care Quality Commission (CQC) regulations, fundraising regulations, employment legislation and taxation legislation.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of income and the override of controls by management. Our audit procedures to respond to these risks included review of grant expenditure monitoring in place, enquiries of management, and the Audit Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, recording the impact of the CQC regulatory reviews and reading minutes of meetings of those charged with governance.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we

have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of part 16 of the Companies Act 2006, and to the charitable company's Trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and Trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company, the charitable company's members as a body and the charitable company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Dipesh Chhatralia

Senior Statutory Auditor

For and on behalf of

Crowe U.K. LLP

Statutory Auditor

London

Date: 15/07/2024

FINANCIAL STATEMENTS





FINANCIAL STATEMENTS

Statement of financial activities for the year ended 31 March 2024

(incorporating an income and expenditure account)

| | Note | Unrestricted funds | Restricted funds | Total funds 2024 | Total funds 2023 |
|---|------|--------------------|------------------|------------------|------------------|
| | | (£'000) | (£'000) | (£'000) | (£'000) |
| Income from: | | | | | |
| Donations and legacies | 5 | 11,832 | 1,121 | 12,953 | 10,364 |
| Government grants | 5 | 0 | 391 | 391 | 353 |
| Income from charitable activities: | | | | | |
| RNID Near You | 5 | 478 | 147 | 625 | 601 |
| Research partnerships | 5 | 11 | 285 | 296 | 279 |
| Communication services | 5 | 383 | 52 | 435 | 1,440 |
| Other charitable income | 5 | 45 | 0 | 45 | 3 |
| Transition services | 5 | 159 | 70 | 229 | 747 |
| Care and support | 5 | 0 | 0 | 0 | 421 |
| Income from trading activities | 5 | 270 | 0 | 270 | 309 |
| Investment income: | | | | | |
| Investment income | 5 | 8 | 0 | 8 | 0 |
| Total income | | 13,186 | 2,066 | 15,252 | 14,517 |
| Expenditure on raising funds | 6/7 | 3,280 | 147 | 3,427 | 3,010 |
| Expenditure on charitable activities: | | | | | |
| Inclusion programme | 6/7 | 817 | 116 | 933 | 638 |
| Health programme | 6/7 | 851 | 48 | 899 | 657 |
| Employment programme | 6/7 | 204 | 11 | 215 | 312 |
| Research programme | 6/7 | 760 | 954 | 1,714 | 1,580 |
| Communications services | 6/7 | 483 | 32 | 515 | 1,763 |
| RNID Near You | 6/7 | 2,257 | 648 | 2,905 | 2,676 |
| Contact RNID | 6/7 | 585 | 187 | 772 | 606 |
| Transition services | 6/7 | 419 | 136 | 555 | 2,416 |
| Care and support | 6/7 | 0 | 0 | 0 | 137 |
| Total | | 6,376 | 2,132 | 8,508 | 10,785 |
| Total expenditure | | 9,656 | 2,279 | 11,935 | 13,795 |
| Net income / (expenditure) | | 3,530 | (213) | 3,317 | 722 |
| Actuarial gains / (losses) on defined benefit pension schemes | 19 | (1,055) | 0 | (1,055) | (1,023) |
| Gains / (losses) on investments | | 269 | 0 | 269 | 0 |
| Net movement in funds | | 2,744 | (213) | 2,531 | (301) |
| Reconciliation of funds: | | | | | |
| Funds brought forward at 1 April 2023 | | 3,354 | 1,403 | 4,757 | 5,058 |
| Funds carried forward at 31 March 2024 | | 6,098 | 1,190 | 7,288 | 4,757 |

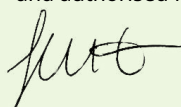
Results for the year ended 31 March 2024 are shown in corresponding Notes to the Financial Statements.

Balance sheet as at 31 March 2024

The Royal National Institute for Deaf People - Company number: 454169

| | Note | 2024 | 2023 |
|--|------|--------------|---------|
| | | (£'000) | (£'000) |
| Fixed assets | | | |
| Intangible fixed assets | 11 | 840 | 922 |
| Tangible fixed assets | 12 | 156 | 212 |
| | | 996 | 1,134 |
| Current assets | | | |
| Debtors | 13 | 1,995 | 1,362 |
| Current asset investments | 14 | 4,271 | 0 |
| Cash at bank and in hand | | 1,406 | 4,349 |
| | | 7,672 | 5,711 |
| Current liabilities | | | |
| Creditors falling due within one year | 15a | 1,194 | 1,789 |
| Net Current assets | | 6,478 | 3,922 |
| Non-current liabilities | | | |
| Amounts falling due after more than one year | 15b | 0 | 0 |
| Provision for liabilities | 16 | 186 | 299 |
| Total assets less liabilities (excluding pension liability) | | 7,288 | 4,757 |
| Defined benefit pension scheme asset/(liability) | 19 | 0 | 0 |
| Total net assets | 18 | 7,288 | 4,757 |
| The funds of the charity | | | |
| Endowment funds | 20 | 0 | 68 |
| Restricted funds | 20 | 1,190 | 1,335 |
| | | 1,190 | 1,403 |
| Unrestricted funds | | | |
| Unrestricted funds excluding pension liability | | 6,098 | 3,352 |
| Revaluation reserve | | 0 | 2 |
| Total unrestricted funds | | 6,098 | 3,354 |
| Total charity funds | | 7,288 | 4,757 |

The notes on pages 63-86 form part of these Financial Statements. The Financial Statements were approved by the Board of Trustees and authorised for issue on 9 July 2024 and signed on their behalf by:


Sally Harris
 Honorary Treasurer

FINANCIAL STATEMENTS

Statement of cash flows for the year ending 31 March 2024

| | 2024 | 2023 |
|--|--------------|----------------|
| | (£'000) | (£'000) |
| Cash flows from operating activities: | | |
| Net income for the reporting year (as per the statement of financial activities) | 3,317 | 722 |
| Adjustments for: | | |
| Depreciation charge for the year on tangible assets | 59 | 49 |
| Amortisation charge for the year on intangible assets | 36 | 19 |
| Interest paid | 0 | 7 |
| Interest received | (8) | (8) |
| Loss on disposal of intangible / tangible assets | 185 | 144 |
| (Increase) / decrease in debtors | (633) | 59 |
| Increase/ (decrease) in creditors | (595) | (1,171) |
| Increase / (decrease) in provisions for liabilities and charges | (113) | (358) |
| Pensions reserve funding deficit movements | (1,055) | (1,023) |
| Net cash used in / (generated from) operating activities | 1,193 | (1,560) |
| Cash flows from investing activities: | | |
| Interest received | 8 | 8 |
| Gains from investments | 269 | 0 |
| Proceeds from sale of tangible fixed assets | 0 | (116) |
| Purchase of intangible fixed assets | (139) | (433) |
| Purchase of tangible fixed assets | (3) | (57) |
| Net cash provided by / (used in) investing activities | 135 | (598) |
| Cash flows from financing activities: | | |
| Interest paid | 0 | (7) |
| Net cash used in financing activities | 0 | (7) |
| Change in cash and cash equivalents in the reporting period | 1,328 | (2,165) |
| Cash and cash equivalents at the beginning of the reporting period | 4,349 | 6,514 |
| Cash and cash equivalents at the end of the reporting period | 5,677 | 4,349 |
| Cash and cash equivalents consists of: | | |
| Current asset investments | 4,271 | 0 |
| Cash at bank and in hand | 1,406 | 4,349 |
| Cash and cash equivalents | 5,677 | 4,349 |

The notes on pages 63-86 form part of these Financial Statements.

Notes to the Financial Statements

Note 1. General Information

RNID is the largest charity representing people who are deaf, have hearing loss or tinnitus in the UK.

The Charity is a private company limited by guarantee without share capital and is incorporated and based in the UK, number 454169.

RNID is a registered charity in England and Wales (207720) and Scotland (SCO38926).

The address of its registered office is Brightfield Business Hub, Bakewell Road, Orton Southgate, Peterborough, PE2 6XU.

In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity.

Note 2. Statement of compliance

The Financial Statements are prepared under the historical cost convention, modified to include the revaluation of investments to fair value, and in accordance with applicable accounting standards in the United Kingdom. These are the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities 2015' and Financial Reporting Standard (FRS) 102, together with the reporting requirements of the Companies Act 2006, the Charities Act 2011, the Charities and Trustee Investment (Scotland) Act 2005, and the Charities Accounts (Scotland) Regulations 2006 (as amended).

The Charity has adapted the Companies Act formats to reflect the charities SORP FRS 102 and the special nature of the Charity's

activities.

Note 3. Accounting policies

Going concern

Trustees are required to consider the charity's financial stability. As part of this process, they have produced a going concern assessment, which considers our expected financial performance through to 31 March 2026.

Trustees consider the charity to be financially sustainable because of the strength of our income pipeline and our stabilising cash and free reserves position. This is described in more detail in the Trustees' Report.

As a result of these factors, the Trustees consider that it is appropriate for the Financial Statements to be prepared using a going concern basis.

Income

Income is accrued and included in the SoFA when the Charity is entitled to the income, receipt can be quantified and income is probable. It is deferred when they relate to future accounting periods.

Donations

General donations, gifts, donations from fundraising events, trusts and corporate income and direct marketing income are accounted for on a received basis. Gift Aid receivable is included when claimable.

Legacy

Pecuniary legacies are recognised as receivable once probate has been granted or notification has been received.

FINANCIAL STATEMENTS

For residuary legacies, the charity recognises legacy income on the earlier of the final legacy accounts being issued, cash being received or notification of a pending payment, to ensure income can be reliably measured.

When the criteria for income recognition have not been met, then the legacy is treated as a contingent asset (see Note 17).

Contracts

Where contracts contain the right to receive periodic payments, these receipts are recognised when they fall due and on completion of the Charity's contractual obligations for the period. Income is accrued if the Charity is entitled to the income.

Grant income

Income from grants is credited to the SoFA. It is recognised when the Charity has entitlement to the funds, any performance conditions have been met, it is probable the income will be received and the amount can be measured reliably. If the grant relates to a specific future time period it will be deferred.

RNID received government grants that were performance-related grants. Performance-related grants are recognised in income under "charitable activities".

Income from performance-related government grants is recognised when the Charity has entitlement to the funds, any performance conditions have been met, it is probable the income will be received and the amount can be measured reliably and is not deferred.

The nature of these grants is disclosed in Note 5 and 20. There were no unfulfilled conditions or special criteria.

Other forms of government assistance from which the Charity has directly benefited are Access to Work payments and local authority payments for local service agreements.

Trading activity

Income from trading activities is credited to the SoFA when received or receivable, whichever is earlier, unless it relates to a specific future period, in which case it is deferred. Income from lotteries is recognised when the draw is made. Income received in advance for future lotteries is deferred until the draw takes place. All other income is accounted for on an accruals basis.

Donated services and facilities

On receipt, donated professional services and donated facilities are recognised on their commercial value when this can be quantified.

Donated services and gifts in kind over £20,000 are included as both income and expenditure in the relevant category.

A valuation of volunteer time given to the Charity is not recorded in the Financial Statements.

Expenditure and irrecoverable VAT

Expenditure is accounted for on an accruals basis in the period in which they are incurred. Expenditure on raising funds includes the costs incurred in raising donation income, legacy income, grant income and income from trading activities, including apportioned support costs.

Expenditure on charitable activities comprises the costs incurred on charitable activities including the apportioned support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure

was incurred.

Termination benefits are recognised at the leaving date of the member of staff and measured at the best estimate of the expenditure required to settle the obligation at the reporting date.

Allocation of expenditure

Expenditure is allocated to the particular activity to which the cost relates. When expenditure relates to more than one area of activity, the costs are allocated to each of the activities on the basis of estimated staff time.

Governance costs

Governance costs are the costs associated with constitutional and statutory requirements and with the strategic management of the Charity's activities.

Grant commitments

Grants are generally made to organisations to facilitate research into hearing loss and tinnitus. Grants payable are payments made to third parties in the furtherance of the charitable objectives of the Charity. The grants are accounted for where either the Trustees have agreed to pay the grant without condition or up to the point at which the conditions have been fulfilled. The key condition is a regular review by the Charity, and this can be on a six-month or 12 month basis, as specified in the grant award letter.

Taxation

The activities of the Charity and its charitable subsidiary are exempt from corporation taxation under section 505 of the Income and Corporation Taxes Act 1988 to the extent that they are applied to the organisation's charitable primary objectives, if these profits are applied solely for charitable purposes. The trading subsidiary does not generally pay UK

corporation tax because its policy is to pay taxable profits as Gift Aid to the Charity.

Current asset investments

The charity holds investments comprising assets held for short-term investment purposes with a maturity date of up to 12 months, and assets held for sale expected within 12 months. Current asset investments are held at fair value, with any gains or losses on investments recognised on the SoFA.

Intangible assets

Intangible assets are stated at cost, less accumulated amortisation. The Charity only capitalises items costing more than £5,000, unless the asset cost is below this value but is part of a larger project where the value would be more than £5,000 in total, then it is capitalised.

Amortisation is calculated, using the straight-line method, to allocate the depreciable amount of the assets to their residual values over their estimated useful life as follows:

| Intangible asset | Duration |
|---|----------|
| Software (Costs associated with maintaining computer software are recognised as an expense as incurred.) | 5 years |

Intangible assets are subject to review for impairment when there is an indication of a reduction in their carrying value.

Tangible assets

Tangible assets are stated at cost, less accumulated depreciation. The Charity only capitalises items costing more than £5,000, unless the asset cost is below this value but part of a larger project where the value

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would be more than £5,000 in total, then it is capitalised.

Depreciation is provided so as to write-off the cost of fixed assets on a straight-line basis over their expected useful lives, as follows:

| Tangible asset | Duration |
|--|----------|
| Fixtures, fittings, furniture and other equipment | 5 years |
| Computer equipment | 5 years |
| Assets under construction are not depreciated and comprise expenditure on the purchase or creation of intangible and tangible assets not brought into use at the balance sheet date. Transfers are made from assets under construction to the relevant category of tangible and intangible asset when the asset is brought into use. | |
| Tangible assets are subject to review for impairment when there is an indication of a reduction in their carrying value | |

Leased assets

Payments under operating leases are charged to the SoFA on a straight-line basis over the period of the lease.

Investments

Investments in subsidiaries are recorded at cost in the Charity’s balance sheet.

Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity. Restricted funds are funds that the donor has specified to be solely used for

particular areas of the Charity’s work.

Permanent endowment funds are capital funds where Trustees have no power to convert the capital into income.

Pension costs

The Charity operates three funded pension schemes in the UK (the “Scheme”). One Scheme has both defined benefit and defined contribution sections and the others just have defined contribution sections.

The current service cost of the Charity’s defined pension scheme is charged to the SoFA.

The Charity operates a defined benefit plan for certain employees. A defined benefit plan defines the benefit that the employees will receive on retirement, usually dependent on certain factors including age, length of service and remuneration. A defined benefit plan is a pension plan that is not a defined contribution plan.

An actuarial valuation of the Scheme was carried out at 31 March 2024 by a qualified independent actuary, based on membership data and projected cashflows from 31 March 2024 but amended to make an approximate allowance for benefit outgo and member movements during the period. Actuarial gains and losses are recognised on the face of the SoFA as net actuarial gain or loss on pensions.

The defined benefit obligation is calculated using the independent actuary’s valuation model, which forms a representation of the future benefit payments of the Scheme, which are then discounted to the valuation date. Annually, the Charity engages independent actuaries to calculate the obligation.

The present value is determined by discounting the estimated future payments using a single weighted average discount rate assumption of 4.8% per annum, derived from the full Merrill Lynch UK AA corporate bond yield curve as at 31 March 2024.

The liability recognised in the balance sheet in respect of the defined benefit plan is the present value of the defined benefit obligation at the reporting date less the fair value of the plan assets at the reporting date.

Accrual of benefits under the defined benefit section of the Scheme ceased with effect from 31 March 2010.

The Charity operates two defined contribution plans for its employees. A defined contribution plan is a pension plan under which the employees and the Charity pay fixed contributions into a separate entity. Once the contributions have been paid, the Charity has no further payment obligations. The contributions are recognised as an expense on the SoFA when they are due. Amounts not paid are shown as outstanding in the balance sheet.

The assets of the plan are held separately from the Charity in independently administered funds.

Short-term employee benefits

Short-term benefits, including holiday pay and other non-monetary benefits, are recognised as an expense in the period in which the service is received.

Contingencies

Contingent assets are disclosed in the Financial Statements when an inflow of economic benefit is probable. The only contingent asset of the Charity relates to

legacies (Note 17).

Financial Instruments

The Charity has taken advantage of the exemptions in FRS 102 from the requirement to present certain disclosures about the Charity's financial instruments. The Charity has financial assets and financial liabilities of a kind that qualify as basic. These are initially recognised at transaction value and subsequently measured at their settlement value. Financial assets that are measured at fair value include investments. Financial assets that are debt instruments measured at amortised cost include trade debtors and other debtors. Financial liabilities measured at amortised cost include trade creditors, other creditors, current and long-term loans.

Related party transactions

RNID discloses transactions between the charity and related parties. Where appropriate, transactions of a similar nature are aggregated unless, in the opinion of the Trustees, separate disclosure is necessary to understand the effect of the transactions on the Financial Statements (Note 23).

Related undertakings

R.N.I.D. Activities Limited (913439), Sound Advantage Ltd (02437205), Action on Hearing Loss Ltd (07566245), The Hearing Research Trust Ltd (07146209), Sussex Deaf Association (09740664) and RNID Services Ltd (11769135) are wholly owned, dormant subsidiaries, and have therefore not been consolidated.

Critical accounting judgements and estimation uncertainty

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the

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circumstances.

Critical accounting estimates and assumptions

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of the assets and liabilities within the next financial year are addressed below.

1. Legacy income

The Charity has elected to continue recognising residual legacy income on receipt of final estate accounts, or when cash has been received, when entitlement conditions have been met, due to the nature of underlying assets and liabilities and the time that may elapse between probate and closure, and other contingencies that can contest the estate.

2. Defined benefit pension scheme

The Charity has an obligation to pay pension benefits to certain employees. The cost of these benefits and the present value of the obligation depend on a number of factors, including: life expectancy, asset valuations and the discount rate on corporate bonds. Our pension actuary estimates these factors in determining the net pension asset in the balance sheet. The assumptions reflect historical experience and current trends.

3. Short-term compensated absences

FRS 102 requires the cost of short-term compensated absences to be recognised when the employees render the service that increases their entitlement. At the end of the financial year, actual holiday to be carried into the following year was determined. This

was reviewed together with salary costs per employee, to determine the value of any holiday pay accrual.

4. Provision for doubtful debts

Trade debtors and other receivables are recognised at their transaction value, less any provision for doubtful debts. The provision for doubtful debts is based on a review of aged items, by type of debt, which takes account of credit control activities to collect the amounts outstanding, including any indications that debt will not be fully recovered.

Note 4. Statement of financial activities for the year ended 31 March 2023

(incorporating an income and expenditure account)

| | Unrestricted funds 2023 | | Restricted funds 2023 | Total funds 2023 |
|--|-------------------------|---------------|-----------------------|------------------|
| | Discontinued | Continuing | | |
| | (£'000) | (£'000) | (£'000) | (£'000) |
| Income from: | | | | |
| Donations and legacies | 0 | 9,987 | 377 | 10,364 |
| Government grants | 0 | 0 | 353 | 353 |
| Income from charitable activities: | | | | |
| RNID Near You | 0 | 515 | 86 | 601 |
| Research partnerships | 0 | (22) | 301 | 279 |
| Communication services | 0 | 1,440 | 0 | 1,440 |
| Other charitable income | 0 | 6 | (3) | 3 |
| Transition services | 0 | 203 | 544 | 747 |
| Care and support | 421 | 0 | 0 | 421 |
| Gain on transfer of C&S | 0 | 0 | 0 | 0 |
| Income from trading activities | 0 | 309 | 0 | 309 |
| Total income | 421 | 12,438 | 1,658 | 14,517 |
| Expenditure on raising funds | 0 | 2,992 | 18 | 3,010 |
| Expenditure on charitable activities: | | | | |
| Inclusion programme | 0 | 621 | 17 | 638 |
| Health programme | 0 | 655 | 2 | 657 |
| Employment programme | 0 | 311 | 1 | 312 |
| Research programme | 0 | 635 | 945 | 1,580 |
| Communications services | 0 | 1,757 | 6 | 1,763 |
| RNID Near You | 0 | 2,372 | 304 | 2,676 |
| Contact RNID | 0 | 600 | 6 | 606 |
| Transition services | 0 | 1,814 | 602 | 2,416 |
| Care and support | 135 | 0 | 2 | 137 |
| Total cost of charitable activities | 135 | 8,765 | 1,885 | 10,785 |
| Total expenditure | 135 | 11,757 | 1,903 | 13,795 |
| Net (expenditure) / income | 286 | 681 | (245) | 722 |
| Net actuarial gain / (loss) on pensions | 0 | (1,023) | 0 | (1,023) |
| Net movement in funds | 286 | (342) | (245) | (301) |

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Note 5. Income

| Donations and legacies | Unrestricted funds 2024 | Restricted funds 2024 | Total funds 2024 | Unrestricted funds 2023 | Restricted funds 2023 | Total funds 2023 |
|-----------------------------------|-------------------------|-----------------------|------------------|-------------------------|-------------------------|-------------------------|
| | (£'000) | (£'000) | (£'000) | (£'000) | (£'000) | (£'000) |
| Donations and legacies | 11,832 | 1,121 | 12,953 | 9,987 | 377 | 10,364 |
| Government grants | 0 | 391 | 391 | 0 | 353 | 353 |
| | 11,832 | 1,512 | 13,344 | 9,987 | 730 | 10,717 |
| | | | | | | |
| Income from charitable activities | Unrestricted funds 2024 | Restricted funds 2024 | Total funds 2024 | Unrestricted funds 2023 | Restricted funds 2023 | Total funds 2023 |
| | (£'000) | (£'000) | (£'000) | (£'000) | (£'000) | (£'000) |
| RNID Near You | 478 | 147 | 625 | 515 | 86 | 601 |
| Research partnerships | 11 | 285 | 296 | -22 | 301 | 279 |
| Communication services | 383 | 52 | 435 | 1,440 | 0 | 1,440 |
| Transition services | 159 | 70 | 229 | 203 | 544 | 747 |
| Care and support | 0 | 0 | 0 | 421 | 0 | 421 |
| Other charitable income | 45 | 0 | 45 | 6 | -3 | 3 |
| | 1,076 | 554 | 1,630 | 2,563 | 928 | 3,491 |
| | | | | | | |
| Income from trading activities | | | | | Unrestricted funds 2024 | Unrestricted funds 2023 |
| | | | | | (£'000) | (£'000) |
| Weekly lottery | | | | | 270 | 309 |
| | | | | | 270 | 309 |
| | | | | | | |
| Income from investments | | | | | Unrestricted funds 2024 | Unrestricted funds 2023 |
| | | | | | (£'000) | (£'000) |
| Investment income | | | | | 8 | 0 |

Note 6. Expenditure

| Expenditure on raising funds | Direct costs (£'000) | | Support costs (£'000) | | Total (£'000) | |
|---|----------------------|--------------|-----------------------|--------------|---------------|---------------|
| | Staff | Other | Staff | Other | 2024 | 2023 |
| Raising funds | 903 | 1,129 | 839 | 556 | 3,427 | 3,010 |
| Expenditure on charitable activities | | | | | | |
| Inclusion programme | 136 | 21 | 600 | 176 | 933 | 638 |
| Health programme | 169 | 49 | 511 | 170 | 899 | 657 |
| Employment programme | 70 | 0 | 100 | 45 | 215 | 312 |
| Research programme | 54 | 1,427 | 177 | 56 | 1,714 | 1,580 |
| Communication services | 162 | 109 | 139 | 105 | 515 | 1,763 |
| RNID Near You | 492 | 121 | 1,616 | 676 | 2,905 | 2,676 |
| Contact RNID | 228 | 14 | 307 | 223 | 772 | 606 |
| Transition services | 159 | 335 | 35 | 26 | 555 | 2,416 |
| Care and support - discontinued | 0 | 0 | 0 | 0 | 0 | 137 |
| | 1,470 | 2,076 | 3,485 | 1,477 | 8,508 | 10,785 |
| Total expenditure | 2,373 | 3,205 | 4,324 | 2,033 | 11,935 | 13,795 |

Expenditure on charitable activities was £8.5m (2023: £11.6m) of which £6.3m was from unrestricted funds (2023: £9.8m) and £2.2m was from restricted funds (2023: £1.6m).

Other costs consists of grants payable, agency fees, software and licenses, professional fees etc.

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Note 7. Support costs

| 2024 | Insight & Policy | Marketing & communications | Digital & innovation | Community Services | Corporate Services | Total 2024 |
|------------------------|------------------|----------------------------|----------------------|--------------------|--------------------|--------------|
| | (£'000) | (£'000) | (£'000) | (£'000) | (£'000) | (£'000) |
| Raising funds | 0 | 361 | 490 | 0 | 544 | 1,395 |
| Inclusion programme | 353 | 241 | 86 | 0 | 96 | 776 |
| Health programme | 258 | 241 | 86 | 0 | 96 | 681 |
| Employment programme | 29 | 55 | 29 | 0 | 32 | 145 |
| Research programme | 96 | 76 | 29 | 0 | 32 | 233 |
| Communication services | 0 | 0 | 116 | 0 | 128 | 244 |
| RNID Near You | -1 | 75 | 634 | 881 | 703 | 2,292 |
| Contact RNID | 0 | 43 | 231 | 0 | 256 | 530 |
| Transition services | 0 | 0 | 29 | 0 | 32 | 61 |
| Total | 735 | 1,092 | 1,730 | 881 | 1,919 | 6,357 |

| 2023 | Insight & Policy | Marketing & communications | Digital & innovation | Community Services | Corporate Services | Total 2023 |
|---------------------------------|------------------|----------------------------|----------------------|--------------------|--------------------|------------|
| | (£'000) | (£'000) | (£'000) | (£'000) | (£'000) | (£'000) |
| Raising funds | 0 | 441 | 352 | 0 | 492 | 1,285 |
| Inclusion programme | 329 | 60 | 42 | 0 | 58 | 489 |
| Health programme | 137 | 210 | 35 | 0 | 49 | 431 |
| Employment programme | 57 | 60 | 35 | 0 | 49 | 201 |
| Research programme | 195 | 20 | 21 | 0 | 29 | 265 |
| Communication services | 0 | 0 | 163 | 0 | 228 | 391 |
| RNID Near You | 0 | 210 | 424 | 881 | 591 | 2,106 |
| Contact RNID | 0 | 0 | 163 | 0 | 228 | 391 |
| Transition services | 0 | 0 | 312 | 0 | 436 | 748 |
| Care and support - discontinued | 0 | 0 | 52 | 0 | 73 | 125 |
| Total | 718 | 1,001 | 1,599 | 881 | 2,233 | 6,432 |

Support costs were apportioned to activities on the basis of headcount for corporate services and digital & innovation and staff time for capabilities (insight & policy, marketing & communications, and localities).

Note 8. Net expenditure for the year

| This is stated after charging/(crediting): | 2024 | 2023 |
|---|-------|-------|
| | £'000 | £'000 |
| Interest payable: | | |
| Bank interest, bank loans and overdrafts wholly repayable within five years | 8 | 7 |
| Depreciation/Amortisation charge for the year | 95 | 68 |
| (Profit)/Loss on disposal of fixed assets | 0 | (144) |
| Payments under operating leases: | | |
| Land and buildings | 114 | 234 |
| Vehicles and equipment | 2 | 4 |
| Loss on foreign exchange | 0 | 0 |
| Auditors' remuneration: | | |
| Statutory audit fee | 38 | 44 |
| Other non-audit fee | 5 | 12 |

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Note 9. Grants payable

The aggregate amount of grants made during the year ended 31 March 2024, analysed by recipient was:

| Medical research into hearing loss | 2024 | 2024 | 2023 |
|------------------------------------|------------------|--------------|---------|
| | Number of grants | Total | Total |
| | | (£'000) | (£'000) |
| Institution | | | |
| University College London | 8 | 295 | 215 |
| King's College London | 4 | 190 | 179 |
| Radboud University Medical Center | 3 | 173 | 83 |
| Stanford University | 2 | 163 | 163 |
| University of Cambridge | 2 | 132 | 88 |
| University of Sheffield | 4 | 129 | 165 |
| University of Sussex | 1 | 67 | 67 |
| Indiana University | 1 | 41 | 67 |
| Flinders University | 1 | 36 | 9 |
| Case Western Reserve University | 1 | 34 | 0 |
| Newcastle University | 1 | 25 | 37 |
| University of Manchester | 1 | 25 | 25 |
| Brunel University London | 1 | 14 | 0 |
| Bionics Institute of Australia | 1 | 10 | 10 |
| University of Tasmania | 1 | 10 | 0 |
| National Acoustic Laboratories | 1 | 10 | 0 |
| University of Southampton | 1 | 8 | 0 |
| Cardiff University | 1 | 8 | 15 |
| Johns Hopkins University | 0 | 0 | 50 |
| Institute Pasteur | 0 | 0 | 46 |
| Brigham and Women's Hospital | 0 | 0 | 33 |
| University of Western Ontario | 0 | 0 | 26 |
| University of Oxford | 0 | 0 | 13 |
| MDI Biological Laboratory | 0 | 0 | 10 |
| University of Nottingham | 0 | 0 | 10 |
| University of Strathclyde | 0 | 0 | 10 |
| | | | 0 |
| Total grants | 35 | 1,370 | 1,321 |

In addition to the above, the Charity expects to fund future grants totalling £1.85m (2023: £2.62m), which have been awarded subject to satisfactory reviews during the course of the project being funded. These have not been provided for in RNID's Financial Statements.

The expenditure for grants sits within the 'Research programme' line for charitable expenditure within the SoFA.

Note 10. Employees and trustees

| Employees Staff costs consist of : | 2024 | 2023 |
|---------------------------------------|---------|---------|
| | (£'000) | (£'000) |
| Wages and salaries | 5,922 | 6,882 |
| Social security costs | 565 | 674 |
| Pension costs | 210 | 260 |
| | 6,697 | 7,816 |

Total redundancy costs in the year were £238,497 (2023: £166,485) of which none were accrued costs at the year end (2023: none).

| The average headcount of employees, analysed by function, was: | 2024 | 2023 |
|--|----------|----------|
| | (Number) | (Number) |
| Insight and policy | 16 | 12 |
| Marketing and communications | 18 | 14 |
| Digital and innovation | 14 | 12 |
| Localities | 19 | 21 |
| Corporate services | 16 | 23 |
| Fundraising | 17 | 17 |
| Employment programme | 1 | 2 |
| Health programme | 3 | 2 |
| Inclusion programme | 3 | 2 |
| Research programme | 1 | 1 |
| Communications services | 4 | 8 |
| RNID Near You | 22 | 20 |
| Contact RNID | 8 | 8 |
| Transition services | 1 | 15 |
| Care and support | - | 3 |
| | 143 | 160 |

| The number of employees whose remuneration was over £60,000 (excluding employer pension contributions) fell within the following bands: | 2024 | 2023 |
|---|----------|----------|
| | (Number) | (Number) |
| £60,001 to £70,000 | 5 | 4 |
| £70,001 to £80,000 | 3 | 6 |
| £80,001 to £90,000 | 1 | 1 |
| £90,001 to £100,000 | 1 | 1 |
| £101,001 to £110,000 | 1 | 2 |
| £110,001 to £120,000 | 2 | - |
| £140,001 to £150,000 | 1 | - |
| £160,001 to £170,000 | - | 1 |

None of these employees (2023: none) are in the defined benefit pension scheme, and all (2023: all) are in the defined contribution pension scheme. Contributions in the pension year to the defined contribution scheme were £50,024 in respect of these employees (2023: £67,001).

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Note 10. Employees and Trustees

| Remuneration and benefits for the Chief Executive Officer and other Key Management Personnel | Inc. pension contributions | | Excl. pension contributions | |
|--|----------------------------|---------|-----------------------------|---------|
| | 2024 | 2023 | 2024 | 2023 |
| | (£'000) | (£'000) | (£'000) | (£'000) |
| Key management personnel | 582 | 654 | 564 | 614 |

To 31 December 2023, Key Management Personnel was defined as members of the Executive Group (5 members). From 1 January 2024, following a management restructure, Key Management Personnel comprises the Chief Executive and Chief Operating Officer only.

Trustees

None of the members of the Board of Trustees received any remuneration during this year (2023: £nil). During the year, two Trustees (2023: one) received reimbursements of non-private travel and subsistence expenditure amounting to £170 (2023: £458). The value of expenses waived was not material.

Total donations in the year from Trustees amounted to £550 (2023: £13,963).

Note 11. Intangible fixed assets

| | Computer software | Assets under construction | Total |
|--|-------------------|---------------------------|-------------|
| | (£'000) | (£'000) | (£'000) |
| Cost | | | |
| At the beginning of the year | 1,321 | 773 | 2,094 |
| Additions | 0 | 139 | 139 |
| Disposals | (1,140) | (185) | (1,325) |
| Transfer | 0 | 0 | 0 |
| At the end of the year | 181 | 727 | 908 |
| Accumulated amortisation | | | |
| At the beginning of the year | (1,172) | 0 | (1,172) |
| Charge for year | (36) | 0 | (36) |
| Disposals | 1,140 | 0 | 1,140 |
| At the end of the year | (68) | 0 | (68) |
| Net book value at 31 March 2024 | 113 | 727 | 840 |
| Net book value at 31 March 2023 | 149 | 773 | 922 |

Assets under construction are not amortised and comprise expenditure on the purchase or creation of intangible assets not brought into use at the balance sheet date. Transfers are made from assets under construction to the relevant category of intangible asset when the asset is brought into use.

Within intangible assets are computer software under construction with a cost of £727k (2023: £773k).

Note 12. Tangible fixed assets

| | Computer equipment | Assets under construction | Grand total |
|--|--------------------|---------------------------|--------------|
| | (£'000) | (£'000) | (£'000) |
| Cost | | | |
| At the beginning of the year | 449 | 57 | 506 |
| Additions | 3 | 0 | 3 |
| Disposals | (204) | 0 | (204) |
| Transfer | 57 | (57) | 0 |
| At the end of the year | 305 | 0 | 305 |
| Accumulated depreciation | | | |
| At the beginning of the year | (294) | 0 | (294) |
| Charge for year | (59) | 0 | (59) |
| Disposals | 204 | 0 | 204 |
| At the end of the year | (149) | 0 | (149) |
| Net book value at 31 March 2024 | 156 | 0 | 156 |
| Net book value at 31 March 2023 | 155 | 57 | 212 |

Assets under construction are not depreciated and comprise expenditure on the purchase or creation of tangible assets not brought into use at the balance sheet date. Transfers are made from assets under construction to the relevant category of tangible asset when the asset is brought into use.

Within tangible assets are property under construction with a cost of £nil (2023: £57k).

Note 13. Debtors

| | 2024 | 2023 |
|--------------------------------|--------------|---------|
| | (£'000) | (£'000) |
| Trade debtors | 131 | 298 |
| Other debtors | 0 | 12 |
| Prepayments and accrued income | 1,864 | 1,052 |
| | 1,995 | 1,362 |

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Note 14. Current asset investments

| | 2024 | 2023 |
|-----------------------------------|--------------|----------|
| | (£'000) | (£'000) |
| Cash or cash equivalents | 44 | 0 |
| Investment property held for sale | 190 | 0 |
| Listed investments | 4,037 | 0 |
| | 4,271 | 0 |

Note 15. Creditors

| | 2024 | 2023 |
|---|--------------|--------------|
| | (£'000) | (£'000) |
| (a) Amounts falling due within one year | | |
| Trade creditors | 333 | 716 |
| Accruals for grants payable | 18 | 201 |
| Taxation and social security | 193 | 169 |
| Other creditors | 159 | 169 |
| Accruals | 398 | 385 |
| Deferred income | 93 | 149 |
| | 1,194 | 1,789 |
| Deferred income at the beginning of the year | 149 | 173 |
| Amount released to income earned from charitable activities | (149) | (173) |
| Amount deferred in year | 93 | 149 |
| Deferred income at the end of the year | 93 | 149 |
| (b) Amounts falling due after more than one year | | |
| Net obligations under bank loan is as follows: | | |
| between one and two years | 0 | 0 |
| between two to five years | 0 | 0 |
| over five years | 0 | 0 |
| | 0 | 0 |

Note 16. Provisions

| | 2024 | 2023 |
|-------------------------|---------|---------|
| | (£'000) | (£'000) |
| Dilapidation | 29 | 29 |
| Care and support claims | 157 | 270 |
| | 186 | 299 |

Movements on provisions were as follows:

| | Dilapidation | Care & Support claims |
|-------------------------------------|--------------|-----------------------|
| | (£'000) | (£'000) |
| At the beginning of the year | 29 | 270 |
| Additions | 0 | 0 |
| Amounts charged | 0 | (113) |
| At the end of the year | 29 | 157 |

Purposes of provisions

Dilapidation

A provision for dilapidations on leasehold property, for expected costs in the next 12-24 months.

Care & Support claims

A provision for cost claims related to discontinued Care & Support services. This provision is likely to be held for a further 12-24 months.

Note 17. Contingent assets - legacies

The Trustees have been notified that the Charity is a beneficiary of a number of estates for which the amounts to be paid to the Charity have not yet been confirmed. In view of the uncertainty over the amounts that may be received, the Trustees have concluded that the conditions for recognition of these legacies have not yet been met and accordingly these legacies are not reflected in these Financial Statements. Provisional estimates indicate a potential value of these legacies of £7.2m (2023: £7.7m).

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Note 18. Analysis of net assets between funds

| Fund balances at 31 March 2024 are represented by: | Unrestricted funds | Restricted funds | Endowment funds | Total funds 2024 |
|--|--------------------|------------------|-----------------|------------------|
| | (£'000) | (£'000) | (£'000) | (£'000) |
| Intangible fixed assets | 840 | 0 | 0 | 840 |
| Tangible fixed assets | 156 | 0 | 0 | 156 |
| Current assets | 6,482 | 1,190 | 0 | 7,672 |
| Current liabilities | (1,194) | 0 | 0 | (1,194) |
| Provision for liabilities and charges | (186) | 0 | 0 | (186) |
| Net assets | 6,098 | 1,190 | 0 | 7,288 |
| | | | | |
| Fund balances at 31 March 2023 are represented by: | Unrestricted funds | Restricted funds | Endowment funds | Total funds 2023 |
| | (£'000) | (£'000) | (£'000) | (£'000) |
| Intangible fixed assets | 922 | 0 | 0 | 922 |
| Tangible fixed assets | 212 | 0 | 0 | 212 |
| Current assets | 4,308 | 1,335 | 68 | 5,711 |
| Current liabilities | (1,789) | 0 | 0 | (1,789) |
| Provision for liabilities and charges | (299) | 0 | 0 | (299) |
| Net assets | 3,354 | 1,335 | 68 | 4,757 |

Note 19. Pensions - Group and Charity

RNID operates a funded pension scheme in the UK (the 'Scheme'). The Scheme has a Defined Benefit Section, and previously a relatively small Defined Contribution Section where all benefits were transferred to a new MasterTrust arrangement with effect from 1 August 2018. Pension benefits in the Defined Benefit Section are related to the members' final salary at retirement (or earlier if they leave the Scheme before retirement) and their length of service. Accrual of benefits under the Defined Benefit Section of the Scheme ceased with effect from 31 March 2010.

The Scheme Trustees are responsible for the operation and governance of the Plan, including making decisions on the Scheme's funding and investment strategies in conjunction with RNID. RNID is required to meet any additional funding payments that may be necessary as assessed by a formal scheme funding valuation every three years. The most recent scheme funding valuation as at 31 March 2021 revealed a deficit and RNID agreed to make an additional contributions to the Scheme to remove this deficit and meet expected Scheme expenses. Contributions of £1.13m were required for the year ending 31 March 2024, £1.19m is required for the year ending 31 March 2025 and £1.39m per annum will be paid for the period 1 April 2025 to 31 October 2030 in monthly instalments.

An actuarial valuation of the Scheme was carried out at 31 March 2023 by a qualified independent actuary, based on membership data as at 31 March 2021 but amended to make an approximate allowance for benefit outgo, member movements during the period and the impact of introducing a Pension Increase Exchange option to benefits.

Contributions to the Scheme for the year beginning 1 April 2024 are expected to be £1,193,000. Except where stated otherwise, the remainder of this FRS 102 pensions note relates only to the Defined Benefit Section of the Scheme.

The major assumptions used by the actuary were (in nominal terms) as follows:

| | As at | As at |
|---|------------------|------------------|
| | 3/31/2024 | 3/31/2023 |
| Discount rate | 4.80% | 4.80% |
| Inflation assumption (RPI) | 3.30% | 3.40% |
| Future LPI pension increases | 3.10% | 3.30% |
| Revaluation in deferment (RPI) | 3.30% | 3.40% |
| Assumed life expectancies on retirement at age 65 are: | As at | As at |
| | 3/31/2024 | 3/31/2023 |
| Retiring today - Males | 21.2 | 21.3 |
| Retiring today - Females | 23.2 | 23.2 |
| Retiring in 20 years time - Males | 22.1 | 22.6 |
| Retiring in 20 years time - Females | 24.2 | 24.7 |

The fair value of the Scheme's assets, which are not intended to be realised in the short term and may be subject to significant change before they are realised, and the present value of the Scheme's liabilities, which are derived for cash flow projections over long periods and thus inherently uncertain, were:

FINANCIAL STATEMENTS

Note 19. Pensions - Group and Charity

| | Value at | Value at |
|--|-----------|-----------|
| | 3/31/2024 | 3/31/2023 |
| | £000s | £000s |
| Equity | 10,435 | 9,795 |
| Structured equity | 12,433 | 11,045 |
| Fixed interest | 31,339 | 32,779 |
| Index linked gilts | 11,377 | 12,011 |
| Liability hedging | (14,352) | (14,045) |
| Currency hedging | (14) | 3 |
| Insured annuities | 391 | 445 |
| Property | 632 | 1,974 |
| Cash | 1,305 | 2,235 |
| Alternatives | 3,435 | 3,211 |
| | | |
| Fair value of Scheme assets | 56,981 | 59,453 |
| | | |
| The actual return on assets over the period was: | 305 | (19,465) |

None of the assets of the Scheme are invested in RNID's own financial instruments and none of the assets are properties or other assets used by RNID.

| | | |
|--|---------|---------|
| Present value of funded obligations | 53,691 | 55,852 |
| Fair value of Scheme assets | 56,981 | 59,453 |
| Surplus/(deficit) in funded scheme | 3,290 | 3,601 |
| | | |
| Present value of unfunded obligations | 0 | 0 |
| Unrecognised actuarial gains (losses) | 0 | 0 |
| Surplus/(deficit) in funded scheme | 3,290 | 3,601 |
| Adjustment in respect of asset ceiling and minimum funding requirement | (3,290) | (3,601) |
| Net asset /(liability) in balance sheet | 0 | 0 |

| Reconciliation of opening and closing balances of the present value of the defined benefit obligation | 3/31/2024 | 3/31/2023 |
|---|-----------|-----------|
| | £000s | £000s |
| Benefit obligation at beginning of year | 55,852 | 77,450 |
| Current service cost | 0 | 0 |
| Interest cost | 2,607 | 1,980 |
| Contributions by Scheme participants | 0 | 0 |
| Actuarial (gains)/losses | (618) | (20,963) |
| Benefits paid | (3,110) | (2,615) |
| Past service cost | (1,040) | 0 |
| Settlements | 0 | 0 |
| Business combinations | 0 | 0 |
| Exchange rate | 0 | 0 |
| Benefit obligation at end of year | 53,691 | 55,852 |

Note 19. Pensions - Group and Charity

| Reconciliation of opening and closing balances of the fair value of Scheme assets | 3/31/2024 | 3/31/2023 |
|---|-----------|-----------|
| | £000s | £000s |
| Fair value of Scheme assets at beginning of year | 59,453 | 80,604 |
| Interest income on Scheme assets | 2,788 | 2,074 |
| Return on assets, excluding interest income | (2,483) | (21,539) |
| Contributions by employers | 1,126 | 1,292 |
| Contributions by Scheme participants | 0 | 0 |
| Benefits paid | (3,110) | (2,615) |
| Scheme administrative cost | (793) | (363) |
| Business combinations | 0 | 0 |
| Settlements | 0 | 0 |
| Exchange rate | 0 | 0 |
| Fair value of Scheme assets at end of year | 56,981 | 59,453 |

| The amounts recognised in profit or loss: | 3/31/2024 | 3/31/2023 |
|--|-----------|-----------|
| | £000s | £000s |
| Service cost - including current and past service costs, and settlements | (1,040) | 0 |
| Service cost - administrative cost | 793 | 363 |
| Net interest on the net defined benefit liability | 0 | 0 |
| Total expense | (247) | 363 |

| Amount recognised in Statement of Financial Activities (SoFA): | 3/31/2024 | 3/31/2023 |
|--|-----------|-----------|
| | £000s | £000s |
| Actuarial (gains)/losses on the liabilities | (618) | (20,963) |
| Return on assets, excluding interest income | 2,483 | 21,539 |
| Changes in the effect of the asset ceiling excluding interest income | (810) | 447 |
| Total actuarial (gain)/loss to be shown in SoFA | 1,055 | 1,023 |

| Sensitivity analysis | | |
|--|----------------------|------------------------------|
| A sensitivity analysis of the principal assumptions used to measure the scheme liabilities | Change in assumption | Impact on scheme liabilities |
| | | 3/31/2024 |
| Discount rate | Increase by 0.25% | Decrease by £1.65m |
| Rate of inflation (RPI) | Increase by 0.25% | Increase by £0.85m |
| Assumed life expectancy at age 65 | Increase by 1 year | Increase by £2.71m |

FINANCIAL STATEMENTS

Note 20. Statement of funds - restricted and endowment funds

| | Balance at 1 April 2023 | Income | Expenditure | Transfers | Balance at 31 March 2024 |
|---|----------------------------|--------------|----------------|-----------|-----------------------------|
| | (£'000) | (£'000) | (£'000) | (£'000) | (£'000) |
| Restricted | | | | | |
| Research | 192 | 1,287 | (946) | 0 | 533 |
| Core charitable activities | 94 | 219 | (240) | 0 | 73 |
| RNID Near You | 162 | 194 | (290) | 0 | 66 |
| Transition services | 78 | 70 | (148) | 0 | 0 |
| Regional restrictions | 269 | 355 | (541) | 0 | 83 |
| Ended projects | 107 | 0 | (107) | 0 | 0 |
| Other restricted funds | 433 | 9 | (7) | 0 | 435 |
| | 1,335 | 2,134 | (2,279) | 0 | 1,190 |
| Endowed | | | | | |
| The Wennington Charity | 68 | (68) | 0 | 0 | 0 |
| | 68 | (68) | 0 | 0 | 0 |
| Total Restricted and Endowed Funds | 1,403 | 2,066 | (2,279) | 0 | 1,190 |

| Purposes of restricted funds | |
|-------------------------------------|---|
| Research | Medical research funded by RNID for a wide range of treatments to prevent hearing loss, improve hearing and silence tinnitus. |
| Core charitable activities | Activity to improve the lives of the 12 million people in the UK who are deaf, have hearing loss or have tinnitus, as well as their friends and families and the wider public. |
| RNID Near You | UK-wide community service drop-in sessions that include hearing aid maintenance, in-person hearing checks, information and signposting and the peer support which is provided by many of our volunteers or staff. |
| Transition services | Funds for services exited in 2022/23 including the JobSense project and Live Well with Hearing Loss project. |
| Regional restrictions | Legacy income restricted to specific UK regions in support of RNID activities. |
| Ended projects | Funds for RNID activity projects which have ended. |
| Other restricted funds | Funds providing income in support of RNID activities. |
| Purposes of endowed funds | |
| The Wennington Charity | The funds have been transferred to RNID from the Wennington Charity following release of the permanent endowment restriction. |

Note 20. Statement of funds - restricted and endowment funds

| Note 20. Statement of funds - restricted and endowment funds (prior period comparative) | | | | | |
|--|------------------------------------|----------------|--------------------|------------------|-------------------------------------|
| | Balance at 1 April 2022 | Income | Expenditure | Transfers | Balance at 31 March 2023 |
| | (£'000) | (£'000) | (£'000) | (£'000) | (£'000) |
| Restricted | | | | | |
| Research | 270 | 866 | (944) | 0 | 192 |
| Core charitable activities | 1 | 192 | (99) | 0 | 94 |
| RNID Near You | 195 | 127 | (160) | 0 | 162 |
| Transition services | 146 | 544 | (612) | 0 | 78 |
| Regional restrictions | 273 | 84 | (88) | 0 | 269 |
| Ended projects | 108 | 0 | (1) | 0 | 107 |
| Other restricted funds | 587 | (154) | 0 | 0 | 433 |
| | 1,580 | 1,659 | (1,904) | 0 | 1,335 |
| Endowed | | | | | |
| The Wennington Charity | 68 | 0 | 0 | 0 | 68 |
| | 68 | 0 | 0 | 0 | 68 |
| Total Restricted and Endowed Funds | 1,648 | 1,659 | (1,904) | 0 | 1,403 |

FINANCIAL STATEMENTS

Note 21. Capital commitments

| | 2024 | 2023 |
|---|---------|---------|
| | (£'000) | (£'000) |
| Contracts for future capital expenditure not provided in the Financial Statements - property, plant and equipment | 0 | 0 |

Note 22. Operating leases

As of 31 March 2024, RNID had a total value of minimum future lease payments as set out below:

| | 2024 | 2023 |
|----------------------------|-----------|------------|
| | (£'000) | (£'000) |
| Payments due | | |
| Within one year | 56 | 86 |
| Between one and five years | 0 | 172 |
| | 56 | 258 |

Note 23. Related party transactions

Mark Atkinson was the Chief Executive of RNID (left in January 2024) and is also Director of Habinteg Housing Association Ltd (appointed in Jan-20). In 2023-24, there was £nil paid to the housing association (2023: £5,772 refund).

Lindsay Foster is a Charity Trustee (appointed in August 2018) and is also the Executive Director of Signature (trading arm of CACPD). In 2023-24 there was £14,576 charged for agency fees, training and attendance at conferences (2023: £4,653).

We are RNID: the national charity supporting the 18 million people in the UK who are deaf, have hearing loss or tinnitus.

Together, we will end the discrimination faced by our communities, help people hear better now and fund world-class research to restore hearing and silence tinnitus.

If you or someone close to you are deaf, or have hearing loss or tinnitus and need free confidential and impartial information and support, contact RNID. We are open 8:30am to 5.00pm, Monday to Friday.



Chat to us on the RNID website: www.rnid.org.uk



Call: 0808 808 0123



Email: contact@rnid.org.uk



Book a BSL video call via our partners at Sign Live: create an account at the SignLive website or download the SignLive app for Android or the SignLive app for iOS



SMS/text: 07360 268988



Relay UK: 18001 then 0808 808 0123



Write: RNID, York House, Wetherby Road, Long Marston, York, YO26 7NH

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@rnid



@rnid_uk

**RN
ID**

Supporting people
who are deaf, have
hearing loss or tinnitus

RNID is the trading name of The Royal National Institute for Deaf People.
A registered charity in England and Wales (207720) and Scotland (SC038926).

THE ROYAL NATIONAL INSTITUTE FOR DEAF PEOPLE

England & Wales - Charity number 207720

Accounts



ANNUAL REPORT & ACCOUNTS 2022/23

RN
I:D | Supporting people
who are deaf, have
hearing loss or tinnitus

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We are RNID: the national charity supporting the 12 million people in the UK who are deaf, have hearing loss or tinnitus. Together, we will end the discrimination faced by our communities, help people hear better now and fund world-class research to restore hearing and silence tinnitus.

IN 2022-2023:

200K

Over 200,000 people took our online hearing check



51% had a result saying they are likely to have hearing loss



1 NEW LAW

came into force to recognise British Sign Language as an official language of England, Scotland and Wales

25,000

people signed on our joint Subtitle It! petition on accessible TV with RNIB



£1.3M

was invested in research into treatments for hearing loss and tinnitus

56 
active medical research projects

27,556 
supporters received our members magazine

1,927 
media articles where RNID featured over the year

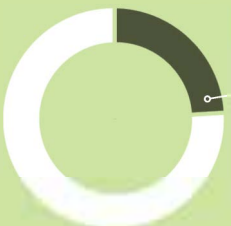

14,500 
people got in touch with our Contact Centre

 **33,655** support sessions given to people by RNID Near You

 48% increase in our active volunteers

7,740 HOURS 
of volunteer time given

674,000 
people visited our website

 24% more than last year 

284 
deaf awareness and sign language courses delivered



FOREWORD

Ewen Stevenson and Mark Atkinson

For a charity that has been delivering change for over 110 years, 2022-2023 marked a fresh start for RNID.

It was the first full year of delivering our bold, ambitious strategy to make life fully inclusive for everyone in the UK who is deaf, has hearing loss or tinnitus. 12 million adults in the UK are included in that group, making our mission anything but niche: our message is one that needs to be heard by a mass audience.

Throughout this report, you will see we are focusing much of our energy on things we can deliver at scale to meet that need. We are a digital first organisation, focused on revolutionising how we deliver some of the core services our communities need access to. Our online hearing check, relaunched in September and taken by over 200,000 people this year, is one example of that. But at the same time, we don't underestimate the continued need for an in-person, human touch.

Our new RNID Near You services have established themselves over 2022-2023 across the UK – a strong foundation for future growth that is already supporting about 2,700 people every single month. And we are continuing to build up the network of biomedical researchers doing cutting edge work into how we can restore hearing and silence tinnitus.

It's not been a year without challenge. The cost-of-living crisis has hit disabled people disproportionately hard, with many people finding it difficult to manage the escalating cost of essentials. As a charity we haven't been immune from it either. However, we are confident that the model we have set up allows us to flex and respond to changing circumstances quickly.

Now that our transformation from an organisation largely delivering social care to a dynamic, modern charity pushing for social change is complete, we are starting to see that shift making a difference in the real world. We are proud to share this report to highlight the progress and impact that our teams have made, always looking to work collaboratively with partners to make the biggest impact possible. We feel confident you will see an organisation guided by a clear, well-evidenced strategy, with our values – of being connected, insightful, curious and passionate – shining through everything we do.

We are looking ahead to the coming year with optimism. We know there is a lot to do. But this last year has shown the power within RNID to disrupt established thinking, make real change for our communities, and lead national conversations. We couldn't have done any of this without our dedicated staff team, partners, and the thousands of individuals who support RNID. We look forward to working together to build on this work over the coming years.



Mark Atkinson
Chief Executive



Ewen Stevenson
Chair of the Board of Trustees

NOW AND INTO THE FUTURE – OUR STRATEGY

One in five adults in the UK are deaf, have hearing loss or tinnitus. RNID is the only UK charity that works to bring these communities together – whether people were born profoundly deaf, developed hearing loss in adulthood, or are experiencing tinnitus at any age.

The experiences of each person will be very different, but the barriers and stigma they all face are very real, and our work to make society fully inclusive will have – and already is having – a profoundly positive impact on them, their families and connections. RNID's strategy is based around four areas that we believe will make the biggest practical difference for the lives of the 12 million people we are here for: inclusion, health, employment and research. For the first time this year we are able to report back on progress we've made under each of these themes.

But far from being four discrete areas of work, our programmes are deeply interconnected. As we have started delivering our strategy, we have found that to be even more true in practice than it was in theory. Employers of the one in eight working age people who are deaf, have hearing loss or tinnitus are naturally interested in supporting their staff to check their hearing and get support with their hearing health. Positive conversations about how to make spaces and services inclusive for our communities have led to opportunities to reach

new audiences to talk about our wider mission. Our ground-breaking research into reversing hearing loss and silencing tinnitus is opening up conversations around wider correlations with other health issues such as dementia.

As we wrap up our first full year of delivery in our new world, we are keeping our eyes open and learning and developing as we go. Knowing what we don't know is as important as knowing what we do. As one example, we have invested significant time this year building our knowledge of the factors affecting employers and managers on the ground, running roundtables and surveys that are informing the practical materials and services we will be able to offer them. We know that at this stage in our journey, focusing resource on learning and adapting is key for us, and we celebrate that work as much as we do our clear wins this year: our new hearing check being taken by over 200k people, working with partner organisations to get the BSL Act onto the statute books, seeing our medical research result in a new NHS test that will save the hearing of hundreds of newborn babies a year; the list goes on.

RNID is a modern, dynamic organisation. Our staff team works remotely, meaning that we have colleagues based in Cornwall, in Shetland, in Northern Ireland and everywhere in between. We are a flexible organisation, with no core hours, which allows our people to work in the way that best suits their circumstances and allows them to bring their best selves to work. Our staff survey shows that 91% of our employees feel supported to use flexible working, 92% feel they can arrange time out from work to attend to their personal priorities and 85% believe they have achieved a great work life blend. We set ourselves up this way deliberately, and are seeing the fruits of that bold structure come through both in terms of the quality of the work we're producing, and the calibre of the people we're attracting and keeping.

Ours is a strategy for the long term and multifaceted. But to keep focus and momentum, we have agreed a set of social change goals to focus on.

In the next five years, we want to see big, measurable progress made towards:

01. An end to the discrimination faced by people who are deaf, have hearing loss or tinnitus



02. All adults checking their hearing regularly - as much a part of life as having your eyes or teeth checked



03. Our communities having equal access to rewarding employment



04. The first life-changing treatments to restore hearing and silence tinnitus.



Our values lie at the heart of everything we do. At RNID we use them to challenge ourselves, to frame conversations and guide our own behaviours both internally and externally.





CONNECTED
We're naturally collaborative with colleagues and partners, and deeply connected to our communities.



PASSIONATE
We're passionate about our purpose, and dynamic and ambitious about making change happen.

OUR VALUES



CURIOUS
We're innovative, outward looking and open-minded in everything we do.



INSIGHTFUL
We're grounded in evidence and insight, meaning we're confident in who we are and what we do.



OUR PUBLIC BENEFIT

RNID is a charity which exists to improve the lives of the 12 million people in the UK who are deaf, have hearing loss or have tinnitus, as well as their friends and families and the wider public.

Now we are delivering our digital first strategy, we will significantly grow our reach in the next few years, and this will further strengthen our public benefit.

This report highlights our key activities and plans and demonstrates the value the charity has had UK-wide on our communities.



OUR ACHIEVEMENTS AND PERFORMANCE



EMENTS

MANANCE



INCLUSION



The BSL Act: recognising British Sign Language in law

This year we worked in partnership with the British Deaf Association and a coalition of deaf-led charities to achieve a seismic shift in how British Sign Language (BSL) is viewed in the UK: getting the BSL Bill passed into law. The law legally recognised BSL as an official language of England, Wales and Scotland, and in doing so represented a big step forward for equality and inclusion for BSL users. Working with cross-party support including that of the Minister for Disabled People, Rosie Cooper MP was able to bring it to Parliament as a Private Members Bill. This game changing piece of legislation received Royal Assent and became law on 18 April 2022. Our focus has now shifted to working closely with partners to make sure the Act is fully implemented, and in March 2023 RNID's Associate Director of Inclusion, Teri Devine, was appointed to the BSL Advisory Board designed to do just that.

"I want a society where people see BSL and think ooh great, I want to learn so there are lots of people that know BSL. It'll be great!"

"It will mean I can have access to health services as there will be better access in my first language, Yes!"

I pay particular tribute to RNID, because I see through my constituency casework and my engagement with the organisation the very real difference it makes.

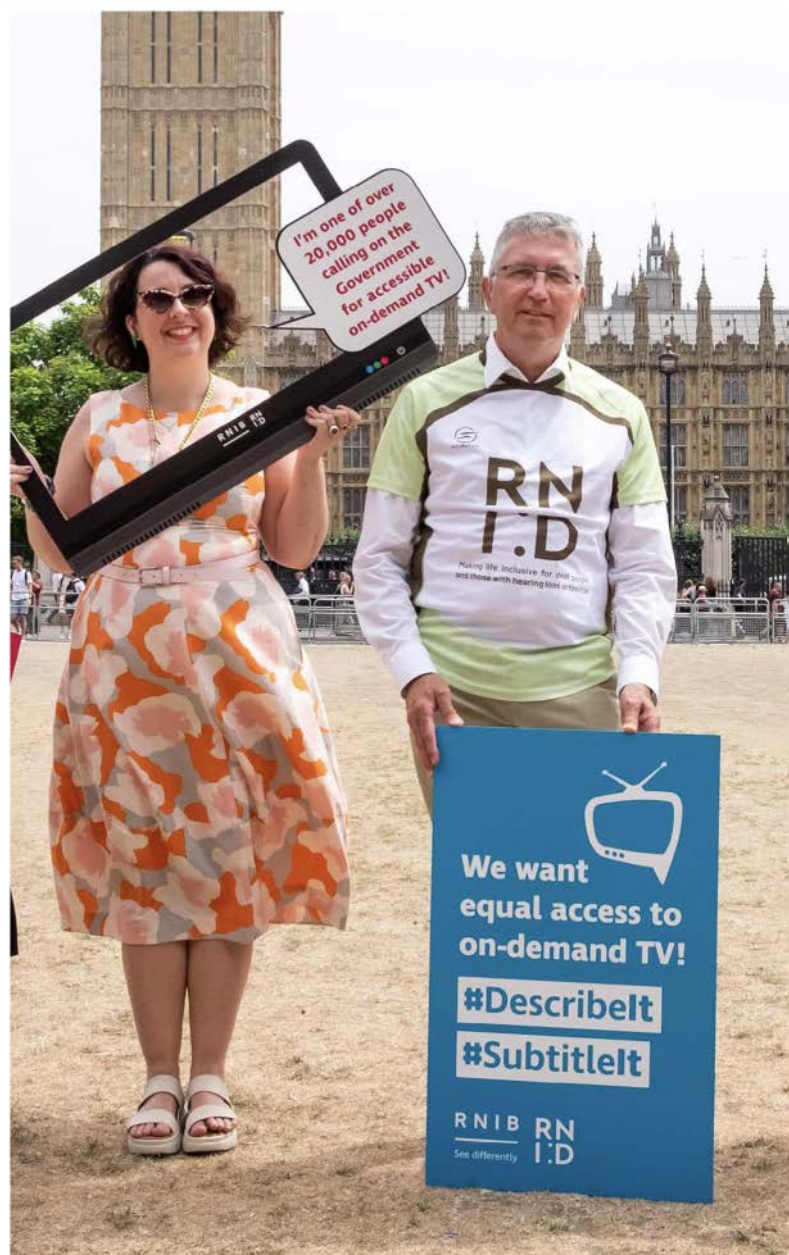
-Craig Williams MP (Montgomeryshire)



Subtitle It! – making TV accessible for everyone

April 2022 marked five years since the Government passed The Digital Economy Act 2017. This legislation allowed the government to set minimum standards for subtitles from broadcasters, as well as other accessibility features like audio description for people with sight loss. Despite the legislation being in place, we still haven't seen the Government review the standards, meaning important areas like on demand TV are still excluded from the minimum standards. In the summer, we partnered with RNIB to run a petition calling on the Government to 'get on with it' – handing in 25,000 signatures in July to the Department of Culture, Media and Sport. The numbers involved show the strength of feeling about the difference accessible TV makes to millions of lives.

In March 2023, the Government opened a consultation on a new Media Bill, which will include 'on-demand services'. We are currently surveying our communities to find out what they want to see from this new piece of legislation and will use the evidence to influence both the Bill and Ofcom's best practice guidance. The insight will also guide our ongoing influencing work with broadcasters including Channel 4, BBC and STV around both accessibility and representation on mainstream television.



"If subtitles were readily available on-demand, that would mean I could finally sit down and enjoy things with my family. I would be able to enjoy entertainment on the same level as my hearing peers. So, yes, let's subtitle it!"

-Charlotte Hyde, RNID supporter and campaigner



Better Data Project: getting consistent insight about our communities

There are 12 million adults in the UK today who are deaf, have hearing loss or tinnitus. Despite the size of our communities, data about them is patchy, inconsistent and often leaves us with lots of gaps in understanding. Our Better Data project aims to start to tackle that issue, by reviewing current data and identifying gaps, creating and embedding better data practices across RNID and encouraging others to do the same with an external influencing plan.

We are working with Westminster, Scottish Government and other public bodies on data harmonisation; by collecting the same data inside and outside of our charity, we will get more meaningful statistics and help everyone better understand life outcomes for our communities.

Making technology inclusive: practical tech guides for everyone

Over 2022-2023 we launched two free online accessibility guides on our website, aimed at opening up accessibility features of different platforms in a practical, easy to understand way. The first focuses on using online meeting platforms, the second on embedding captions into social media content. We used input from our communities to help shape the guides, and over the year linked with partners to share them, including promotion of our video conferencing guide by Microsoft on Global Accessibility Day. We plan to continue building RNID's website as a bank for information on making technology as accessible as possible for people who are deaf, have hearing loss or tinnitus.

Fighting discrimination and celebrating inclusion: our voice in the media

Over the year, RNID has been leading national conversations on the issues that matter to people who are deaf, have hearing loss or tinnitus. Across the national, regional and trade media we have featured in just under 10,000 pieces of media coverage, calling out examples of poor practice and discrimination, and celebrating big steps forward, from the first deaf jurors sitting in England, to cutting edge AI technology giving BSL train updates at stations, to the first deaf Love Island contestant and a new Barbie doll wearing a hearing aid. Throughout this, we have been supported by fantastic volunteers willing to share their own experiences and stories with the general public, bringing our work to life.



HEALTH



A free, three minute online hearing check

We want the nation to value their hearing health more. In 2022 we launched a major new 'Check Your Hearing' campaign to encourage more people to take a hearing check and take action if their results showed signs of hearing loss.

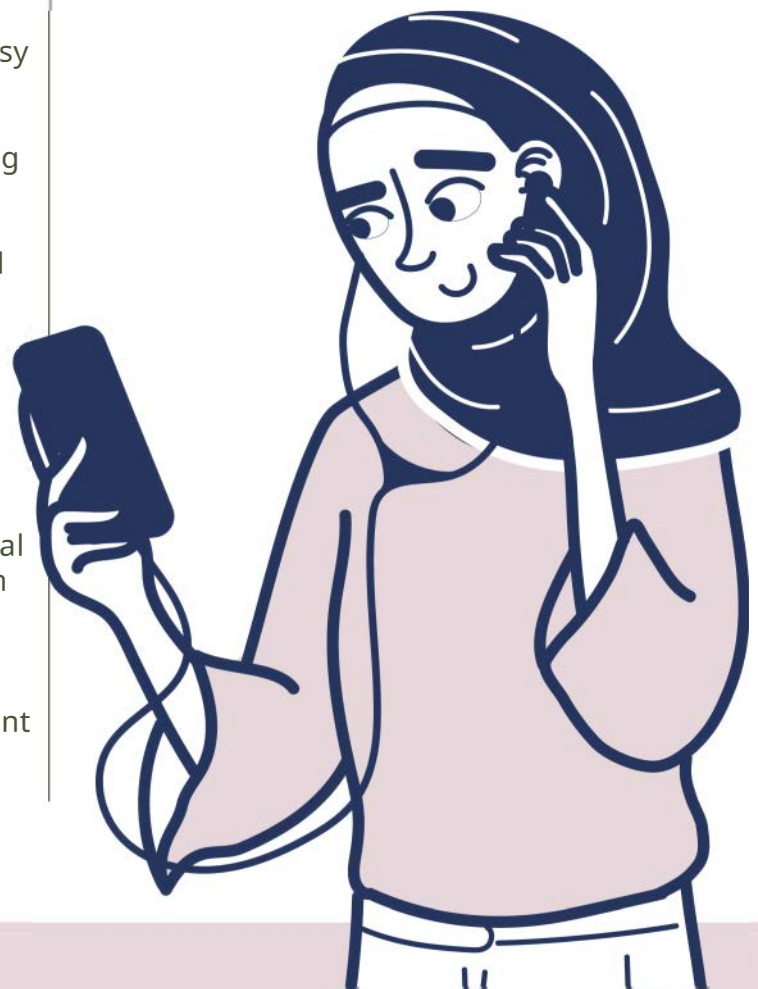
To inform the campaign, we carried out deep-dive qualitative research with people likely to have hearing loss but not acting on it, to understand the best ways to motivate people to take the hearing check. This insight told us to avoid detailed information about hearing loss, hearing aids or health benefits associated with taking action: instead, to focus on low-stakes messages about how quick and easy the check itself is.

We redesigned the hearing check, building email journeys for people to receive after their result which offered tips, guidance on next steps to address hearing loss and encouraged people to engage with more elements of RNID's work. The redesigned check was launched at the end of September 2022.

Our cross-channel social media and digital campaign, combined with a targeted media releases, started a national conversation, appearing everywhere from BBC Breakfast, BBC News, Radio 5 Live, GB News, and almost every national print publication including the Mail, Telegraph, Sun, Times and Mirror. Each media moment drove peaks of new people to the check and we ended the year with over 201,000

hearing checks completed. 51% of those people had a result indicating that they are likely to have hearing loss, and we gave them the tools and support to take action on it.

Since the launch, NHS England's website now signposts to our check, and it features in Alzheimer's Research UK's Brain Health Check as part of our joint work to understand the link between hearing loss and dementia. The online hearing check is delivering real world benefits to hundreds of thousands of people. Over the coming months, we will continue to improve its functionality, as well as find new and innovative ways of promoting it.



One person now benefitting from a hearing check is David Stainer, 44, a tax adviser from Hertford. He said:

“I began to really notice a decline in my hearing in about 2018. Over the next few years, I found myself quite frequently asking my wife and children to repeat things, and I was beginning to avoid social occasions in busy pubs, bars or restaurants as I knew I wouldn’t be able to hear people over the noise.

“At first, I denied there was a serious issue and I felt too young for it to be a problem, but eventually I resolved to take a hearing test and get some hearing aids if I needed them. I took RNID’s free online hearing check and within a few weeks I booked a hearing test which confirmed I had age related hearing loss in both ears, particularly at higher frequencies.”



A win: removing restrictions on NHS hearing aids

Back in 2015, North Staffordshire Clinical Commissioning Group (CCG) became the only part of England to restrict who was able to get a free hearing aid on the NHS, denying them to patients with mild or moderate hearing loss. This was despite overwhelming evidence that hearing aids are clinically effective and cost effective for the NHS. Following this, several other areas across the country proposed hearing aid cuts, potentially limiting access to

thousands of people who would benefit from hearing aids. RNID, together with thousands of supporters, local politicians and audiologists, campaigned against this, and the proposals were dropped: everywhere except in North Staffordshire. After eight years of campaigning, on Friday 23 September 2022, NHS Midlands and Lancashire Commissioning Support Unit finally announced a decision to remove the restrictions – a huge win for us, establishing the principle of free hearing aids for everyone who needs them right across the UK.

Access blocked: campaigning for better ear wax services

Ear wax might not be the most popular dinner table conversation starter, but managing excess ear wax is a serious topic. For the last two years we've been campaigning to make sure everyone is offered clear advice on managing excess ear wax safely themselves and, where self-management doesn't work, provided with access to professional removal within the NHS. Our RNID Near You in-person services and people contacting our contact centre were giving us clear feedback that access to ear wax services was severely limited across much of the UK. In the summer of 2022 we ran a survey to find out more about how people are being advised to manage ear wax build-up, including self-management, what action they are taking, and what happened afterwards. Our results showed just how bad access to professional support has become, informing a new campaign which we launched in November. Our report got coverage across national media, and so far over 850 people have contacted their MP/AM/MSP/MLA through our website to raise concerns about being denied access to wax removal service. Our campaigning on this issue will continue into 2023-2024.

Accessible information and communication standards

The Accessible Information Act is a law that aims to make sure that people with a disability, including people who are deaf or have hearing loss, are able to get accessible information about their healthcare as well as the communication support they need. In England, the Government committed to reviewing the Accessible Information Standard in 2023 and we successfully got a place on the Government board tasked with delivering it. Our influence at this level has made sure that the Government will deliver the new Standard by summer 2023, ensured the Standard is clearly linked to the BSL Act and shaped the way it will be monitored and communicated. In Wales, the Welsh Government dropped the monitoring of the All Wales Communication Standards. In response, we worked in partnership with RNIB to write to the Minister, gained support from MPs and all-party groups and pushed for meetings with Welsh Government. The Welsh Government has now committed to work with us to co-produce actions with deaf people and people with hearing loss on improving implementation and monitoring of the standards.







EMPLOYMENT

Digging deep to understanding the needs of business

Our focus this year has been on building meaningful, broad-based engagement with employers and industry bodies so that we can understand the issues and factors affecting them, as well as identifying potential corporate partners and champions.

Over the course of the year we have convened five roundtables attended by 40 senior business leaders from some of the largest employers in the UK. At these events we had open discussions on hearing loss in the workplace, explored leaders' attitudes and experiences and started the thinking around how organisations can better address

the way they support employees and customers with hearing loss. These roundtables are an important way of engaging with businesses that can create the social change we want to see and next year will see us continue to build our network.

These roundtable events and a broader survey carried out with over 200 managers informed the production of our 'Hearing Loss at Work: Employer Insights' report, exploring the gaps in knowledge and resources that employers



“The session really opened my eyes to how many colleagues are dealing with some form of hearing loss and so thinking about how we can proactively support them will be a focus going forward.”

- PA Consulting attendee at roundtable

feel impacts their ability to support staff with hearing loss, and how these gaps might be addressed. The report also highlights differences between views from senior leaders and those in operational management roles and gives some key recommendations for how organisations can start to take action. We were proud to launch our report to a select audience at Google’s Accessibility Discovery Centre in London in January, the first event to take place in this new accessible space, which was live streamed to an online audience.

Our next step will be to research the needs of people who are deaf, have hearing loss or tinnitus who are seeking work or are in work. Combining these two perspectives will help us ensure that the services we offer match the needs of both employers and employees.

In partnership with other deaf organisations, we will be carrying out research to explore the particular barriers to employment faced by BSL users, and together lobby the Government for action.





Helping employers start the conversation

Our Hearing Check has proved to be an extremely effective way for employers to introduce the topic of hearing health to employees. Introducing the simple three minute online check allows a conversation to be started easily within a company as a first step to integrating more deaf awareness into the culture.

We have continued to develop our resources for employers, building a new hub of information on the RNID website specifically focused on giving employers the content they need, quickly. Around 2,000 people per month are now accessing this information. We will continue to build a comprehensive online information hub with resources and tools to empower both employers and employees.

“The health and wellbeing of our people is paramount and we’re always looking for different ways to equip them with the right tools and support to empower them to look after their own health and wellbeing.

Being able to offer this simple and quick online hearing check has allowed us to reach a huge part of the business (53% of our employees and counting), providing them with advice on how to take care of their hearing or signposting them to further support if needed.”

**- Beth Kevill, People Advisor,
Autotrader UK**



RESEARCH



“I am very proud of being awarded a RNID fellowship. This is the recognition of several years of work and will allow me to start to establish myself as a scientist. During this time, I’ll have the chance to develop new strategies for the treatment of Chronic Otitis media in a more broad population, otherwise not possible without this funding”.

- Dr Julian Fons, Kings College London

Our medical research making a real-world difference

A highlight of the last year was seeing the National Institute for Health and Care Excellence (NICE) approve a new genetic test for use in NHS hospitals that could save the hearing of 200 babies in England each year. The test identifies babies who are particularly at risk of hearing loss if they are treated with aminoglycoside antibiotics, allowing them to be treated with an alternative. The development of this test was kickstarted by a Flexi Grant we awarded to the University of Manchester in 2016.

Research funded by RNID continued to make important findings. Its objectives are wide and include:

- A way of monitoring tinnitus using a blood sample.
- Better ways of treating chronic middle ear infections.

- * Improvements in cochlear implant surgery.
- New approaches to treating hearing loss, based on the discovery of a gene that forms connections between the hair cells in the inner ear, which detect sound, and the auditory nerve, that carried information to the brain.



“Tinnitus is very common and can be disabling, yet the causes are not well understood and there is no cure...I hope that our research and our multidisciplinary approach will uncover the processes that lead to tinnitus and provide insights into the different types and subtypes of tinnitus. Ultimately, I hope to uncover potential avenues of investigation for tinnitus treatments and to inform the development of personalised treatments for tinnitus.”

- Dr Sharon Curhan, Harvard Medical School

Supporting the next generation of researchers

We awarded a two year Fellowship to Dr Fons at King's College London to support his research into Chronic Otitis media (a debilitating inflammatory disease of the middle ear that leads to conductive hearing loss). Our fellowship will help him develop his career towards becoming an independent researcher.

We awarded four new PhD studentships that will start in October 2023, helping to attract new researchers into the field of hearing health. Their research will contribute to developing a way of measuring listening effort, a robotic surgical system to improve cochlear implant surgery, a better understanding of how tumours which form on the auditory nerve of people with NF2 affect hearing and, finally, testing the feasibility of using gene therapy to treat age-related hearing loss.

We partnered with In2Science UK to support undergraduates from disadvantaged

backgrounds gain experience in hearing research. The students will be carrying out summer placements in 2023.

Fuelling the research pipeline

We awarded three new Discovery Research Grants to advance a potential treatment for Wolfram syndrome (diabetes, vision problems and hearing loss), improve our understanding of how problems with mitochondria (cellular structures that provide energy to cells) cause hearing loss, and improve how well cochlear implants perform in challenging listening environments, such as background noise.

Our Innovation Seed Fund scheme is designed to kick-start new lines of research. This year we awarded funding to projects focused on middle ear infection, diagnosis of auditory neuropathy, better understanding of the purpose of a gene known to be important for hearing and using machine learning to spot the early signs of hearing loss and predict its likely progression.

We continued to work in partnership with other funders to fund research, including

the Fondation Pour l'Audition with whom we will support research to advance the development of a gene therapy for Norrie disease (a rare genetic condition leading to blindness and hearing loss in children) and a treatment to restore the connections between hair cells and the auditory nerve.

Connecting researchers

This year saw the launch of the Hearing Therapeutics Initiative, an RNID initiative based on the Hearing Medicines Discovery Syndicate which aims to connect researchers to the know-how and resources they need to advance the development of treatments. During the year 21 connections were made helping researchers to secure funding and pharmaceutical companies identify experts able to provide advice.

In partnership with Alzheimer's Research UK, we ran an online workshop attracting over 100 researchers to showcase the latest research in understanding the link between

hearing loss and dementia and promote our funding opportunities.

Engaging the public and cocreation of research

Over the course of the year we have achieved coverage across a range of channels on our research work, building understanding amongst the public both on the importance of hearing research and RNID's key role in this area. We also awarded funding, along with Alzheimer's Research UK, to support a James Lind Alliance Priority Setting Partnership that will involve people with hearing loss and dementia in identifying research priorities.

We have started work on strengthening our own RNID Research Panel, a group of deaf people, people with hearing loss and people with tinnitus, to ensure it is representative of our communities. We will involve people from this panel in our user testing, social and medical research work.



REACHING OUR COMMUNITIES

RNID Near You

While we are a digital first charity, for many people in our communities nothing can replace getting advice and information in person from a trusted, trained RNID volunteer. It's been a vital part of our offer for decades, and it still is now.

This year we completed the design of our new, UK-wide community service – RNID Near You – ensuring that people we support all around the country will have access to the same high-quality, face to face service provision in the community they live in. These drop-in sessions now include hearing aid maintenance, in-person hearing checks, information and signposting and the peer support which is

provided by many of our volunteers or staff who have lived experience of hearing loss themselves.

We have built and expanded on our existing services, re-opened venues that were closed due to Covid19 and identified new locations for our drop-in sessions across 22 locations around the UK.

We have exceeded our annual target in reaching people who need our support. Within the year, we have opened three new RNID Near You services in Scotland in Glasgow, The Borders and Shetland, bringing our in-person support and information to new communities.

“We regularly support a young man at our Crickhowell RNID Near You service. He is a builder so his hearing aids are often clogged with dirt and debris. The short breaks he gets in the working day mean that the audiology walk in service at the hospital isn't an option for him because of the long queues. Without our service his hearing aids would become unusable in a short period of time and he would be faced with either missing out on hearing those around him, or missing out financially by having to take time out of work. Our service is a lifeline for him.”

- Paul Williamson, RNID Near You Coordinator

“We met an elderly woman who had started to lose her hearing. This had damaged her confidence so much that she had to ask a neighbour to stay over every night, as she was concerned she wouldn’t hear if something happened while she was asleep. One of our staff carried out a home visit and discovered that her hearing aids had not been maintained for two years. The RNID team member serviced her hearing aids there and then for her. By the end of the visit the woman had been able to turn her TV down from level 42 to 15. A week later, we received a call from her to say that her confidence had already grown so much that her neighbour was no longer needing to sleep over and she was able to have good conversations with people - a huge improvement to her quality of life from one home visit.”

- Angela Baker, RNID Near You Coordinator



Volunteers

To help us reach as many people as possible, matching local faces to local situations, as well as run an efficient service, RNID Near You is predominantly volunteer staffed. We have been actively recruiting volunteers to help us expand our reach and by the end of March 2023 we had 185 registered volunteers – showing an increase of 22% since April 2022. We continue to recruit strongly and plan a targeted campaign to build these numbers in 2023-2024. This year our volunteers delivered over 7,700 hours service, reaching 33,655 people.

We successfully applied for Investing in Volunteers accreditation on a four nation basis and achieved our award in March 2023. This will help us ensure that RNID remains a great organisation for our volunteers and that they are each supported and celebrated in their work with us. This builds on our recent project which has redesigned volunteering support within RNID and aspires to see us deliver a “best in class” experience for those who volunteer with us.

RNID Online

Our website is how we provide support, information and practical tools to a mass audience. Launched as a minimum viable product in 2021, in line with our agile ways of working, the website has grown and

developed over the year. 674,000 people visited in 2022-2023 (85% for the first time), 24% more than the previous year. The most popular content over the year was our online hearing check, information and support about benefits eligibility and our tinnitus guide.

Contact RNID

2022-23 was the first full year of operation for our contact centre. This is a single point of contact for people who want to communicate directly with one of our advisors – including people looking for information and support on a wide range of topics, as well as those who want to donate and campaign with us. Our team is small, consisting of seven people but covers a range of channels including telephone, live chat, email, social media and BSL video call. We are highly trained in dealing with many types of conversations and have been able to intervene in some cases to save lives. With over 19,000 contacts in the last year, feedback shows that 92% of respondents said their overall experience was positive.

The contact centre also serves as an important sensing tool for the organisation to understand the issues affecting people who are deaf, have hearing loss or tinnitus in real time; insight which can then be shared across the charity and shape our work in areas from campaigning to communications.

“A woman got in touch with our contact centre on behalf of her father. He had previously been turned down for a cochlear implant and hearing aids weren’t helping. Conversations with her father were becoming impossible and he was becoming withdrawn from family life. Desperate for help, she told our staff “I’m just at my wits end seeing his life slipping away so miserably for something I’m sure can be fixed.”

Contact RNID was able to provide a wide range of information and support about the new NICE guidelines for cochlear implants and encouraged her to discuss her worries and concerns with an audiologist at the local hospital. We also signposted to our partner company Connevans for assistive technology, recommended speech to text apps to help in and around the home, and to social services for a home assessment. In response, the enquirer said: “Thank you so much for all the wonderful information, I feel better equipped to help my father now”.

- Vicky Colbert, Senior Information Coordinator, RNID

“A man in his 50s, a profoundly deaf hearing aid wearer, contacted us on live chat with worries about losing his job and a general feeling that he couldn’t carry on anymore. He needed benefit support; unfortunately, his employers weren’t supporting him and no reasonable adjustments had been made. His contact with us was a cry for help in desperation.

We have a specialist in ‘active listening’ skills on the team who calmed him down and kept him engaged. We signposted to several places he could get support, including the Welsh council for Deaf people, and local counselling services such as Deaf4Deaf and Signhealth. The caller ended the chat abruptly, saying he was crying and couldn’t take it anymore. We followed up quickly with an empathetic supportive email to gather more information and ensure he was okay. From there we established an ongoing email conversation providing benefit information, literature on access to work and how his employers could help. We then were able to offer a home visit from our Live Well service in Wales and support him further.”

- Rachel Shafto, Senior Contact Centre Coordinator, RNID



FUNDRAISING AND ENGAGEMENT

£10.4M

Thanks to the generosity of our supporters we generated an amazing £10.4m through fundraising in 2022/2023

Our Legators continue to be vital in supporting our work, contributing £8m through gifts in wills.

£8M

"This March we were lucky enough to have an RNID staff member come along to one of our assemblies and speak to staff, students, and parents all about the amazing work of RNID and the importance of deaf awareness. Inclusion is important here at Prebendal School and so we welcomed the opportunity to learn more and to fundraise via a collection on the day.

Everyone really enjoyed learning about the breadth of services that RNID offers and we were even able to pick up some British Sign Language. We enjoyed it so much in fact that we are setting up a BSL club at school so pupils and staff can build on what we learnt. Children have been learning to spell out their names and simple phrases such as, "good morning". A huge thank you to RNID for taking the time to come out and spend the morning with us - we'd really recommend the experience to all other schools."

- Prebendal School, Chichester

2022-2023 has been a year of testing and trialling new ways for people to get involved with RNID; at a grass roots level in local communities, supporting urgent appeals and through developing strategic partnerships with businesses.

Our growing number of corporate supporters are working with us to change the landscape around inclusion and employment for people who are deaf, have hearing loss and tinnitus.

"Just completed the deaf awareness training session at work. It was insightful, interactive and I have come away with many tools to use in creating an inclusive environment. Thank you for a brilliant session."

- Trustpilot review



“Two years, ago, I found I had a tumour growing off the balance and auditory nerves on my right-hand side. In hindsight, I realise I’d been experiencing some hearing loss but I put it down to needing to get my ears syringed.

Unfortunately, the neurosurgeon told me the only option was to remove as much of it as possible surgically. This meant the nerves had to be severed to get to the tumour itself. One day I had hearing in my right ear – the next day, nothing. I was totally deaf except for all kinds of tinnitus.

When I was recovering from my operation, my line manager and HR department were so supportive. They asked if I would like a workplace assessment with RNID to make sure I had everything I needed to help me get back into work. My RNID assessor understood completely what I was feeling and the challenges ahead. In fact, I learned more from her about my hearing loss and how to manage it than from anyone else. She provided links to various hearing devices for me to look into and some tips for managing office meetings via video calls.

RNID’s help means I now have the tools and strategies to help me in office situations. I’ve also created my own personalised digital communication card. Most importantly, I’m not worried about telling people I’m partially deaf or wearing my hearing device; it’s something that is now part of me.”

– Bev



Workplace assessments, training and communication support

Throughout 2022-2023, we supported organisations and employers by delivering accessibility services including communication support, training and workplace assessments.

We provided assistive technology solutions and induction loops to our communities by working in partnership with Connevans and Contacta, both leading suppliers in the technology market.

Our services have helped organisations to understand the barriers faced by people who are deaf or have hearing loss and has allowed them to support, inform and connect with our communities.

We carried out 183 workplace assessments to help employees overcome barriers in the workplace, supporting the employer

to demonstrate good practice, quality, and diversity within their organisation. We delivered 284 deaf awareness and sign language courses to organisations, increasing the confidence and skills of thousands of individuals in communicating with people who are deaf or have hearing loss. Our trainers, who are deaf or have hearing loss themselves, help people to identify barriers and solutions to improve accessibility and demonstrate a range of communication techniques such as lipreading and basic sign language.

Over the year, our team provided people who are deaf or have hearing loss with communication support, linking with freelance communications support professionals. Having run this service for a number of years, we wound down the service at the end of March 2023, following a thorough review process which identified that organisations other than RNID were better placed to provide this vitally important service.

OUR THANKS TO

Our achievements this year were only made possible due to our brilliant supporters. With special thanks to the below:

Vice Presidents:

Keith Butler-Wheelhouse
Sir Rocco Forte
Steve Norris

Major Donors:

Dr Roger Allport
Keith and Pam
Butler-Wheelhouse
Sir Rocco Forte and Rocco
Forte Hotels
Jeff Horne
Sir Peter Job
Christopher Mills
Steve Norris
Prof Elizabeth Russell

Mrs Margaret Starkie
Mr and Mrs John Walton
Richard Wilkins

Trusts:

The Exilarch's Foundation
The Galanthus Trust
Jost Foundation
Masonic Charitable
Foundation
Rosetrees Foundation
Wolfson Foundation

The National Lottery:

National Lottery Community
Fund - Devon and Cornwall

Corporate Partners:

Port Growth Partners
Connevans
Contacta
Scrap Car Comparison
Samsung
Auto Trader

Thank you also to all who have supported our work and chosen to remain anonymous.



LOOKING AHEAD:

OUR PLANS FOR 2023-2024

We have ambitious plans for our impact across 2023-2024. Some of the key things we plan to deliver for our communities are:

- We will build on our '**Check your hearing**' campaign to design specific campaign actions to tackle health inequalities. We will work to understand if there are specific groups not accessing the hearing check currently, and create targeted interventions to encourage them to take action on their hearing health.
- **We plan to work with Google** to integrate a map of the UK's working hearing loops onto Google maps, helping people who use hearing aids easily find spaces and services that are accessible.
- We will launch a major research **project** to uncover public attitudes towards people who are deaf or have hearing loss, as well as capture the lived experiences of people who are deaf or have hearing loss themselves.
- We will continue to build research **capacity**, increasing the number of researchers working on the discovery and development of treatments and create an alumni network of past RNID grant holders.
- **We will connect the research community** to accelerate the development of treatments through our Hearing Therapeutics Initiative.





TRUSTEES AND DIRECTORS REPORT

**ADMINISTRATIVE DETAILS, FINANCIAL SUMMARY,
TRUSTEES RESPONSIBILITIES AND AUDITOR'S REPORT**



FUNDRAISING CONTROL AND REGULATION

We continue to be members of the Chartered Institute of Fundraising and of the Fundraising Regulator and follow their standards and guidelines (including the Code of Fundraising Practice) as we strive to achieve best practice in all we do. We are also regulated and audited by the Gambling Commission. We regularly review our processes and procedures to ensure we, and everyone we work with, provide our supporters with the best possible experience and consistently uphold the highest ethical standards.

Managing communication with our supporters

Many of our supporters want to know how their donations are supporting our work and how they are making a difference to the lives of people who are deaf, have hearing loss or tinnitus. Keeping our supporters' best interests in mind, we offer people the choice of whether they would like us to keep them up-to-date with our work, telling them how they have helped, and how they can continue to help in the future. We offer new supporters the opportunity to choose how we communicate with them and for what purpose. We also offer everyone we contact simple ways to opt out of any further communication. We continue to ensure that our processes are developed and implemented in line with the Fundraising Regulator's code of practice and, where required, we update our processes so that they continue to be compliant. We do not sell or exchange lists of data with any other

charities or companies for their marketing or fundraising purposes.

Use of agencies and third parties

Like many charities, we work with carefully selected professional fundraising agencies for telephone fundraising. We also work with agencies to help us process responses to appeals and donations received, to print and mail items on our behalf, maintain our supporter database, and help us monitor the effectiveness of our fundraising activities. We work with any newly appointed agencies to ensure that contracts are set up to comply with current regulations and with RNID's own policies and practices. Existing contracts are also regularly reviewed to ensure they continue to meet our high standards. We have clear controls in place to monitor our partners' and our own performance. This includes mystery shopping random call monitoring, and close monitoring of feedback to identify and resolve the causes of any issues that people may experience and to make sure that everyone who works with us to raise funds complies with our high standards. We do not use agencies for street fundraising.

People in vulnerable circumstances

We take our responsibility towards supporter care and to vulnerable people very seriously. Members of our Contact RNID team are all trained to respond sensitively and appropriately to any individual showing signs of distress, confusion or vulnerability. We also have contracts and controls in place to ensure all agencies that may come into contact with vulnerable people treat them in line with our policies and values. We have a 'Supporters in Vulnerable Circumstances' policy. This provides up-to-date guidance to staff and third-parties on how we define and identify a person who may be vulnerable, and outlines the processes we have in place to help support them.

Complaints

We take every complaint we receive seriously and make sure that we investigate fully and respond promptly. For the 12 months to 31 March 2023, we received 3 fundraising related complaints, largely focused on issues with people's membership and problems with payments. These have all now been resolved. We received no official complaints via the Fundraising Regulator. Over the same period, we received 18 complaints relating to our commercially traded services. These were largely focused on payment issues and the delivery of communication services; they have now been resolved. In order to ensure that we provide the best level of service to the people who support our work, we regularly monitor the level and nature of feedback that we receive.

Our fundraising commitment

We will continue to monitor all our fundraising activities closely to ensure they are performed to the highest standards and reflect the wishes and preferences of all our generous supporters. We welcome any feedback or comments people may have. To get in touch by post or email, see the last page of this report for contact details.

Exiting services

We have completed our exit from regulated and non-strategically aligned services, including our care and support services in Northern Ireland, JobSense project, Live Well with Hearing Loss project, Redbridge Sensory Services, and Buckinghamshire Sensory Services. We are so grateful to the teams who demonstrated incredible commitment during this difficult and unsettling time. Their dedication to the wellbeing of the people we support has been unwavering and inspiring.



STRUCTURE, GOVERNANCE AND MANAGEMENT

Administrative details: trustees, senior staff

RNID is a trading name of the charitable company limited by guarantee, the Royal National Institute for Deaf People (RNID), registered in England and Wales No.454169. It is registered as a Charity (No.207720 in England and Wales and SC038926 in Scotland). RNID is governed by its Articles of Association, adopted on 14 May 1948, and last amended on 11 December 2019.

The registered office address is Brightfield Business Hub, Bakewell Road, Orton Southgate, Peterborough, PE2 6XU.

Trustees

The following provides details of all Trustees who were in place during the financial year until the point at which these accounts were signed in August 2023, and their membership of the committees as at the date of signing:

| Name | Resource Committee | Nominations committee | Audit Committee |
|--|--------------------|-----------------------|-----------------|
| John Morgan (Chair, stood down in May 2022) | | Chair | |
| Ewen Stevenson (Chair, from June 2022) | | ✓ | |
| Claire Bailey (Treasurer) | Chair | ✓ | |
| Lindsay Foster (Vice-chair) | | ✓ | Chair |
| Dr. Brian Caul | | ✓ | |
| Gideon Hoffman | ✓ | | |
| Gill Budd (from June 2022) | | | ✓ |
| Julian Meekings (from June 2022) | ✓ | | |
| Nick Waring | | | ✓ |
| Ita Murphy | | ✓ | |
| Sally Harris | ✓ | | |

Executive Group

The Trustees delegate the implementation of policies and the day-to-day management of the Charity to the Chief Executive who is assisted by the Executive Group, the charity's key management personnel. The Executive Group in place during 2022-23 were:

- **Mark Atkinson**
Chief Executive
- **Harriet Oppenheimer**
Deputy Chief Executive and Director of Strategy and Impact
- **James Abbott**
Director of Performance and Corporate Services and Company Secretary
- **Ralph Holme**
Director of Research and Insight
- **Nick Radmore**
Director of Fundraising and Engagement (stood down April 2023)

Principal Professional Advisers Solicitors

Bates Wells Braithwaite – 10 Queens Street Place, London, EC4R 1BE

Independent Auditors

Crowe UK LLP – 55 Ludgate Hill, London, EC4M 7JW

Bankers

Lloyds Banking Group – 10 Gresham St, London, EC2V 7JD

Structure

RNID is a trading name of the charitable company limited by guarantee, the Royal National Institute for Deaf People (RNID), registered in England and Wales No.454169. It is registered as a Charity (No.207720 in England and Wales and SC038926 in Scotland).

RNID is governed by its Articles of Association, adopted on 14 May 1948, and last amended on 11 December 2019. The registered office address is Bakewell Road, Orton Southgate, Peterborough, PE2 6XU. RNID has six wholly owned subsidiary companies:

1. RNID Services Ltd
2. RNID Activities Ltd
3. Hearing Research Trust
4. Sound Advantage Ltd
5. Action on Hearing Loss Ltd
6. Sussex Deaf Association

None of these companies traded in 2022/2023, and all of them remain dormant. RNID may use these subsidiaries again in the future depending on its operational activities.

The Board of Trustees is responsible for the overall governance of RNID. The Board has a maximum of 10 Trustees at one time. All Trustees are appointed for a term not exceeding three years, at the end of which they are eligible for reappointment for a second term. Trustees are only eligible for a further term in exceptional circumstance and only for a maximum of three years.

The Board is committed to overseeing equality, diversity and inclusion not only in the workforce but also on the Board itself. The Trustees recognise that greater representation from under-represented groups is required, and that more diversity will strengthen our decision-making processes. In April 2023, the Board approved a new Equality, Diversity and Inclusion approach, which sets out our priority areas of focus over the coming years.



Governance

The Board of Trustees have adopted the Charity Governance Code and keep areas of recommended practice under constant review. A full review of our compliance with the code was conducted in 2022-23.

The Boards Rules, Delegated authority signing policy and the Committee Terms of Reference set out the delegation of the decision making to the Executive Group and to individual Committees. The Rules include a statement of reserved powers for the Board. Trustees are required to meet at least three times a year. In the year up to 31 March 2023, they met five times.

Board recruitment, induction and training

Trustees are appointed through an open and transparent process which involves advertising vacancies through prominent recruitment websites across the UK, as well as using specialist recruitment firms. All vacancies are informed by a skills gap analysis and succession planning exercise which is led by the Nominations Committee on an annual basis.

Throughout the year, the Executive Group provided the Board of Trustees with in-depth deep dive sessions to discuss certain strategy areas as well as parts of the charity.

New Trustees attend an induction day and receive an induction pack containing detailed information about the charity, how we are organised and our work. They are invited to spend time with the Executive Group, and the Senior Leadership Team to familiarise themselves with our activities and to prepare themselves for effective and informed decision-making.

Committee structure

The Board delegates certain powers in connection with the charity's management and administration. Committees provide meeting minutes and report back regularly to the Board. Details of each Committee are described below.

- **Audit Committee:** made up of three Trustee members and two independent members. When required, they are advised by our External Auditors from Crowe and our Internal Audit consultants from RSM. All members of the Committee are independent of management and the Committee is Chaired by Lindsay Foster, the Vice-Chair. The Committee is responsible for providing the Board of Trustees with assurance that there is an effective system of governance, risk management and control across the whole of the Charity's activities.
- **Resources Committee:** made up of four Trustee members, one of which is the Treasurer and the Chair of the Committee, Claire Bailey. The Committee assists the Board in its duty to oversee the charity's resources and in particular its financial affairs and strategic people-related matters.
- **Nominations Committee:** made up of five Trustees and chaired by Ewen Stephenson, the Chair of RNID. The Committee oversees and makes recommendations to the Board on all matters relating to the recruitment and appointment of Trustees and Independent Committee members.

Management

Our people are critical to our success, and this year we have delivered key elements of our people plan. This is about ensuring we recruit, retain and develop the staff we need to deliver reach and impact for our communities at scale. Everything we do in our people plan is driven by our values of being connected, insightful, passionate and curious, and we continue to embed them after launching them last year. Our staff engagement survey in June 2022 told us we needed to focus on three key areas: visibility of what the Senior Leadership Team are doing, celebrating our successes more, and developing clearer career opportunities at RNID.



We continue to increase visibility through our all-staff virtual meetings, have launched new initiatives to celebrate success and have key focus items on the agenda to increase awareness of external and internal projects. We launched a new performance pack, and hosted three in-person staff summit events. Our staff summits are key to the development of our culture and ways of working.

As one colleague said:

"[My favourite thing about the Staff Summit was] having everyone in the same place and meeting people in person. All the speakers spoke with such passion which is electrifying and leaves you feeling really motivated."

We have also worked with our amazing staff groups, launched a new staff engagement forum and re-launched our Deaf Awareness Group (DAG). We have launched a new Deaf Awareness statement and training, new people policies including our Flexible Working Statement, and our Equality, Diversity and Inclusion statement.

We are proud to have successfully been re-accredited to become a Disability Confident Leader. Disability Confident is a government scheme that drives better recruitment and employment inclusion for disabled people. As a Leader we demonstrate and influence other workplaces to commit to more

inclusion and diversity in the workplace. We evidenced our work in campaigning for the BSL Act 2022, our free online hearing check, working with local disability groups and councils, campaigning for increased TV subtitling and conducting round-table conversations with employers to influence their thinking about hiring and keeping people with disabilities and long-term conditions.

In January 2023 we repeated our staff engagement survey. Our engagement score (how positive people feel about working at RNID) rose by nine percentage points, to 64% (with a 92% completion rate). 83% of staff engagement respondents said they "felt proud to work for RNID". This means our staff engagement is now in line with the benchmark of other similar UK charities, but we continue to strive for higher engagement in the year ahead, with a focus on learning and development opportunities.

We recognise that the work we do, and all our achievements, rely heavily on the support of our volunteers. We are proud of the work we have completed and the launch of our RNID Near You service which delivers vital support and key services to people in the community. Our campaign to recruit volunteers has been successful with a 48% increase in our active volunteers.

FINANCIAL SUMMARY AND REVIEW

Following significant change in our financial model in 2021/22, 2022/23 is a year in which our new operating model has stabilised and embedded. Despite pressures on our income and expenditure, prudent financial management meant our continuing operations broke even and we finished the year with a small overall deficit of £0.3m.

2022/23 is also the year in which we laid the foundations for our fundraising strategy. We are confident that, despite a challenging economic environment, this will see us significantly grow and diversify our income over the coming years. This will enable us to restore our free reserves, and to deliver much greater reach and impact for our communities.

Income

In 2022/23 we received income of £14.5m (2022: £21.9m). The reduction compared to the previous year is due to our strategic exit from regulated services, especially the transfer of care and support services in June 2021.

Unrestricted donations and legacies income of £10m grew as planned (2022: £9.4m). Legacy income of £8.0m (2022: £7.3m) continued to recover from the pandemic, but remained impacted by the ongoing external delays with the probate process, meaning it has taken longer than usual for some gifts left to us in wills to reach us. We were also helped by the BEIS COVID Medical Research Charity Support Fund grant of £0.4m to offset our costs on existing research projects where we are supporting early-stage researchers.

Expenditure

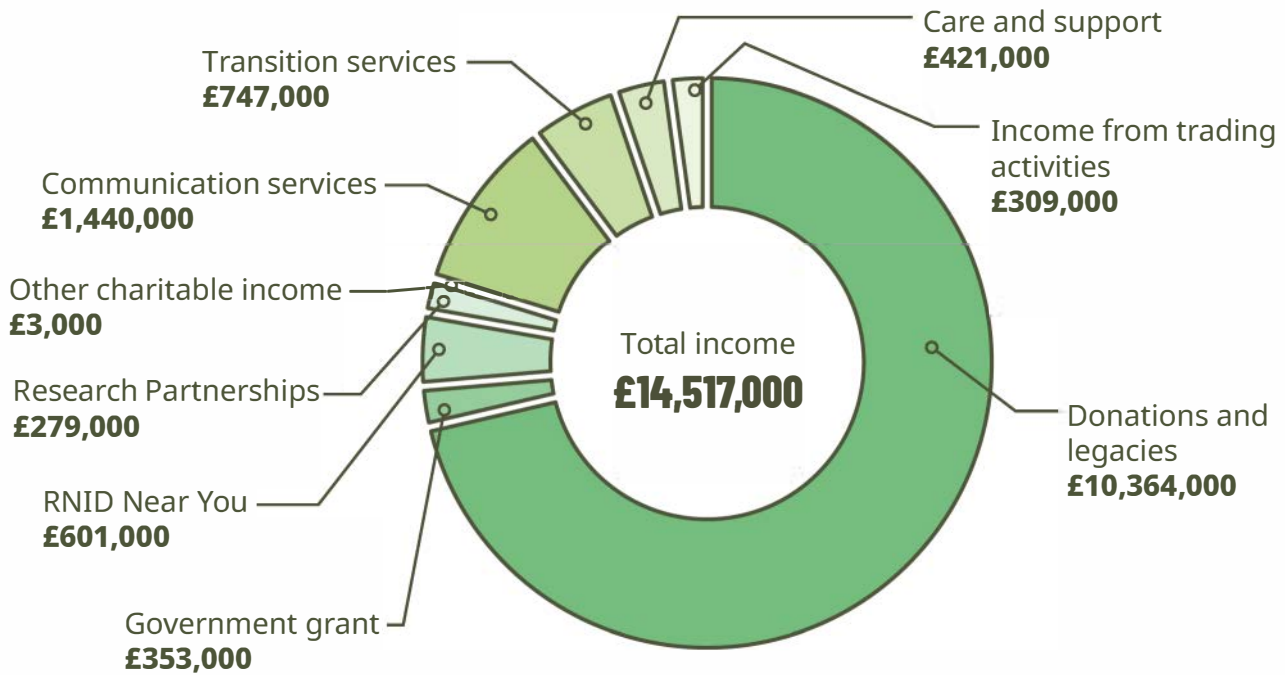
In 2022/23 our expenditure was £13.8m (2022: £21.9m). As with income, the reduction compared to the previous year is due to our strategic exit from regulated services, especially the transfer of care and support services in June 2021.

Despite high inflation putting pressure on our cost base, we have managed our expenditure carefully through the year, holding a number of roles vacant to mitigate this pressure.

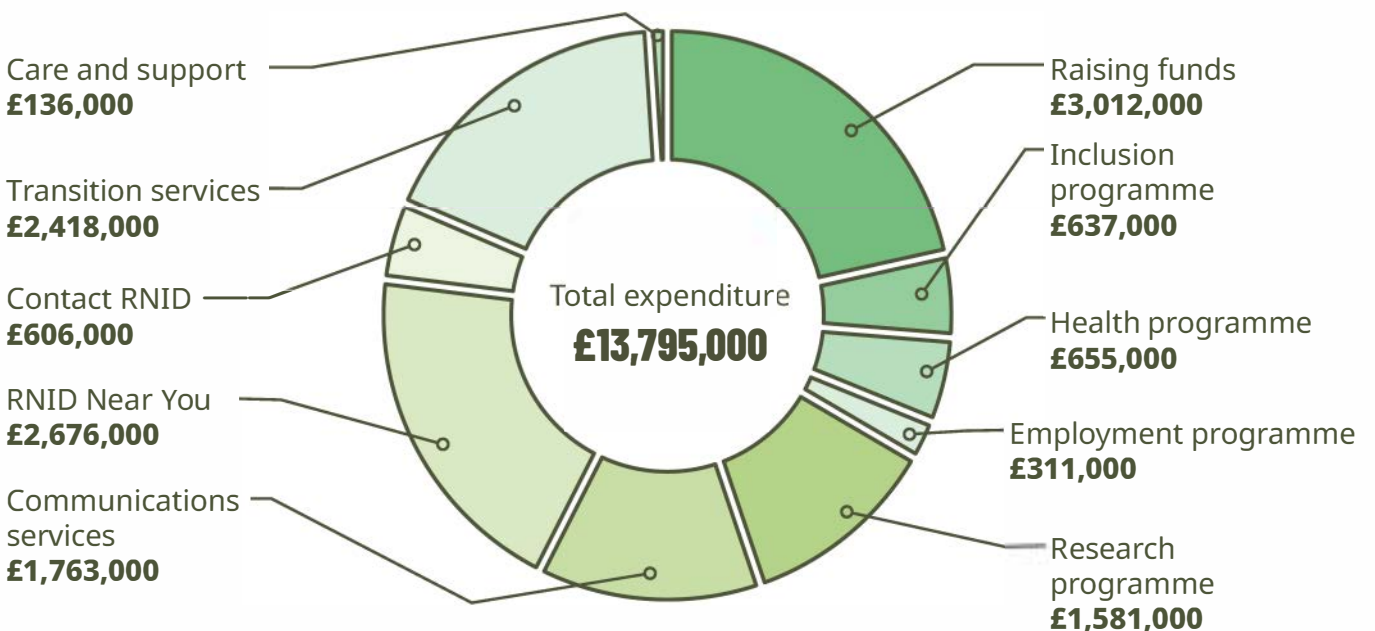
Full details of our financial performance for the year ended 31 March 2023 are shown in the financial statements and notes from page 60 onwards.



HOW WE RAISE MONEY



HOW THE MONEY IS SPENT



REST OF TRUSTEES' REPORT

Risk management

The Board of Trustees has overall responsibility for risk management, the setting of the charity's risk appetite, and delegate authority in this area to the Audit Committee. The committee receives regular reports from the Executive Group on the management of key risks.

Risks are reported to and discussed by the Board of Trustees on a quarterly basis. The Senior Leadership Team meet regularly and ensure existing and emerging operational risks are fed to the Executive Group. This ensures the Executive Group and Trustees always have a clear picture of RNID's risk profile and exposure. The Executive Group make immediate and necessary judgements, where required, to mitigate any risk.

The charity's strategic risk register is broken into three principal risk areas as a way of framing our risk management activities.

Principal risk area 1: Strategic delivery

This area ensures that RNID delivers impact to the 12 million people who are deaf or have hearing loss or tinnitus, and that it is relevant to them. We do this through our digital first strategy, which ensures we will have significant growth in our reach and impact in the coming years. We have a multi-year plan based on our theories of change which focuses on the activities that will best deliver this and a quarterly planning forum which ensures resources are deployed in the right places. Our Insight and Policy team ensures that everything we do meets the needs of our communities.

Principal risk area 2: Charity resourcing

This area ensures that RNID has the right people and funding to deliver its strategy. Our new fundraising strategy is about diversifying our income to reduce our dependence on gifts in wills, by growing income from other fundraising areas. We are in the early stages of implementing this strategy but are confident that there is significant growth potential. In the meantime, our income pipelines are monitored closely and remain strong. To ensure we have the right people, we are also implementing a new people plan, which includes recruitment, onboarding, reward, and development. We are pleased that our staff engagement score increased significantly in the year (from 55% to 64%), although we recognise there is more work still to be done.

Principle risk area 3: Effective organisation

This area ensures that we have an effective and proportionate control environment, and that we have the right technology capacity to support our digital first strategy. To manage these risks, we are in the process of implementing new IT systems, which will both improve our control environment and increase our digital capability. Our governance and compliance team ensures best practice and are implementing a new policy framework to ensure our policies remain fit for purpose. The audit Committee regularly reviews our risks and commissions assurance reviews for different areas of the control framework. In 2022/23, assurance reviews were provided for fundraising, governance and safeguarding. Recommendations to improve controls were made, and the Audit Committee monitors their implementation.

Going concern

Trustees are required to consider the charity's financial stability. As part of this process, they have produced a going concern assessment, which considers our expected financial performance through to 31 March 2025.

Despite a challenging economy, we consider the charity to be financially sustainable because:

1. Our operating model has removed significant cost and risk from the charity.
2. We have a clear fundraising strategy for growth, supported by strong income pipelines.
3. Our cash and free reserves position is strong enough to mitigate unexpected income decline.

As a result of these factors, the Trustees consider that it is appropriate for the financial statements to be prepared on a going concern basis.

Pensions

The RNID defined benefit pension scheme closed to new entrants on 1 October 2001, and to new accruals on 31 March 2010. The notional surplus or deficit on the funding of the scheme is deducted from unrestricted funds in the Balance Sheet.

The last detailed actuarial triennial valuation was carried out as at 31 March 2021. Following this, an updated revised funding plan was agreed with the pension scheme trustees. As a result, the charity's annual contribution to the pension deficit remains the same. Total contributions to the scheme in 2022/23 were £1.3m.

As part of the Trustees' Report and Accounts preparation process, an actuarial valuation was carried out on 31 March 2023 using methodology recommended by the Financial Reporting Standard 102. This valuation showed a market value of assets to be £59.5m (2022: £80.6m), and the current value of liabilities to be £55.9m (2022: £77.5m). The net surplus was £3.6m, compared to a net surplus of £3.2m in March 2022. Further details are included in Note 18.



Reserves policy

Free reserves are held by the charity to help us manage financial risk and income unpredictability. We aim to hold free reserves at a level which covers our expenditure for a period of between four and eight months (planned cash outflows, excluding directly funded services). This means the target is to hold free reserves of between £4.3m and £8.6m. Trustees consider that this target remains appropriate but plan to review it again in the 2023/24 financial year.

Free reserves are calculated as our unrestricted funds excluding fixed assets (at net book value) and any deficit on the pension scheme.

Following planned investment in new systems, free reserves have decreased slightly in the year to £2.2m on 31 March 2023 (2021: £2.7m).

| | 2022/23 (£m) | 2021/22 (£m) |
|--------------------------------|--------------|--------------|
| Total unrestricted funds | 3.4 | 3.4 |
| Add back pension reserve | 0 | 0 |
| Less unrestricted fixed assets | (1.2) | (0.7) |
| Total | 2.2 | 2.7 |

As a result of our planned growth in brand awareness and fundraising income, it will enable us to reach wider audiences and spend more delivering our strategy. Trustees anticipate that free reserves will be back within the target range by March 2027.

Grant making policy

We award research grants to fund world-class medical research projects and to increase the numbers of trained research staff. Universities, non-profit research institutes and technology-led small businesses worldwide are eligible for funding, except where geographical and organisational-type restrictions are stated for specific funding schemes. We widely publicise our calls for

grant proposals, which are then subjected to an appropriate level of expert peer review, typically involving independent, external reviewers and a voluntary, independent grant-review panel. Each review panel is made up of experts who serve for three to five years and the panel members are listed on our website. We make the final decision about each award based on this expert advice, the relevance of the research to our research strategy, and our available budget. Everyone involved in the grant-application and review process is asked to abide by our Research Programme's Code of Conduct and Conflict of Interest policy. We occasionally award a small number of grants for social and technical research to help provide the evidence basis for campaigning and policy development. We also award grants to develop our library collection, currently housed and managed by University College London.

Statement of Trustees responsibilities

The Trustees (who are also directors of RNID for the purpose of company law) are responsible for preparing the Trustee's Report and Accounts (including the Strategic Report) and the Financial Statements in accordance with applicable law and regulation.

Company Law requires the Trustees to prepare Financial Statements for each financial year. Under that law, the Trustees have prepared the Financial Statements in accordance with United Kingdom Accounting Standards, comprising FRS 102 "The Financial Reporting Standard which is applicable in the UK and Republic of Ireland", and applicable law (United Kingdom generally accepted Accounting Practice).

Under company law, the Trustees must not approve the Financial Statements unless they are satisfied that they are given a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period. In preparing these Financial Statements, the Trustees are required to:

1. Select a suite of suitable accounting policies



and then apply them consistently;

2. Observe the methods and principles in the Statement of Recommended Practice: Accounting and Reporting by Charities (2015).
3. Make judgements and estimates that are reasonable and prudent;
4. State whether applicable UK Accounting Standards, comprising FRS 102, have been followed, subject to any material departures disclosed and explained in the Financial Statements; and
5. Prepare the Financial Statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the Financial Statements comply with the Companies Act 2006, Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).

They are also responsible for safeguarding the assets of the charitable company and hence

for taking reasonable steps for the prevention and detection of fraud and other irregularities. In so far as the Trustees are aware:

1. There is no relevant audit information of which the company's auditors are unaware.
2. They have taken all the steps they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of Financial Statements may differ from legislation in other jurisdictions.

By order of the Board of Trustees, the Trustees' Report (incorporating the Strategic Report) has been approved by the Board of Trustees and signed on its behalf by:

Claire Bailey
Honorary Treasurer
23/08/2023

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS AND TRUSTEES OF THE ROYAL NATIONAL INSTITUTE FOR DEAF PEOPLE

Opinion

We have audited the financial statements of The Royal National Institute for Deaf People (RNID) for the year ended 31 March 2023 which comprise Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (amended).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion based on the work undertaken in the course of our audit

- the information given in the trustees' report, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.



Matters on which we are required to report by exception

In light of the knowledge and understanding the charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 require us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the trustees' responsibilities statement set out on page 46, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.



Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditresponsibilities. This description forms part of our auditor's report

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial

statements. The laws and regulations we considered in this context were the Companies Act 2006 together with the Charities SORP (FRS 102) and the Charities and Trustee Investment (Scotland) Act 2005. We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company for fraud. The laws and regulations we considered in this context for the UK operations were General Data Protection Regulation (GDPR), Care Quality Commission (CQC) regulations, fundraising regulations, employment legislation and taxation legislation.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of income and the override of controls by management. Our audit procedures to respond to these risks included review of grant expenditure monitoring in place, enquiries of management, and the Audit Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, recording the impact of the CQC regulatory reviews and reading minutes of meetings of those charged with governance.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of part 16 of the Companies Act 2006, and to the charitable company's trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company, the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Dipesh Chhatralia

Senior Statutory Auditor
For and on behalf of
Crowe U.K. LLP
Statutory Auditor
London



FINANCIAL STATEMENT



ANNUAL EVENTS

Statement of financial activities for the year ended 31 March 2023

(incorporating an income and expenditure account)

| | Note | Unrestricted funds | | Restricted funds | Total funds 2023 | Total funds 2022 |
|---|------|-------------------------|-----------------------|------------------|------------------|------------------|
| | | Discontinued (£'000) | Continuing (£'000) | (£'000) | (£'000) | (£'000) |
| Income from: | | | | | | |
| Donations and legacies | 5 | 0 | 9,987 | 377 | 10,364 | 9,886 |
| Government grant | 5 | 0 | 0 | 353 | 353 | 543 |
| Income from charitable activities: | | | | | | |
| RNID Near You | 5 | 0 | 515 | 86 | 601 | 637 |
| Research Partnerships | 5 | 0 | (22) | 301 | 279 | 263 |
| Communication services | 5 | 0 | 1,440 | 0 | 1,440 | 1,664 |
| Other charitable income | 5 | 0 | 6 | (3) | 3 | 98 |
| Transition services | 5 | 0 | 203 | 544 | 747 | 2,583 |
| Care and support | 5 | 421 | 0 | 0 | 421 | 5,070 |
| Gain on transfer of C&S | 5 | 0 | 0 | 0 | 0 | 2,082 |
| Income from trading activities | 5 | 0 | 309 | 0 | 309 | 339 |
| Total income | | 421 | 12,438 | 1,658 | 14,517 | 23,165 |
| Expenditure on raising funds | 6/7 | 0 | 2,992 | 18 | 3,010 | 2,946 |
| Expenditure on charitable activities: | | | | | | |
| Inclusion programme | 6/7 | 0 | 621 | 17 | 638 | 324 |
| Health programme | 6/7 | 0 | 655 | 2 | 657 | 676 |
| Employment programme | 6/7 | 0 | 311 | 1 | 312 | 321 |
| Research programme | 6/7 | 0 | 635 | 945 | 1,580 | 1,416 |
| Communications services | 6/7 | 0 | 1,757 | 6 | 1,763 | 2,367 |
| RNID Near You | 6/7 | 0 | 2,372 | 304 | 2,676 | 2,303 |
| Contact RNID | 6/7 | 0 | 600 | 6 | 606 | 798 |
| Transition services | 6/7 | 0 | 1,814 | 602 | 2,416 | 4,486 |
| Care and support | 6/7 | 135 | 0 | 2 | 137 | 6,252 |
| Total | | 135 | 8,765 | 1,885 | 10,785 | 18,943 |
| Total expenditure | | 135 | 11,757 | 1,903 | 13,795 | 21,889 |
| Net income / (expenditure) | | 286 | 681 | (245) | 722 | 1,276 |
| Actuarial gains / (losses) on defined benefit pension schemes | 18 | 0 | (1,023) | 0 | (1,023) | (3,564) |
| Net movement in funds | | 286 | (342) | (245) | (301) | (2,288) |
| Reconciliation of funds: | | | | | | |
| Funds brought forward at 1 April 2022 | | 0 | 3,410 | 1,648 | 5,058 | 7,346 |
| Funds carried forward at 31 March 2023 | | 286 | 3,068 | 1,403 | 4,757 | 5,058 |

Results for the year ended 31 March 2023 are shown in corresponding Notes to the Financial Statements.

Balance sheet as at 31 March 2023

The Royal National Institute for Deaf People - Company number: 454169

| | Note | 2023 (£'000) | 2022 (£'000) |
|--|------|-----------------|-----------------|
| Fixed assets | | | |
| Intangible fixed assets | 11 | 922 | 511 |
| Tangible fixed assets | 12 | 212 | 229 |
| | | 1,134 | 740 |
| Current assets | | | |
| Debtors | 13 | 1,362 | 1,421 |
| Cash at bank and in hand | | 4,349 | 6,514 |
| | | 5,711 | 7,935 |
| Current liabilities | | | |
| Creditors falling due within one year | 14a | 2,059 | 3,500 |
| | | 3,652 | 4,435 |
| Liabilities | | | |
| Amounts falling due after more than one year | 14b | 0 | 0 |
| Provision for liabilities | 17 | 29 | 117 |
| | | 4,757 | 5,058 |
| Total assets less liabilities (excluding pension liability) | | | |
| Defined benefit pension scheme asset/(liability) | 18 | 0 | 0 |
| | | 4,757 | 5,058 |
| The funds of the charity | | | |
| Endowment funds | 19 | 68 | 68 |
| Restricted funds | 19 | 1,335 | 1,580 |
| | | 1,403 | 1,648 |
| Unrestricted funds | | | |
| Unrestricted funds excluding pension liability | | 3,352 | 3,408 |
| Revaluation reserve | | 2 | 2 |
| Pension reserve | | 0 | 0 |
| Loan | | 0 | 0 |
| | | 3,354 | 3,410 |
| Total charity funds | | 4,757 | 5,058 |

The notes on pages 65-90 form part of these Financial Statements.

The Financial Statements were approved by the Board of Trustees and authorised for issue on 23/08/2023 and signed on their behalf by:


Claire Bailey
 Honorary Treasurer

Statement of cash flows for the year ending 31 March 2023

| | Note | 2023 (£'000) | 2022 (£'000) |
|---|-----------|-----------------|-----------------|
| Cash flows from operating activities: | | | |
| Net cash (used in)/generated from operating activities | 22 | (1,560) | (4,497) |
| Cash flows from investing activities: | | | |
| Interest received | | 8 | 1 |
| Proceeds from sale of tangible fixed assets | | (116) | 4,716 |
| Purchase of intangible fixed assets | | (433) | (492) |
| Purchase of tangible fixed assets | | (57) | (300) |
| Net cash provided by / (used in) investing activities | | (598) | 3,925 |
| Cash flows from financing activities: | | | |
| Interest paid | | (7) | (32) |
| Net cash used in financing activities | | (7) | (32) |
| Change in cash and cash equivalents in the reporting period | 22 | (2,165) | (604) |
| Cash and cash equivalents at the beginning of the reporting period | | 6,514 | 7,118 |
| Cash and cash equivalents at the end of the reporting period | | 4,349 | 6,514 |
| Cash and cash equivalents consists of: | | | |
| Cash at bank and in hand | | 4,349 | 6,514 |
| Cash and cash equivalents | 22 | 4,349 | 6,514 |

The notes on pages 65-90 form part of these Financial Statements.

Notes to the Financial Statements

Note 1. General Information

RNID is the largest charity representing people who are deaf, have hearing loss or tinnitus in the UK.

The Charity is a private company limited by guarantee without share capital and is incorporated and based in the UK, number 454169.

RNID is a registered charity in England and Wales (207720) and Scotland (SCO38926).

The address of its registered office is Brightfield Business Hub, Bakewell Road, Orton Southgate, Peterborough, PE2 6XU

In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity.

Note 2. Statement of compliance

The Financial Statements are prepared under the historical cost convention, modified to include the revaluation of investments to fair value, and in accordance with applicable accounting standards in the United Kingdom. These are the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities 2015' and Financial Reporting Standard (FRS) 102, together with the reporting requirements of the Companies Act 2006, the Charities Act 2011, the Charities and Trustee Investment (Scotland) Act 2005, and the Charities Accounts (Scotland) Regulations 2006 (as amended).

The Charity has adapted the Companies Act formats to reflect the charities SORP FRS 102 and the special nature of the Charity's activities.

Note 3. Accounting policies

Going concern

Trustees are required to consider the charity's financial stability. As part of this process, they have produced a going concern assessment, which considers our expected financial performance through to 31 March 2025.

Although the pandemic continues to affect the timing of some income, trustees consider the charity to be financially sustainable because of the strength of our income pipeline; the reduction of our cost base in line with our new operating model; and our stabilising cash and free reserves position. This is described in more detail in the Trustees' report.

As a result of these factors, the trustees consider that it is appropriate for the financial statements to be prepared using a going concern basis.

New operating model

In 2021-22, RNID implemented its new operating model. This includes the work of our four strategic programmes, and the teams that support them. These activities are presented in the financial statements as continuing operations. RNID also transferred its care and support services in England and Wales to another provider in June 2021. These activities are presented in the financial statements as discontinuing operations. The SoFA has been updated to reflect these changes in our operating model, and the prior year restated accordingly.

Income

Income is accrued and included in the SoFA when the Charity is entitled to the income, receipt can be quantified and income is probable. It is deferred when they relate to future accounting periods.

Donations

General donations, gifts, donations from fundraising events, trusts and corporate income and direct marketing income are accounted for on a received basis. Gift Aid receivable is included when claimable.

Legacy

Pecuniary legacies are recognised as receivable once probate has been granted or notification has been received.

For residuary legacies, the charity recognises legacy income on the earlier of the final legacy accounts being issued, cash being received or notification of a pending payment, to ensure income can be reliably measured.

Notes to the Financial Statements

When the criteria for income recognition have not been met, then the legacy is treated as a contingent asset (see Note 15).

Contracts

Where contracts contain the right to receive periodic payments, these receipts are recognised when they fall due and on completion of the Charity's contractual obligations for the period. Income is accrued if the Charity is entitled to the income.

Grant income

Income from grants is credited to the SoFA. It is recognised when the Charity has entitlement to the funds, any performance conditions have been met, it is probable the income will be received and the amount can be measured reliably. If the grant relates to a specific future time period it will be deferred.

RNID received government grants that were performance-related grants. Performance-related grants are recognised in income under "charitable objectives".

Income from performance-related government grants is recognised when the Charity has entitlement to the funds, any performance conditions have been met, it is probable the income will be received and the amount can be measured reliably and is not deferred.

The nature of these grants is disclosed in Note 5 and 19. There were no unfulfilled conditions or special criteria.

Other forms of government assistance from which the Charity has directly benefited are Access to Work payments, local authority payments for local service agreements and Care and Support contracts.

Trading activity

Income from trading activities is credited to the SoFA when received or receivable, whichever is earlier, unless it relates to a specific future period, in which case it is deferred. Income from lotteries is recognised when the draw is made. Income received in advance for future lotteries is deferred until the draw takes place. Trading income from

the gift catalogue is recognised when invoiced or received, depending on the customer. All other income is accounted for on an accruals basis.

Donated services and facilities

On receipt, donated professional services and donated facilities are recognised on their commercial value when this can be quantified.

Donated services and gifts in kind over £20,000 are included as both income and expenditure in the relevant category.

A valuation of volunteer time given to the Charity is not recorded in the Financial Statements.

Expenditure and irrecoverable VAT

Expenditure is accounted for on an accruals basis in the period in which they are incurred. Expenditure on raising funds includes the costs incurred in raising donation income, legacy income, grant income and income from trading activities, including apportioned support costs.

Expenditure on charitable activities comprises the costs incurred on charitable activities including the apportioned support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Termination benefits are recognised at the leaving date of the member of staff and measured at the best estimate of the expenditure required to settle the obligation at the reporting date.

Allocation of expenditure

Expenditure is allocated to the particular activity to which the cost relates. When expenditure relates to more than one area of activity, the costs are allocated to each of the activities on the basis of estimated staff time.

Governance costs

Governance costs are the costs associated with constitutional and statutory requirements and with the strategic management of the Charity's activities.

Notes to the Financial Statements

Grant Commitments

Grants are generally made to organisations to facilitate research into hearing loss and tinnitus. Grants payable are payments made to third parties in the furtherance of the charitable objectives of the Charity. The grants are accounted for where either the Trustees have agreed to pay the grant without condition or up to the point at which the conditions have been fulfilled. The key condition is a regular review by the Charity, and this can be on a six-month or 12-month basis, as specified in the grant award letter.

Taxation

The activities of the Charity and its charitable subsidiary are exempt from corporation taxation under section 505 of the Income and Corporation Taxes Act 1988 to the extent that they are applied to the organisation's charitable primary objectives, if these profits are applied solely for charitable purposes. The trading subsidiary does not generally pay UK corporation tax because its policy is to pay taxable profits as Gift Aid to the Charity.

Intangible assets

Intangible assets are stated at cost, less accumulated amortisation. The Charity only capitalises items costing more than £5,000, unless the asset cost is below this value but is part of a larger project where the value would be more than £5,000 in total, then it is capitalised.

Amortisation is calculated, using the straight-line method, to allocate the depreciable amount of the assets to their residual values over their estimated useful life as follows:

| Intangible asset | Duration |
|---|----------|
| Software (Costs associated with maintaining computer software are recognised as an expense as incurred.) | 5 years |

Intangible assets are subject to review for impairment when there is an indication of a reduction in their carrying value.

Tangible assets

Tangible assets are stated at cost, less accumulated depreciation. The Charity only capitalises items costing more than £5,000, unless the asset cost is below this value but part of a larger project where the value would be more than £5,000 in total, then it is capitalised.

Depreciation is provided so as to write-off the cost of fixed assets on a straight-line basis over their expected useful lives, as follows:

| Tangible asset | Duration |
|--|--|
| Freehold land and buildings | Not depreciated (land) or 50 years (buildings) |
| Improvements to freehold and long-leasehold properties | 25 years |
| Leasehold properties | 50 years or lease period if shorter |
| Fixtures, fittings, furniture and other equipment | 5 years |
| Computer equipment | 5 years |

Assets under construction are not depreciated and comprise expenditure on the purchase or creation of intangible and tangible assets not brought into use at the balance sheet date. Transfers are made from assets under construction to the relevant category of tangible and intangible asset when the asset is brought into use.

Tangible assets are subject to review for impairment when there is an indication of a reduction in their carrying value.

Leased assets

Payments under operating leases are charged to the SoFA on a straight-line basis over the period of the lease.

Investments

Investments in subsidiaries are recorded at cost in the Charity's balance sheet.

Notes to the Financial Statements

Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity. Restricted funds are funds that the donor has specified to be solely used for particular areas of the Charity's work.

Permanent endowment funds are capital funds where Trustees have no power to convert the capital into income.

Pension costs

The Charity operates three funded pension schemes in the UK (the "Scheme"). One Scheme has both defined benefit and defined contribution sections and the others just have defined contribution sections.

The current service cost of the Charity's defined pension scheme is charged to the SoFA.

The Charity operates a defined benefit plan for certain employees. A defined benefit plan defines the benefit that the employees will receive on retirement, usually dependent on certain factors including age, length of service and remuneration. A defined benefit plan is a pension plan that is not a defined contribution plan.

An actuarial valuation of the Scheme was carried out at 31 March 2023 by a qualified independent actuary, based on membership data and projected cashflows from 31 March 2023 but amended to make an approximate allowance for benefit outgo and member movements during the period. Actuarial gains and losses are recognised on the face of the SoFA as net actuarial gain or loss on pensions.

The defined benefit obligation is calculated using the independent actuary's valuation model, which forms a representation of the future benefit payments of the Scheme, which are then discounted to the valuation date. Annually, the Charity engages independent actuaries to calculate the obligation.

The present value is determined by discounting the estimated future payments using a single weighted average discount rate assumption of

4.8% per annum, derived from the full Merrill Lynch UK AA corporate bond yield curve as at 31 March 2023.

The liability recognised in the balance sheet in respect of the defined benefit plan is the present value of the defined benefit obligation at the reporting date less the fair value of the plan assets at the reporting date.

Accrual of benefits under the defined benefit section of the Scheme ceased with effect from 31 March 2010.

The Charity operates two defined contribution plans for its employees. A defined contribution plan is a pension plan under which the employees and the Charity pay fixed contributions into a separate entity. Once the contributions have been paid, the Charity has no further payment obligations. The contributions are recognised as an expense on the SoFA when they are due. Amounts not paid are shown as outstanding in the balance sheet.

The assets of the plan are held separately from the Charity in independently administered funds.

Short-term employee benefits

Short-term benefits, including holiday pay and other non-monetary benefits, are recognised as an expense in the period in which the service is received.

Contingencies

Contingent assets are disclosed in the Financial Statements when an inflow of economic benefit is probable. The only contingent asset of the Charity relates to legacies (Note 15).

Financial Instruments

The Charity has taken advantage of the exemptions in FRS 102 from the requirement to present certain disclosures about the charity's financial instruments. The Charity has financial assets and financial liabilities of a kind that qualify as basic. These are initially recognised at transaction value and subsequently measured at their settlement value. Financial assets that are measured

Notes to the Financial Statements

at fair value include investments. Financial assets that are debt instruments measured at amortised cost include trade debtors and other debtors. Financial liabilities measured at amortised cost include trade creditors, other creditors, current and long-term loans.

Related party transactions

RNID discloses transactions between the charity and related parties. Where appropriate, transactions of a similar nature are aggregated unless, in the opinion of the Trustees, separate disclosure is necessary to understand the effect of the transactions on the Financial Statements (Note 23).

Related undertakings

R.N.I.D. Activities Limited (913439), Sound Advantage Ltd (02437205), Action on Hearing Loss Ltd (07566245), The Hearing Research Trust Ltd (07146209), Sussex Deaf Association(09740664) and RNID Services Ltd (11769135) are wholly owned, dormant subsidiaries, and have therefore not been consolidated.

Critical accounting judgements and estimation uncertainty

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of the assets and liabilities within the next financial year are addressed below.

1. Legacy Income

The Charity has elected to continue recognising residual legacy income on receipt of final estate accounts, or when cash has been received, when entitlement conditions have been met, due to the nature of underlying assets and

liabilities and the time that may elapse between probate and closure, and other contingencies that can contest the estate.

2. Defined benefit pension scheme

The Charity has an obligation to pay pension benefits to certain employees. The cost of these benefits and the present value of the obligation depend on a number of factors, including: life expectancy, asset valuations and the discount rate on corporate bonds. Our pension actuary estimates these factors in determining the net pension asset in the balance sheet. The assumptions reflect historical experience and current trends.

3. Short-term compensated absences

FRS 102 requires the cost of short-term compensated absences to be recognised when the employees render the service that increases their entitlement. At the end of the financial year, actual holiday to be carried into the following year was determined. This was reviewed together with salary costs per employee, to determine the value of any holiday pay accrual.

4. Provision for doubtful debts

Trade debtors and other receivables are recognised at their transaction value, less any provision for doubtful debts. The provision for doubtful debts is based on a review of aged items, by type of debt, which takes account of credit control activities to collect the amounts outstanding, including any indications that debt will not be fully recovered.

Notes to the Financial Statements

Note 4. Statement of financial activities for the year ended 31 March 2022

(incorporating an income and expenditure account)

| | Unrestricted funds 2022 (£'000) | Restricted funds 2022 (£'000) | Total funds 2022 (£'000) |
|--|------------------------------------|----------------------------------|-----------------------------|
| Income from: | | | |
| Donations and legacies | 9,404 | 482 | 9,886 |
| Government grant | 543 | 0 | 543 |
| Income from charitable activities: | | | |
| RNID Near You | 608 | 29 | 637 |
| Research partnerships | (29) | 292 | 263 |
| Communication services | 1,664 | 0 | 1,664 |
| Other charitable income | 90 | 8 | 98 |
| Transition services | 1,556 | 1,027 | 2,583 |
| Care and support | 5,070 | 0 | 5,070 |
| Gain on transfer of C&S | (496) | 2,578 | 2,082 |
| Income from trading activities | 339 | 0 | 339 |
| Total income | 18,749 | 4,416 | 23,165 |
| Expenditure on raising funds | 2,832 | 114 | 2,946 |
| Expenditure on charitable activities: | | | |
| Inclusion programme | 269 | 55 | 324 |
| Health programme | 654 | 22 | 676 |
| Employment programme | 318 | 3 | 321 |
| Research programme | 733 | 683 | 1,416 |
| Communications services | 2,319 | 48 | 2,367 |
| RNID Near You | 2,009 | 294 | 2,303 |
| Contact RNID | 683 | 115 | 798 |
| Transition services | 3,039 | 1,447 | 4,486 |
| Care and support - continuing | 6,154 | 98 | 6,252 |
| Loss on transfer of C&S | 0 | 0 | 0 |
| Total cost of charitable activities | 16,178 | 2,765 | 18,943 |
| Total expenditure | 19,010 | 2,879 | 21,889 |
| Net (expenditure)/income | (261) | 1,537 | 1,276 |
| Net actuarial gain/ (loss) on pensions | (514) | (3,050) | (3,564) |
| Net movement in funds | (775) | (1,513) | (2,288) |
| Reconciliation of funds: | | | |
| Funds brought forward | 4,185 | 3,161 | 7,346 |
| Funds carried forward | 3,410 | 1,648 | 5,058 |

Notes to the Financial Statements

Note 5. Income

| Donations and legacies | Unrestricted funds 2023 | | Restricted funds 2023 | Total funds 2023 | Unrestricted funds 2022 | Restricted funds 2022 | Total funds 2022 |
|------------------------|-------------------------|--------------------|-----------------------|------------------|-------------------------|-----------------------|------------------|
| | Discontinued (£'000) | Continuing (£'000) | | | | | |
| Donations and legacies | 0 | 9,987 | 377 | 10,364 | 9,404 | 482 | 9,886 |
| Government Grants | 0 | 0 | 353 | 353 | 543 | 0 | 543 |
| | 0 | 9,987 | 730 | 10,717 | 9,947 | 482 | 10,429 |

| Income from charitable activities | Unrestricted funds 2023 | | Restricted funds 2023 | Total funds 2023 | Unrestricted funds 2022 | Restricted funds 2022 | Total funds 2022 |
|-----------------------------------|-------------------------|--------------------|-----------------------|------------------|-------------------------|-----------------------|------------------|
| | Discontinued (£'000) | Continuing (£'000) | | | | | |
| RNID Near You | 0 | 515 | 86 | 601 | 608 | 29 | 637 |
| Research | 0 | (22) | 301 | 279 | (29) | 292 | 263 |
| Communication services | 0 | 1,440 | 0 | 1,440 | 1,664 | 0 | 1,664 |
| Other charitable income | 0 | 6 | (3) | 3 | 90 | 8 | 98 |
| Transition services | 0 | 203 | 544 | 747 | 1,556 | 1,027 | 2,583 |
| Care & support | 421 | 0 | 0 | 421 | 5,070 | 0 | 5,070 |
| Gain on transfer of C&S | 0 | 0 | 0 | 0 | (496) | 2,578 | 2,082 |
| | 421 | 2,142 | 928 | 3,491 | 8,463 | 3,934 | 12,397 |

| Income from trading activities | | | | | | Unrestricted funds 2023 (£'000) | Unrestricted funds 2022 (£'000) |
|--------------------------------|--|--|--|--|--|---------------------------------|---------------------------------|
| Weekly lottery | | | | | | 309 | 339 |

Notes to the Financial Statements

Note 6. Expenditure

| Expenditure on raising funds | Direct costs (£'000) | | Support costs (£'000) | | Total (£'000) | |
|---------------------------------|----------------------|--------------|-----------------------|--------------|---------------|---------------|
| | Staff | Other | Staff | Other | 2023 | 2022 |
| Raising funds | 954 | 771 | 774 | 511 | 3,010 | 2,946 |
| Charitable activities | | | | | | |
| Inclusion programme | 143 | 6 | 395 | 94 | 638 | 324 |
| Health programme | 124 | 102 | 317 | 114 | 657 | 676 |
| Employment programme | 107 | 4 | 140 | 61 | 312 | 321 |
| Research programme | 53 | 1,262 | 218 | 47 | 1,580 | 1,416 |
| Communication services | 400 | 972 | 216 | 175 | 1,763 | 2,367 |
| RNID Near You | 485 | 85 | 1,495 | 611 | 2,676 | 2,303 |
| Contact RNID | 200 | 15 | 216 | 175 | 606 | 798 |
| Transition services | 910 | 758 | 412 | 336 | 2,416 | 4,486 |
| Care and support - discontinued | 191 | (179) | 69 | 56 | 137 | 4,951 |
| Care and support - continuing | 0 | 0 | 0 | 0 | 0 | 1,301 |
| | 2,613 | 3,025 | 3,478 | 1,669 | 10,785 | 18,943 |
| Total expenditure | 3,567 | 3,796 | 4,252 | 2,180 | 13,795 | 21,889 |

Expenditure on charitable activities was £11.6m (2022: £18.9m) of which £9.8m was from unrestricted funds (2022: £16.2m) and £1.6m was from restricted funds (2022: £2.8m).

Other costs consists mainly of travel and subsistence, rent, rates and legal fees.

The Care and support - discontinued total of £136k is made up of £136k of unrestricted expenditure (2022: £4,927k) and £nil restricted expenditure (2022: £24k).

Notes to the Financial Statements

Note 7. Support costs

| 2023 | Insight & Policy (£'000) | Marketing & comms (£'000) | Digital & innovation (£'000) | Localities (£'000) | Corporate Services (£'000) | Total 2023 (£'000) |
|---------------------------------|-----------------------------|------------------------------|---------------------------------|-----------------------|-------------------------------|-----------------------|
| Raising funds | 0 | 441 | 352 | 0 | 492 | 1,285 |
| Inclusion programme | 329 | 60 | 42 | 0 | 58 | 489 |
| Health programme | 137 | 210 | 35 | 0 | 49 | 431 |
| Employment programme | 57 | 60 | 35 | 0 | 49 | 201 |
| Research programme | 195 | 20 | 21 | 0 | 29 | 265 |
| Communication services | 0 | 0 | 163 | 0 | 228 | 391 |
| RNID Near You | 0 | 210 | 424 | 881 | 591 | 2,106 |
| Contact RNID | 0 | 0 | 163 | 0 | 228 | 391 |
| Transition services | 0 | 0 | 312 | 0 | 436 | 748 |
| Care and support - discontinued | 0 | 0 | 52 | 0 | 73 | 125 |
| Care and support - continuing | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 718 | 1,001 | 1,599 | 881 | 2,233 | 6,432 |

| 2022 | Insight & Policy (£'000) | Marketing & comms (£'000) | Digital & innovation (£'000) | Localities (£'000) | Corporate Services (£'000) | Total 2022 (£'000) |
|-------------------------------|-----------------------------|------------------------------|---------------------------------|-----------------------|-------------------------------|-----------------------|
| Raising funds | 110 | 196 | 0 | 0 | 741 | 1,047 |
| Inclusion programme | 73 | 79 | 0 | 0 | 65 | 217 |
| Health programme | 365 | 39 | 169 | 0 | 28 | 601 |
| Employment programme | 146 | 39 | 28 | 0 | 37 | 250 |
| Research programme | 0 | 39 | 0 | 0 | 28 | 67 |
| Communication services | 0 | 79 | 28 | 0 | 407 | 514 |
| RNID Near You | 0 | 79 | 169 | 782 | 641 | 1,671 |
| Contact RNID | 37 | 39 | 169 | 0 | 245 | 490 |
| Transition services | 0 | 157 | 0 | 287 | 1,597 | 2,041 |
| Care & support - discontinued | 0 | 16 | 0 | 0 | 431 | 447 |
| Care and support - continuing | 0 | 24 | 0 | 0 | 755 | 779 |
| Total | 731 | 786 | 563 | 1,069 | 4,975 | 8,124 |

Support costs were apportioned to activities on the basis of headcount for corporate services and digital & innovation, while staff time allocation for capabilities (insight & policy, marketing & communications, and localities).

Notes to the Financial Statements

Note 8. Net expenditure for the year

| This is stated after charging/(crediting): | 2023 (£'000) | 2022 (£'000) |
|---|-----------------|-----------------|
| Interest payable: | | |
| Bank interest, bank loans and overdrafts wholly repayable within five years | 7 | 32 |
| Depreciation/Amortisation charge for the year | 68 | 178 |
| (Profit)/Loss on disposal of fixed assets | (144) | (2,485) |
| Payments under operating leases: | | |
| Land and buildings | 234 | 362 |
| Vehicles and equipment | 4 | 97 |
| Loss on foreign exchange | 0 | 1 |
| Auditors' remuneration: | | |
| Statutory audit fee | 44 | 48 |
| Other non-audit fee | 12 | 15 |

Notes to the Financial Statements

Note 9. Grants payable

The aggregate amount of grants made during the year ended 31 March 2023, analysed by recipient was:

| Medical research into hearing loss | 2023 Number of grants | 2023 Total (£'000) | 2022 Total (£'000) |
|-------------------------------------|-----------------------------|--------------------------|--------------------------|
| Institution | | (£'000) | (£'000) |
| University College London | 4 | 215 | 207 |
| King's College London | 3 | 179 | 50 |
| Stanford University | 2 | 163 | 130 |
| University of Sheffield | 5 | 165 | 118 |
| University of Cambridge | 3 | 88 | 90 |
| Radboud University Medical Center | 2 | 83 | 10 |
| Indiana University | 2 | 67 | 54 |
| University of Sussex | 1 | 67 | 96 |
| Johns Hopkins University | 1 | 50 | 54 |
| Institute Pasteur | 1 | 46 | 46 |
| Brigham and Women's Hospital | 1 | 33 | 66 |
| Newcastle University | 2 | 37 | 38 |
| University of Western Ontario | 1 | 26 | 53 |
| University of Manchester | 1 | 25 | 65 |
| Cardiff University | 1 | 15 | 15 |
| University of Oxford | 1 | 13 | 38 |
| Bionics Institute of Australia | 1 | 10 | 0 |
| MDI Biological Laboratory | 1 | 10 | 0 |
| The University of Nottingham | 1 | 10 | 13 |
| University of Strathclyde | 1 | 10 | 0 |
| Flinders University | 1 | 9 | 53 |
| Anida Pharma | 0 | 0 | 91 |
| Imperial College London | 0 | 0 | 14 |
| Purdue University | 0 | 0 | 10 |
| University Medical Centre Groningen | 0 | 0 | 10 |
| Total grants | 36 | 1,321 | 1,321 |

In addition to the above, the Charity expects to fund future grants totalling £2.62m (2022: £2.22m), which have been awarded subject to satisfactory reviews during the course of the project being funded. These have not been provided for in RNID's Financial Statements.

The expenditure for grants sits within the 'Research programme' line for charitable expenditure within the SoFA.

Notes to the Financial Statements

Note 10. Employees and trustees

| Employees | | |
|---------------------------------|----------------|----------------|
| Staff costs consist of : | 2023 | 2022 |
| | (£'000) | (£'000) |
| Wages and salaries | 6,882 | 11,825 |
| Social security costs | 674 | 1,040 |
| Pension costs | 260 | 101 |
| | 7,816 | 12,966 |

Total redundancy costs in the year were £166,485 (2022: £169,903) of which no were accrued costs at the year end (2022: £12,835).

| The average headcount of employees, analysed by function, was: | 2023 | 2022 |
|---|-----------------|-----------------|
| | (Number) | (Number) |
| Insight & Policy | 12 | 14 |
| Marketing & Communications | 14 | 11 |
| Digital & Innovation | 12 | 9 |
| Localities | 21 | 27 |
| Corporate Services | 23 | 34 |
| Fundraising | 17 | 27 |
| Employment Programme | 2 | 2 |
| Health Programme | 2 | 1 |
| Inclusion Programme | 2 | 2 |
| Research Programme | 1 | 1 |
| Communications Services | 8 | 15 |
| RNID Near You | 20 | 23 |
| Contact RNID | 8 | 9 |
| Transition Services | 15 | 57 |
| Care & support | 3 | 179 |
| | 160 | 411 |

| The number of employees whose remuneration was over £60,000 (excluding employer pension contributions) fell within the following bands: | 2023 | 2022 |
|--|-----------------|-----------------|
| | (Number) | (Number) |
| £60,001 to £70,000 | 4 | 10 |
| £70,001 to £80,000 | 6 | 4 |
| £80,001 to £90,000 | 1 | 1 |
| £90,001 to £100,000 | 1 | - |
| £101,001 to £110,000 | 2 | 2 |
| £110,001 to £120,000 | - | 1 |
| £160,001 to £170,000 | 1 | - |
| £180,001 to £190,000 | - | 1 |

None of these employees (2022: nil) are in the defined benefit pension scheme, and all (2022: all) are in the defined contribution pension scheme. Contributions in the pension year to the defined contribution scheme were £67,001 in respect of all employees (2022: all with contributions of £53,899).

Notes to the Financial Statements

Note 10. Employees and trustees

| Remuneration and benefits for the Chief Executive Officer and other Key Management Personnel | Inc. pension contributions | | Excl. pension contributions | |
|--|----------------------------|-----------------|-----------------------------|-----------------|
| | 2023 (£'000) | 2022 (£'000) | 2023 (£'000) | 2022 (£'000) |
| Key management personnel | 654 | 789 | 614 | 766 |

Key Management Personnel is defined as members of the Executive Board. There were 5 Executive Officers in post in the year (2022: 4).

Trustees

None of the members of the Board of Trustees received any remuneration during this year (2021: £nil). During the year, one Trustees (2022: 0) received reimbursements of non-private travel and subsistence expenditure amounting to £458 (2022: £nil). The value of expenses waived was not material.

Total donations in the year from Trustees amounted to £13,963 (2022: £60).

Note 11. Intangible fixed assets

| | Computer software (£'000) | Assets under construction (£'000) | Total (£'000) |
|--|------------------------------|--------------------------------------|------------------|
| Cost | | | |
| At the beginning of the year | 1,164 | 500 | 1,664 |
| Additions | 0 | 433 | 433 |
| Disposals | 0 | (3) | (3) |
| Transfer | 157 | (157) | 0 |
| At the end of the year | 1,321 | 773 | 2,094 |
| Accumulated amortisation | | | |
| At the beginning of the year | (1,153) | 0 | (1,153) |
| Charge for year | (19) | 0 | (19) |
| Disposals | 0 | 0 | 0 |
| At the end of the year | (1,172) | 0 | (1,172) |
| Net book value at 31 March 2023 | 149 | 773 | 922 |
| Net book value at 31 March 2022 | 11 | 500 | 511 |

Assets under construction are not amortised and comprise expenditure on the purchase or creation of intangible assets not brought into use at the balance sheet date. Transfers are made from assets under construction to the relevant category of intangible asset when the asset is brought into use.

Within intangible assets are computer software under construction with a cost of £773k (2022: £500k).

Notes to the Financial Statements

Note 12. Tangible fixed assets

| | Short leasehold (£'000) | Assets under construction (£'000) | Total property (£'000) | Fixtures, fittings & furniture (£'000) | Other equipment (£'000) | Computer equipment (£'000) | Assets under construction (£'000) | Total other (£'000) | Grand total (£'000) |
|--|----------------------------|--------------------------------------|------------------------|---|----------------------------|-------------------------------|--------------------------------------|---------------------|---------------------|
| Cost | | | | | | | | | |
| At the beginning of the year | 96 | 25 | 121 | 639 | 22 | 449 | 0 | 1,110 | 1,231 |
| Additions | 0 | 0 | 0 | 0 | 0 | 0 | 57 | 57 | 57 |
| Disposals | (96) | (25) | (121) | (639) | (22) | 0 | 0 | (661) | (782) |
| Transfer | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| At the end of the year | 0 | 0 | 0 | 0 | 0 | 449 | 57 | 506 | 506 |
| Accumulated depreciation | | | | | | | | | |
| At the beginning of the year | (96) | 0 | (96) | (639) | (22) | (245) | 0 | (906) | (1,002) |
| Charge for year | 0 | 0 | 0 | 0 | 0 | (49) | 0 | (49) | (49) |
| Disposals | 96 | 0 | 96 | 639 | 22 | 0 | 0 | 661 | 757 |
| At the end of the year | 0 | 0 | 0 | 0 | 0 | (294) | 0 | (294) | (294) |
| Net book value at 31 March 2023 | 0 | 0 | 0 | 0 | 0 | 155 | 57 | 212 | 212 |
| Net book value at 31 March 2022 | 0 | 25 | 25 | 0 | 0 | 204 | 0 | 204 | 229 |

Assets under construction are not depreciated and comprise expenditure on the purchase or creation of tangible assets not brought into use at the balance sheet date. Transfers are made from assets under construction to the relevant category of tangible asset when the asset is brought into use.

Within tangible assets are property under construction with a cost of £nil (2022: £25k).

Notes to the Financial Statements

Note 13. Debtors

| | 2023 (£'000) | 2022 (£'000) |
|--------------------------------|-----------------|-----------------|
| Trade debtors | 298 | 509 |
| Other debtors | 12 | 26 |
| Prepayments and accrued income | 1,052 | 886 |
| | 1,362 | 1,421 |

Note 14. Creditors

| | 2023 (£'000) | 2022 (£'000) |
|---|-----------------|-----------------|
| (a) Amounts falling due within one year | | |
| Trade creditors | 716 | 1,809 |
| Accruals for grants payable | 201 | 127 |
| Taxation and social security | 169 | 207 |
| Loan | 0 | 0 |
| Other creditors | 439 | 383 |
| Accruals | 385 | 801 |
| Deferred income | 149 | 173 |
| | 2,059 | 3,500 |
| Deferred income at the beginning of the year | 173 | 1,290 |
| Amount released to income earned from charitable activities | (173) | (1,290) |
| Amount deferred in year | 149 | 173 |
| Deferred income at the end of the year | 149 | 173 |
| (b) Amounts falling due after more than one year | | |
| Net obligations under bank loan is as follows: | | |
| between one and two years | 0 | 0 |
| between two to five years | 0 | 0 |
| over five years | 0 | 0 |
| | 0 | 0 |

Notes to the Financial Statements

Note 15. Contingent assets - legacies

The Trustees have been notified that the Charity is a beneficiary of a number of estates for which the amounts to be paid to the Charity have not yet been confirmed. In view of the uncertainty over the amounts that may be received, the Trustees have concluded that the conditions for recognition of these legacies have not yet been met and accordingly these legacies are not reflected in these Financial Statements. Provisional estimates indicate a potential value of these legacies of £7.7m (2022: £7m).

Note 16. Analysis of group net assets between funds

| Fund balances at 31 March 2023 are represented by: | Unrestricted funds (£'000) | Restricted funds (£'000) | Endowment funds (£'000) | Total funds 2023 (£'000) |
|--|-------------------------------|-----------------------------|----------------------------|--------------------------------|
| Intangible fixed assets | 922 | 0 | 0 | 922 |
| Tangible fixed assets | 212 | 0 | 0 | 212 |
| Current assets | 4,308 | 1,335 | 68 | 5,711 |
| Current liabilities | (2,059) | 0 | 0 | (2,059) |
| Provision for liabilities and charges | (29) | 0 | 0 | (29) |
| Group net assets | 3,354 | 1,335 | 68 | 4,757 |

| Fund balances at 31 March 2022 are represented by: | Unrestricted funds (£'000) | Restricted funds (£'000) | Endowment funds (£'000) | Total funds 2022 (£'000) |
|--|-------------------------------|-----------------------------|----------------------------|--------------------------------|
| Intangible fixed assets | 511 | 0 | 0 | 511 |
| Tangible fixed assets | 229 | 0 | 0 | 229 |
| Current assets | 6,281 | 1,586 | 68 | 7,935 |
| Current liabilities | (3,494) | (6) | 0 | (3,500) |
| Provision for liabilities and charges | (117) | 0 | 0 | (117) |
| Group net assets | 3,410 | 1,580 | 68 | 5,058 |

Note 17. Provision for liabilities

| | Balance 31 March 2022 (£'000) | Charged to income and expenditure (£'000) | Spent (£'000) | Balance 31 March 2023 (£'000) |
|------------------------------|-------------------------------------|--|------------------|-------------------------------------|
| Provisions for dilapidations | 117 | (88) | 0 | 29 |

As part of the Charity's property leasing arrangements there is an obligation to repair damages, on certain properties, incurred during the life of the lease, such as wear and tear. The cost is charged to the statement of financial activities as the obligation arises. The provision is expected to be utilised as the leases terminate.

Notes to the Financial Statements

Note 18. Pensions - Group and Charity

RNID operates a funded pension scheme in the UK (the 'Scheme'). The Scheme has a Defined Benefit Section, and previously a relatively small Defined Contribution Section where all benefits were transferred to a new MasterTrust arrangement with effect from 1 August 2018. Pension benefits in the Defined Benefit Section are related to the members' final salary at retirement (or earlier if they leave the Scheme before retirement) and their length of service. Accrual of benefits under the Defined Benefit Section of the Scheme ceased with effect from 31 March 2010.

The Scheme Trustees are responsible for the operation and governance of the Scheme, including making decisions on the Scheme's funding and investment strategies in conjunction with RNID. RNID is required to meet any additional funding payments that may be necessary as assessed by a formal scheme funding valuation every three years. The most recent scheme funding valuation as at 31 March 2021 revealed a deficit and RNID agreed to make additional contributions to the Scheme to remove this deficit and meet expected Scheme expenses. Contributions of £1.29m were required for the year ending 31 March 2023 and £1.33m per annum for the period 1 April 2023 to 31 October 2030.

An actuarial valuation of the Scheme was carried out at 31 March 2023 by a qualified independent actuary, based on membership data as at 31 March 2021 but amended to make an approximate allowance for benefit outgo and member movements to 31 March 2023.

Contributions to the Scheme for the year beginning 1 April 2023 are expected to be £1,328,000. Except where stated otherwise, the remainder of this FRS 102 pensions note relates only to the Defined Benefit Section of the Scheme.

The major assumptions used by the actuary were (in nominal terms) as follows:

| | As at 31/03/2023 | As at 31/03/2022 |
|---|---------------------|---------------------|
| Discount rate | 4.80% | 2.60% |
| Inflation assumption (RPI) | 3.40% | 4.00% |
| Future LPI pension increases | 3.30% | 3.80% |
| Revaluation in deferment (RPI) | 3.40% | 4.00% |
| Assumed life expectancies on retirement at age 65 are: | | |
| | As at 31/03/2023 | As at 31/03/2022 |
| Retiring today - Males | 21.3 | 21.3 |
| Retiring today - Females | 23.2 | 23.4 |
| Retiring in 20 years time - Males | 22.6 | 22.6 |
| Retiring in 20 years time - Females | 24.7 | 24.9 |

The fair value of the Scheme's assets, which are not intended to be realised in the short term and may be subject to significant change before they are realised, and the present value of the Scheme's liabilities, which are derived for cash flow projections over long periods and thus inherently uncertain, were:

Notes to the Financial Statements

Note 18. Pensions - Group and Charity

| | Value at 31/03/2023 (£'000s) | Value at 31/03/2022 (£'000s) |
|---|------------------------------------|------------------------------------|
| Equity | 9,795 | 15,622 |
| Structured equity | 11,045 | 16,025 |
| Fixed Interest | 32,779 | 29,421 |
| Index Linked Gilts | 12,011 | 8,995 |
| Liability Hedging | (14,045) | (2,382) |
| Currency Hedging | 3 | (100) |
| Insured Annuities | 445 | 567 |
| Property | 1,974 | 2,338 |
| Cash | 2,235 | 4,129 |
| Alternatives | 3,211 | 5,989 |
| Fair value of Scheme assets | 59,453 | 80,604 |
| The actual return on assets over the period was: | (19,465) | 970 |

None of the assets of the Scheme are invested in RNID' own financial instruments and none of the assets are properties or other assets used by RNID.

| | | |
|--|--------------|--------------|
| Present value of funded obligations | 55,852 | 77,450 |
| Fair value of Scheme assets | 59,453 | 80,604 |
| Surplus/(deficit) in funded scheme | 3,601 | 3,154 |
| Present value of unfunded obligations | 0 | 0 |
| Unrecognised actuarial gains (losses) | 0 | 0 |
| Surplus/(deficit) in funded scheme | 3,601 | 3,154 |
| Adjustment in respect of asset ceiling and minimum funding requirement | (3,601) | (3,154) |
| Net asset / (liability) in balance sheet | 0 | 0 |

| | 31/03/2023 (£'000s) | 31/03/2022 (£'000s) |
|--|------------------------|------------------------|
| Reconciliation of opening and closing balances of the present value of the defined benefit obligation | | |
| Benefit obligation at beginning of year | 77,450 | 79,112 |
| Current service cost | 0 | 0 |
| Interest cost | 1,980 | 1,474 |
| Contributions by Scheme participants | 0 | 0 |
| Actuarial (gains)/losses | (20,963) | (98) |
| Benefits paid | (2,615) | (3,038) |
| Past service cost | 0 | 0 |
| Settlements | 0 | 0 |
| Business combinations | 0 | 0 |
| Exchange rate | 0 | 0 |
| Benefit obligation at end of year | 55,852 | 77,450 |

Notes to the Financial Statements

Note 18. Pensions - Group and Charity

| | Value at | Value at |
|--|----------------------|------------------------------|
| | 31/03/2023 | 31/03/2022 |
| | (£'000s) | (£'000s) |
| Reconciliation of opening and closing balances of the fair value of Scheme assets | | |
| Fair value of Scheme assets at beginning of year | 80,604 | 75,945 |
| Interest income on Scheme assets | 2,074 | 1,478 |
| Return on assets, excluding interest income | (21,539) | (508) |
| Contributions by employers | 1,292 | 7,131 |
| Contributions by Scheme participants | 0 | 0 |
| Benefits paid | (2,615) | (3,038) |
| Scheme administrative cost | (363) | (404) |
| Business combinations | 0 | 0 |
| Settlements | 0 | 0 |
| Exchange rate | 0 | 0 |
| Fair value of Scheme assets at end of year | 59,453 | 80,604 |
| The amounts recognised in profit or loss: | 31/03/2023 | 31/03/2022 |
| | (£'000s) | (£'000s) |
| Service cost - including current and past service costs, and settlements | 0 | 0 |
| Service cost - administrative cost | 363 | 404 |
| Net interest on the net defined benefit liability | 0 | (4) |
| Total expense | 363 | 400 |
| Amount recognised in Statement of Financial Activities (SoFA): | 31/03/2023 | 31/03/2022 |
| | (£'000s) | (£'000s) |
| Actuarial (gains)/losses on the liabilities | (20,963) | (98) |
| Return on assets, excluding interest income | 21,539 | 508 |
| Changes in the effect of the asset ceiling excluding interest income | 447 | 3,154 |
| Total actuarial (gain)/loss to be shown in SoFA | 1,023 | 3,564 |
| Sensitivity analysis | | |
| A sensitivity analysis of the principal assumptions used to measure the scheme liabilities | Change in assumption | Impact on scheme liabilities |
| | | 31/03/2023 |
| Discount rate | Increase by 0.25% | Decrease by £1.6m |
| Rate of inflation (RPI) | Increase by 0.25% | Increase by £0.8m |
| Assumed life expectancy at age 65 | Increase by 1 year | Increase by £2.6m |

Notes to the Financial Statements

Note 19. Statement of funds - restricted and endowment funds

The purposes of these funds are explained on pages 86-88

| Restricted | Balance 1 April 2022 | Income | Expenditure | Balance 31 March 2023 |
|--|-----------------------------|----------------|--------------------|------------------------------|
| | (£'000) | (£'000) | (£'000) | (£'000) |
| Sussex Deaf Association | 406 | 0 | 0 | 406 |
| Scotland | 182 | 79 | (87) | 174 |
| Online hearing check and self-service tool | 0 | 93 | 0 | 93 |
| Hear to Inform and Support National Lottery Fund | 116 | 40 | (65) | 91 |
| Jobsense | 103 | 366 | (391) | 78 |
| G101 Univ of Sussex | 61 | 0 | 0 | 61 |
| G102 Dr Carlyon - Cambridge | 60 | 0 | 0 | 60 |
| RNID Near You - Scotland | 0 | 56 | (22) | 34 |
| Harlow Trust Fund | 28 | 0 | 0 | 28 |
| Legacy South West region | 27 | 0 | 0 | 27 |
| Access to Health Salford | 24 | 0 | 0 | 24 |
| Restricted legacy (purpose under discussion) | 19 | 4 | 0 | 23 |
| Legacy Leeds | 27 | 0 | (5) | 22 |
| Summer Studentships 2022 | 20 | 0 | 0 | 20 |
| S56 Prof Marcotti University of Sheffield | 0 | 18 | 0 | 18 |
| Devon & Cornwall | 17 | 0 | 0 | 17 |
| Employment in Hampshire | 14 | 0 | 0 | 14 |
| Community Navigator Project | 13 | 0 | 0 | 13 |
| Hear For Welfare | 12 | 0 | 0 | 12 |
| S47 Dr Du - Brunel University | 11 | 0 | 0 | 11 |
| Manchester Hear to Help | 11 | 0 | 0 | 11 |
| Glasgow Employment | 11 | 0 | 0 | 11 |
| Salford CCG Innovation Fund | 10 | 0 | 0 | 10 |
| North of Tyne Hear to Help | 10 | 0 | 0 | 10 |
| S61 The Galanthus Trust | 0 | 5 | 0 | 5 |
| Wolfson Foundation | 0 | 50 | (49) | 1 |
| Hear to Help Birmingham | 25 | 0 | (24) | 1 |
| Live Well with Hearing Loss | 4 | 213 | (216) | 1 |
| BIES MRC Research grant* | 0 | 353 | (353) | 0 |
| Biomedical research | 20 | 67 | (87) | 0 |
| G100 Prof Steel Discover Research Project | 0 | 41 | (41) | 0 |
| Salisbury H2H, H2M and Outreach | 0 | 29 | (29) | 0 |
| G105 Warren Research Project | 0 | 58 | (58) | 0 |
| Localities NI - DoH Grant | 0 | 22 | (22) | 0 |
| Doetzlhofer's Research Project | 0 | 20 | (20) | 0 |
| Tinnitus Research | 69 | 18 | (87) | 0 |
| Trusts and Lottery | 0 | 6 | (6) | 0 |
| Inclusion Programme | 0 | 14 | (14) | 0 |
| G96 Dr Shekhawat Flinders University Rosetrees Trust | 0 | 18 | (9) | 9 |
| Central Region Development Officer | 0 | 8 | (8) | 0 |

Notes to the Financial Statements

Note 19. Statement of funds - restricted and endowment funds

The purposes of these funds are explained on pages 86-88

| | | | | |
|---|--------------|--------------|----------------|--------------|
| Glasgow ISS | 0 | 2 | (2) | 0 |
| S55 Prof King - University of Oxford | 13 | 0 | (13) | 0 |
| RNID/Masonic Charitable Foundation Studentship Award - Dr Sedley - Newcastle University | 8 | 0 | (8) | 0 |
| G91 Allman Research | 0 | 13 | (13) | 0 |
| G97 Michalski Research | 0 | 23 | (23) | 0 |
| G104 Dawson Research | 0 | 31 | (31) | 0 |
| G107 Cheng Research | 0 | 35 | (35) | 0 |
| PA27 Zak Research | 0 | 30 | (30) | 0 |
| PA28 Jeng Research | 0 | 30 | (30) | 0 |
| S54 Bance Reseach | 0 | 8 | (8) | 0 |
| S59 Sedley Research | 0 | 13 | (13) | 0 |
| T10 Santa Maria Research | 0 | 42 | (42) | 0 |
| T12 de Vrieze Research | 0 | 43 | (43) | 0 |
| Other restricted funds | 259 | (189) | (20) | 50 |
| | 1,580 | 1,659 | (1,904) | 1,335 |
| Endowed | | | | |
| The Wennington Charity RF | 68 | 0 | 0 | 68 |
| Endowed Funds | 68 | 0 | 0 | 68 |
| Total Restricted and Endowed Funds | 1,648 | 1,659 | (1,904) | 1,403 |

*Government-funded

Notes to the Financial Statements

Note 19. Statement of funds - restricted and endowment funds

Sussex Deaf Association donation is restricted to the relief of persons residing in the counties of East and West Sussex and the City of Brighton and Hove who are deaf or hard of hearing. RNID merged with Sussex Deaf Association on 1 July 2018.

General donations are restricted to use in **Scotland**.

Online hearing check and self-service tool - large grant from an anonymous trust to support the Online hearing check and self-service tool on our website.

Hear to Inform and Support - National Lottery Community Funding for Devon and Cornwall to help people with hearing loss improve their confidence and knowledge on how to better manage their hearing loss.

Jobsense is a EU funded project to support people into employment.

G101 University of Sussex grant for investigating ototoxicity.

G102 Research Discovery grant at Cambridge for investigating changes in the hearing brain.

Wolfson Foundation - capital funding for tablets in RNID Near You.

Restricted funding specific for **RNID Near You - Scotland**.

The **Harlow Trust** provides funding for people who are deaf or have hearing loss to participate in financial qualification courses.

A legacy restricted to funding in the **South West region**.

Access to Health Salford was set up and deliver a pilot project to improve awareness amongst GPs, healthcare professional; amid staff working in GP Practices and health centres of the barriers encountered by residents of Salford who are deaf or experience hearing loss.

A restricted legacy - Currently reviewing projects for restriction.

For the use and benefit of the **Leeds** branch.

Funding specifically for **Summer studentships in 2022**.

S56 Prof Marcotti University of Sheffield is general funding for Biomedical research.

General restriction to support elderly people with hearing loss in **Devon & Cornwall**.

General restriction to **Employment** services in **Hampshire**.

Community Navigator Project aims to develop creative approaches to reducing social isolation for older people in Greater Manchester.

The grant **Hear For Welfare** aims to reduce discrimination against people who share protected characteristics; reduce levels of hate crime; increase community participation, engagement and community cohesion; address imbalances in representation in all aspects and levels of public life.

Notes to the Financial Statements

Note 19. Statement of funds - restricted and endowment funds

S47 Dr Du - Brunel University is for the research to develop a new technique for cochlear implant procedures.

Manchester Hear to Help is a volunteer-led service that provides hearing aid support on a one-to-one basis and drop-in settings in communities across Manchester.

To provide funding in **Glasgow** for improving the health, wellbeing and life skills of, and increasing access to information and services, for people who are deaf or have hearing loss.

Salford CCG Innovation fund is a grant provided to recruit a project co-ordinator to deliver support on hearing loss, including hearing screening and training for staff and volunteers across Sheltered Housing Schemes in Salford as response to our Hearing Matters report.

General restriction to **Hear to Help service in North of Tyne.**

S61 The Galanthus Trust is for the PhD research studentship at UCL.

Wolfson Foundation - capital funding for tablets in RNID Near You.

General restriction to **Hear to Help** service in **Birmingham.**

LiveWell is a project which provides specialist support in Wales to deaf people and those with hearing loss and tinnitus.

BIES Covid Medical research Council Research grant is for Covid Medical Research Charity Support funding.

Biomedical Research into treatments for hearing loss or tinnitus.

G100 Prof Steel Discover Research Project is looking into whether synaptic hearing loss can be reversed.

Salisbury H2H, H2M and Outreach is a general restriction for Salisbury.

G105 Warren Research Project is a Discovery Research project titled: 'SMarTTER HeAR: Synergising Markers, Tests and Technologies to Enable Real-world Hearing in Alzheimer's and Related dementias', funded by the Sylvia Waddilove Charitable Trust.

Localities NI - DoH Grant is a Department of Health NI Core Grant is funding towards the salary for NI Localities.

Doetzlhofer's Research Project is a Discovery Research Grant looking to advance our ability to re-grow lost hair cells.

General funding for **research into tinnitus.**

Trusts and Lottery is for the salary of the North England Development officer.

Groundwork Foundation grant towards the **Inclusion Programme.**

Notes to the Financial Statements

Note 19. Statement of funds - restricted and endowment funds

G96 Dr Shekhawat Flinders University Rosetrees Trust is a Discovery Research project titled: 'Does neuromodulation have what it takes to silence tinnitus for the long-term?' and is fully funded by Rosetrees Charitable Trust.

Central Region Development Officer is funding for the Central Region Development Officer salary.

Glasgow ISS is funding for the Towards the Hear to Help Service in Scotland.

S55 King fund is Biomed research project at Oxford University.

PhD studentships on finding an objective measure for tinnitus (S57) and understanding how mitochondria are involved in hearing loss (S60).

G91 Allman is funding for a research project investigating whether brain inflammation underlies the link between hearing loss and dementia, co-funded by Alzheimer's Research UK.

G97 Michalski is funding for a research project to investigate whether blood supply to the brain underlies the link between hearing loss and dementia, co-funded by Alzheimer's Research UK.

G104 Dawson is funding for a research project to investigate if there is a genetic link between hearing loss and dementia, co-funded by Alzheimer's Research UK.

G107 Cheng is funding for a research project to develop new aminoglycoside antibiotics that do not cause hearing loss as a side effect, co-funded by the Cystic Fibrosis Trust.

PA27 Zak is funding for a research project to better understand how cochlear hair cells develop in the inner ear, co-funded by the Dunhill Medical Trust.

PA28 Jeng is funding for a research project to identify ways to treat age-related hearing loss, co-funded by the Dunhill Medical Trust.

S54 Bance is funding for a research project to find ways to reduce damage to the inner ear during cochlear implant surgery, co-funded by Cochlear Ltd.

S59 Sedley is funding for a research project investigating changes in the brain linked to tinnitus, co-funded by Tinnitus UK.

T10 Santa Maria is funding for a research project to develop a new approach to treating chronic ear infections, co-funded by Fondation pour l'Audition.

T12 de Vrieze is funding for a research project to develop a gene therapy to prevent a form of inherited adult-onset hearing loss co-funded by Fondation pour l'Audition.

Other restricted funds comprises 23 restricted funds providing income in support of RNID activities.

Notes to the Financial Statements

Note 20. Capital commitments

| | 2023 | 2022 |
|---|---------|---------|
| | (£'000) | (£'000) |
| Contracts for future capital expenditure not provided in the Financial Statements - property, plant and equipment | 0 | 0 |

Note 21. Operating leases

As of 31 March 2023, RNID had a total value of minimum future lease payments as set out below:

| Payments due | 2023 | 2022 |
|----------------------------|------------|------------|
| | (£'000) | (£'000) |
| Within one year | 86 | 427 |
| Between one and five years | 172 | 426 |
| | 258 | 853 |

Note 22. Notes to the cash flow statement

| | 2023 | 2022 |
|---|----------------|----------------|
| | (£'000) | (£'000) |
| Net expenditure for the reporting year (as per the statement of financial activities) | 722 | 1,276 |
| Adjustments for: | | |
| Depreciation charge for the year on tangible assets | 49 | 141 |
| Amortisation charge for intangible assets | 19 | 43 |
| Interest paid | 7 | 32 |
| Interest/dividend received | (8) | (1) |
| Gain on disposal of intangible/tangible assets | 144 | 2,485 |
| Decrease in stock | 0 | 0 |
| Decrease in debtors | 59 | 1,614 |
| Decrease in creditors | (1,441) | (1,234) |
| (Decrease)/increase in non-current long-term loan | 0 | (1,949) |
| Decrease in provisions for liabilities and charges | (88) | (173) |
| Pensions reserve funding deficit movements | (1,023) | (6,731) |
| Net cash used in/(generated from) operating activities | (1,560) | (4,497) |

| Analysis of cash and cash equivalents | At 1 April 2022 | Cashflows | At 31 March 2023 |
|---------------------------------------|--------------------|-----------|------------------|
| | £'000 | £'000 | £'000 |
| Cash at bank and in hand | 6,514 | (2,165) | 4,349 |

Notes to the Financial Statements

Note 23. Related party transactions

Mark Atkinson is the Chief Executive (appointed in October 2018) and is also Director of Habinteg Housing Association Ltd (appointed in Jan-20). There was £5,772 refund to the housing association (2022: £15,145 charge for fees).

Lindsay Foster is a Charity Trustee (appointed in August 2018) and is also the Executive Director of Signature (trading arm of CACPD). There was £4,653 charged for agency fees, training and attendance at conferences (2021: £1,998).

The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every entry, no matter how small, should be recorded to ensure the integrity of the financial statements. This includes not only sales and purchases but also expenses, income, and transfers between accounts.

The second part of the document provides a detailed breakdown of the accounting cycle. It outlines the ten steps involved in the process, from identifying the accounting entity to preparing financial statements. Each step is explained in detail, with examples provided to illustrate the concepts.

The third part of the document discusses the various types of accounts used in accounting. It distinguishes between assets, liabilities, equity, revenue, and expense accounts, and explains how they are classified and balanced. It also covers the concept of debits and credits, and how they are used to record transactions.

The fourth part of the document discusses the importance of internal controls in accounting. It explains how internal controls help to prevent errors and fraud, and how they can be designed to ensure the accuracy and reliability of financial information.

The fifth part of the document discusses the role of accounting in business decision-making. It explains how financial statements provide valuable information to management and other stakeholders, and how this information is used to make informed decisions about the future of the business.

The sixth part of the document discusses the importance of ethics in accounting. It explains how accountants have a responsibility to act ethically and to provide accurate and honest financial information. It also discusses the consequences of unethical behavior and the importance of maintaining high standards of integrity.

The seventh part of the document discusses the role of accounting in the economy. It explains how accounting provides a common language for business transactions, and how this helps to facilitate trade and economic growth.

The eighth part of the document discusses the importance of technology in accounting. It explains how computerized accounting systems have revolutionized the industry, and how they have made it easier and more efficient to manage financial information.

The ninth part of the document discusses the importance of communication in accounting. It explains how accountants must be able to communicate effectively with their clients and other stakeholders, and how this is essential for the success of the business.


The tenth part of the document discusses the importance of continuous learning in accounting. It explains how the field of accounting is constantly evolving, and how accountants must stay up-to-date on the latest developments and techniques.

We are RNID: the national charity supporting the 12 million people in the UK who are deaf, have hearing loss or tinnitus.


Together, we will end the discrimination faced by our communities, help people hear better now and fund world-class research to restore hearing and silence tinnitus.

If you or someone close to you are deaf, or have hearing loss or tinnitus and need free confidential and impartial information and support, contact RNID. We are open 8:30am to 5.00pm, Monday to Friday.


 **Chat to us on the RNID website:** www.rnid.org.uk

 **Call:** 0808 808 0123

 **Email:** contact@rnid.org.uk

 **Book a BSL video call via our partners at Sign Live:**
create an account at the SignLive website or download the SignLive app for Android or the SignLive app for iOS

 **SMS/text:** 07360 268988

 **Relay UK:** 18001 then 0808 808 0123

 **Write:** RNID, York House, Wetherby Road, Long Marston, York, YO26 7NH

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RN
I:D | Supporting people
who are deaf, have
hearing loss or tinnitus

RNID is the trading name of The Royal National Institute for Deaf People.
A registered charity in England and Wales (207720) and Scotland (SC038926).

THE ROYAL NATIONAL INSTITUTE FOR DEAF PEOPLE

England & Wales - Charity number 207720

Accounts

RN
I:D

making life
more inclusive



**ANNUAL
REPORT &
FINANCIAL
STATEMENTS
: 2021-2022**

2021-2022: OUR YEAR IN NUMBERS

367,000

people visited our information and support website pages

19,234

people got in touch with us for information, support and more via our contact centre



**NEARLY 50,000
ONLINE HEARING
CHECKS COMPLETED**

**76% OF PEOPLE
TAKING THE CHECK
SAID IT WAS USEFUL**



We delivered

172

deaf awareness and sign language courses to organisations nationwide



**OVER
15,000**



people signed our petition calling on the Government to make on-demand TV accessible with subtitles and signing

Our fantastic RNID Near You volunteers gave

**5,237
HOURS**

of support

Your kind donations meant we could invest £1 million through our Discovery and Translational Grant research schemes to find new treatments

Our funding led to the successful pilot of a new genetic test that could save the hearing of hundreds of newborn babies a year



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A MESSAGE FROM OUR CHAIR AND OUR CHIEF EXECUTIVE



Ewen Stevenson
- Chair



Mark Atkinson
- Chief Executive

WE

started 2021-2022, like most other organisations, having weathered a difficult year negotiating what life in a pandemic looks like for our staff team, our delivery and – most importantly of all – the people we are here to support. Unlike most other organisations, we were simultaneously going through a root-and-branch transformation of our organisation. We completed the transfer of the majority of our care and support services to a new provider. Over the summer of 2021, we underwent a full restructure, reshaping our teams and our delivery model to be able to meet the bold ambition we have set out for the future of RNID. It was a year of change – and of challenging ourselves on what the most effective version of our charity would be.

In the world outside, COVID continued to dominate, as rules on interacting with our communities – and each other – changed frequently. Then, as the year drew to a close, the scale of the cost of living crisis became increasingly clear.

Our teams responded with creativity, empathy and passion for our cause, and we want to thank them for all they have done. Our delivery throughout this year of internal and external change has remained strong. We've provided highly-professional, much-needed support, information and connection for our communities, as well as a platform to keep the experiences of people who are deaf, have hearing loss or tinnitus part of our national conversations.

We ended the year in an extremely strong position. Our new structure is embedded, our strategy is clear and based on robust evidence and insight. We are ready to make a step-change in our reach and engagement across our four strategic programmes of inclusion, health, employment and research.

This year also marked the final full year that John Morgan acted as Chair for RNID, having led the Board of Trustees for over five years of significant transformation. As Chief Executive, and new Chair (since June 2022), we extend our profound thanks to him for his strategic leadership, insight and personal commitment to our work over this time. His impact has been huge, and the fact that we are looking to the future with such confidence and positivity is in no small part down to his



'It was a year of change – and of challenging ourselves on what the most effective version of our charity would be'

stewardship of RNID. Our thanks go as well to Thomas McCarthy and Jacqueline Press, two other members of our skilled and supportive Board, who stood down this year.

As we look ahead, we also want to thank every single one of our supporters – whether that support is financial, campaigning alongside us for change, or volunteering time to help deliver our services to those who need them most. We could not do what we do

without your support and, as times ahead look set to remain tough for many, that support has never been more needed.

We are excited to start delivering our new strategy, and connect with many more of the 12 million people in the UK today who are deaf or have hearing loss or tinnitus.

We hope you will join us in that work. Together, we can build a society that is truly inclusive for everyone.

OUR VISION FOR THE FUTURE AND OUR VALUES





Fans phones in October, the rest of it comes through any of 6 channels will come to us.
AOIF.
>>: Another question from Slido.
>>: Oh sorry I am not sure you have answered the question totally. So

A STRONG CHARITY FOR THE FUTURE

2021-2022 was a transformational year for RNID: one of refocus and strategy development for the future. The Trustees led the charity through the major change and restructuring necessary to rebuild RNID into a strong, stable organisation and reclaim our place as the only national charity here to make life inclusive for the 12 million of us who are deaf or have hearing loss or tinnitus.

We are now ready to deliver impact on a scale and in a way that fits our communities' needs; maximising our public benefit. Our new strategy, developed over three months this year, with support from industry-leaders New Philanthropy Capital, is grounded in insight and evidence. This positions us for a future where our reach and our ability to change lives can grow quickly.

RNID is now a modern and fully digital charity, with our staff working from home. This allows us access to a UK-wide talent pool, and to be connected to our communities wherever they are. The whole charity also comes together three

times a year for residential in-person summits to celebrate success, share plans, learn together and strengthen our personal connections. Internally, our new structure is a 'matrix': four strategic programmes, supported by diverse teams of skilled professionals working across different projects. This allows us to be efficient and effective in making sure we have the right people concentrating on our priorities, and in how we learn and respond.

Having come through some financial instability, we're confident that our operating model is now secure, and our approach to income generation will assure our sustainability in the short, medium and long term.

LOOKING AHEAD: OUR STRATEGY



We are passionate and ambitious about the impact we want to make for the 12 million people in the UK who are deaf or have hearing loss or tinnitus. Our new strategy is based on four programmes of work to bring about tangible change (see page 11). Each is founded on comprehensive analysis of what needs to change and how, informed by knowledge of our diverse communities and their needs, combined with evidence, insight and data from a wide range of sources.

These four programmes form the four strands of our overall strategy: not separate but integrated, and all underpinned by a connective way of working.

‘Our new strategy is based on four programmes of work to bring about tangible change for our communities’

We have simplified how we engage with our diverse communities with information and support accessible in a way that suits each individual’s needs and preferences: RNID Online, Contact RNID, and RNID Near You. Our evolving digital capacity means we can reach more people than ever before while still offering face-to-face support, delivered through our dedicated volunteer networks, for those that want it.

Over 2021-2022, we developed the clear vision and goals that will direct the work of RNID for the next five to ten-plus years. We have mapped out in detail the work for the year ahead, to allow us to ensure our commitments are clearly resourced and consistent with our capacity. We are confident that this work has put us in a strong position to start delivering on our plan, building our national reach and impact and connecting with many more of the communities we are here to support.



INCLUSION: People who are deaf, have hearing loss or tinnitus should be able to go about life enjoying access to the same information, spaces and services as anyone else. That is not the case now. We will work to make life fully inclusive for our communities, and transform public understanding and attitudes in the process.



HEALTH: Looking after your hearing health needs to be high on the national agenda. We will help more people identify their hearing loss early on, and help them to take action sooner. We will make sure everyone can get the benefits of high-quality audiology care and treatments (such as hearing aids) when they need them. And we want to strip out the barriers our people face in getting access to healthcare of all kinds.



EMPLOYMENT: One in five working age people in the UK are deaf, or have hearing loss or tinnitus: that’s a huge amount of talent and skill that’s all too often left untapped by employers. We will help leaders understand how to recruit and support people into their organisations, and help them excel when they get there.



RESEARCH: We want to see a step-change in what is possible by getting more medical researchers discovering and developing new treatments for hearing loss and tinnitus. We will involve our communities every step of the way and help them demand better treatments.

OUR PUBLIC BENEFIT

RNID is a charity which exists to improve the lives of the one in five people in the UK who are deaf or have hearing loss, and the one in eight who have tinnitus, as well as the wider public.

Our new digital-first strategy means we will grow our reach significantly in the next few years, and this will further strengthen our public benefit.

Even as we established our new strategic themes in 2021-2022, our new strategy was already growing the impact we create for our communities. For example:

- In our inclusion programme, we continued to push for high-quality subtitled content across on-demand TV (see page 28)

- In our health programme, nearly 50,000 people took our online hearing check (see page 23)
- In our employment programme, we carried out 167 workplace assessments (see page 32)
- In our research programme, our funding generated scientific knowledge published in 29 research papers - bringing better treatments closer (see page 30)

This report highlights our other key activities and plans, and demonstrates the impact the charity has had UK-wide for our communities.

A VALUES-LED ORGANISATION

As part of our organisational transformation, RNID has agreed a set of values based on existing cultural principles set out by the Board of Trustees. These values will guide how we make decisions and how we communicate – both internally and externally. Staff at all levels of the organisation have been involved in exploring what our values mean for how we work, from setting individual performance objectives to guiding how we communicate with our diverse audiences.



PASSIONATE

We're passionate about our purpose, and dynamic and ambitious about making change happen.



CONNECTED

We're naturally collaborative with colleagues and partners, and deeply connected to our communities.



CURIOUS

We're innovative, outward looking and open-minded in everything we do.



INSIGHTFUL

We're grounded in evidence and insight, meaning we're confident in who we are and what we do.

OUR VALUES



OUR PLANS FOR 22/23



LOOKING AHEAD: OUR PLANS FOR 2022-2023

Our work in the coming year will be focused around the four areas of our new strategy, aiming to use our charity's resources to bring maximum benefit to the 12 million people in the UK who are deaf or have hearing loss or tinnitus.



INCLUSION:

- Design and launch an online community
- Create and publish guidance on accessible and mainstream technology
- Mature our charity's approach to insight and evidence by defining and promoting RNID's approach to gathering 'better data'
- Plan how to improve public understanding and awareness.



HEALTH:

- Design and launch a behaviour change campaign to encourage people to take action on hearing loss
- Design a multi-year programme to improve the audiology pathway by focusing on remote appointments and access to national hearing checks
- Understand current access to mental health services and agree an approach.



WE WILL ALSO...

SUPPORT FROM RNID:

- Continue to improve the information and support on our website through RNID Online
- Promote our new contact centre, giving our communities clear and easy routes to Contact RNID
- Grow the number of RNID Near You volunteer-run services.

INCOME GENERATION:

- Work to develop new fundraising propositions centred around the charity's cause and test them with our communities
- Refresh and relaunch our Events and Community work, engaging younger audiences with an exciting programme of activity
- Move the focus of our

Trusts team from smaller, local service-led fundraising to larger social impact funding linked to our programmes of work

- Relaunch our Corporate Partnerships programme, developing relationships with the commercial sector focused on engaging partners with our strategic programmes.

REACH AND ENGAGEMENT:

- Map out an ambitious, achievable communications strategy to outline our key audiences, and set targets on reach and engagement for the next one to three years.

DATA AND INSIGHT:

- Ensure RNID is one of the UK's leading sources of insight and evidence about our communities through our Better Data project.



EMPLOYMENT:

- Engage with industry to influence change in the workplace
- Carry out research with employers to identify what resources they need to become fully inclusive
- Influence the Government to improve support for employers.



RESEARCH:

- Establish a Research Network to involve our communities in research, so that new treatments meet their needs
- Engage the public with our research to raise awareness
- Connect researchers to the support they need to develop new treatments through our Hearing Therapeutics Initiative
- Continue to fund world-class research and increase the number of scientists working in this field to bring treatments closer.



OUR ACHIEVEMENTS AND PERFORMANCE IN 2021-2022

2021-22 has been a year of change for RNID - but that has not slowed down our delivery of valued services, information and support. Throughout our shift from old to new strategy, our teams have continued to make a positive difference to the lives of people in our communities.

This section of our report focuses on our delivery and our impact under a series of broad themes through this transitional year.



SUPPORT FROM RNID:

RNID ONLINE, CONTACT RNID & RNID NEAR YOU

Our ambition is to be able to give our communities access to the same high-quality information and support wherever they are, and however they would like to receive it. In 2021-2022 we have made huge strides towards this. Whether people prefer to go online to our website, to contact us directly, or to visit our volunteer-run drop-in services, we want to deliver seamless support to everyone who needs it.

RNID ONLINE

This year marked the start of an ambitious and radical push towards becoming the digital-first charity we aspire to be. Over the year, we significantly expanded our digital capability with recruitment from across the UK and also released our first public digital blueprint for action, with a focus on delivering new initiatives and services.

We launched the first iteration of our new online hearing check – a three-minute test giving users an indication of whether they are likely to have hearing loss or not. There were almost 50,000 checks completed as the year closed, with one in four people who were given the result of possible hearing loss going on to download a certificate to take to their GP. The check was rated 'useful' by 76% of users.

Early indications are that people have reported taking action since completing the check, with some going on to get hearing aids – and an improved quality of life.

We also released 'Get support online', a 'triage' tool to help people get the most relevant information and support online. Almost 4,000 people have used this website tool, and we are already gathering useful insight from it (for example, that digital support for hearing aids is a popular feature). We are expanding on this in the coming year to improve it further and to support the delivery of hearing aid maintenance by our volunteers in-person.

The information and support pages of the new RNID website attracted 367,000 users in the 2021-22 period. The most visited pages were the online hearing check

and information on benefits, technology and assistive devices, and communication tips.

We also unlocked the power of automated journeys for the first time; for example, to apply for a job, to access a gift in wills pack, or to download our 'Tinnitus Guide'. Automation has freed us from manual processes and unlocked new possibilities, which we are continuing to explore.

We began early work on launches for later in 2022, including a preparation phase for our new online community and exploring how we might deliver deaf awareness training digitally.

We also prototyped a new research library, which will allow all of our research and user insights to be made publicly available in the most accessible way.

TAKING A NEW ROAD: DAVE'S STORY

A couple of weeks later, I collected my hearing aids and I was surprised to hear old and new sounds.

I can now hear quiet conversations, I can enjoy the TV or radio at sensible levels, and I no longer have any excuse for ignoring my wife whilst driving. It is nice to have lost the tinnitus that blighted my life for over four decades, and to now hear the birds and the sounds of my grandchildren playing.

I no longer have to ask people to repeat themselves. I am starting to revisit my old hobby of model building, as I find I can concentrate for longer periods now the distracting tinnitus has been negated.

For anyone considering supporting RNID, your donation could make a significant difference to someone, like me, with hearing loss."

report to my GP surgery. A few weeks later, I was called in for a hearing test and a tuning fork was stuck on top of my head. Surprisingly, I could only feel the vibrations on one side and I was referred to an audiologist.

It was something of a shock when I was told that I had hearing loss in both ears – as well as tinnitus.



initially noticed a buzzing noise in my ears when I was working as a coach driver in Europe (I'm now retired). It gradually became louder and it began to take over my life - I found that I needed the volume on the TV turned up, I had problems hearing conversation and the sound was getting louder at night.

After years of being told there was nothing wrong with my hearing, I decided to try RNID's online hearing check. I was surprised at the result and I forwarded a copy of the



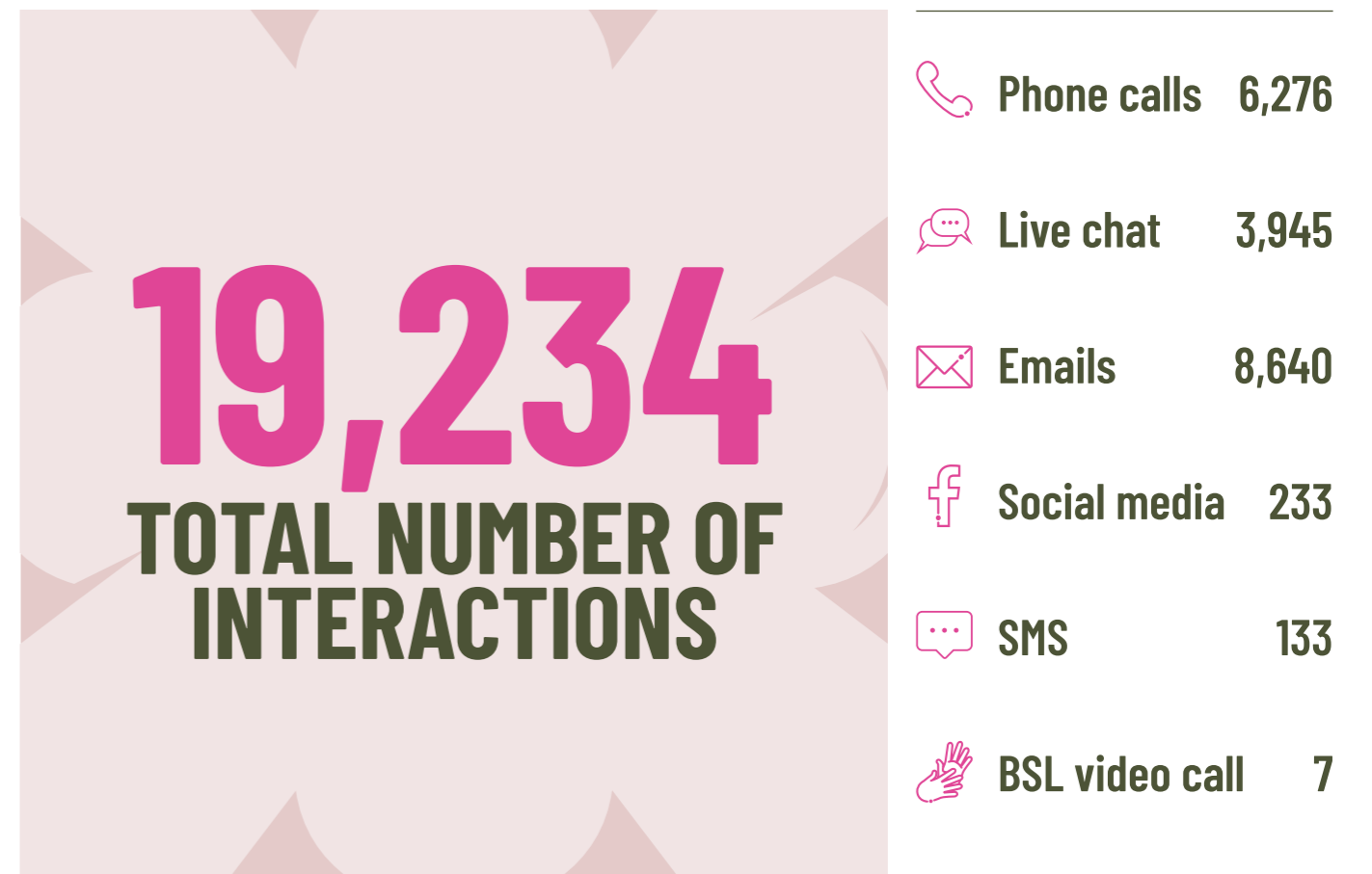
CONTACT RNID

Over the course of 2021-2022, we planned and launched a new contact centre. Now, all our supporters, service users and other stakeholders have a single point of contact for their questions and queries, replacing several previous points of contact.

Our team can be reached through phone calls, live chat, emails, social media, SMS or BSL video call. It means that people can get trusted, personalised and exceptional support when they need it – and in whatever way is most accessible for them.



'It was nice to be given answers to questions and not just given a fact sheet. It felt more specific to my predicament. I had a very thorough, independent response which I am very grateful for'



RNID NEAR YOU

Throughout 2021-2022, our local services across the UK adapted to continue to support our communities in person throughout the COVID pandemic. More than 3,000 people accessed our services every month, which provided vital support and social interaction at a difficult time for many.

Hearing aid support remains one of our most popular services, and staff

and volunteers delivered remote support and socially-distanced sessions to help people make the most of their hearing aids and manage their hearing loss effectively. Our social groups continued to provide opportunities for people to connect virtually throughout the year.

In Northern Ireland, our tinnitus services delivered tinnitus management and awareness courses online, and one-to-one support

“Coming here meant that I could get my aids cleaned and re-tubed ready for Christmas and so I didn’t miss anything with my grand and great-grandchildren”

through phone calls, emails and video calls throughout the year. The Middlesbrough Deaf Centre reopened in summer 2021 with seven out of ten of our volunteers returning to support the service. Across the country, our fantastic volunteers provided us with 5,237 hours of support over the year.

Accreditation is important to us and, in Northern Ireland, we successfully renewed our Investing in Volunteers quality standard accreditation. In 2022, we will be working towards renewal of our accreditation in Scotland and our first accreditations in England and Wales, aiming to achieve UK-wide accreditation.

A SERVICE TO RELY ON: JANE’S STORY

Jane [not her real name] is 97, and lives on her own near the England/Wales border. She is reliant on hearing aids, but, during the pandemic, Jane became unwell, which led to her feeling isolated and lacking in confidence. She was also unable to get help or repairs for her hearing aids at her usual clinics. In her words, she ‘felt forgotten’, and was getting increasingly frustrated.

Our RNID Near You team had many conversations

with Jane to understand the factors that were causing her such distress. We were able to support her to get a speedy new assessment with her local audiology department, which led to some brand new hearing aids that she says have made ‘the world of difference’ to her. She now has the confidence that she can rely on RNID Near You to help her maintain her aids, and she knows who to call and what to say to get the help and support she needs.

TRANSITION SERVICES

RNID is clear about where we want to focus our work in the future to reach as many people as possible with the services we are best placed to deliver. That means that some services, while hugely valuable, are in the process of transferring to other providers, or closing. Throughout this process, we continue to deliver high-quality direct services to individuals.

LIVE WELL

Our Live Well with Hearing Loss service in Wales provides volunteer-led befriending, advice and guidance and an at-home service. It empowers people who are deaf, have hearing loss or tinnitus to make informed choices, live well and feel less isolated.

We adapted the service to support people both remotely and face-to-face, enhancing our accessibility and extending our reach. We delivered training via webinars to over 90 people, including service users, third sector organisations and statutory services.

In 2021-22, we supported 1,422 people and provided 1,721 interventions. Everyone who answered our evaluation question agreed they now had the information they needed to make informed decisions about their hearing loss.

EMPLOYMENT

Our employment support services provide person-



“As volunteers, we really enjoy our ‘work’ helping people to get the best out of their hearing aids which, if not regularly maintained, do not function as effectively as they could... We know we perform a vital service for people and we willingly give up our time to help.”

centred support for jobseekers and employees who are deaf or have hearing loss. We also work with employers to ensure their recruitment processes are accessible. We enrolled 52 new people onto our projects this year, while continuing to support existing clients (both remotely and face-to-face) through over 1,200 one-to-one support sessions. Despite the difficult labour market conditions, we secured employment for 15 people and supported participants to gain

51 accredited qualifications or work-related certificates.

SENSORY SERVICES

Our commissioned sensory services provide assessment, rehabilitation, training and specialist support to help people with hearing loss, sight loss or dual sensory loss live independently and well. Over 2021/22, we have supported people through a total of 23,526 interventions.

POLICY AND CAMPAIGNING WORK

Over 2021-2022, we worked to ensure that RNID has the campaigning and influencing skills to move and motivate governments, regulators, funders and businesses that are key to creating an inclusive society for our communities. Three campaigns formed the core of our work over the year.

SUBTITLE IT!

In November 2021, we launched a petition calling on the Government to finally make on-demand TV more accessible for viewers who use subtitles or signing. Before 2017, there were no targets for how much content should include subtitles or sign language

interpretation, which meant a lot of on-demand TV was not accessible. RNID changed the law so that the Government can now set these targets, but this law is yet to be put into action. The petition calls on the Government to enact the Digital Economy Act 2017 and compel broadcasters to make

more content accessible to all. The petition reached over 15,000 signatures in 2021/22 and we planned a joint hand-in to the Government with RNIB, who ran a parallel petition focusing on audio description.

In autumn 2021, an incident at Red Bee Media resulted in the loss of subtitles on TV channels for several months, particularly Channel 4. RNID called on Channel 4 to fix these problems as soon as possible, and met regularly with them to discuss the impact on our communities. We contacted senior Channel 4 representatives, and took an active role in keeping audiences informed through our own channels as well as the media. As a result, Channel 4 provided updates in BSL and included updates on TV, ahead of shows that would

be available later on-demand, with subtitles. They also committed to subtitling all content on All 4 by the end of the year, to double their signing provision on Channel 4 and E4 from 5% to 10%, and increase the number of boxsets on All 4 that are available in sign language. We continue to meet with Channel 4 to raise any ongoing issues brought to our attention.

In January 2022, Ofcom confirmed that despite the incident, overall, Channel 4 had still managed to meet the subtitling quotas for linear TV. However, Channel 4 fell short of its subtitling quota on Freesat. Ofcom is now launching an investigation into this and how far Channel 4 promoted awareness of the availability of its access services during the crisis. While we are disappointed by this, we are eager to keep working with Channel 4 to make this a priority in the future.

BSL ACT NOW

By working collaboratively with other deaf organisations, led by the British Deaf Association, we successfully campaigned for the BSL Act 2022 to give legal recognition to British Sign Language (BSL). For a number of years, we have worked with organisations across our sector to promote this need. As a result, the BSL Bill was introduced into the House of Commons in January 2022 and passed its second reading

with unanimous support from MPs. The Bill continued its passage through both the House of Commons and House of Lords, receiving Royal Assent and becoming law in April 2022. As well as offering legal recognition to BSL, the Act will also require each government department to report on how accessible they make information to BSL users and to issue guidance on how they should serve and support the Deaf community.

BSL 999 CONTACT

As a result of a campaign we ran with SignHealth, the telecoms regulator, Ofcom, has announced that a new

service will be created to allow BSL users to contact 999 in their first or preferred language. We used a Facebook group to build a support base of around 4,000 people – most of whom are Deaf BSL users – to make our case to the regulator. This led to the introduction of a new requirement for a video relay service to be introduced for 999 emergency calls. Through our consultation responses and engagement with Ofcom, we have been able to ensure that the new service will meet the needs of Deaf BSL users. We are delighted that BSL 999, funded by telecoms providers, went live on 17 June 2022.



“If more on-demand content had subtitles, I would have the freedom to choose what and when I want to watch; just like everyone else. I could enjoy more time watching TV with my family without struggling to find something we all like, which also has subtitles.”
- Michelle Hedley

RESEARCH

We know that many of the one in five people who are deaf or have hearing loss, and the one in eight who have tinnitus in the UK want better treatments to prevent hearing loss, improve hearing and silence tinnitus. Our research work aims to bring about these treatments as fast as possible.

We are funding cutting-edge medical research and connecting academia and industry, to ensure there is a strong pipeline of research moving new treatments into and through clinical trials. We are also increasing the number of researchers working on the discovery and development of treatments through our PhD and Fellowship schemes.

A new genetic test was successfully piloted in the NHS that could save the hearing of hundreds of babies a year. Premature babies are often treated with a class of antibiotic that can cause hearing loss. Around one in 500 babies carry a gene that makes them particularly susceptible to this type of

hearing loss.

The new test means these babies can be rapidly identified and given an alternative antibiotic. Our funding helped to kickstart the development of this test.

Our research funding has allowed 29 new research papers to be published during the year, sharing new discoveries, including:

- Identification of a gene by researchers at King's College London needed to maintain the structure of sensory hair cells that are vital for hearing. This research provides clues that could lead to treatments to prevent some types of hearing loss.

- Discovery of a compound by researchers at the University of Sussex that could lead to a drug able to prevent the damage to hearing caused by a commonly used antibiotic.
- Development of a cellular model of the human middle ear that can be used to discover and test treatments for middle ear infections.

Thanks to your generous support, in total we invested £1 million through our Discovery and Translational Grant research schemes, supporting the discovery and development of new treatments. We also invested £300K in our Future Leaders programme, supporting a

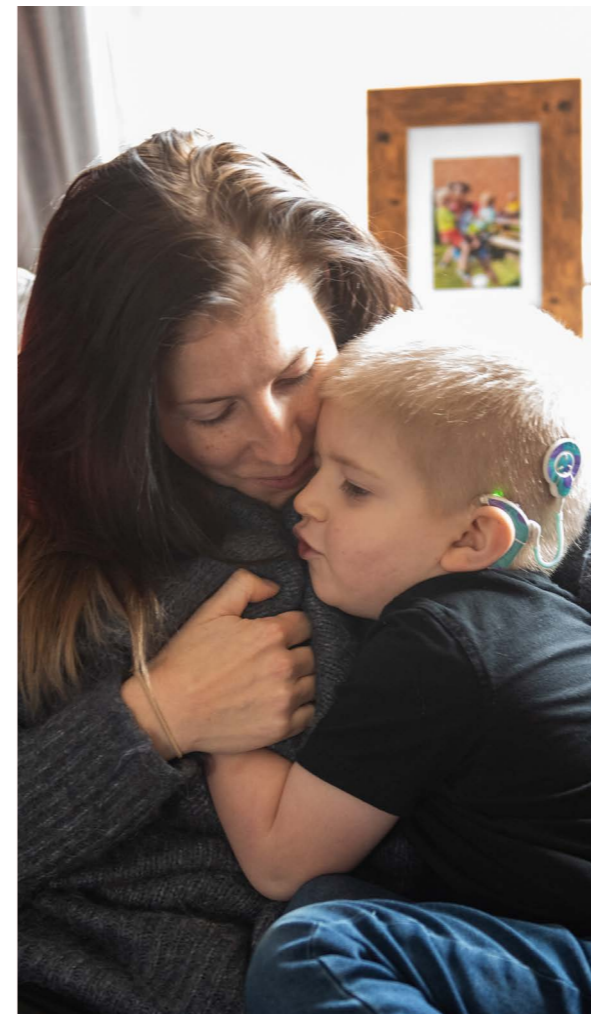
cohort of 13 PhD students and six Fellows. We hope many will go on to establish their own research groups working on developing better treatments in the future.

In partnership with the Medicines Discovery Catapult, we continued to deliver the Hearing Medicines Discovery Syndicate which aims to rapidly connect researchers to the expertise and infrastructure they need to advance the development of treatments for hearing loss and tinnitus. Through the year:

- 27 organisations approached the syndicate, resulting in 18 connections being made, eight new collaborative grant proposals being submitted, and one new project underway in New Zealand that could lead to a new device to deliver therapies to the inner ear.
- We organised a workshop bringing industry and academia together to identify the key obstacles standing in the way of developing treatments and opportunities for collaborative solutions.

Our recommendations were shared with the community in a workshop report.

- We mapped the pipeline for hearing therapeutics, identifying more than 80 treatments in development and gaining a better understanding of the challenges faced in developing treatments. We published this insight in the 'Drug Discovery Today' journal.



“Cochlear implants have literally changed all our lives – not just Jenson’s, but the whole family’s – for the better. It’s the best decision we’ve ever made. Hopefully, with more research, they will become even more effective. At the moment we are constantly reminded that even implant users will miss chunks of sound, especially in busier environments. I’d love the technology to reach a point where you can hear 99% of a conversation.”

-Athena, Jenson’s mum

OUR WORK WITH EMPLOYERS AND INDUSTRY

Working with industry and employers has long been a key component of RNID's activity. Employment is one of our four strategic programmes that will guide all our work over coming years.

Over the course of 2021-2022, we pulled together existing strands of work aimed at employers to help build the platform for our new strategic focus - including workplace assessments, providing communications support, working with tech companies, and building up our corporate partnerships to help make change happen.

WORKPLACE ASSESSMENTS AND COMMUNICATION SUPPORT

Throughout 2021-2022, we supported organisations and employers by delivering

accessibility services including communication support, training and workplace assessments. We provided assistive technology solutions and induction loops to our communities by working in partnership with Connevens and Contacta, both leading suppliers in the technology market. Our services have helped organisations to understand the barriers faced by people who are deaf or have hearing loss and has allowed them to support, inform and connect with our communities.

We carried out 167 workplace

assessments to help employees overcome barriers in the workplace, supporting the employer to demonstrate good practice, quality, and diversity within their organisation. We delivered 172 deaf awareness and sign language courses to organisations, increasing the confidence and skills of thousands of individuals in communicating with people who are deaf or have hearing loss. Our trainers, who are deaf or have hearing loss themselves, help people to identify barriers and solutions to improve accessibility and also demonstrate a range of communication techniques such as lipreading and basic sign language.

Our team provided more than 9,000 people who are deaf or have hearing loss with communication support including British Sign Language/English Interpreters

and translators, lipspeakers, notetakers, speech to text reporters and interpreters for deafblind people. Operating 24/7, 365 days a year, we work with over 600 fully qualified communication professionals and support clients such as the NHS, banking and retail to open up access to services.

CORPORATE PARTNERSHIPS

In 2021-22, we partnered with Smart Energy GB to demonstrate to our communities the benefits of smart meters. Following the success of this short-term relationship, and given the current cost of living crisis and its potential impact on people who are deaf, have hearing loss or tinnitus, we are working towards a second partnership later this year. With the development of our four strategic programmes, we are also building a portfolio of exciting opportunities for corporate organisations to sponsor campaigns, to become more inclusive, and to help raise crucial funds for the communities RNID exists to support.

TECH COMPANIES

We continued to develop relationships with technology partners to help improve the accessibility of everyday devices and software. There is an increasing demand from big brand corporates to help them become more accessible to their customers and employees.

“Working with RNID has been a very worthwhile and rewarding process. Our employee was very impressed with the assessor and felt completely supported and listened to, and the deaf awareness training helped them become part of our team.”



– Hazel Evans, Carers Trust

SAMSUNG

Over 2021-2022, we worked with Samsung to better understand people's experience of using their earbuds as a device to manage hearing loss. While there are some useful features to enhance the audio experience, our research found that there is currently limited benefit of using hearables like this to manage hearing loss. We are continuing to work with Samsung to ensure people have the right information when choosing to use such devices.

AMAZON

We have been working with Amazon to better understand how their smart home devices

can help people who are deaf, have hearing loss or tinnitus with accessibility in their homes, as well as how accessibility features of services like video streaming can continue to improve.

BLUETOOTH

We are continuing to work with the Bluetooth Special Interest Group to ensure the new Bluetooth Low Energy (BLE) solution for people with hearing loss is easy to access and use, as well as safe. Potentially transformative new products are planned to come into the market later this year. This includes broadcast audio, where people can use Bluetooth to receive public broadcast messages as well as private audio streaming.

FUNDRAISING & ENGAGEMENT

FUNDRAISING: ACHIEVEMENTS AND PRACTICE

Like the rest of the UK charity sector, our fundraising teams continued to work hard through 2021-2022 to adapt to the effects of COVID and the restrictions that have impacted us all. The pandemic has continued to suppress income at RNID and investment remained

modest while we worked to adapt to the situation that dominated the financial year. Against this backdrop, it is important we recognise the incredible generosity of our loyal supporters, donors and members. Thank you all for your incredible support.

Over the year, RNID has developed a new fundraising strategy, designed to diversify

the income we generate and deliver year-on-year growth moving forward. We have outlined an ambitious vision for the future of income generation, supporter engagement and integrated working across the charity. We will align our fundraising propositions and products with RNID's new strategy, focusing our programme on partnership working and our cause, and investing in the growth of our supporter base. This will enable us to support RNID as we grow, delivering more impact, and helping more people than ever before.

FUNDRAISING HIGHLIGHTS

In 2021-22, our income from donations and legacies was £9.9m, a decrease from the previous year (2020-21: £11.2m). This reduction in income (from our mass market fundraising programme) was anticipated and planned for.

Legacy income for 2021-22 was £7.3m (2020-21: £7.1m). RNID is incredibly grateful to everyone who has



remembered us in their will. It is the generosity of people who choose to give in this way that continues to have a huge impact on the work we do to support people who are deaf, have hearing loss or tinnitus. Legacy performance has been depressed over the last two years due to the impact of the pandemic, which has caused fluctuations in the UK housing and stock markets

and issues with the probate process, slowing down estate administration. We were also able to generate £3.0m through public fundraising activity in 2021-22 (2020-21: £2.9m). This growth in income has been driven through our High Value fundraising programmes, which raised £793k (2020-21: £685k). The growing generosity of individuals, trusts and other partners

who choose to support us in this way is having an increasing impact on the lives of the people we exist to support. Over the coming years, growing income from these audiences will be a key strategic focus for RNID.

We have seen a dramatic increase in the number of people contacting our helpline, searching our website for advice and support and viewing our online information sessions. Generous grants from charitable trusts and foundations have supported the vital work of our Information Helpline, which now sits within Contact RNID (see page 23), and helped us to expand our digital reach. We have also continued to receive vital grants from trusts and foundations towards our essential medical research programme.

Despite the ongoing impact of COVID delaying investment in the area, mass market fundraising activity raised £2.2m (2020-21: £2.3m). This decline was largely driven by a reduction in income from cash appeals; a trend seen across the UK charity sector following an increase in income through these kinds of activity during the first year of the pandemic. We also saw an anticipated decline in income through our regular giving programme, where investment was delayed. Over the coming years, growing this area of the programme will be a priority for the team.

At the end of the 2021-22 financial year, we began to test new methods to engage new audiences and recruit regular giving supporters, such as RNID's new Tinnitus Guide. These have proved to be incredibly popular with our communities and these initial results are encouraging as we work to deliver income generating activity which is more aligned to our cause.

We are also incredibly grateful to the people who took part in, and organised, events supporting RNID in 2021-22. We continued to see this part of our programme transition towards people supporting us in new ways. Virtual events like Challenge RNID will form an important part of our plans for a more flexible, innovative approach to community and events activity in the future.

FUNDRAISING CONTROL AND REGULATION

We continue to be members of the Chartered Institute of Fundraising and of the Fundraising Regulator and follow their standards and guidelines (including the Code of Fundraising Practice), as we strive to achieve best practice in all we do. We are also regulated, and audited, by the Gambling Commission.

We regularly review our processes and procedures to ensure we, and everyone we work with, provide our supporters with the best



“I run for me. I run to support the deaf community and to show some boundaries can be overcome. I run to support RNID – as they support people like me.”

James from the Isle of White, London Marathon runner.

possible experience and consistently uphold the highest ethical standards.

USE OF AGENCIES AND THIRD PARTIES

Like many charities, we work with carefully selected professional fundraising agencies for telephone fundraising.

We also work with agencies to help us process responses to appeals and donations received, to print and mail items on our behalf, maintain our supporter database, and help us monitor the effectiveness of our fundraising activities.

We work with any newly-appointed agencies to

ensure that contracts are set up to comply with current regulations and with RNID's own policies and practices. Existing contracts are also regularly reviewed to ensure they continue to meet our high standards.

We have clear controls in place to monitor our partners', and our own, performance. This includes mystery shopping, random call monitoring, and close monitoring of feedback to identify and resolve the causes of any issues that people may experience and to make sure that everyone who works with us to raise funds complies with our high standards. We do not use agencies for street fundraising.

MANAGING SUPPORTER COMMUNICATIONS

Many of our supporters want to know how their donations are supporting our work and how they are making a difference to the lives of people who are deaf, have hearing loss or tinnitus.

Keeping our supporters' best interests in mind, we offer people the choice of whether they would like us to keep them up-to-date with our work, telling them how they have helped, and how they can continue to help, in the future.

We offer new supporters the opportunity to choose how we communicate with them and for what purpose. We also

offer everyone we contact simple ways to opt out of any further communication.

We continue to ensure that our processes are developed and implemented in line with the Fundraising Regulator's code of practice and, where required, we update our processes so that they continue to be compliant.

We do not sell or exchange lists of data with any other charities or companies for their marketing or fundraising purposes.

PEOPLE IN VULNERABLE CIRCUMSTANCES

We take our responsibility towards supporter care and to vulnerable people very

seriously. Members of our Contact RNID team are all trained to respond sensitively and appropriately to any individual showing signs of distress, confusion or vulnerability.

We also have contracts and controls in place to ensure all agencies that may come into contact with vulnerable people treat them in line with our policies and values.

This year, we also developed a new 'Supporters in Vulnerable Circumstances' policy. This provides up-to-date guidance to staff and third-parties on how we define and identify a person who may be vulnerable, and outlines the processes we

have in place to help support them.

COMPLAINTS

We take every complaint we receive seriously and make sure that we investigate fully and respond promptly.

For the 12 months to 31 March 2022, we received ten fundraising-related complaints, largely focused on issues with people's membership and problems with payments. These have all now been resolved. We received no official complaints via the Fundraising Regulator. Over the same period, we received 28 complaints relating to our commercially traded services. These were largely focused on payment issues and the delivery of communication services; they have now been resolved.

In order to ensure that we provide the best level of service to the people who support our work, we regularly monitor the level and nature of feedback that we receive.

OUR COMMITMENT

We will continue to monitor all our fundraising activities closely to ensure they are performed to the highest standards and reflect the wishes and preferences of all our generous supporters. We welcome any feedback or comments people may have. To get in touch by post or email, see the last page of this report for contact details.

OUR THANKS TO:

the many organisations and individuals who have supported us... including those who want to remain anonymous.

Major donors:

Prof Elizabeth Russell

Jeff Horne

Mr and Mrs John Walton

Mr and Mrs Keith Butler Wheelhouse

Mrs Nicolette Richards

Mrs Margaret Starkie

Dr Roger Allport

Trusts/foundations:

The Exilarch's Foundation

The Galanthus Trust

Corporate partners:

Smart Energy GB



“We are so lucky to have a magazine which presents our world so sensibly and so helpfully – and in such an entertaining way. Keep up the great work and thank you RNID!” Kay from Birmingham, RNID Member



TRUSTEES AND DIRECTORS REPORT

ADMINISTRATIVE DETAILS, FINANCIAL SUMMARY, TRUSTEES RESPONSIBILITIES AND AUDITOR'S REPORT

ADMINISTRATIVE DETAILS: TRUSTEES, SENIOR STAFF

TRUSTEES

The following table provides details of all Trustees who were in place during the financial year until the point at which these accounts were signed in September 2022, and their membership of the committees as at the date of signing:

| Name | Resource Committee | Nominations committee | Audit Committee |
|--|--------------------|-----------------------|-----------------|
| John Morgan (Chair, stood down in May 2022) | | Chair | |
| Ewen Stevenson (Chair, from June 2022) | | ✓ | |
| Claire Bailey (Treasurer) | Chair | ✓ | |
| Lindsay Foster (Vice-chair) | | ✓ | Chair |
| Dr. Brian Caul | | ✓ | |
| Gideon Hoffman | ✓ | | |
| Gill Budd (from June 2022) | | | ✓ |
| Julian Meekings (from June 2022) | ✓ | | |
| Nick Waring | | | ✓ |
| Ita Murphy | | ✓ | |
| Sally Harris | ✓ | | |
| Thomas McCarthy (stood down in November 2021) | | | ✓ |
| Jacqueline Press (stood down in November 2021) | | | |



EXECUTIVE GROUP

The Trustees delegate the implementation of policies and the day-to-day management of the charity to the Chief Executive who is assisted by the Executive Group, the charity's key management personnel. The Executive Group in place during 2021-22 are:

- **Mark Atkinson**
– Chief Executive
- **Harriet Oppenheimer**
– Deputy Chief Executive and Director of Strategy and Impact
- **James Abbott**
– Director of Performance and Corporate Services and Company Secretary
- **Ralph Holme**
– Director of Research and Insight
- **Tim Willett**
– Director of Funding and Innovation (stood down December 2021 – replaced by Nick Radmore)
- **Steve Maiden**
– Executive Director of Governance Risk and Assurance (stood down May 2021)
- **Noelia Fernandez**
– Executive Director of People (stood down August 2021)

PRINCIPAL PROFESSIONAL ADVISERS SOLICITORS

Bates Wells Braithwaite – 10 Queens Street Place, London, EC4R 1BE

INDEPENDENT AUDITORS

Crowe UK LLP – 55 Ludgate Hill, London, EC4M 7JW

BANKERS

Lloyds Banking Group – 10 Gresham St, London, EC2V 7JD

STRUCTURE, GOVERNANCE AND MANAGEMENT

STRUCTURE

RNID is a trading name of the charitable company limited by guarantee, the Royal National Institute for Deaf People (RNID), registered in England and Wales No.454169. It is registered as a Charity (No.207720 in England and Wales and SC038926 in Scotland).

RNID is governed by its Articles of Association, adopted on 14 May 1948, and last amended on 11 December 2019. The registered office address is Brightfield Business Hub, Bakewell Road, Orton Southgate, Peterborough, PE2 6XU.

RNID has six wholly owned subsidiary companies:

1. RNID Services Ltd
2. RNID Activities Ltd
3. Hearing Research Trust
4. Sound Advantage Ltd
5. Action on Hearing Loss Ltd
6. Sussex Deaf Association

None of these companies traded in 2021/2022, and all of them remain dormant. RNID may use these subsidiaries

again in the future depending on its operational activities.

The Board of Trustees is responsible for the overall governance of RNID. The Board has a maximum of ten Trustees at one time. All Trustees are appointed for a term not exceeding three years, at the end of which they are eligible for reappointment for a second term. Trustees are only eligible for a further term in exceptional circumstance and only for a maximum of three years.

The Board is committed to overseeing equality, diversity and inclusion not only in the workforce but also on the Board itself. The Trustees recognise that greater representation from under-represented groups is required, and that more diversity will strengthen our decision-making processes. Internally, the team is rolling out the new People Strategy which has clear aspirations and emphasis on diversity and inclusion.

GOVERNANCE

The Board of Trustees has adopted the Charity Governance Code and keeps areas of recommended practice under constant review. A full audit review of the adopted practices by the Board will be undertaken in 2022-23 in the form of an internal audit.

The Board of Trustees has driven forward improvements to the charity's arrangements throughout the course of the year. The Country Advisory Groups were relaunched as Country Advisory Panels. The new structure will allow the panels to focus effort on supporting meaningful local impact, directly supporting local teams to extend their reach and influence, and also bring benefit from a greater alignment between purpose and structure.

The Board's Rules, Delegated Authority Signing policy and the Committee Terms of Reference set out the delegation of the decision making to the Executive and to individual Committees. The Rules include a statement of reserved powers for the Board. Trustees are required to meet at least three times a year. In the year up to 31 March 2022, they met four times.

BOARD RECRUITMENT, INDUCTION AND TRAINING

Trustees are appointed through an open and transparent process which involves advertising vacancies

through prominent recruitment websites across the UK, as well as using specialist recruitment firms. All vacancies are informed by a skills gap analysis and succession planning exercise which is led by the Nominations Committee on an annual basis.

Throughout the year, the Executive Group provided the Board of Trustees in-depth sessions to discuss certain strategy areas as well as parts of the charity.

New Trustees receive an induction pack containing detailed information about the charity, how we are organised and our work. They are invited to spend time with the Executive Group and the Senior Leadership Team to familiarise themselves with our activities and to prepare themselves for effective and informed decision-making.

COMMITTEE STRUCTURE

The Board delegates certain powers in connection with the charity's management and administration. Committees provide meeting minutes and report back regularly to the Board. Details of each Committee are described below.

- Audit Committee: made up of two Trustee members and two independent members. When required, they are advised by our

External Auditors from Crowe and our Internal Audit consultants from RSM. All members of the Committee are independent of management and the Committee is chaired by Lindsay Foster, the Vice-Chair. The Committee is responsible for providing the Board of Trustees with assurance that there is an effective system of governance, risk management and control across the whole of the charity's activities.

- Resources Committee: made up of three Trustee

members, one of which is the Treasurer and the Chair of the Committee, Claire Bailey. The Committee assists the Board in its duty to oversee the charity's resources and in particular its financial affairs and strategic-people related matters.

- Nominations Committee: made up of five Trustees. The Committee oversees and makes recommendations to the Board on all matters relating to the recruitment and appointment of Trustees and Independent Committee members.



MANAGEMENT AND OUR PEOPLE

This financial year, our consolidated Executive Group has continued to strengthen our new purpose. Our managerial focus has been largely on restructuring the organisation to meet our new operating model. As employees and volunteers continued to face professional and personal challenges throughout the pandemic, we empowered our managers to support their teams to deliver key services to our communities.

Increased visibility through the introduction of regular, all-staff virtual meetings has continued to build trust and confidence.

Launching our in-person staff summit events has been instrumental in delivering key messages and important information in real-time to our geographically dispersed teams. Using a mix of digital meetings via Microsoft Teams and face-to-face contact in our staff summits has increased people's motivation and connection – 83% of staff survey respondents said they 'felt proud to work for RNID'.

We have supported staff and volunteers who were formerly office-based to work from home, providing the systems and technology they need. Where people's circumstances mean they cannot work from home, we find a solution that

works for them (such as local shared office space).

We recognise that the work we do, and all our achievements, rely heavily on the support of our volunteers, many of whom have been critical in enabling us to support people remotely this year. Others made the decision to pause their activities with us at the height of the pandemic but continue to be an integral part of our structure. We are working to re-engage former volunteers with the charity and to restart our volunteer recruitment programme to support our new drop-in services (see page 26).

While we have transferred most of our care and support services to a new provider (see details on page 47), our remaining team in Northern Ireland continued to demonstrate incredible commitment during this difficult and unsettling time; their dedication to the wellbeing of the people we support has been inspiring.

We have invested in our senior leadership team, committing to a year-long development programme with the focus on skills and insight, collaboration and connection, and coaching and reflection.

We have launched a new training e-learning platform for all our staff to effectively access important mandatory training.

TRANSFER OF CARE AND SUPPORT

To realise our new strategy, we knew that we could not continue to do everything we did before. For this reason, our Board of Trustees proposed to transfer our care and support services in England and Wales to a new provider.

We wanted to find an organisation that shared our values, our ethos and our commitment to high-quality, person-centred care. The Board identified Achieve Together, a leading provider of specialist support for people with learning disabilities, autism and associated complex needs, as best placed to invest in our services, support them to grow and continue to run them in the future.

The transfer of care and support, along with our amazing colleagues who worked in those services, was completed successfully in June 2021. Their inspiring work, delivering specialist support for people who are deaf or have hearing loss, continues.

EQUALITY, DIVERSITY AND INCLUSION

Our equality, diversity and inclusion (EDI) plans prioritise our ambition to make life more inclusive for people who are deaf, have hearing loss or tinnitus. This begins with a review of access to British Sign Language (BSL) training, including introducing BSL for



beginners to all our staff in April 2022. We also plan to:

- Design and consult on the introduction of an 'adjustment passport' for all staff, setting out their communication preferences and any other adjustments needed to work effectively in a way that suits them
- Advertise all jobs in publications that are related to deafness and hearing loss
- Increase the EDI data we hold on our own staff
- Improve employee feedback opportunities through the introduction of a new employee engagement survey and

establish engagement champions through our staff groups.

Our People Plan has been reviewed to reflect the organisation's priorities and we are launching a new programme of activities that focuses on making RNID a great place to work. We are working closely with our staff groups to improve the way we attract, engage, retain and develop our people. Investment in two new systems will increase our insight with the aim of making even better decisions that clearly match our strategic priorities. We are passionate about our purpose, and objectives have been set which concentrate on making the biggest impact possible for the communities we serve.

RISK MANAGEMENT

The Board of Trustees has overall responsibility for risk management and delegate authority in this area to the Audit Committee.

The Board of Trustees supported the delivery of a change programme and strategy to make RNID more sustainable in the longer term, become more efficient, and fit for purpose. As part of this, we have become smaller and do less but will deliver greater impact. The level of risk has reduced accordingly.

The charity's risk register is broken into three principal areas as a way of framing our risk management activities:

PRINCIPAL RISK AREA 1: STRATEGIC DELIVERY

The main risk is RNID not having a clear focus and strategy and lacking the insight to be relevant to our communities. The leadership team has developed a clear corporate plan defining what impact we are trying to achieve and ensuring resources are deployed on activities which create the most impact.

Future controls are to implement impact measurement and reporting, and the delivery of the 2022-23 plan, which includes our programme priorities based on identified user needs.

Throughout 2022-23, we will deliver an Equality, Diversity and Inclusion programme.

The transfer of the England and Wales care and support services in June 2021 has provided the greatest reduction in risk.

PRINCIPAL RISK AREA 2: CHARITY RESOURCING

The pandemic delayed our legacy income, and meant that the recovery of our financial performance has taken longer than initially expected. To mitigate this risk, a new detailed fundraising strategy is being implemented and we're working to speed up the legacy income pipeline.

We also need to have the right people to deliver our strategy. We've recruited for critical vacant roles and a new People strategy is being implemented. Staff engagement and internal communication has been strengthened, including in-person staff summits and a new intranet.

We reviewed the impact of remote working on our staff and charitable objectives,

and considered the costs of getting back into our office spaces across the UK. With the aim of becoming a digital first charity, we are, therefore, closing existing offices when leases end. The money saved on property will be invested in our people and our purpose.

PRINCIPLE RISK AREA 3: EFFECTIVE ORGANISATION

To be an effective organisation, we must have the right culture and ways of working. Equally, we need an effective or proportionate control environment to minimise the risk of non-compliance.

Trustees have taken action to strengthen governance and leadership. The new structure and operating model includes enhanced Trustee training and a new governance and compliance team. A rolling internal audit programme supports our compliance, and the Audit Committee scrutinises all audit recommendations. Key policies have been updated, including financial control and safeguarding. The wider policy framework will be implemented throughout 2022-23.

We have improved system security, including new hardware and the introduction of multi-factor authentication. Mandatory staff training has been reviewed and a new training platform rolled out.

New CRM (Customer Relationship Management), finance, and human resources systems are to be implemented.

Overall, our systems are being modernised which will build on progress already made in strengthening our internal control framework.

GOING CONCERN

Trustees are required to consider the charity's financial stability. As part of this process, they have produced a going concern assessment, which considers our expected financial performance through to 31 March 2024.

Trustees implemented a financial recovery plan in 2019. With the implementation of our new operating model in 2021, this work is now complete and we are confident we have a sustainable charity ready for growth. Although the pandemic continues to affect the timing of some income (especially gifts in wills), we consider the charity to be financially sustainable because:

1. Our new operating model has removed significant cost and risk from the charity.
2. Our income pipelines are strong, aligned with our budgets, and growing.
3. Our cash and free reserves position is strong enough to mitigate unexpected income decline.

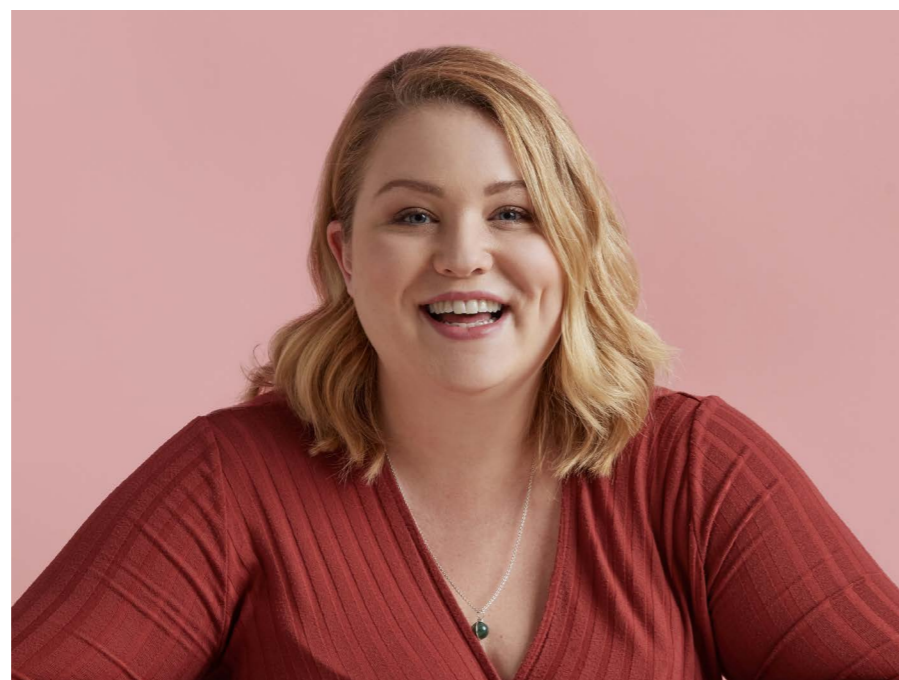
To be an effective organisation, we must have the right culture and ways of working. Equally, we need an effective control environment to minimise the risk of non-compliance

As a result of these factors, the Trustees consider that it is appropriate for the financial statements to be prepared on a going concern basis.

PENSIONS

The RNID defined benefit pension scheme closed to new entrants on 1 October 2001, and to new accruals on 31 March 2010. The notional surplus or deficit on the funding of the scheme is deducted from unrestricted funds in the balance sheet.

The last detailed actuarial triennial valuation was carried out at 31 March 2021. Following this, an updated revised funding plan was agreed with the pension scheme Trustees. As a result, the charity's annual contribution to the pension deficit remains the same.



Additional contributions were made to the scheme following the transfer of care and support services (and associated sale of RNID's freehold properties) in order to reduce the charity's liability and increase pension scheme security. Total contributions to the scheme in 2021-22 were £71m.

As part of the Trustees' Report and Accounts preparation process, an actuarial valuation was carried out on 31 March 2022 using methodology recommended by the Financial Reporting Standard 102. This valuation showed market value of assets to be £80.6m (2021: £75.9m), and the current value of liabilities to be £77.5m (2021: £79.1m). The net surplus was £3.2m, compared to a net deficit of £3.2m at March 2021. Further details are included in Note 18.

RESERVES POLICY

Free reserves are held by the charity to help us manage financial risk and income unpredictability. We aim to hold free reserves at a level

which covers our expenditure for a period of between four and eight months (planned cash outflows, excluding directly funded services). This means the target is to hold free reserves of between £4.1m and £8.2m.

Free reserves are calculated as our unrestricted funds excluding fixed assets (at net book value) and any deficit on the pension scheme.

Following changes to our operating model (including the transfer of our care and support services) free reserves have increased in the year to £2.7m on 31 March 2022 (2021: £1.5m), but remain below the target range.

As a result of our work on financial sustainability and our new operating model, Trustees anticipate that free reserves will be within the target range during 2024.

GRANT MAKING POLICY

We award research grants to fund world-class medical research projects and to increase the numbers of trained research staff.

As a result of our work on financial sustainability and our new operating model, Trustees anticipate that free reserves will be within the target range during 2024



Universities, non-profit research institutes and technology-led small businesses worldwide are eligible for funding, except where geographical and organisational-type restrictions are stated for specific funding schemes.

We widely publicise our calls for grant proposals, which are then subjected to an appropriate level of expert peer review, typically involving independent, external reviewers and a voluntary, independent grant-review panel.

Each review panel is made up of experts who serve for three-to-five-years and the panel members are listed on our website. We make the final decision about each award based on this expert advice, the relevance of the research to our research strategy, and our available budget.

Everyone involved in the grant-application and review process is asked to abide by our Research Programme's Code of Conduct and Conflict of Interest policy.

We occasionally award a small number of grants for social and technical research to help provide the evidence basis for campaigning and policy development. We also award grants to develop our library collection, currently housed and managed by University College London.

FINANCIAL SUMMARY AND REVIEW

The changes to the charity in 2021-22 have significantly transformed our finances.

- The transfer of care and support services to another provider has removed our freehold property from our balance sheet, and enabled us to pay off our bank loans, mortgage and other creditors. It also enabled us to make additional payments to reduce the deficit on our defined benefit pension scheme. Other than our business-as-usual trade creditors (and our ongoing commitment to the pension scheme), the charity is now debt-free.
- The implementation of our new operating model means we will be able to reach more people and have a greater impact more cost-effectively, reducing our committed annual expenditure.

As a result of these changes, our financial

position is much improved, ensuring RNID's long-term sustainability.

The implementation of our new operating model reduced our expenditure to £21.9m (2021: £36m), as our digital-first strategy enables us to deliver our services more cost-effectively.

Our unrestricted income from donations and legacies reduced marginally to £9.4m (2021: £9.7m). Ongoing external delays with the probate process mean it has taken longer than usual for some gifts left to us in wills to reach us. The impact of this has been felt across the sector, although it is expected to improve significantly in the next few months. As a result, legacy income has not yet returned to its pre-pandemic levels.

Our transferred care and support are presented under 'discontinuing operations'. During our time

operating these services in the year, they generated a net deficit of £0.7m as the pandemic continued to impact demand for the services.

Our net income for the year was £1.3m (2021: net expenditure £1.5m). We generated a surplus as a result of the financial gain on the transfer of care and support to another provider.

As a result of our additional contributions to the defined benefit pension scheme, a loss of £3.6m (2021: £3.7m loss) has also been recognised for the scheme. This means that RNID's total reduction in funds in the year was £2.3m (2021: £5.2m). These additional pension scheme deficit payments have improved the underlying position of the scheme and, as a result, no liability is recognised on our balance sheet.

The surplus in the year (largely the result of the gain on care and support transfer), contributed to our free reserves increase to £2.7m (2021: £1.5m). This is described in more detail in the 'Reserves Policy' section on page 50.

Full details of our financial performance for the year ended 31 March 2022 are shown in the financial statements and notes from page 60 onwards.

AT A GLANCE: HOW WE RAISE MONEY AND WHERE IT IS SPENT

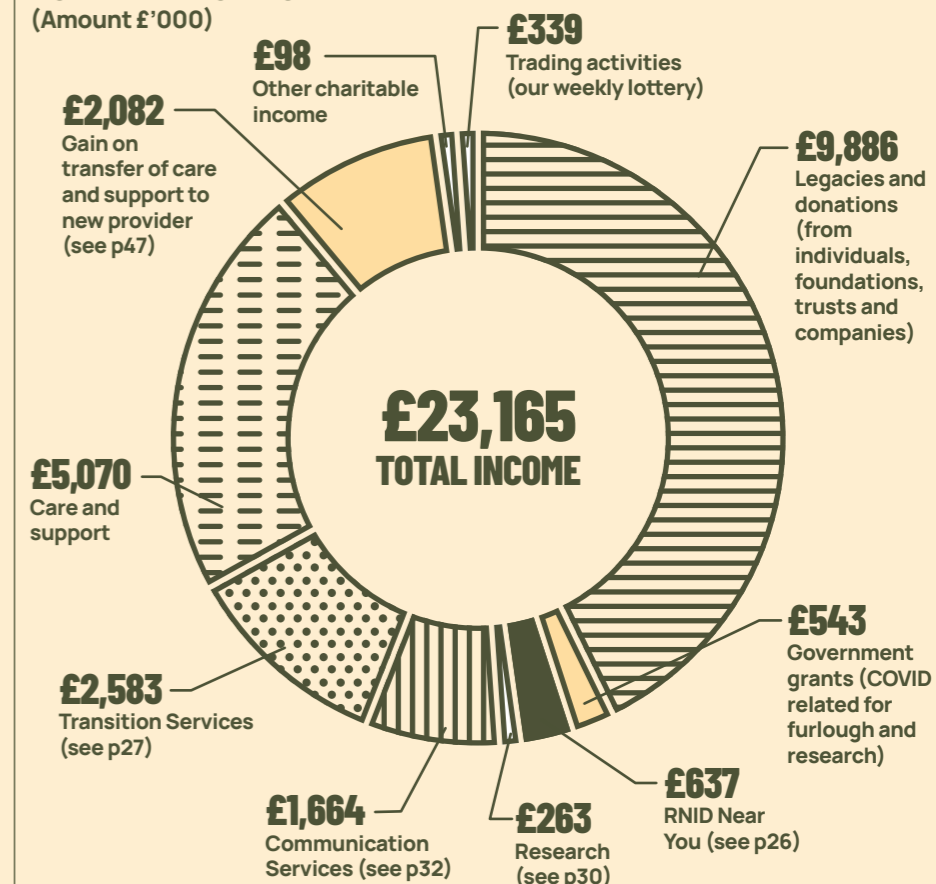
RNID works hard to ensure the money we get from generous individuals, trusts, foundations, companies and statutory funders is used to create a society that is more inclusive for people who are deaf, have hearing loss or tinnitus.

Thank you to everyone who supported our work in 2021/22. You made it possible for RNID to make a difference to tens of thousands of lives across the UK.

These charts summarise our income and expenditure. You can see our full financial statements from page 60 to page 90.

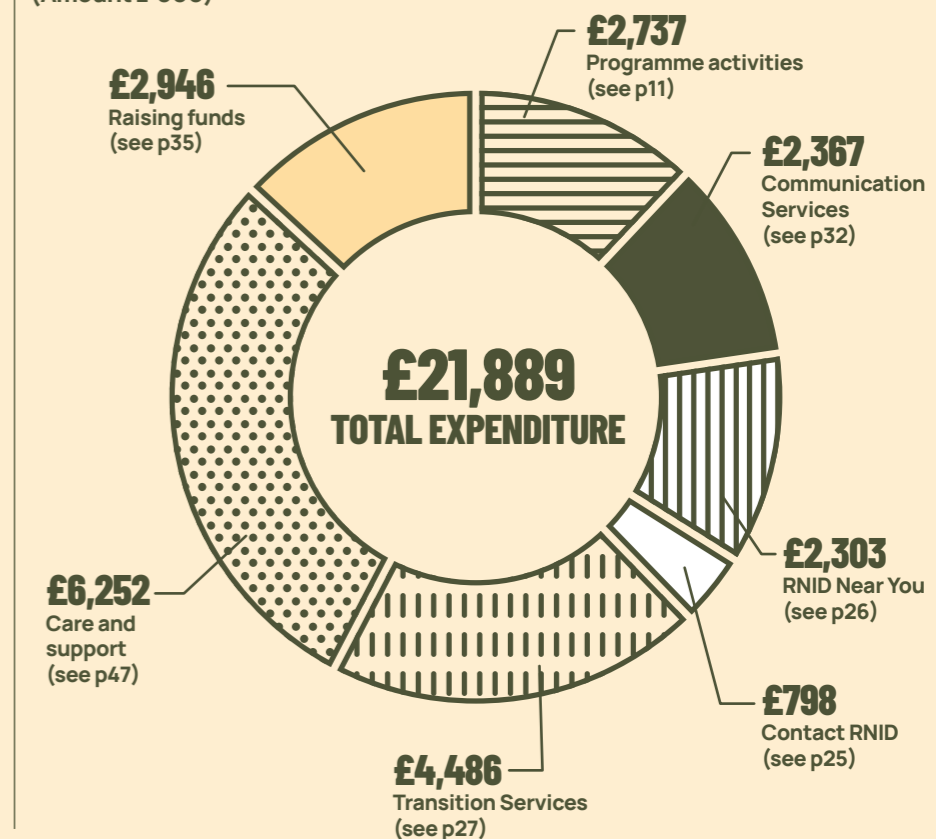
HOW WE RAISE MONEY

(Amount £'000)



HOW THE MONEY IS SPENT

(Amount £'000)



STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also directors of RNID for the purpose of company law) are responsible for preparing the Trustees' Report and Accounts (including the Strategic Report) and the Financial Statements in accordance with applicable law and regulation.

Company Law requires the Trustees to prepare Financial Statements for each financial year. Under that law, the Trustees have prepared the Financial Statements in accordance with United Kingdom Accounting Standards, comprising FRS 102 "The Financial Reporting Standard which is applicable in the UK and Republic of Ireland", and applicable law (United Kingdom generally accepted Accounting Practice).

Under Company Law, the Trustees must not approve the Financial Statements

unless they are satisfied that they are given a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period. In preparing these Financial Statements, the Trustees are required to:

1. Select a suite of suitable accounting policies and then apply them consistently;
2. Observe the methods and principles in the Statement

of Recommended Practice: Accounting and Reporting by Charities (2015);

3. Make judgements and estimates that are reasonable and prudent;
4. State whether applicable UK Accounting Standards, comprising FRS 102, have been followed, subject to any material departures disclosed and explained in the Financial Statements; and
5. Prepare the Financial Statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the Financial Statements comply with the Companies Act 2006, Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).

They are also responsible for safeguarding the assets of the charitable company and hence for



taking reasonable steps for the prevention and detection of fraud and other irregularities. In so far as the Trustees are aware:

1. There is no relevant audit information of which the company's auditors are unaware.
2. They have taken all the steps they ought to have taken as Trustees in order to make themselves

aware of any relevant audit information and to establish that the company's auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of Financial Statements may differ

from legislation in other jurisdictions. By order of the Board of Trustees, the Trustees' Report (incorporating the Strategic Report) has been approved by the Board of Trustees and signed on its behalf by:

C Bailey

Claire Bailey
Honorary Treasurer
07/09/2022

INDEPENDENT AUDITOR'S REPORT

Independent Auditor's Report to the Members and Trustees of the Royal National Institute for Deaf People

OPINION

We have audited the financial statements of The Royal National Institute for Deaf People (RNID) for the year ended 31 March 2022 which comprise Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (amended).

BASIS FOR OPINION

We conducted our audit in accordance with International Standards

on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

CONCLUSIONS RELATING TO GOING CONCERN

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate. Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

OTHER INFORMATION

The Trustees are responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of

this other information, we are required to report that fact. We have nothing to report in this regard.

OPINIONS ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the Trustees' report, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the Trustees' report have been prepared in accordance with applicable legal requirements.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

In light of the knowledge and understanding the charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the Trustees' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts

(Scotland) Regulations 2006 require us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the Trustees' responsibilities statement set out on page 54, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern



EXTENT TO WHICH THE AUDIT WAS CONSIDERED CAPABLE OF DETECTING IRREGULARITIES, INCLUDING FRAUD

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements.

The laws and regulations we considered in this context were the Companies Act 2006 together with the Charities SORP (FRS 102) and the Charities and Trustee Investment (Scotland) Act 2005. We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's ability to operate or to avoid a material penalty.

We also considered the opportunities and incentives that may exist within the charitable company for fraud. The laws and regulations we considered in this context for the UK operations were General Data Protection Regulation (GDPR), Care Quality Commission (CQC) regulations, employment legislations and taxation legislations.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any. We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of income and the override of controls by management. Our audit procedures to respond to these risks included review of grant expenditure monitoring in place, enquiries of management, and the

Audit Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, recording the impact of the CQC regulatory reviews and reading minutes of meetings of those charged with governance.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to

detect non-compliance with all laws and regulations.

USE OF OUR REPORT

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of part 16 of the Companies Act 2006, and to the charitable company's Trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and Trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company, the charitable company's members as a body and the charitable company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.

N. Hashemi

Naziar Hashemi
Senior Statutory Auditor

For and on behalf of
Crowe U.K. LLP
Statutory Auditor
London

Date: 13th September 2022

basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.



FINANCIAL STATEMENTS

Statement of financial activities for the year ended 31 March 2022

(incorporating an income and expenditure account)

| | Note | Unrestricted funds | | Restricted funds (£'000) | Total funds 2022 (£'000) | Total funds 2021 (£'000) |
|---|------|-------------------------|---------------|-----------------------------|--------------------------------|--------------------------------|
| | | Discontinued (£'000) | Continuing | | | |
| Income from: | | | | | | |
| Donations and legacies | 5 | - | 9,404 | 482 | 9,886 | 11,179 |
| Government grant | 5 | 62 | 481 | - | 543 | 874 |
| Income from charitable activities: | | | | | | |
| RNID near you | 5 | - | 608 | 29 | 637 | 285 |
| Research | 5 | - | (29) | 292 | 263 | 155 |
| Communication services | 5 | - | 1,664 | - | 1,664 | 1,269 |
| Other charitable income | 5 | - | 90 | 8 | 98 | 267 |
| Transition services | 5 | - | 1,556 | 1,027 | 2,583 | 2,526 |
| Care and support | 5 | 4,474 | 596 | - | 5,070 | 17,626 |
| Gain on transfer of C&S | 5 | (496) | - | 2,578 | 2,082 | - |
| Income from trading activities | 5 | - | 339 | - | 339 | 329 |
| Total income | | 4,040 | 14,709 | 4,416 | 23,165 | 34,510 |
| Expenditure on raising funds | 6/7 | - | 2,832 | 114 | 2,946 | 3,058 |
| Expenditure on charitable activities: | | | | | | |
| Inclusion programme | 6/7 | - | 269 | 55 | 324 | 235 |
| Health programme | 6/7 | - | 654 | 22 | 676 | 648 |
| Employment programme | 6/7 | - | 318 | 3 | 321 | 272 |
| Research programme | 6/7 | - | 733 | 683 | 1,416 | 1,351 |
| Communications services | 6/7 | - | 2,319 | 48 | 2,367 | 2,455 |
| RNID near you | 6/7 | - | 2,009 | 294 | 2,303 | 2,774 |
| Contact RNID | 6/7 | - | 683 | 115 | 798 | 1,107 |
| Transition services | 6/7 | - | 3,039 | 1,447 | 4,486 | 5,412 |
| Care and support | 6/7 | 4,927 | 1,227 | 98 | 6,252 | 17,626 |
| Loss on transfer of C&S | | - | - | - | - | 1,070 |
| Total | | 4,927 | 11,251 | 2,765 | 18,943 | 32,950 |
| Total expenditure | | 4,927 | 14,083 | 2,879 | 21,889 | 36,008 |
| Net income / (expenditure) | | (887) | 626 | 1,537 | 1,276 | (1,498) |
| Actuarial gains / (losses) on defined benefit pension schemes | 18 | - | (514) | (3,050) | (3,564) | (3,743) |
| Net movement in funds | | (887) | 112 | (1,513) | (2,288) | (5,241) |
| Reconciliation of funds: | | | | | | |
| Funds brought forward at 1 April 2021 | | - | 4,185 | 3,161 | 7,346 | 12,587 |
| Funds carried forward at 31 March 2022 | | (887) | 4,297 | 1,648 | 5,058 | 7,346 |

Results for the year ended 31 March 2022 are shown in corresponding Notes to the Financial Statements.

Balance sheet as at 31 March 2022

The Royal National Institute for Deaf People - Company number: 454169

| | Note | 2022 (£'000) | 2021 (£'000) |
|--|------|--------------|--------------|
| Fixed assets | | | |
| Intangible fixed assets | 11 | 511 | 192 |
| Tangible fixed assets | 12 | 229 | 7,141 |
| | | 740 | 7,333 |
| Current assets | | | |
| Debtors | 13 | 1,421 | 3,035 |
| Cash at bank and in hand | | 6,514 | 7,118 |
| | | 7,935 | 10,153 |
| Current liabilities | | | |
| Creditors falling due within one year | 14a | 3,500 | 4,734 |
| Net Current assets | | 4,435 | 5,419 |
| Liabilities | | | |
| Amounts falling due after more than one year | 14b | - | 1,949 |
| Provision for liabilities | 17 | 117 | 290 |
| Total assets less liabilities (excluding pension liability) | | 5,058 | 10,513 |
| Defined benefit pension scheme asset / (liability) | 18 | - | (3,167) |
| Total net assets | 16 | 5,058 | 7,346 |
| The funds of the charity | | | |
| Endowment funds | 19 | 68 | 68 |
| Restricted funds | 19 | 1,580 | 3,093 |
| | | 1,648 | 3,161 |
| Unrestricted funds | | | |
| Unrestricted funds excluding pension liability | | 3,408 | 9,299 |
| Revaluation reserve | | 2 | 2 |
| Pension reserve | | - | (3,167) |
| Loan | | - | (1,949) |
| Total unrestricted funds | | 3,410 | 4,185 |
| Total charity funds | | 5,058 | 7,346 |

The notes on pages 65-90 form part of these Financial Statements.

The Financial Statements were approved by the Board of Trustees and authorised for issue on 7 September 2022 and signed on their behalf by:

 **Claire Bailey**
Honorary Treasurer

Statement of cash flows for the year ending 31 March 2022

| | Note | 2022 (£'000) | 2021 (£'000) |
|---|------|-----------------|-----------------|
| Cash flows from operating activities: | | | |
| Net cash (used in)/generated from operating activities | 22 | (4,497) | 1,011 |
| Cash flows from investing activities: | | | |
| Interest received | | 1 | 3 |
| Proceeds from sale of tangible fixed assets | | 4,716 | 6 |
| Purchase of intangible fixed assets | | (492) | (40) |
| Purchase of tangible fixed assets | | (300) | (281) |
| Net cash provided by / (used in) investing activities | | 3,925 | (312) |
| Cash flows from financing activities: | | | |
| Interest paid | | (32) | (89) |
| Net cash used in financing activities | | (32) | (89) |
| Change in cash and cash equivalents in the reporting period | 22 | (604) | 610 |
| Cash and cash equivalents at the beginning of the reporting period | | 7,118 | 6,508 |
| Cash and cash equivalents at the end of the reporting period | | 6,514 | 7,118 |
| Cash and cash equivalents consists of: | | | |
| Cash at bank and in hand | | 6,514 | 7,118 |
| Cash and cash equivalents | 22 | 6,514 | 7,118 |

The notes on pages 63-89 form part of these Financial Statements.

Notes to the Financial Statements

Note 1. General Information

RNID is the largest charity representing people who are deaf, have hearing loss or tinnitus in the UK.

The charity is a private company limited by guarantee without share capital and is incorporated and based in the UK, number 454169.

RNID is a registered charity in England and Wales (207720) and Scotland (SCO38926). The address of its registered office is Brightfield Business Hub, Bakewell Road, Orton Southgate, Peterborough, PE2 6XU

In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

Note 2. Statement of compliance

The Financial Statements are prepared under the historical cost convention, modified to include the revaluation of investments to fair value, and in accordance with applicable accounting standards in the United Kingdom. These are the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities 2015' and Financial Reporting Standard (FRS) 102, together with the reporting requirements of the Companies Act 2006, the Charities Act 2011, the Charities and Trustee Investment (Scotland) Act 2005, and the Charities Accounts (Scotland) Regulations 2006 (as amended).

The charity has adapted the Companies Act formats to reflect the charities SORP FRS 102 and the special nature of the charity's activities.

Note 3. Accounting policies

Going concern

Trustees are required to consider the charity's financial stability. As part of this process, they have produced a going concern assessment, which considers our expected financial performance through to 31 March 2024.

Although the pandemic continues to affect the timing of some income, Trustees consider the charity to be financially sustainable because of the strength of our income pipeline; the reduction of our cost base in line with our new operating model; and our stabilising cash and free reserves position. This is described in more detail in the Trustees' report.

As a result of these factors, the Trustees consider that it is appropriate for the financial statements to be prepared using a going concern basis.

New operating model

In 2021-22, RNID implemented its new operating model. This includes the work of our four strategic programmes, and the teams that support them. These activities are presented in the financial statements as continuing operations. RNID also transferred its care and support services in England and Wales to another provider in June 2021. These activities are presented in the financial statements as discontinuing operations. The SoFA has been updated to reflect these changes in our operating model, and the prior year restated accordingly.

Income

Income is accrued and included in the SoFA when the charity is entitled to the income, receipt can be quantified and income is probable. It is deferred when they relate to future accounting periods.

Notes to the Financial Statements

Donations

General donations, gifts, donations from fundraising events, trusts and corporate income and direct marketing income are accounted for on a received basis. Gift Aid receivable is included when claimable.

Legacy

Pecuniary legacies are recognised as receivable once probate has been granted or notification has been received.

For residuary legacies, the charity recognises legacy income on the earlier of the final legacy accounts being issued, or cash being received, to ensure income can be reliably measured.

When the criteria for income recognition have not been met, then the legacy is treated as a contingent asset (see Note 15).

Contracts

Where contracts contain the right to receive periodic payments, these receipts are recognised when they fall due and on completion of the charity's contractual obligations for the period. Income is accrued if the charity is entitled to the income.

Grant income

Income from grants is credited to the SoFA. It is recognised when the charity has entitlement to the funds, any performance conditions have been met, it is probable the income will be received and the amount can be measured reliably. If the grant relates to a specific future time period it will be deferred.

RNID received government grants that were performance-related grants. Performance-related grants are recognised in income under "charitable objectives".

Income from performance-related government

grants is recognised when the charity has entitlement to the funds, any performance conditions have been met, it is probable the income will be received and the amount can be measured reliably and is not deferred.

The nature of these grants is disclosed in Note 5 and 19. There were no unfulfilled conditions or special criteria.

Other forms of government assistance from which the charity has directly benefited are Access to Work payments, local authority payments for local service agreements and care and support contracts.

RNID has benefited from the CJRS and grants for PPE.

Trading activity

Income from trading activities is credited to the SoFA when received or receivable, whichever is earlier, unless it relates to a specific future period, in which case it is deferred. Income from lotteries is recognised when the draw is made. Income received in advance for future lotteries is deferred until the draw takes place. Trading income from the gift catalogue is recognised when invoiced or received, depending on the customer. All other income is accounted for on an accruals basis.

Donated services and facilities

On receipt, donated professional services and donated facilities are recognised on their commercial value when this can be quantified.

Donated services and gifts in kind over £20,000 are included as both income and expenditure in the relevant category.

A valuation of volunteer time given to the charity is not recorded in the Financial Statements.

Notes to the Financial Statements

Expenditure and irrecoverable VAT

Expenditure is accounted for on an accruals basis in the period in which they are incurred. Expenditure on raising funds includes the costs incurred in raising donation income, legacy income, grant income and income from trading activities, including apportioned support costs.

Expenditure on charitable activities comprises the costs incurred on charitable activities including the apportioned support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Termination benefits are recognised at the leaving date of the member of staff and measured at the best estimate of the expenditure required to settle the obligation at the reporting date.

Allocation of expenditure

Expenditure is allocated to the particular activity to which the cost relates. When expenditure relates to more than one area of activity, the costs are allocated to each of the activities on the basis of estimated staff time.

Governance costs

Governance costs are the costs associated with constitutional and statutory requirements and with the strategic management of the charity's activities.

Grant Commitments

Grants are generally made to organisations to facilitate research into hearing loss and tinnitus. Grants payable are payments made to third parties in the furtherance of the charitable objectives of the charity. The grants are accounted for where either the Trustees have agreed to pay the grant without condition or up

to the point at which the conditions have been fulfilled. The key condition is a regular review by the charity, and this can be on a six-month or 12-month basis, as specified in the grant award letter.

Taxation

The activities of the charity and its charitable subsidiary are exempt from corporation taxation under section 505 of the Income and Corporation Taxes Act 1988 to the extent that they are applied to the organisation's charitable primary objectives, if these profits are applied solely for charitable purposes. The trading subsidiary does not generally pay UK corporation tax because its policy is to pay taxable profits as Gift Aid to the Charity.

Intangible assets

Intangible assets are stated at cost, less accumulated amortisation. The charity only capitalises items costing more than £5,000, unless the asset cost is below this value but is part of a larger project where the value would be more than £5,000 in total, then it is capitalised.

Amortisation is calculated, using the straight-line method, to allocate the depreciable amount of the assets to their residual values over their estimated useful life as follows:

| Intangible asset | Duration |
|---|----------|
| Software (Costs associated with maintaining computer software are recognised as an expense as incurred.) | 5 years |

Intangible assets are subject to review for impairment when there is an indication of a reduction in their carrying value.

Notes to the Financial Statements

Tangible assets

Tangible assets are stated at cost, less accumulated depreciation. The charity only capitalises items costing more than £5,000, unless the asset cost is below this value but part of a larger project where the value would be more than £5,000 in total, then it is capitalised.

Depreciation is provided so as to write-off the cost of fixed assets on a straight-line basis over their expected useful lives, as follows:

| Tangible asset | Duration |
|--|--|
| Freehold land and buildings | Not depreciated (land) or 50 years (buildings) |
| Improvements to freehold and long-leasehold properties | 25 years |
| Leasehold properties | 50 years or lease period if shorter |
| Fixtures, fittings, furniture and other equipment | 5 years |
| Computer equipment | 5 years |

Assets under construction are not depreciated and comprise expenditure on the purchase or creation of intangible and tangible assets not brought into use at the balance sheet date. Transfers are made from assets under construction to the relevant category of tangible and intangible asset when the asset is brought into use.

Tangible assets are subject to review for impairment when there is an indication of a reduction in their carrying value.

Leased assets

Payments under operating leases are charged to the SoFA on a straight-line basis over the period of the lease.

Investments

Investments in subsidiaries are recorded at cost in the charity's balance sheet.

Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Restricted funds are funds that the donor has specified to be solely used for particular areas of the charity's work.

Permanent endowment funds are capital funds where Trustees have no power to convert the capital into income.

Pension costs

The charity operates three funded pension schemes in the UK (the "Scheme"). One Scheme has both defined benefit and defined contribution sections and the others just have defined contribution sections.

The current service cost of the charity's defined pension scheme is charged to the SoFA.

The charity operates a defined benefit plan for certain employees. A defined benefit plan defines the benefit that the employees will receive on retirement, usually dependent on certain factors including age, length of service and remuneration. A defined benefit plan is a pension plan that is not a defined contribution plan.

An actuarial valuation of the Scheme was carried out at 31 March 2022 by a qualified

Notes to the Financial Statements

independent actuary, based on membership data and projected cashflows from 31 March 2021 but amended to make an approximate allowance for benefit outgo and member movements during the period. Actuarial gains and losses are recognised on the face of the SoFA as net actuarial gain or loss on pensions.

The defined benefit obligation is calculated using the independent actuary's valuation model, which forms a representation of the future benefit payments of the Scheme, which are then discounted to the valuation date. Annually, the charity engages independent actuaries to calculate the obligation.

The present value is determined by discounting the estimated future payments using a single weighted average discount rate assumption of 2.6% per annum, derived from the full Merrill Lynch UK AA corporate bond yield curve as at 31 March 2022.

The liability recognised in the balance sheet in respect of the defined benefit plan is the present value of the defined benefit obligation at the reporting date less the fair value of the plan assets at the reporting date.

Accrual of benefits under the defined benefit section of the Scheme ceased with effect from 31 March 2010.

The charity operates two defined contribution plans for its employees. A defined contribution plan is a pension plan under which the employees and the charity pay fixed contributions into a separate entity. Once the contributions have been paid, the charity has no further

payment obligations. The contributions are recognised as an expense on the SoFA when they are due. Amounts not paid are shown as outstanding in the balance sheet.

The assets of the plan are held separately from the charity in independently administered funds.

Short-term employee benefits

Short-term benefits, including holiday pay and other non-monetary benefits, are recognised as an expense in the period in which the service is received.

Contingencies

Contingent assets are disclosed in the Financial Statements when an inflow of economic benefit is probable. The only contingent asset of the charity relates to legacies (Note 15).

Financial Instruments

The charity has taken advantage of the exemptions in FRS 102 from the requirement to present certain disclosures about the charity's financial instruments. The charity has financial assets and financial liabilities of a kind that qualify as basic. These are initially recognised at transaction value and subsequently measured at their settlement value. Financial assets that are measured at fair value include investments. Financial assets that are debt instruments measured at amortised cost include trade debtors and other debtors. Financial liabilities measured at amortised cost include trade creditors, other creditors, current and long-term loans.

Related party transactions

RNID discloses transactions between the charity and related parties. Where

Notes to the Financial Statements

appropriate, transactions of a similar nature are aggregated unless, in the opinion of the Trustees, separate disclosure is necessary to understand the effect of the transactions on the Financial Statements (Note 23).

Related undertakings

R.N.I.D. Activities Limited (913439), Sound Advantage Ltd (02437205), Action on Hearing Loss Ltd (07566245), The Hearing Research Trust Ltd (07146209), Sussex Deaf Association (09740664) and RNID Services Ltd (11769135) are wholly owned, dormant subsidiaries, and have therefore not been consolidated.

Critical accounting judgements and estimation uncertainty

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of the assets and liabilities within the next financial year are addressed below.

1. Legacy Income

The charity has elected to continue recognising residual legacy income on receipt of final estate accounts, or when cash has been received, when entitlement conditions have been met, due to the nature of underlying assets and liabilities and the

time that may elapse between probate and closure, and other contingencies that can contest the estate.

2. Defined benefit pension scheme

The charity has an obligation to pay pension benefits to certain employees. The cost of these benefits and the present value of the obligation depend on a number of factors, including: life expectancy, asset valuations and the discount rate on corporate bonds. Our pension actuary estimates these factors in determining the net pension asset in the balance sheet. The assumptions reflect historical experience and current trends.

3. Short-term compensated absences

FRS 102 requires the cost of short-term compensated absences to be recognised when the employees render the service that increases their entitlement. At the end of the financial year, actual holiday to be carried into the following year was determined. This was reviewed together with salary costs per employee, to determine the value of any holiday pay accrual.

4. Provision for doubtful debts

Trade debtors and other receivables are recognised at their transaction value, less any provision for doubtful debts. The provision for doubtful debts is based on a review of aged items, by type of debt, which takes account of credit control activities to collect the amounts outstanding, including any indications that debt will not be fully recovered.

Notes to the Financial Statements

Note 4. Restated statement of financial activities for the year ended 31 March 2021

(incorporating an income and expenditure account)

| | Unrestricted funds 2021 (£'000) | Restricted funds 2021 (£'000) | Total funds 2021 (£'000) |
|--|------------------------------------|----------------------------------|-----------------------------|
| Income from: | | | |
| Donations and legacies | 9,731 | 1,448 | 11,179 |
| Government grant | 874 | - | 874 |
| Income from charitable activities: | | | |
| RNID near you | 285 | - | 285 |
| Research | 155 | - | 155 |
| Communication services | 1,269 | - | 1,269 |
| Other charitable income | 33 | 234 | 267 |
| Transition services | 1,415 | 1,111 | 2,526 |
| Care and support | 13,058 | 4,568 | 17,626 |
| Income from trading activities | 329 | - | 329 |
| Total income | 27,149 | 7,361 | 34,510 |
| Expenditure on raising funds | 3,043 | 15 | 3,058 |
| Expenditure on charitable activities: | | | |
| Inclusion programme | 232 | 3 | 235 |
| Health programme | 606 | 42 | 648 |
| Employment programme | 262 | 10 | 272 |
| Research programme | 982 | 369 | 1,351 |
| Communications services | 2,407 | 48 | 2,455 |
| RNID near you | 2,284 | 490 | 2,774 |
| Contact RNID | 1,005 | 102 | 1,107 |
| Transition services | 4,317 | 1,095 | 5,412 |
| Care and support - continuing | 12,071 | 5,555 | 17,626 |
| Loss on transfer of C&S | 1,072 | (2) | 1,070 |
| Total cost of charitable activities | 25,238 | 7,712 | 32,950 |
| Total expenditure | 28,281 | 7,727 | 36,008 |
| Net (expenditure)/income | (1,132) | (366) | (1,498) |
| Net actuarial gain/ (loss) on pensions | (3,743) | - | (3,743) |
| Net movement in funds | (4,875) | (366) | (5,241) |
| Reconciliation of funds: | | | |
| Funds brought forward | 9,060 | 3,527 | 12,587 |
| Funds carried forward | 4,185 | 3,161 | 7,346 |

Notes to the Financial Statements

Note 5. Income

| Donations and legacies | Unrestricted funds 2022 | | Restricted funds 2022 (£'000) | Total funds 2022 (£'000) | Unrestricted funds 2021 (£'000) | Restricted funds 2021 (£'000) | Total funds 2021 (£'000) |
|------------------------|-------------------------|--------------------|----------------------------------|-----------------------------|------------------------------------|----------------------------------|-----------------------------|
| | Discontinued (£'000) | Continuing (£'000) | | | | | |
| Donations and legacies | - | 9,404 | 482 | 9,886 | 9,731 | 1,448 | 11,179 |
| Government grant | 62 | 481 | - | 543 | 874 | - | 874 |
| | 62 | 9,885 | 482 | 10,429 | 10,605 | 1,448 | 12,053 |

| Income from charitable activities | Unrestricted funds 2022 | | Restricted funds 2022 (£'000) | Total funds 2022 (£'000) | Unrestricted funds 2021 (£'000) | Restricted funds 2021 (£'000) | Total funds 2021 (£'000) |
|-----------------------------------|-------------------------|--------------------|----------------------------------|-----------------------------|------------------------------------|----------------------------------|-----------------------------|
| | Discontinued (£'000) | Continuing (£'000) | | | | | |
| RNID near you | - | 608 | 29 | 637 | 285 | - | 285 |
| Research | - | (29) | 292 | 263 | 155 | - | 155 |
| Communication services | - | 1,664 | - | 1,664 | 1,269 | - | 1,269 |
| Other charitable income | - | 90 | 8 | 98 | 33 | 234 | 267 |
| Transition services | - | 1,556 | 1,027 | 2,583 | 1,415 | 1,111 | 2,526 |
| Care and support | 4,474 | 596 | - | 5,070 | 13,058 | 4,568 | 17,626 |
| Gain on transfer of C&S | (496) | - | 2,578 | 2,082 | - | - | - |
| | 3,978 | 4,485 | 3,934 | 12,397 | 16,215 | 5,913 | 22,128 |

| Income from trading activities | Unrestricted funds 2022 (£'000) | Unrestricted funds 2021 (£'000) |
|--------------------------------|------------------------------------|------------------------------------|
| Weekly lottery | 339 | 329 |

Notes to the Financial Statements

Note 6. Expenditure

| Expenditure on raising funds | Direct costs (£'000) | | Support costs (£'000) | | Total (£'000) | |
|---------------------------------|----------------------|--------------|-----------------------|--------------|---------------|--------|
| | Staff | Other | Staff | Other | 2022 | 2021 |
| Raising funds | 1,068 | 830 | 635 | 413 | 2,946 | 3,058 |
| Charitable activities | | | | | | |
| Inclusion programme | 86 | 22 | 146 | 70 | 324 | 235 |
| Health programme | 53 | 21 | 530 | 72 | 676 | 648 |
| Employment programme | 48 | 22 | 203 | 48 | 321 | 272 |
| Research programme | 32 | 1,317 | 37 | 30 | 1,416 | 1,351 |
| Communication services | 487 | 1,366 | 303 | 211 | 2,367 | 2,455 |
| RNID near you | 557 | 76 | 1,316 | 354 | 2,303 | 2,774 |
| Contact RNID | 286 | 23 | 350 | 139 | 798 | 1,107 |
| Transition services | 1,544 | 902 | 1,284 | 756 | 4,486 | 5,412 |
| Care and support - discontinued | 3,503 | 999 | 307 | 142 | 4,951 | - |
| Care and support - continuing | 454 | 69 | 451 | 327 | 1,301 | 17,626 |
| Loss on transfer of C&S | - | - | - | - | - | 1,070 |
| | 7,050 | 4,817 | 4,927 | 2,149 | 18,943 | 32,950 |
| Total expenditure | 8,118 | 5,647 | 5,562 | 2,562 | 21,889 | 36,008 |

Expenditure on charitable activities was £18.9m (2021: £33m) of which £16.2m was from unrestricted funds (2021: £25.2m) and £2.8m was from restricted funds (2021: £7.7m).

Other costs consists mainly of travel and subsistence, rent, rates and legal fees.

The care and support - discontinued total of £4,950k is the total of unrestricted expenditure of £4,927k and restricted expenditure of £24k.

Notes to the Financial Statements

Note 7. Support costs

| 2022 | Insight and policy (£'000) | Marketing and communications (£'000) | Digital and innovation (£'000) | Localities (£'000) | Corporate Services (£'000) | Total 2022 (£'000) |
|---------------------------------|----------------------------|--------------------------------------|--------------------------------|--------------------|----------------------------|--------------------|
| Raising funds | 110 | 196 | - | - | 741 | 1,047 |
| Inclusion programme | 73 | 79 | - | - | 65 | 217 |
| Health programme | 365 | 39 | 169 | - | 28 | 601 |
| Employment programme | 146 | 39 | 28 | - | 37 | 250 |
| Research programme | - | 39 | - | - | 28 | 67 |
| Communication services | - | 79 | 28 | - | 407 | 514 |
| RNID near you | - | 79 | 169 | 782 | 641 | 1,671 |
| Contact RNID | 37 | 39 | 169 | - | 245 | 490 |
| Transition services | - | 157 | - | 287 | 1,597 | 2,041 |
| Care and support - discontinued | - | 16 | - | - | 431 | 447 |
| Care and support - continuing | - | 24 | - | - | 755 | 779 |
| Total | 731 | 786 | 563 | 1,069 | 4,975 | 8,124 |

| 2021 | Insight and policy (£'000) | Marketing and communications (£'000) | Digital and innovation (£'000) | Localities (£'000) | Corporate Services (£'000) | Total 2021 (£'000) |
|-------------------------------|----------------------------|--------------------------------------|--------------------------------|--------------------|----------------------------|--------------------|
| Raising funds | 119 | 188 | - | - | 156 | 463 |
| Inclusion programme | 79 | 75 | - | - | 18 | 172 |
| Health programme | 396 | 38 | 180 | - | 7 | 621 |
| Employment programme | 158 | 38 | 30 | - | 15 | 241 |
| Research programme | - | 38 | - | - | - | 38 |
| Communication services | - | 75 | 30 | - | 179 | 284 |
| RNID near you | - | 75 | 180 | 994 | 201 | 1,450 |
| Contact RNID | 40 | 38 | 180 | - | 85 | 343 |
| Transition services | - | 151 | - | 365 | 445 | 961 |
| Care and support - continuing | - | 38 | - | - | 4,516 | 4,554 |
| Total | 792 | 754 | 600 | 1,359 | 5,622 | 9,127 |

Support costs were apportioned to activities on the basis of headcount for corporate services and staff time allocation for capabilities (insight and policy, marketing and communications, digital and innovation and localities).

Notes to the Financial Statements

Note 8. Net expenditure for the year

| This is stated after charging/(crediting): | 2022 £'000 | 2021 £'000 |
|---|------------|------------|
| Interest payable: | | |
| Bank interest, bank loans and overdrafts wholly repayable within five years | 32 | 89 |
| Depreciation/Amortisation charge for the year | 178 | 455 |
| (Profit)/Loss on disposal of fixed assets | (2,485) | 187 |
| Payments under operating leases: | | |
| Land and buildings | 362 | 795 |
| Vehicles and equipment | 97 | 194 |
| Loss on foreign exchange | 1 | - |
| Auditors' remuneration: | | |
| Statutory audit fee | 48 | 54 |
| Other non-audit fee | 15 | 25 |

Notes to the Financial Statements

Note 9. Grants payable

The aggregate amount of grants made during the year ended 31 March 2022, analysed by recipient was:

| Medical research into hearing loss | 2022 | 2022 | 2021 |
|---|------------------|---------------|---------------|
| Institution | Number of grants | Total (£'000) | Total (£'000) |
| University College London | 6 | 206 | 261 |
| University of Sheffield | 4 | 118 | 91 |
| University of Cambridge | 3 | 90 | 30 |
| Stanford University | 2 | 130 | - |
| University of Sussex | 2 | 96 | 60 |
| University of Manchester | 2 | 65 | 100 |
| University of Oxford | 2 | 38 | 50 |
| Newcastle University | 2 | 38 | 25 |
| Anida Pharma | 1 | 91 | - |
| Brigham and Women's Hospital | 1 | 66 | 33 |
| Johns Hopkins | 1 | 54 | - |
| Indiana University | 1 | 54 | 53 |
| University of Western Ontario | 1 | 53 | 53 |
| Flinders | 1 | 53 | 25 |
| KCL | 1 | 50 | - |
| Institute Pasteur | 1 | 46 | 69 |
| Cardiff University | 1 | 15 | 13 |
| Imperial College London | 1 | 14 | - |
| University of Nottingham | 1 | 13 | 25 |
| Purdue University | 1 | 10 | - |
| University Medical Centre Groningen | 1 | 10 | - |
| Radboud University Medical Center | 1 | 10 | - |
| King's College London | - | - | 150 |
| University of Michigan | - | - | 56 |
| Bionics Institute | - | - | 55 |
| Johns Hopkins University | - | - | 54 |
| National Center for Biological Sciences, TIFR | - | - | 41 |
| Brunel University | - | - | 14 |
| University of Southampton | - | - | 13 |
| University of Zurich | - | - | 10 |
| Total grants | 37 | 1,320 | 1,281 |

In addition to the above, the charity expects to fund future grants totalling £2.22m (2021: £1.92m), which have been awarded subject to satisfactory reviews during the course of the project being funded. These have not been provided for in RNID's Financial Statements.

The expenditure for grants sits within the 'Research programme' line for charitable expenditure within the SoFA.

Notes to the Financial Statements

Note 10. Employees and trustees

| Employees | 2022 | 2021 |
|--------------------------|---------------|---------------|
| Staff costs consist of : | (£'000) | (£'000) |
| Wages and salaries | 11,825 | 22,346 |
| Social security costs | 1,040 | 1,655 |
| Pension costs | 101 | 408 |
| | 12,966 | 24,409 |

Total redundancy costs in the year were £169,903 (2021: £186,363) of which £12,835 were accrued costs at the year end (2021: £4,307).

| The average headcount of employees, analysed by function, was: | 2022 | 2021 |
|--|------------|------------|
| | (Number) | (Number) |
| Insight and policy | 14 | 17 |
| Marketing and communications | 11 | 12 |
| Digital and innovation | 9 | 10 |
| Localities | 27 | 39 |
| Corporate Services | 34 | 55 |
| Income and partnerships | 27 | 24 |
| Programme management | 6 | 5 |
| Communication services | 15 | 25 |
| RNID near you | 23 | 30 |
| Contact RNID | 9 | 12 |
| Transition services | 57 | 61 |
| Care and support | 179 | 608 |
| | 411 | 898 |

| The number of employees whose remuneration was over £60,000 (excluding employer pension contributions) fell within the following bands: | 2022 | 2021 |
|---|----------|----------|
| | (Number) | (Number) |
| £60,001 to £70,000 | 10 | 6 |
| £70,001 to £80,000 | 4 | - |
| £80,001 to £90,000 | 1 | 5 |
| £90,001 to £100,000 | - | 3 |
| £101,001 to £110,000 | 2 | - |
| £110,001 to £120,000 | 1 | - |
| £160,001 to £170,000 | - | 1 |
| £180,001 to £190,000 | 1 | - |

None of these employees (2021: nil) are in the defined benefit pension scheme, and all (2021: all) are in the defined contribution pension scheme. Contributions in the pension year to the defined contribution scheme were £53,899 in respect of all employees (2021: all with contributions of £46,682).

Notes to the Financial Statements

Note 10. Employees and trustees (cont.)

| Remuneration and benefits for the Chief Executive Officer and other Key Management Personnel | Inc. pension contributions | | Excl. pension contributions | |
|--|----------------------------|-----------------|-----------------------------|-----------------|
| | 2022 (£'000) | 2021 (£'000) | 2022 (£'000) | 2021 (£'000) |
| Key management personnel | 789 | 784 | 766 | 758 |

Key Management Personnel is defined as members of the Executive Board. There were 4 Executive Officers in post in the year (2021: 8).

Trustees

None of the members of the Board of Trustees received any remuneration during this year (2021: £nil). During the year, no Trustees (2021: 0) received reimbursements of non-private travel and subsistence expenditure amounting to £nil (2021: £nil). The value of expenses waived was not material.

Total donations in the year from Trustees amounted to £60 (2021: £60).

Note 11. Intangible fixed assets

| | Computer software (£'000) | Assets under construction (£'000) | Total (£'000) |
|--|------------------------------|--------------------------------------|------------------|
| Cost | | | |
| At the beginning of the year | 1,421 | 51 | 1,472 |
| Additions | - | 492 | 492 |
| Disposals | (257) | (3) | (260) |
| Transfer | - | (40) | (40) |
| At the end of the year | 1,164 | 500 | 1,664 |
| Accumulated amortisation | | | |
| At the beginning of the year | (1,280) | - | (1,280) |
| Charge for year | (43) | - | (43) |
| Disposals | 170 | - | 170 |
| At the end of the year | (1,153) | - | (1,153) |
| Net book value at 31 March 2022 | 11 | 500 | 511 |
| Net book value at 31 March 2021 | 141 | 51 | 192 |

Assets under construction are not amortised and comprise expenditure on the purchase or creation of intangible assets not brought into use at the balance sheet date. Transfers are made from assets under construction to the relevant category of intangible asset when the asset is brought into use.

Within intangible assets are computer software under construction with a cost of £500k (2021: £11k).

Notes to the Financial Statements

Note 12. Tangible fixed assets

| | Freehold (£'000) | Long leasehold (£'000) | Short leasehold (£'000) | Assets under construction (£'000) | Total property (£'000) | Fixtures, fittings & furniture (£'000) | Other equipment (£'000) | Computer equipment (£'000) | Motor vehicles (£'000) | Assets under construction (£'000) | Total other (£'000) | Grand total (£'000) |
|--|---------------------|---------------------------|----------------------------|--------------------------------------|---------------------------|---|----------------------------|-------------------------------|---------------------------|--------------------------------------|------------------------|------------------------|
| Cost | | | | | | | | | | | | |
| At the beginning of the year | 10,179 | 242 | 120 | 36 | 10,577 | 1,339 | 106 | 364 | 4 | 248 | 2,061 | 12,638 |
| Additions | 23 | - | - | 261 | 284 | - | - | 16 | - | - | 16 | 300 |
| Disposals | (10,202) | (242) | (24) | (272) | (10,740) | (700) | (84) | (216) | (4) | (3) | (1,007) | (11,747) |
| Transfer | - | - | - | - | - | - | - | 285 | - | (245) | 40 | 40 |
| At the end of the year | - | - | 96 | 25 | 121 | 639 | 22 | 449 | - | - | 1,110 | 1,231 |
| Accumulated depreciation | | | | | | | | | | | | |
| At the beginning of the year | (3,598) | (98) | (118) | - | (3,814) | (1,250) | (106) | (323) | (4) | - | (1,683) | (5,497) |
| Charge for year | (55) | (2) | (1) | - | (58) | (21) | - | (62) | - | - | (83) | (141) |
| Disposals | 3,653 | 100 | 23 | - | 3,776 | 632 | 84 | 140 | 4 | - | 860 | 4,636 |
| At the end of the year | - | - | (96) | - | (96) | (639) | (22) | (245) | - | - | (906) | (1,002) |
| Net book value at 31 March 2022 | - | - | - | 25 | 25 | - | - | 204 | - | - | 204 | 229 |
| Net book value at 31 March 2021 | 6,581 | 144 | 2 | 36 | 6,763 | 89 | - | 41 | - | 248 | 378 | 7,141 |

Assets under construction are not depreciated and comprise expenditure on the purchase or creation of tangible assets not brought into use at the balance sheet date. Transfers are made from assets under construction to the relevant category of tangible asset when the asset is brought into use.

Within tangible assets are property under construction with a cost of £25k (2021: £36k).

Notes to the Financial Statements

Note 13. Debtors

| | 2022 (£'000) | 2021 (£'000) |
|--------------------------------|-----------------|-----------------|
| Trade debtors | 509 | 1,869 |
| Other debtors | 26 | 20 |
| Prepayments and accrued income | 886 | 1,146 |
| | 1,421 | 3,035 |

Note 14. Creditors

| (a) Amounts falling due within one year | 2022 (£'000) | 2021 (£'000) |
|---|-----------------|-----------------|
| Trade creditors | 1,809 | 1,038 |
| Accruals for grants payable | 127 | - |
| Taxation and social security | 207 | 410 |
| Loan | - | 450 |
| Other creditors | 383 | 198 |
| Accruals | 801 | 1,348 |
| Deferred income | 173 | 1,290 |
| | 3,500 | 4,734 |

| | | |
|---|------------|--------------|
| Deferred income at the beginning of the year | 1,290 | 1,049 |
| Amount released to income earned from charitable activities | (1,290) | (1,049) |
| Amount deferred in year | 173 | 1,290 |
| Deferred income at the end of the year | 173 | 1,290 |

| (b) Amounts falling due after more than one year | | |
|--|---|-------|
| Net obligations under bank loan is as follows: | | |
| between one and two years | - | 786 |
| between two to five years | - | 397 |
| over five years | - | 766 |
| | - | 1,949 |

Amounts falling due after one year relates to a mortgage of £nil (2021: £2.7m) payable over 25 years, commencing 4 May 2016, to purchase five properties and to enable the transfer of adult services in Westgate on Sea.

The mortgage was secured over the five properties and two other properties and was repaid during 2021/22.

At 31 March 2022, the total amount owing on the loan is £nil (2021: £0.9m). Interest was charged at base rate plus 3.25%. The base rate was 0.75% (2021: 0.1%).

The SIB resilience loan taken out during 2020/21 for £1.5m was fully repaid during 2021/22.

Notes to the Financial Statements

Note 15. Contingent assets - legacies

The Trustees have been notified that the charity is a beneficiary of a number of estates for which the amounts to be paid to the charity have not yet been confirmed. In view of the uncertainty over the amounts that may be received, the Trustees have concluded that the conditions for recognition of these legacies have not yet been met and accordingly these legacies are not reflected in these Financial Statements. Provisional estimates indicate a potential value of these legacies of £7m (2021: £6.2m).

Note 16. Analysis of group net assets between funds

| Fund balances at 31 March 2022 are represented by: | Unrestricted funds (£'000) | Restricted funds (£'000) | Endowment funds (£'000) | Total funds 2022 (£'000) |
|--|-------------------------------|-----------------------------|----------------------------|-----------------------------|
| Intangible fixed assets | 511 | - | - | 511 |
| Tangible fixed assets | 229 | - | - | 229 |
| Current assets | 6,281 | 1,586 | 68 | 7,935 |
| Current liabilities | (3,494) | (6) | - | (3,500) |
| Provision for liabilities and charges | (117) | - | - | (117) |
| Group net assets | 3,410 | 1,580 | 68 | 5,058 |

| Fund balances at 31 March 2021 are represented by: | Unrestricted funds (£'000) | Restricted funds (£'000) | Endowment funds (£'000) | Total funds 2021 (£'000) |
|--|-------------------------------|-----------------------------|----------------------------|-----------------------------|
| Intangible fixed assets | 192 | - | - | 192 |
| Tangible fixed assets | 6,660 | 481 | - | 7,141 |
| Current assets | 6,519 | 3,566 | 68 | 10,153 |
| Current liabilities | (4,719) | (15) | - | (4,734) |
| Long-term liabilities | (1,949) | - | - | (1,949) |
| Provision for liabilities and charges | (290) | - | - | (290) |
| Pension liability | (3,167) | - | - | (3,167) |
| Bath Charity Loan | 939 | (939) | - | - |
| Group net assets | 4,185 | 3,093 | 68 | 7,346 |

Note 17. Provision for liabilities

| | Balance 31 March 2021 (£'000) | Charged to income and expenditure (£'000) | Spent (£'000) | Balance 31 March 2022 (£'000) |
|------------------------------|-------------------------------------|--|------------------|-------------------------------------|
| Provisions for dilapidations | 290 | (173) | - | 117 |

As part of the Charity's property leasing arrangements there is an obligation to repair damages, on certain properties, incurred during the life of the lease, such as wear and tear.

Notes to the Financial Statements

Note 18. Pensions - Group and Charity

RNID operates a funded pension scheme in the UK (the 'Scheme'). The Scheme has a Defined Benefit Section, and previously a relatively small Defined Contribution Section where all benefits were transferred to a new Master Trust arrangement with effect from 1 August 2018. Pension benefits in the Defined Benefit Section are related to the members' final salary at retirement (or earlier if they leave the Scheme before retirement) and their length of service. Accrual of benefits under the Defined Benefit Section of the Scheme ceased with effect from 31 March 2010.

The Scheme Trustees are responsible for the operation and governance of the Plan, including making decisions on the Scheme's funding and investment strategies in conjunction with RNID. RNID is required to meet any additional funding payments that may be necessary as assessed by a formal scheme funding valuation every three years. The most recent scheme funding valuation as at 31 March 2021 revealed a deficit and RNID agreed to make an additional contribution to the Scheme to remove this deficit and meet expected Scheme expenses. Contributions of £7.13m were paid into the Scheme for the year ending 31 March 2022 including a special additional contribution of £5.84m that was agreed. Under a new recovery plan, further funding and expense contributions totalling £1.29m each year are required from 1 April 2022 to October 2030.

An actuarial valuation of the Scheme was carried out at 31 March 2022 by a qualified independent actuary, based on membership data and projected cashflows from 31 March 2021 but amended to make an approximate allowance for benefit outgo and member movements during the period.

Contributions to the Scheme for the year beginning 1 April 2022 are expected to be £1,292,000. Except where stated otherwise, the remainder of this FRS 102 pensions note relates only to the Defined Benefit Section of the Scheme.

| The major assumptions used by the actuary were (in nominal terms) as follows: | As at 31/03/2022 | As at 31/03/2021 |
|---|---------------------|---------------------|
| Discount rate | 2.60% | 1.90% |
| Inflation assumption (RPI) | 4.00% | 3.30% |
| Future LPI pension increases | 3.80% | 3.20% |
| Revaluation in deferment (RPI) | 4.00% | 3.30% |

| Assumed life expectancies on retirement at age 65 are: | As at 31/03/2022 | As at 31/03/2021 |
|--|---------------------|---------------------|
| Retiring today - Males | 21.3 | 21.3 |
| Retiring today - Females | 23.4 | 23.7 |
| Retiring in 20 years time - Males | 22.6 | 22.6 |
| Retiring in 20 years time - Females | 24.9 | 25.2 |

The fair value of the Scheme's assets, which are not intended to be realised in the short term and may be subject to significant change before they are realised, and the present value of the Scheme's liabilities, which are derived for cash flow projections over long periods and thus inherently uncertain, were:

Notes to the Financial Statements

Note 18. Pensions - Group and Charity (cont.)

| | Value at 31/03/2022 £000s | Value at 31/03/2021 £000s |
|---|---------------------------------|---------------------------------|
| Equity | 15,622 | 18,603 |
| Structured equity | 16,025 | 15,656 |
| Fixed Interest | 29,421 | 27,341 |
| Index Linked Gilts | 8,995 | 7,213 |
| Liability Hedging | (2,382) | (2,156) |
| Currency Hedging | (100) | 111 |
| Insured Annuities | 567 | 414 |
| Property | 2,338 | 2,123 |
| Cash | 4,129 | 1,390 |
| Alternatives | 5,989 | 5,250 |
| Fair value of Scheme assets | 80,604 | 75,945 |
| The actual return on assets over the period was: | 970 | 4,686 |

None of the assets of the Scheme are invested in RNID's own financial instruments and none of the assets are properties or other assets used by RNID.

| | | |
|--|--------------|----------------|
| Present value of funded obligations | 77,450 | 79,112 |
| Fair value of Scheme assets | 80,604 | 75,945 |
| Surplus/ (deficit) in funded scheme | 3,154 | (3,167) |
| Present value of unfunded obligations | - | - |
| Unrecognised actuarial gains (losses) | - | - |
| Surplus/ (deficit) in funded scheme | 3,154 | (3,167) |
| Adjustment in respect of asset ceiling and minimum funding requirement | (3,154) | - |
| Net asset / (liability) in balance sheet | - | (3,167) |

| Reconciliation of opening and closing balances of the present value of the defined benefit obligation | 31/03/2022 £000s | 31/03/2021 £000s |
|---|---------------------|---------------------|
| Benefit obligation at beginning of year | 79,112 | 71,923 |
| Current service cost | - | - |
| Interest cost | 1,474 | 1,625 |
| Contributions by Scheme participants | - | - |
| Actuarial (gains)/losses | (98) | 8,128 |
| Benefits paid | (3,038) | (2,564) |
| Past service cost | - | - |
| Settlements | - | - |
| Business combinations | - | - |
| Exchange rate | - | - |
| Benefit obligation at end of year | 77,450 | 79,112 |

Notes to the Financial Statements

Note 18. Pensions - Group and Charity (cont.)

| Reconciliation of opening and closing balances of the fair value of Scheme assets | 31/03/2022 £000s | 31/03/2021 £000s |
|---|---------------------|---------------------|
| Fair value of Scheme assets at beginning of year | 75,945 | 73,253 |
| Interest income on Scheme assets | 1,478 | 1,662 |
| Return on assets, excluding interest income | (508) | 3,024 |
| Contributions by employers | 7,131 | 940 |
| Contributions by Scheme participants | - | - |
| Benefits paid | (3,038) | (2,564) |
| Scheme administrative cost | (404) | (370) |
| Business combinations | - | - |
| Settlements | - | - |
| Exchange rate | - | - |
| Fair value of Scheme assets at end of year | 80,604 | 75,945 |

| The amounts recognised in profit or loss: | 31/03/2022 £000s | 31/03/2021 £000s |
|--|---------------------|---------------------|
| Service cost - including current and past service costs, and settlements | - | - |
| Service cost - administrative cost | 404 | 370 |
| Net interest on the net defined benefit liability | (4) | (6) |
| Total expense | 400 | 364 |

| Amount recognised in Statement of Financial Activities (SoFA): | 31/03/2022 £000s | 31/03/2021 £000s |
|--|---------------------|---------------------|
| Actuarial (gains)/losses on the liabilities | (98) | 8,128 |
| Return on assets, excluding interest income | 508 | (3,024) |
| Changes in the effect of the asset ceiling excluding interest income | 3,154 | (1,361) |
| Total actuarial (gain)/loss to be shown in SoFA | 3,564 | 3,743 |

| Sensitivity analysis | | |
|--|----------------------|--|
| A sensitivity analysis of the principal assumptions used to measure the scheme liabilities | Change in assumption | Impact on scheme liabilities 3/31/2022 |
| Discount rate | Increase by 0.25% | Decrease by £2.9m |
| Rate of inflation (RPI) | Increase by 0.25% | Increase by £1.5m |
| Assumed life expectancy at age 65 | Increase by 1 year | Increase by £4.7m |

Notes to the Financial Statements

Note 19. Statement of funds - restricted and endowment funds

The purposes of these funds are explained on pages 85-87.

| Restricted | Balance 1 April 2021 £'000 | Income £'000 | Expenditure £'000 | Balance 31 March 2022 £'000 |
|---|-------------------------------|-----------------|----------------------|--------------------------------|
| Sussex Deaf Association | 433 | - | (27) | 406 |
| Scotland | 265 | 46 | (129) | 182 |
| Foley Trust - Roper House Improvement | 400 | - | (246) | 154 |
| Hear to Inform and Support - National Lottery Community Fund | 131 | 1 | (16) | 116 |
| Jobsense | 429 | 612 | (938) | 103 |
| Tinnitus Research | 48 | 150 | (129) | 69 |
| G101 Univ of Sussex | - | 61 | - | 61 |
| G102 Research Discovery grant at Cambridge | - | 60 | - | 60 |
| Harlow Trust Fund | 28 | - | - | 28 |
| Legacy restricted to the South West region | 27 | - | - | 27 |
| Legacy Leeds | 46 | - | (19) | 27 |
| Hear to Help Birmingham | 25 | - | - | 25 |
| Specialist Employment Project (ESF) | 31 | 108 | (115) | 24 |
| Specialist Employment Project (matched funds) | 6 | 71 | (62) | 15 |
| Access to Health Salford | 24 | - | - | 24 |
| Biomedical research | - | 110 | (90) | 20 |
| Summer Studentships 2022 | 20 | - | - | 20 |
| Restricted legacy (purpose under discussion) | 19 | - | - | 19 |
| Devon & Cornwall | 17 | - | - | 17 |
| Employment in Hampshire | 24 | - | (10) | 14 |
| Community Navigator Project | 13 | - | - | 13 |
| Prof King - University of Oxford | 63 | 12 | (62) | 13 |
| Hear For Welfare | 11 | 1 | - | 12 |
| Dr Du - Brunel University (S47) | 11 | - | - | 11 |
| Manchester Hear to Help | 11 | - | - | 11 |
| Glasgow Employment | 11 | - | - | 11 |
| Salford CCG Innovation Fund | 10 | - | - | 10 |
| North of Tyne Hear to Help | 10 | - | - | 10 |
| RNID/Masonic Charitable Foundation Studentship Award - Dr Sedley - Newcastle University | 46 | - | (38) | 8 |
| Robertson Trust - GISS Hear to Help Glasgow | - | 17 | (10) | 7 |
| Wales - PPE Grant from WCVA | 15 | - | (10) | 5 |
| Glasgow Click & Collect | - | 10 | (4) | 6 |
| Live Well with Hearing Loss | (2) | 216 | (210) | 4 |
| Aged Veterans Healthy Living | 59 | - | (59) | - |
| Information Line | 85 | - | (85) | - |
| MRC BIES funding* | - | 292 | (292) | - |
| Localities - DoH Grant | - | 22 | (22) | - |
| Rosetrees Trust - Dr Shekhawat - Flinders University | 13 | 13 | (26) | - |
| Biomedical research - UK only | 3 | 12 | (15) | - |
| Glasgow ISS | 10 | 6 | (16) | - |

Notes to the Financial Statements

Note 19. Statement of funds - restricted and endowment funds (cont.)

| | Balance 1 April 2021 £'000 | Income £'000 | Expenditure £'000 | Balance 31 March 2022 £'000 |
|---|----------------------------------|-----------------|----------------------|-----------------------------------|
| Restricted | | | | |
| Befriending Project NI | 18 | 2 | (20) | - |
| The Bath Charity | 481 | - | (481) | - |
| Hear to Inform and Connect BLF | 81 | - | (81) | - |
| City Bridge Inform & Connect Ldn | 30 | - | (30) | - |
| Prof Rivolta - University of Sheffield | 25 | - | (25) | - |
| Information Services | 25 | - | (25) | - |
| Impact Funding Partners - Scottish Government | 11 | - | (11) | - |
| Hear 2 Inform&Conn Forrester | 10 | - | (10) | - |
| Other restricted funds | 70 | 16 | (38) | 48 |
| Restricted Funds | 3,093 | 1,838 | (3,351) | 1,580 |
| Endowed | | | | |
| The Wennington Charity | 68 | - | - | 68 |
| Endowed Funds | 68 | - | - | 68 |
| Total Restricted and Endowed Funds | 3,161 | 1,838 | (3,351) | 1,648 |

*Government-funded

Note 19. Statement of funds - restricted and endowment funds (cont.)

Sussex Deaf Association donation is restricted to the relief of persons residing in the counties of East and West Sussex and the City of Brighton and Hove who are deaf or hard of hearing.

General donations restricted to use in **Scotland**.

Foley Trust - Roper House Improvement Fund is to be used to renovate Roper House.

Hear to Inform and Support - National Lottery Community Funding for Devon and Cornwall to help people with hearing loss improve their confidence and knowledge on how to better manage their hearing loss.

Jobsense is a EU funded project to support people into employment.

General funding for **research into tinnitus**.

Investigating ototoxicity (**G101**).

Investigating changes in the hearing brain (**G102**).

The **Harlow Trust** provides funding for people who are deaf or have hearing loss to participate in financial qualification courses.

A legacy restricted to funding in the **South West region**.

For the use and benefit of the **Leeds** branch.

General restriction to **Hear to Help** service in **Birmingham**.

Notes to the Financial Statements

Note 19. Statement of funds - restricted and endowment funds (cont.)

The Specialist Employment Programme is aimed at enhancing the employability of people who are deaf, have a hearing loss and/or tinnitus through the provision of specialist support. The Service is funded by the European Social Fund with Match Funding from the Disability Employment Service.

Access to Health Salford was set up and deliver a pilot project to improve awareness amongst GPs, healthcare professional; amid staff working in GP Practices and health centres of the barriers encountered by residents of Salford who are deaf or experience hearing loss.

Research into treatments for hearing loss or tinnitus.

Funding specifically for **Summer studentships in 2022**.

A restricted legacy (purpose is under discussion).

General restriction to support elderly people with hearing loss in **Devon & Cornwall**.

General restriction to **Employment** services in **Hampshire**.

Community Navigator Project aims to develop creative approaches to reducing social isolation for older people in Greater Manchester.

S55 King fund is Biomed research project at Oxford university.

The grant **Hear For Welfare** aims to reduce discrimination against people who share protected characteristics; reduce levels of hate crime; increase community participation,

engagement and community cohesion; address imbalances in representation in all aspects and levels of public life.

Research into cochlear implant fitting (S47).

Manchester Hear to Help is a volunteer-led service that provides hearing aid support on a one-to-one basis and drop-in settings in communities across Manchester.

To provide funding in **Glasgow** for improving the health, wellbeing and life skills of, and increasing access to information and services, for people who are deaf or have hearing loss. The project works with other agencies to provide information and advice in provision of healthcare, social care, education, training, employment and leisure. It will also fund delivery of a programme of accredited training courses, develop a user forum, support work placements and encourage peer support within central Scotland.

Salford CCG Innovation fund is a grant provided to recruit a project co-ordinator to deliver support on hearing loss, including hearing screening and training for staff and volunteers across Sheltered Housing Schemes in Salford as response to our Hearing Matters report.

General restriction to **Hear to Help service in North of Tyne**.

PhD studentships on finding an objective measure for tinnitus (S57) and understanding how mitochondria are involved in hearing loss (S60).

Towards the **Hear to Help Service in Scotland**.

Restricted donation from **WCVA to purchase PPE** and other essential items to enable a return

Notes to the Financial Statements

Note 19. Statement of funds - restricted and endowment funds (cont.)

to the office and safe face-to-face working in the community.

Funding to provide a six month **click and collect pilot in Glasgow**.

LiveWell is a project which provides specialist support in Wales to deaf people and those with hearing loss and tinnitus.

Aged Veterans Healthy Living is a project to provide information to older veterans with hearing loss.

Information Line service - large grant from Hollyhock Charitable Foundation to support the Information Line service. Budget includes costs towards three roles.

Covid Medical Research Charity Support funding allocated to 7 research projects (G102, G94, PA25, G101, G104, G92, G93).

Department of Health NI Core Grant is funding towards the salary for RNID's Director, NI.

Investigating neuromodulation to silence tinnitus (G96).

UK research into treatments for hearing loss or tinnitus.

Glasgow Integrated Sensory Services support people with sensory impairment living in the Greater Glasgow and Clyde area by strengthening existing structures, introducing additional support services such as Hear to Help, and by raising awareness and the profile of sensory impairment in the region.

Befriending Project NI provides funds for befriending in NI.

The Bath Charity is restricted to providing relief for the charitable needs of people who are deaf or have hearing loss by the provision of services.

Hear to Inform and Connect is enabling us to proactively expand our face-to-face information provision for older people (aged 50+) with hearing loss, particularly those who we have found are harder to reach. This includes older people from black, Asian and minority ethnic communities, older people living in care homes and older people living in rural or remote areas.

City Bridge Inform & Connect Ldn is a fund towards staffing and operational costs of the Hear to Inform and Connect project for older people in London.

Research into restoring hearing.

Information services - £25,000 grant from the Garfield Weston Foundation to support the Information Line service, new digital self-help toolkit and new digital hearing check.

Impact Funding Partners - Scottish Government is funding to employ a Trainer to work with Sky Television on the Working for change project.

Hear 2 Inform & Connect project aim to reduce the barriers often faced by people with hearing loss, supporting them to remain connected with their families, friends and the world around them, ultimately reducing feelings of isolation.

Other restricted funds comprises 35 restricted funds providing income in support of RNID activities.

Notes to the Financial Statements

Note 20. Capital commitments

| | 2022 (£'000) | 2021 (£'000) |
|---|-----------------|-----------------|
| Contracts for future capital expenditure not provided in the Financial Statements - property, plant and equipment | - | 229 |

Note 21. Operating leases

As of 31 March 2022, RNID had a total value of minimum future lease payments as set out below:

| Payments due | 2022 (£'000) | 2021 (£'000) |
|----------------------------|-----------------|-----------------|
| Within one year | 427 | 616 |
| Between one and five years | 426 | 827 |
| | 853 | 1,443 |

Note 22. Notes to the cash flow statement

| | 2022 (£'000) | 2021 (£'000) |
|---|-----------------|-----------------|
| Net expenditure for the reporting year (as per the statement of financial activities) | 1,276 | (1,498) |
| Adjustments for: | | |
| Depreciation charge for the year on tangible assets | 141 | 345 |
| Amortisation charge for intangible assets | 43 | 110 |
| Interest paid | 32 | 89 |
| Interest/dividend received | (1) | (3) |
| Gain on disposal of intangible/tangible assets | 2,485 | - |
| Decrease in stock | - | 2 |
| Decrease in debtors | 1,614 | 1,990 |
| Decrease in creditors | (1,234) | (458) |
| (Decrease)/increase in non-current long-term loan | (1,949) | 1,010 |
| Decrease in provisions for liabilities and charges | (173) | - |
| Pensions reserve funding deficit movements | (6,731) | (576) |
| Net cash used in/(generated from) operating activities | (4,497) | 1,011 |

| | At 1 April 2021 (£'000) | Cashflows (£'000) | At 31 March 2022 (£'000) |
|---------------------------------------|----------------------------|----------------------|-----------------------------|
| Analysis of cash and cash equivalents | | | |
| Cash at bank and in hand | 7,118 | (604) | 6,514 |

Notes to the Financial Statements

Note 23. Related party transactions

Mark Atkinson is the Chief Executive (appointed in October 2018) and is also Director of Habinteg Housing Association Ltd (appointed in Jan-20). There was £15,145 charged for housing association fees (2021: £24,353).

Lindsay Foster is a Charity Trustee (appointed in August 2018) and is also the Executive Director of Signature (trading arm of CACPD). There was £1,998 charged for agency fees, training and attendance at conferences (2021: £231).

RNID is the charity making life fully inclusive for deaf people and those with hearing loss or tinnitus.

Together, we campaign for an inclusive society. We connect people to practical advice and fund research to pioneer new treatments for hearing loss or tinnitus.

If you or someone close to you are deaf, or have hearing loss or tinnitus and need free confidential and impartial information and support, contact RNID. We are open 8:30am to 5.00pm, Monday to Friday.



Chat to us on the RNID website: www.rnid.org.uk



Call: 0808 808 0123



Email: contact@rnid.org.uk



Book a BSL video call via our partners at Sign Live:

create an account at the SignLive website or download the SignLive app for Android or the SignLive app for iOS



SMS/text: 07360 268988



Relay UK: 18001 then 0808 808 0123



Write: RNID, Brightfield Business Centre, Bakewell Road, Orton Southgate, Peterborough PE2 6XU

JOIN US



rnid



@rnid



@rnid_uk

**RN
ID**

RNID is the trading name of
The Royal National Institute for Deaf People.
A registered charity in England and Wales
(207720) and Scotland (SC038926).

THE ROYAL NATIONAL INSTITUTE FOR DEAF PEOPLE

England & Wales - Charity number 207720

Accounts

**RN
I:D**

Annual Report
and Financial Statements

20/21



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**ONE
IN FIVE**

adults in the UK are deaf
or have hearing loss and
one in eight have tinnitus.

Foreword

A message from our Chairman and Chief Executive

There is no doubt that the last 18 months have been extraordinary. No one could have predicted the impact of the worst pandemic in a century and the worldwide economic and social disruption that has followed.

The economic downturn has meant that our sector has been deeply affected and, like many other charities, COVID-19 meant we had to work even harder and more innovatively to manage risk, deliver our planned objectives and ensure our long-term sustainability.

But in the face of turmoil and challenge, there have been encouraging signs. Throughout the pandemic, we have continued to deliver high-quality services to people who are deaf, have hearing loss or tinnitus. Our Information Line rose magnificently to meet an increased demand for support and we maintained our service delivery with innovative solutions. We will be able to build on the invaluable lessons learned about delivering services remotely.

Our new digital service is just one of our ambitious plans for the delivery of our strategy that will see us better prepared and structured to deliver wide-scale change – and to have greater impact on the people we exist for. Extensive user-led development work has seen the first iteration launch in May this year, with an online hearing check. To date, more than 24,000 people have taken the check and there have been 200,000 visits to the website for advice and support.

Over the coming year, and as part of a digital-first strategy, we plan to merge our Hear to Help and our digital services to form a new flagship service. Our aim is to expand its reach to all parts of the UK, whether this is provided by us or by another well-placed partner organisation.

The past year has been remarkable for other reasons, too: investment in new technology, the move to remote working, a return to our much-loved heritage brand, and a refreshed purpose. We announced our four big strategic programmes and set out what we want to achieve in each. Change of this scale has, inevitably, meant a reorganisation of the way we work. By altering our operating model and implementing a simpler, flatter structure, we will empower our people to adopt new ways of working. Saying goodbye to staff has been difficult, of course, but the result is a leaner, more agile organisation which will be better able to respond to the needs of our community and stay true to our purpose.

The economic downturn has meant that our sector has been deeply affected and like many other charities, COVID-19 has resulted in us having to work even harder and more innovatively to manage risk, deliver our planned objectives and ensure our long-term sustainability.

Although the pandemic delayed our plans to divest our Care and Support services, we have now completed the transfer to Achieve together, one of the UK's leading providers of specialist support to more than 2,200 young people and adults in 350 services across England and Wales. We are enormously proud of our regulated services and sad to say goodbye to almost 600 amazing members of staff. However, we firmly believe Achieve together is well-placed to invest in our former services, supporting them to grow and develop in the future.

The charity has also made enormous strides in improving its financial resilience. There are some short-term issues arising from COVID-19, and delays to some income that are beyond our control, but we finish the year in a strong position with plans to put in place a long-term, sustainable operating model during 2021-22.

In the face of adversity and change, we must acknowledge our benefactors who unfailingly support us to fund our work in research, support and inclusion. We must also recognise the commitment, sound advice and strong leadership of our trustees. We are fortunate to welcome Sally Hinks, Nick Waring and Ita Murphy to our board. Lastly, our grateful thanks to our dedicated staff and volunteers, every one of whom care deeply

about the people we support. Change is always difficult and uncertain, but we are in no doubt that the direction we're going is the right one.

As we enter our 110th birthday year, we have big ambitions. We will accelerate our strategy, widen our reach and deliver on our purpose. No matter what 2022 holds, we remain determined to make life fully inclusive for our community and be a force of change for the future.



John Morgan
Chair



Mark Atkinson
Chief Executive

Administrative details

RNID is the trading name of the charitable company limited by guarantee, the Royal National Institute for Deaf People (RNID), registered in England and Wales No. 454169. It is registered as a Charity (No. 207720 England and Wales and SC038926 Scotland). RNID is governed by its Articles of Association, adopted on 14 May 1948, and last amended on 11 December 2019.

The registered office address is Bakewell Road, Orton Southgate, Peterborough PE2 6XU.

On 2 November 2020 the charitable company, previously trading as 'Action on Hearing Loss' changed its trading name to RNID.

Trustees

The following provides details of all Trustees who were in place during the financial year until the point at which these accounts were signed in October 2021, and their membership of the committees as at the date of signing:

John Morgan¹

Chair

Claire Bailey^{1,3}

Treasurer

Dr. Brian Caul¹

Lindsay Foster^{1,2}

Vice Chair

Ingrid Gallen

(stood down on 8 December 2020)

Gideon Hoffman³

Richard Jones

(stood down on 8 December 2020)

Thomas McCarthy²

Jacqueline Press

Nick Waring

(joined on 8 December 2020)²

Ita Murphy

(joined on 8 December 2020)¹

Sally Hinks

(joined on 8 December 2020)³

1 Nominations Committee

2 Audit Committee

3 Resources Committee

Key management personnel

The trustees delegate the implementation of policies and the day-to-day management of the charity to the Chief Executive who is assisted by the Executive Group. Those on the Executive Group are the charity's key management personnel. Key management personnel in place during the 2020-21 financial year are detailed below:

Mark Atkinson

Chief Executive

Harriet Oppenheimer

Deputy Chief Executive and
Director of Strategy and Impact

James Abbott

Director of Performance
and Corporate Services

Noelia Fernandez

Executive Director of People
(stood down on 21 August 2021)

Ralph Holme

Director of Research and Insight

Steven Maiden

Executive Director of Governance,
Risk and Assurance
(stood down on 31 May 2021)

Tim Willett

Director of Funding and Innovation

Company Secretary**Steven Maiden**

(stood down on 31 May 2021)

James Abbott

(appointed 21 July 2021)

Principal Professional Advisers**Solicitors****Bates Wells Braithwaite**

10 Queens Street Place, London EC4R 1BE

Wilson

Alexandra House, St John's Street,
Salisbury SP1 2SB

Independent auditors**Crowe U.K. LLP**

55 Ludgate Hill, London EC4M 7JW

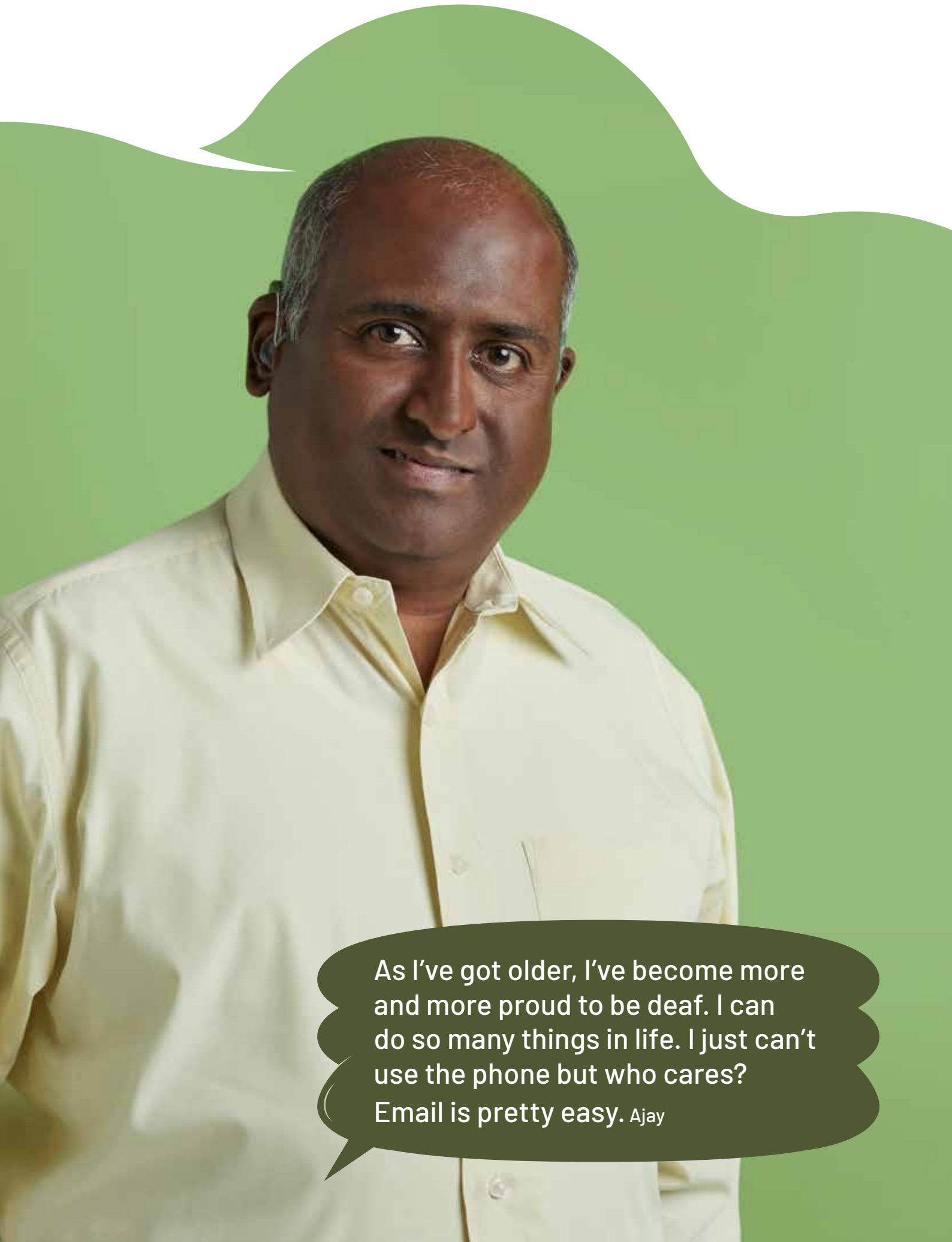
Bankers**Lloyds Banking Group**

10 Gresham St, London EC2V 7JD

01

Trustees' Report

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As I've got older, I've become more and more proud to be deaf. I can do so many things in life. I just can't use the phone but who cares? Email is pretty easy. Ajay

Objectives and activities

The Trustees' Report incorporates the Strategic Report and can be found on page 8. These two reports together meet the requirements for a Directors' Report as required by the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013. In approving the Trustees' Report, the Board of Trustees have also approved the Strategic Report.

Our vision

RNID exists to help make life fully inclusive for the people who want and need our support. There is a frustrating lack of patience, empathy and understanding within society towards deafness and hearing loss – such as barriers to work, travel, communication and socialising – which all takes its toll on self-esteem, mental wellbeing and social inclusion. This needs to stop.

Our ambition is to be a collective force for change by campaigning together alongside our community to break down barriers; connecting people to practical advice and funding research to pioneer new treatments for hearing loss or tinnitus. There is still a lot to do, and the challenge is huge, but we won't stop until we see a world where everyone is fully included in society.

The future of RNID

RNID is on a journey – from an organisation significantly focused on local provision of care and other support services towards a digitally-enabled organisation that will have an impact on a much wider scale. We aim to be relevant to everyone who is deaf, has hearing loss or tinnitus, as well as their friends, family, employers and the general public through a mixture of campaigning, influencing, service provision and research.

RNID is undergoing significant change and restructuring to become the organisation that can deliver this. At our core will be four strategic, multi-year programmes; health, inclusion, employment and research. These programmes will set our aspirations for the change and impact we want to achieve and will shape and drive the activities to get us there.

The four programmes focus on what our users have told us is most important to them. As we go forward, each programme will be established based on a strong and evidenced rationale, and with clear ways of measuring our impact. This approach will significantly increase the benefit we deliver and, we believe, will also help our funding goals.

Our investment in research will continue to support and accelerate the development of medical treatments to prevent hearing loss, restore hearing to those who have lost it and silence tinnitus.

Public benefit

Trustees use the Charity Commission guidance on public benefit and consider the charity to have an impact both on those we exist to support and on the wider public.

This report highlights the activities which demonstrate the impact and value the charity has had UK-wide on the lives of those with deafness, hearing loss and tinnitus – and how we adapted throughout the pandemic in order to continue to provide these.

Over the course of the year, the trustees have supported the Executive Group in the implementation of the charity's strategy, and our transformation into a digital-first organisation. This will help us achieve greater reach and make a significant impact through various research programmes and campaigning (see pages 17 - 20). We are confident that, together, this will further strengthen our public benefit.

It has been a difficult year for our Care and Support provision, with the added pressures of the pandemic affecting the lives of those we support. However, with perseverance and the commitment of our staff, we continued

to achieve strong regulatory compliance, responded to the needs of people we support, and received positive feedback from them and their families.

Throughout the year, we continued to deliver information and support services based on the needs of our users. In fact, the disruption of the pandemic has allowed us to review our service delivery approach and prompted us to do better. We developed a new digital offer that will make it easier for us to connect with more people. It will allow those who need to be heard the most to take part in our campaigns, make a difference and embark on a journey with RNID.

Our support of world-class biomedical research and our work to influence and campaign around perceptions of deafness, hearing loss and tinnitus also have clear public benefit. Our investment in research will continue to support and accelerate the development of medical treatments to prevent hearing loss, restore hearing to those who have lost it and silence tinnitus. We may not see immediate benefits but trustees believe that, over time, there will be research breakthroughs and societal changes to which our work will have directly contributed.



**OUR
VALUES**

People



We treat people as people – with warmth, dignity and respect. We see people as whole people, not just as an issue or problem to be solved. We show kindness, care and understanding and approach people how we would like to be approached.

Passion



We are passionate about our work and we want to make a difference in people's lives. If things can be improved, we won't just settle for how they are. We're prepared to challenge the status quo. We strive for high standards, to do our very best. We take positive risks and innovate, trying new things.

Partnership



We work alongside others to achieve the best results. We listen carefully and try hard to understand. We share insights, ideas, learning and resources. We respect and value differences and we enable others to participate. We act with integrity and build trust.

Achievements and performance

Everything we do aims to bring us one step closer to delivering our vision of making life fully inclusive for everyone we support. We set out in this report our significant achievements against these objectives, as well as our work to strengthen the charity and deliver our strategy.

A stronger charity going forward

Clearly, RNID's year in 2020-21 has been characterised by responding to the pandemic. Although the need to move overnight to remote working was challenging, it has also significantly advanced us towards becoming a digital charity. We've found innovative new ways of supporting our service users online, and become a much more integrated, connected workforce internally. In fact, our experiences during this year have given us the confidence to move permanently to remote working. This will mean that, in the coming years, we can close our offices and reinvest the money from leases into our people and our cause.

We have also recognised that while high-quality service provision will remain an important part of our mission in the future, providing standardised services across the UK, fully integrated with our digital platform, will be more sustainable and have greater impact. This is a notable shift from today's wide-ranging portfolio of commissioned services and contractual models in different parts of the UK. We have made significant progress in identifying which services to build on in future years, and which to step back from at the end of their current term.

As well as helping us increase our impact and reach, these organisational changes also ensure that, in the longer term, the charity is no longer reliant on higher risk income but is financially sustainable and able to grow.

Information and support and local community services

Across the UK, RNID delivers information and support services based on changing need and available funding. 2020-21 has been a year of disruption and adaptation within our community services with all face-to-face support being temporarily closed and then later adapted for safe delivery during the COVID-19 pandemic. Despite this, we've achieved some remarkable results and we continue to have a positive impact on the lives of thousands of people. Here are just a few examples:

- Our Information Line supports a wide range of enquiries across the deaf, hearing loss and tinnitus spectrums. It provides an invaluable service from immediate assistance from the team to signposting other services that can better meet their needs. During the year, we supported 22,838 callers via phone, email, letter, or

web chat. We increased team resources during the pandemic to ensure that we could meet the greater demand for information and advice delivered remotely.

In addition to this centralised service, we provided information to 38,631 members of the public and 24,057 professionals through a variety of interventions.

- Our Employment Support Services provide person-centred support for jobseekers and employees who are deaf or have hearing loss. We also work with employers and training providers to ensure their recruitment processes are accessible. The pandemic has been particularly disruptive to these services as many of the people we support are British Sign Language (BSL) users and rely on face-to-face communication. Our staff and volunteers adapted meeting spaces, provided technology and made increased use of communication support and online platforms to connect with clients and support them safely. We enrolled 50 new people (including those on furlough or made redundant) onto our projects this year and continued supporting existing clients. Despite the difficult labour market conditions this year, we secured employment for 11 people, and supported 41 people in getting qualifications or work relevant certificates.

- Our hearing aid support services help people to make the most of their hearing aids and manage their hearing loss effectively by providing basic maintenance and information. When our face-to-face services were suspended during the pandemic, our volunteers maintained our support by contacting our previous service users, offering peer-to-peer support on hearing aid issues, providing a postal service for batteries and consumables, and up-to-date information on changes to audiology services. Despite the obstacles, we supported 20,403 people with their hearing aids.



Over the past year:

20,403

people have been supported
with their hearing aids

It is the difference
between hearing
and not hearing.

Service user, South Powys

Total contrast to before,
my hearing on my left
ear is outstanding now.

Service user, Northern Ireland

During this period, our staff worked collaboratively to redevelop the service in novel ways, such as drive-through and drop-off hearing aid maintenance clinics as well as doorstep pickup services. As in previous years, the majority of those we helped rated our service as 'excellent' or 'good' and told us that we had had a positive impact on their lives.

- Our social groups, Hear to Meet, adapted to give people the opportunity to meet up virtually, share experiences and information and make new friends. Given the nature of these services, they have had a real, personal impact: 4,148 people came to our virtual groups to connect with others.
- Our Aged Veterans Service was able to work with the Royal British Legion in England, Wales, and Northern Ireland to make use of previous funding and increase our resources throughout the pandemic. As well as supporting 644 veterans and 129 veterans professionals, we delivered three online webinars through Facebook and LinkedIn, reaching 4,705 people.

- Our Welfare Rights service in Scotland supported 59 people to access benefits that they were entitled to, such as Job Seekers Allowance (JSA), Disability Living Allowance (DLA), Housing Benefit and Universal Credit.
- Our Live Well with Hearing Loss service (funded by the Welsh Government) adapted its home-visit service to befriend 220 people via telephone and video chats. Despite the emphasis on remote or distanced support, some home visits were made to vulnerable service users with urgent needs.
- Our Tinnitus Support Service in Northern Ireland adapted to continue providing advice and emotional support remotely to people struggling with the condition when all face-to-face individual and group sessions and awareness talks had to be cancelled.

Our Tinnitus Awareness sessions and Tinnitus Management Course moved online this year. We delivered 12 Tinnitus Management Courses (three interactive, 90-minute sessions spread over three weeks) and supported 146 people.

- Our befriending service worked hard to reduce the risk of loneliness and isolation for 27 sign language users in Northern Ireland. The Deaf befriending project provided befriendees with a tablet, which not only increased their confidence in using technology but meant they were able to communicate more regularly with family and friends through video calls, reducing isolation even further.

Policy and campaigns

In a year of turmoil and challenge, we innovated to continue to deliver our high-quality services remotely and learned important lessons that we will build on in the future.

We influenced the national UK response to the pandemic where it mattered most for the people we support, including

- We worked with government, along with other disability charities, to highlight the need for an exemption to rules requiring face covering in certain public places. As a result, the government created and raised awareness of exemption cards and made sure that guidance to businesses highlighted the communication barriers created by face coverings. We also secured changes to the government guidance on public face coverings so that they can be temporarily lowered to communicate with someone with hearing loss – with social distance maintained.
- In response to our call on the government to assess the safety and viability of transparent face masks, a type 2R model has been approved for use in the UK in health and social care settings. Following this approval, we worked with the government and secured an initial 250,000 masks which were distributed to frontline NHS and social care workers in September 2020. We also worked with the Department of Health and Social Care and NHS England to create guidance for frontline clinicians, explaining the impact of face coverings for people with hearing loss and to promote effective deaf awareness and communication technique.
- Throughout the pandemic, we've lobbied the government to make sure all of its public health messaging is accessible – and have joined forces with a number of other disability charities to create a checklist. We've seen some improvement but errors are still being made (such as shielding letters sent out in October 2020 to thousands of people that were not in accessible formats). We're also concerned that not all government press conferences are broadcast with BSL interpretation. The House of Commons Women and Equalities Select Committee has since explicitly called for our checklist to be adapted and implemented across government. We continue to press for accessibility to become the norm, rather than an afterthought, in government communications.

- We raised accessibility issues with Test and Trace, outlining the specific challenges for people who are deaf or have hearing loss and met with Baroness Dido Harding to help drive improvements. As a result of this intervention, Hearing Loops and Interpreter Now were added to local teams lists for implementation, greater accessibility features were built into the system, and people could register their individual communication needs at the start of the process.

In response to supporter feedback about accessibility issues at both Test and Trace and vaccination centres, we created a new poster specifically for those sites which is being shared by Public Health England. We also met with the minister responsible for the vaccine roll-out about the needs of BSL users in understanding and accessing the vaccine system and centres.

- For several years, we've been fighting proposals to restrict provision of NHS hearing aids. We've worked particularly closely with the six Clinical Commissioning Groups (CCGs) in Staffordshire. As a result of our efforts, North Staffordshire CCG has confirmed that it will end the rationing of hearing aids for moderate hearing loss. The combined CCGs are due to run a public consultation on aligning their policies in a number of areas – and we remain positive that this process will end the current restrictions on mild hearing loss provision in North Staffs. We believe that by fighting back against these proposals, we've headed off a dangerous precedent which could have created widespread risk to the provision of hearing aids across the NHS.
- We worked closely with the Royal College of General Practitioners (RCGP) to develop a toolkit of education and training materials for GPs about the needs of our community. The project was led by Dr Devina Maru, RCGP Clinical Champion for deafness and hearing loss. The aim of the toolkit is to help doctors meet the principles and practice of both the guidelines produced by the National Institute for Health and Care Excellence (NICE), and the NHS's Accessible Information Standard for use in healthcare.
- Retail spaces have, for too long, been inaccessible for our community– whether due to background music, a lack of Hearing Loops, or no deaf awareness training for staff. The pandemic has only added to these barriers, with face coverings, physical partitions and social distancing creating an even more difficult experience.
- In July 2020 we launched our Access for All in Retail campaign by asking supporters to sign our open letter, setting out the importance of accessibility in retail stores. More than 1,800 people signed and we sent the letter to the head offices of some of the biggest retailers in the UK. We've received some positive responses to date and we'll continue to press for changes in policy.

Research

We continued to support world-class research to bring about treatments to prevent hearing loss, restore hearing to those that have lost it and silence tinnitus. We spent a total of £1.6m (2019-20: £1.6m).

Accelerating the discovery and development of new treatments

During the year:

We invested a total of £886K through our Discovery and Translational Research Grant schemes to generate new knowledge and advance the development of promising new treatments.

Our research funding led to important scientific discoveries that bring treatments closer; 38 research papers were published in scientific journals, including:

- the identification of genes required to maintain hearing in the fruit fly, providing vital clues for the development of treatments for age-related hearing loss
- new ways of coding information in cochlear implants to improve listening when there is a lot of background noise
- evidence that a new experimental type of hybrid cochlear implant that stimulates the auditory nerve using both electric currents and light could be more effective than today's technology
- the identification of a gene linked to increased risk of developing tinnitus, providing important insight into the causes of tinnitus.



£1.6M

spent on research in total



We spent:

£886k

on discovery and translational research

£396k

on developing future research leaders

- We added five new Discovery Projects to our research portfolio, focussed on advancing treatments to restore hearing, prevent hearing loss, silence tinnitus, improve benefit gained from cochlear implants, and better understand the links between dementia and hearing loss. We also awarded funding to investigate the links between COVID-19 and hearing loss.
- Two new Translational Research projects were added to our portfolio that will advance the development of a treatment for chronic middle ear infections and a treatment to prevent hearing loss associated with a specific cancer drug.
- In partnership with the Medicines Discovery Catapult, we continued to deliver the Hearing Medicines Discovery Syndicate to connect researchers to the expertise and infrastructure they need to advance

the development of treatments. From 34 organisations that came forward, 17 connections were made, four collaborative proposals are being developed and one new project is underway that could lead to a drug treatment to prevent hearing loss caused by degeneration of the auditory nerve.

Developing future research leaders

We invested £396,000 on developing future research leaders in the UK through our PhD and Fellowship schemes – including four new PhD studentships in the areas of age-related hearing loss, tinnitus, inherited hearing loss and drug delivery to the cochlea.

Impact of COVID-19 on our research

The pandemic has impacted on the progress of many projects we're funding, due to the closure of labs during the first lockdown and reduced occupancy since re-opening. This has particularly impacted clinical studies that involve face-to-face testing. Some universities responded by making use of the Coronavirus Job Retention Scheme (furlough) where they could, and we have granted no-cost extensions to affected projects.



Technology and Support Services

In 2020-21 we worked with:

Samsung to test accessibility of their smartphone and Galaxy bud pros. We have also been working in partnership with both Samsung and the Cambridge Hearing Group to look at how these devices compare to hearing aids technically, as well as people's experience of using them.

- The Bluetooth Special Interest Group to ensure new products and services that use the new Bluetooth Low Energy hearing loss solution meet user needs and remain accessible alongside mainstream applications.
- BT on the release of the Relay UK app which saw significant improvements from the previous NGT app following our user feedback. We also helped ensure it meets the increased demand of emergency service calls during the pandemic.

Providing Support Services

This year we've continued to deliver a range of communication service and accessibility solutions (by video or face-to-face) to clients.

- We carried out 136 workplace assessments for employees to help them overcome barriers in the workplace, reducing anxiety and stress. The adjustments we recommended range from the use of assistive technology to changes to the office environment to the provision of deaf awareness training.

In turn, this helps employers retain staff, improve morale and increase productivity, whilst increasing deaf awareness.



Technology solutions:

136

workplace assessments
for employees

20

deaf awareness training
sessions delivered

2

BSL training
sessions delivered

6,000+

communication services
bookings co-ordinated

248

induction loop
systems installed

- We delivered 20 deaf awareness training sessions and two BSL training sessions to businesses. The training covers causes of hearing loss, the barriers facing deaf people, and how to use the most appropriate methods of communication with colleagues, peers, and customers. Our BSL training starts with the basics of the language and looks at the phrases and terminology used in that particular channel or sector. Our services are delivered by professional trainers with personal experience of hearing loss.
- We co-ordinated more than 6,000 bookings for BSL interpreters, Speech to Text Reporters, lip speakers, electronic note takers and other communication services. The client base covers the NHS, local authorities, GP surgeries, banks, solicitors and many more, providing deaf people and BSL users with the access they need.
- We installed 248 induction loop systems nationally, ensuring accessibility at various businesses, public venues, museums and others.

As the coronavirus restrictions continue to ease across the UK, we have begun to see an increase in demand for Communication Support, Training and Workplace assessments.

Care and support

High quality care and support

As we prepared for the transfer of our services to Achieve together in 2020-21, we continued to maintain a high level of quality and compliance throughout Care and Support services. At the end of the year, we showed 96.7% compliance within regulated services across England, Wales and Northern Ireland with three different regulators: the Care Quality Commission (CQC), Care Inspectorate Wales (CIW) and Regulation and Quality Improvement Authority (RQIA).

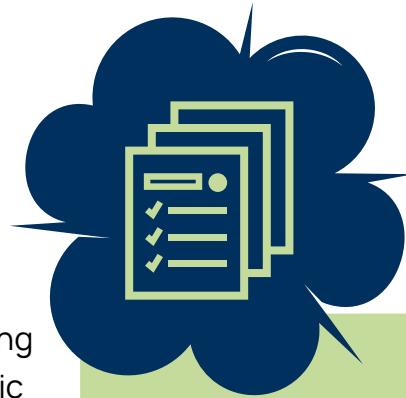
Six inspections were carried out across the three regulators during 2020-21. Of 27 CQC-regulated services, 26 are rated 'good', and one rated 'requires improvement' (most recent inspection in August 2019). CIW-regulated services are all compliant and received complimentary reports at their first inspection under new legislation.

We have continued our work with our Involving People Group (IPG) throughout the pandemic and remained committed to involving people in their care and support.

COVID-19

Care and Support teams have worked relentlessly throughout the pandemic, often going above and beyond to protect and keep safe the people we support. There have been a few outbreaks within Care and Support services where staff, along with supporting teams, worked closely with Local Health Protection Teams and Infection Protection Control Officers to ensure the safety of both staff and people we support.

National lockdowns have been undeniably difficult for people we support and the families and friends who support them, with less time spent together. Staff teams have worked creatively to keep the people we support safe, reassured and in contact with their families. This has included introducing more activities within services, working with people to help them better understand the virus and proactively creating risk assessments to ensure safe visiting when possible and video technology when not.



At the end of the year,
we showed

96.7%

compliance within regulated
services across England, Wales
and Northern Ireland

Structure, governance and management

Structure

RNID is the trading name of the charitable company limited by guarantee, the Royal National Institute for Deaf People (RNID), registered in England and Wales No. 454169. It is registered as a Charity (No. 207720 England and Wales and SC038926 Scotland). RNID is governed by its Articles of Association, adopted on 14 May 1948, and last amended on 11 December 2019. The registered office address is Bakewell Road, Orton Southgate, Peterborough, PE2 6XU. RNID's objective is to help make life fully inclusive for the people who want and need our support. Our ambition is to be a collective force for change by campaigning together alongside our community to break down barriers; connecting people to practical advice and funding research to pioneer new treatments for hearing loss or tinnitus.

RNID has a wholly owned subsidiary, RNID Activities Ltd. In the past, the company has carried out non-charitable trading activities to raise funds for RNID. The subsidiary discontinued operations in 2018-19 and the company will remain dormant for future operational activities (2020: £0).

Governance

The Board of Trustees have adopted the Charity Governance Code and keep areas of recommended practice under continual review. Due to the pandemic, a full review of the updated Code was not completed in the financial year. However, an assessment will take place in 2021-22.

The Board is committed to equality, diversity and inclusion and particularly welcomes the strengthening of this principle in the new Code. At the Board level, the Nominations Committee are actively seeking to diversify the Board and Committees in future rounds of recruitment. Trustees recognise that greater representation from under-represented groups is required, and that more diversity will strengthen our decision-making processes.

The Board is also overseeing equality, diversity and inclusion in the workforce. During the year, a People Strategy was approved by the People Committee and Board which included clear aspirations on diversity. This will be supported by a dedicated Equality, Diversity and Inclusion Strategy which will be an integral part of our new operating structure described elsewhere within this report.

The Board of Trustees is responsible for the overall governance of RNID. The Board has a maximum of 10 trustees, all of whom are appointed by the Board in line with the outcome of a membership election process. All trustees are appointed for a term not exceeding three years, at the end of which they are eligible for reappointment for a second term. Trustees are only eligible for a further term in exceptional circumstances and only for a maximum of three years.

The Board Rules, Delegated Authority Signing Policy and Committee Terms of Reference set out the delegation of decision making to the Executive and to individual committees. The Rules include a statement of reserved powers for the Board. Trustees are required to meet at least three times a year. In the year up to 31 March 2021, they met nine times.

Section 172 Statement

The Board of Trustees has regard to section 172(1) a-f of the Companies (Miscellaneous Reporting) Regulations 2018 in its decision-making. RNID's organisational strategy (agreed in 2019), the development of new services (page 39) and the development of a new operating model (page 39) have been designed to achieve a sustainable and impactful organisation in the long-term. This has required difficult decisions including those to divest of regulated services and to retire a number of non-regulated services that are not aligned to the new strategy. However, the Board of Trustees is confident that these decisions will ensure that RNID impacts on the lives of millions of people who are deaf or have hearing loss and tinnitus for years to come.

As set out on page 39, RNID agreed a new People Strategy during the financial year which will be rolled out as part of the new operating model in 2021-22. This strategy was based on extensive engagement with employees about the culture and ways of working that will best enable us to deliver our ambitious strategy. This has been supported by ongoing engagement with employees through regular communications and engagement including through our Deaf Awareness Group and Diversity Group.

Throughout the year, we've also worked hard to continue our financial recovery plans (page 39). As reported in previous years, this has included ensuring that billing processes are robust and timely. This has been key to further strengthening RNID's business relationships with suppliers and customers and we've seen demonstrable and ongoing improvement in these areas.

RNID exists to have an impact on society by furthering the interests of people who are deaf or have hearing loss and tinnitus. As such, the Board of Trustees are conscious of the need to sustain and increase our reputation both in regard to RNID's status in the sector, and in maintaining high standards of business conduct. As organisational changes begin to embed, trustees are confident that our reputation will continue to grow and strengthen.

Trustee recruitment, induction and training

Trustees are appointed through an open and transparent process which involves advertising vacancies through prominent recruitment websites and media across the UK. All vacancies are informed by a skills gap analysis and succession planning exercise led by the Nominations Committee.

The process is designed to ensure that the Board has the right skills and diversity in order to deliver the strategy. All trustee candidates are shortlisted and interviewed by a panel of the Nominations Committee before being recommended to the Board for appointment. Recommended candidates are then put to the membership for election prior to appointment.

During the year, we trialled our new induction process for trustees and committee members with three new trustee appointments. The induction provided an overview of the duties and role of trustees/directors and the wider context of charity governance. New trustees also met with all members of the Executive Group to gain a comprehensive understanding of the organisation, its strategy and finances. Due to the impact of COVID-19, service visits couldn't go ahead as intended but it is our intention that this will take place when circumstances allow. To ensure all members of the Board have an 'on the ground' understanding of our services.

During the year, all members of the Board and Executive Group were provided with detailed training on safeguarding responsibilities. This was an important session which is

expected to form part of all future induction programmes, particularly as RNID begins to deliver its new safeguarding strategy later in the year.

Committee structure

The Board delegates certain powers in connection with the charity's management and administration. Committees provide meeting minutes and report back regularly to the Board. Details of each committee are included below.

Audit Committee and Care and Support Services Quality Committee

The Audit Committee and Care and Support Services Quality Committee have met jointly during this financial year. This decision was made during the pandemic when it was felt sensible and pragmatic to report to both committees on risk mitigation in key areas of safeguarding and quality assurance and to ensure the right level of scrutiny.

The Audit Committee is made up of two trustee members and two independent members. Ingrid Gallen stepped down from the committee during 2020, coinciding with the end of her second term as a trustee. Nick Waring was appointed at the same time and brought with him strong financial knowledge and expertise. All members of the committee are independent of management.

The Care and Support Services Quality Committee was made up of two members. Its purpose was to monitor quality, compliance and other risk relating specifically to our

regulated care services. At the start of the year, this comprised of two trustee members, but was revised to include one trustee member and one independent Chair. This allowed Richard Jones, with extensive experience of quality and social care, to remain on the committee. The Committee was disbanded in July 2021 following the transfer of Care and Support services to Achieve together.

The joint-Committee met four times during the year to provide oversight of the charity's service quality framework, risk management, system of internal control, outsourced internal audit function and external audit process for the Board. The committees provided assurance to the Board of Trustees and support to management on all areas within their remits, including quality and safety matters in regulated services.

Finance Committee

The Finance Committee is made up of four trustees including the Chair and Treasurer. The committee is responsible for supporting and advising the Board of Trustees on all financial matters including budgeting, monitoring performance and forecasting. The committee also has the important role of overseeing the delivery of the Financial Recovery Plan and the Transformation Programme on behalf of the Board. The committee met on a bi-monthly basis and receives financial management information on, at least, a monthly basis.

Following the year end, the remit of the committee has expanded and will become the Resources Committee as it assumes the responsibilities of the People Committee.

Nominations Committee

The Nominations Committee is comprised of three trustees including the Chair of the People Committee and is responsible for undertaking skills audits and succession planning for the Board and its committees. It is responsible for overseeing Board accountability and appraisals as well as identifying and proposing new members of the Board and committees, induction, support and development.

People Committee

The People Committee was a time-limited body made up of two trustees and an independent committee member appointed during the year. The committee oversaw the development of the new People Strategy and implementation plan, agreed by the Board in early 2021. It is also responsible for reviewing all strategic matters relating to staff, volunteers and culture in the organisation.

The decision was taken in 2021 that the committee has served its purpose now that the People Strategy has been agreed. It was disbanded and merged with the Finance Committee in April 2021 in the new form of a Resources Committee.

Management

This financial year we recruited RNID's first Deputy Chief Executive and consolidated the structure of our Executive Group. Our employees and volunteers have faced many professional and personal challenges throughout the COVID-19 pandemic, and we have empowered our leaders and managers to support their teams and continue delivering key services to our customers.

We have increased the visibility of our Executive Group through the introduction of regular, all-staff virtual meetings. These have given us an opportunity to cascade critical messages and important information in real time to our geographically dispersed teams. We have continued to embrace the new technology and methods of communication we implemented last year, including Yammer and Microsoft Teams. These tools continue to increase contact and collaboration across the UK in a way that was never experienced before.

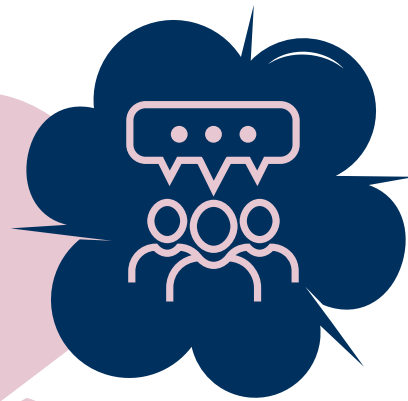
We have supported our office-based staff and volunteers to pivot their ways of working to digital delivery models and to ensure that

they are able to work from home and continue to support our community in a way that was easily accessible and safe.

We recognise that the work we do, and all our achievements, rely heavily on the support of our volunteers, many of whom have been critical in enabling us to support people remotely this year. Others made the decision to pause their activities with us at the height of the pandemic but continue to be an integral part of our structure. We look forward to welcoming them back as soon as possible.

Within our Care and Support services, we worked tirelessly to ensure our senior managers had the information, skills and resources they needed to keep our staff and customers as safe as possible during the pandemic. We were humbled to see the commitment of all our staff throughout this period and their dedication to the wellbeing of all the people we support.

Throughout the year, we have continued to engage with all our staff and volunteers by increasing our staff surveys and regular checks-ins. It was reassuring that 74% of our staff felt the charity kept them well-informed about changes and issues affecting them and



74%

of our staff felt the charity kept them well-informed about changes and issues affecting them

86%

of staff felt their manager supported them well professionally during a challenging time at work

that 86% felt their manager supported them well professionally during a challenging time at work. We have also supported managers to have regular contact with furloughed staff to ensure that they remain engaged with the charity and their colleagues. We're pleased that at the time of the accounts being signed all of our staff are back from furlough.

The health and wellbeing of our people has been a focal point for the charity this year. We've had external speakers join us to speak to staff about health, wellbeing and resilience and our wellbeing champions and employee assistance programme have continued to support people on an individual basis. As part of our journey to becoming a more diverse employer, we've supported staff to set up an Ethnic Minority Networking Group.

We also recognise that this has been an incredibly difficult time for our people professionally, so we were glad to continue supporting our staff development through participation in a charity sector mentoring scheme.

Engagement

Fundraising: Achievements and practice

Like the rest of the UK charity sector, our fundraising teams have worked hard to adapt to the impact of COVID-19 and the national lockdowns. Unfortunately, the pandemic has seen income decline and fundraising investment pause while RNID worked to adapt to the situation that has dominated the 2020-21 financial year.

Against this backdrop, it's important we recognise the incredible generosity of our loyal supporters throughout the pandemic which has enabled RNID to continue to perform its work – sometimes in new ways. To each and every one of our amazing supporters, our grateful thanks.

Fundraising highlights

Our income from donations and legacies was £9.7m in 2020-21, a decrease from the previous year (2019-20: £15.2m). This was largely due to the exceptional performance of our legacy programme in 2019-20, which broke all previous records and saw income we anticipated receiving in 2018-19 move into 2019-20. The impact of lockdown also depressed legacy income across the UK charity sector, with issues in the housing and stock markets and the probate process slowing down the process of estate administration.

Legacy income for 2020-21 was £7.1m (2019-20: 11.4m). RNID is incredibly grateful to everyone who has remembered us in their will. It is the generosity of people who choose to give in this way that continues to have a huge impact on the work we do to support deaf people and those living with hearing loss and tinnitus.

We were also able to generate £2.9m through public fundraising activity (2019-20: £2.5m). Despite COVID-19 delaying planned investment in the area, the Individual Giving

RNID were so helpful when I got in touch about my Will. They invited me to see what my gift could achieve and I left encouraged that it will help others in the future. RNID supporter

team responded with great agility to the pandemic. They worked to produce materials to support people with hearing loss during the first lockdown, in partnership with the Royal Osteoporosis Society, with whom we shared information to help our audiences deal with common issues of isolation and physical health during the lockdown. We also relaunched the charity's supporter magazine, in line with our rebrand, which was welcomed with a large increase in support via donations to the charity. The team generated a surplus of £1.2m (2018-19: £1.7m). Additional activity will be required in future years to ensure continued performance in this area.

We are incredibly grateful to the people who took part in virtual events, supporting RNID in new ways despite the impact of the pandemic, as well as the generosity of our corporate supporters such as Simply Health.

The ability of people affected by hearing loss to access accurate information has never been more important than during this crisis. We've seen an increase in the number of people contacting our helpline and searching our website for advice and support, and a significant increase in the number of callers

who feel anxious, isolated and in need of emotional support. Generous grants from charitable trusts and foundations have supported the vital work of our Information Helpline and helped us to expand our digital reach. We were delighted to receive funding from the Coronavirus Community Support Fund, distributed by The National Lottery Community Fund, towards providing information and support to people during the crisis. We have also continued to receive vital grants from trusts and foundations towards our essential medical research programme.

Brand, communications and user experience

We successfully returned to our much-loved heritage brand during the pandemic. Having carried out research with 6,000 people, we found that 'RNID' was still more popular and significantly more trusted by all key audiences, despite the name not being used since 2011. It also enabled us to explore a new purpose, for all our communities: together, we will make life fully inclusive for deaf people and those with hearing loss and tinnitus.

In 2020, our focus was on the daily issues deaf people were facing during the pandemic, such as barriers to communication caused by face coverings, and social isolation. This highlighted the need for a stronger brand, which is why we pressed ahead with the change in November 2020, to better serve our community when they needed us the most.

We subscribe to a quarterly nfpSynergy report which tracks our brand. The report shows that, since our rebrand, there has been a significant increase in brand awareness, brand trust, and in channel audience growth. As a result, we are confident that the continued growth of the brand will make a significant contribution towards the delivery of our strategy (as more people know who we are and what we do).

We also went live with our new charity website in April 2020. We significantly reduced the number of pages, making it easier for users to find what they're looking for, and removed outdated or irrelevant content. We've applied content design principles and readability guidelines across the site to ensure our content meets user needs and is accessible. By changing our platforms, we were also able to significantly reduce website running costs,

We launched three weeks early so we could better help people during the pandemic, with a new coronavirus response section, which was used by more than 80,000 people.

More than 600,000 people have visited the website in the last year and around 20,000 have given us feedback, with more than 80% of it positive.

Following the delivery of the website and a review of our services, the team worked with users and colleagues across the charity to design, test and build a new digital service, which went live in May 2021.

Fundraising control and regulation

We continue to be members of the Chartered Institute of Fundraising and of the Fundraising Regulator and follow their standards and guidelines (including the Code of Fundraising Practice), as we strive to achieve best practice in all we do. We are also regulated, and regularly audited, by the Gambling Commission.

We regularly review our processes and procedures to ensure we, and everyone we work with, provide our supporters with the best possible experience and consistently uphold the highest ethical standards.



Fundraising

£2.6m

income from donations

£7.1m

income from legacies

£2.1m

generated through
Public Fundraising
activity



Rebrand success

20%

channel audience growth

8%

growth in trust
(from 65% to 75%)

40%

brand awareness
(up 5%)



New website launch

75%

fewer pages

90%

cheaper to run

600k+

visitors

Use of agencies and third parties

Like many other charities, we work with carefully selected professional fundraising agencies for telephone fundraising.

We do not use agencies for street fundraising. We work with agencies to help us process responses to appeals and donations received, to print and mail on our behalf, maintain our supporter database, and help us monitor the effectiveness of our fundraising activities.

We work with any newly-appointed agencies to ensure that contracts are set up to comply with current regulations. Existing contracts are also regularly reviewed to ensure they continue to meet our high standards. We have clear controls in place to monitor their, and our own, performance. This includes mystery shopping, random call monitoring, and close monitoring of feedback to identify and resolve causes of any issues that people may experience and to make sure that everyone who works with us to raise funds complies with our high standards.

Managing communications with our supporters

Many of our supporters want to know how their donations are supporting our work and how they are making a difference. In line with our legal obligations, we offer people the choice of whether they would like us to keep them up-to-date with our work, telling them how they have helped, and how they can continue to help, in the future.

We offer new supporters the opportunity to choose how we communicate with them and for what purpose – and we honour those wishes. We also offer everyone we contact simple ways to opt out of any further communication.

We continue to ensure that our processes are developed and implemented in line with the Fundraising Regulator's code of practice and, where required, we update our processes so that they continue to be compliant.

We do not sell or exchange lists of data with any other charities or companies for their marketing or fundraising purposes.

People in vulnerable circumstances

We take our responsibility towards supporter care and to vulnerable people very seriously. Members of our in-house Supporter Care team are all trained to respond sensitively and appropriately to any individual showing signs of distress, confusion or vulnerability.

We also have contracts and controls in place, as described previously, to ensure all agencies that may come into contact with vulnerable people treat them in line with our policies and values.

Complaints

We take every complaint we receive seriously and make sure that we investigate fully and respond promptly, where required. For the 12 months to 31 March 2021, we received one fundraising-related complaint, relating to an accessibility issue a supporter experienced when contacting the team. This has now been resolved. We received no official complaints via the Fundraising Regulator. In order to ensure that we provide the best level of service to the people who support our work, we regularly monitor the level and nature of feedback that we receive.

Our commitment

We will continue to monitor all our fundraising activities closely to ensure they are performed to the highest standards and reflect the wishes and preferences of all our generous supporters. We welcome any feedback or comments people may have. To get in touch by post or email, see the last page of this report for contact details.

Financial review

After a strong performance in the previous year, 2020-21 was challenging. Income was significantly impacted by COVID-19, as demand for some of our commercial and funded services dropped, and lockdown measures severely impacted legacy administration and, therefore, income. Our legacy pipeline remains strong, however, and we are confident that income has been delayed, rather than significantly reduced.

Improved liquidity and a reduced cost base as a result of the financial recovery plan measures previously implemented have helped RNID to weather the COVID-19 storm in 2020-21. Our liquidity was further bolstered by a £1.5m business resilience loan and a temporary pause on deficit repair payments made to the defined benefit pension scheme. RNID also made use of the government Coronavirus Job Retention Scheme, with 191 furloughed full or part-time during 2020-21. RNID received £874k from the scheme during the year and topped up pay for furloughed staff to 100%.

Total costs were reduced, largely due to reduced activity as a result of the pandemic. Net expenditure was £1.7m (2019-20: net income of £1.2m). A surplus had been anticipated in our pre-COVID-19 budget, and we remain confident of our ability to avoid deficits in future years. Under the latest actuarial assumptions, a provision for the pension fund was recognised and this resulted in a £3.7m loss (2019-20: £5.2m gain). This increased the charity's loss to £5.2m (2019-20: £6.3m surplus).

Full details of our financial performance for the year ended 31 March 2021 are shown in the financial statements and notes on page 54 to 99.

Income
£34.5m



Expenditure
£35.5m

Where did our money come from?

£17.6m

Care & Support

£10.6m

Fundraising and other trading

£1.3m

Technology & Support Services

£3.9m

Local Engagement

£0.2m

Research

£0.9m

Government Grant



How was our money spent?

57%

Care & Support

18%

Local Engagement

6%

Technology & Support Services

13%

Fundraising costs

5%

Research

1%

Policy & Campaigning



Fundraising income

£10.6m



How we spend our income

13%

Generating future income

87%

Charitable activities

We ceased selling of assistive technology products in April 2020.

Income was significantly impacted in the year, as COVID-19 reduced demand for some of our commercial and funded services.

Risk and uncertainties

The Board of Trustees has overall responsibility for risk management and the setting of the charity's risk appetite. However, the Board of Trustees delegates authority to the Audit Committee in this area and the committee receives regular reports from the Executive Group on the management of key risks. Nonetheless, risks are reported to and discussed by the Board of Trustees on a regular basis.

Throughout the year, the Audit Committee oversaw the review, improvement and implementation of the new risk framework. It has improved the Board of Trustees' oversight of risk with more clearly articulated strategic risks, impacts and mitigations in place. To ensure the Executive Group and the trustees have a clear picture of RNID's risk profile and exposure at all times, relevant staff groups met regularly to discuss any emerging new risks but also any lower level, local risks that could hinder strategic delivery. Any findings are always fed into the Executive Group, who where required, make immediate and necessary judgements to mitigate any risk.

Understandably, COVID-19 has increased the residual risk levels in all three of the core principal areas, which was a direct result of a

delay to a number of key mitigations. However, we have clear actions to bring the risk levels down and have set ourselves realistic and clear timeframes. The trustees are confident that the vast improvement of the Risk Framework has made RNID's systems of governance, risk management and control much more secure. Nonetheless, this will be under continuous scrutiny and will evolve as the charity makes a number of strategic changes.

The charity's risk register is broken into three principal risk areas as a way of framing our risk management activities.

Principal risk area 1:

Establishing a strong, stable and financially sustainable organisation

COVID-19 has posed a short-term liquidity concern which has been a prominent risk since the pandemic began. In order to stabilise the charity and mitigate any immediate risk, the trustees and Executive Group collectively agreed to make use of the Government Coronavirus Job Retention Scheme, obtain a business resilience loan from Charity Bank (to support working capital) and implement cost-reduction measures such as controls on non-essential expenditure and recruitment.

RNID currently relies heavily on legacy income. Although the pipeline of future legacy income remains strong, the ongoing lockdown measures throughout the year delayed our legacy income, and consequently meant that the recovery of our financial performance was delayed for longer than initially expected.

The Board of Trustees and the Executive Group recognised that in order to ensure that RNID is able to deliver on its strategy and reach everyone in the UK who is deaf, has hearing loss or tinnitus, they must deliver a change programme at pace that would make RNID more sustainable in the longer term, become more efficient, and fit for purpose. Since the year end, significant progress has been made in designing a new operating model and organisational structure for RNID, setting out the implications for future services and staff, and launching a consultation across all staff within the charity. This new operating model will see us diversify our income through our fundraising strategy, ensuring greater resilience for the future. This change programme has given us the opportunity to hear from our people and allowed them to contribute towards strengthening the impact and sustainability of the charity.

Principal risk area 2:

Developing a charitable offer that reaches the 1 in 5 people in the UK who are deaf or have hearing loss and the 1 in 8 with tinnitus

There has been major progress on the implementation of the new strategy this year, which will enable a charitable offer that has greater reach and impact. We will become

smaller, do less but deliver greater impact. We expect the level of risk to reduce accordingly. Five strategy implementation projects commenced during early 2021. Since the year end, they have been significantly further progressed with a new operating model implemented in July 2021. The new, simpler structure will focus on driving our strategic programmes so we can innovate quickly to meet the needs of our communities.

COVID-19 has had an impact on the types of services that the charity can deliver and the ways in which they can be delivered. Work has been done to address this through shifting some face-to-face activities to remote/digital models but there has, nonetheless, been reduced delivery. Work has progressed in relation to updating the charity brand and the design of a new digital information and advice offer that is being directly informed by the needs of those who are deaf, have hearing loss or tinnitus. There is more to do to deliver these projects, but the foundations are now in place to begin realising our ambitions in the coming years. Digital services can unlock huge potential to make life fully inclusive for the people we support. The new website has been launched along with a self-help tool, hearing check, and a digital communications card.

The move to maximise digital tools to reach wider and more diverse audiences requires infrastructural work in the form of new systems, hardware, servers, customer relationship management system (CRM), and so on, in order to fully realise this ambition. New senior appointments have been made to

drive forward a new IT strategy. There is still work to be done but progress is being made to deliver digitally with current tools wherever possible.

The transfer of Care and Support services progressed significantly in the 2020-21 financial year, completing after the year end in June 2021. This is an important part of our strategy to enable the charity to focus on activities which will have the highest impact and reach for our communities.

Principle risk area 3:

Operating a compliant, well-led and well-governed charity

Trustees oversee a number of risks relating to overall compliance, governance and leadership and have taken action to strengthen these areas throughout the year.

The current restructure and operating model sees the trustee training and development being redesigned. The governance team has been strengthened to ensure best practice in governance, risk and safeguarding.

The Care and Support Services Quality Committee has overseen risks relating to our regulated and unregulated care services and received regular reports on the management of quality matters, safeguarding and regulatory performance. COVID-19 has presented some additional risks in these areas, but the level of compliance and quality has remained extremely high as detailed elsewhere within this report.

Work is in progress on the modernisation of internal systems, policies and processes which will build on progress already made in strengthening our internal control framework. A new policy framework is being developed to ensure that policies are fit for purpose and accurately reflect the changing organisation. This is supported by the implementation of a new technology strategy and staff intranet which consolidates our systems and allows for safe recording and reporting processes to be implemented. As such, there remains work to be done to strengthen this risk area further but we are confident that considerable progress has been made throughout the course of the year.

We have carefully reviewed the impact that remote working has had on our staff and charitable objectives and considered the costs of getting back into our office spaces across the UK. Our new strategy aims to become a digital first charity. Therefore, we are working on closing our existing offices when leases come to an end and look for more flexible collaboration spaces with remote working. The money we save on property, we will invest in our people and our purpose.

Going concern

Most of the components of our 2018 financial recovery plan have now been delivered – selling our London head office and other properties no longer required for our services, relocating our Finance team from London to Peterborough, and improving commercial performance across our trading, commissioned, and regulated services.

As detailed elsewhere in this report, our new sustainable operating model was implemented after the year end in July 2021. This has reduced the charity's reliance on lower probability income, and ensured that we can deliver our strategy while living within our means. We are confident in our ongoing financial sustainability, and the transfer of our Care and Support services to another provider will further enable us to grow our free reserves and invest further in the charity's strategy.

The COVID-19 pandemic continues to impact our liquidity and financial performance. To mitigate this, in 2020 we made use of the Charity Bank's Resilience and Recovery Loan Fund with a £1.5m loan. We did not need to use these funds and after the year end have paid the loan back in full.

It is not possible to accurately predict the full impact of potential further lockdowns and pandemic-related economic disruption on our financial performance; however, based on comprehensive forecasting and scenario modelling, combined with mitigations that have been put in place, trustees are confident that the charity will survive this crisis.

As a result of these factors, the trustees consider that it is appropriate for the financial statements to be prepared on a going concern basis.

Pensions

We have operated two trust-based pension schemes since July 2018 when the defined contribution section of the RNID pension scheme was transferred to a master trust run by AON. The RNID scheme now only consists of the defined-benefit assets and liabilities. We closed the defined-benefit scheme to new entrants on 1 October 2001 and to new accruals on 31 March 2010. The annually calculated notional surplus or deficit on the funding of the scheme is deducted from unrestricted funds in the Balance Sheet.

The last detailed actuarial triennial valuation was carried out as at 31 March 2018. Following this, a revised funding plan was agreed with members and the pension scheme trustees. The outcome of this agreement is that pension deficit contributions remain the same but the recovery period has been extended from 2030 to 2034. These contributions were paused during the COVID-19 pandemic to support our liquidity management but resumed in April 2021. In addition, the scheme will share some of the proceeds from planned asset disposals as they arise.

As part of the Trustees' Report and Accounts preparation process, an actuarial valuation was carried out on 31 March 2021 using methodology recommended by the Financial Reporting Standard 102. This valuation showed market value of assets to be £75.9m (2020: £73.2m) and the current value of liabilities to be £79.1m (2020: £71.9m). The net deficit was £3.1m, compared to a net surplus of nil as at 31 March 2020. The funding plan is a schedule of deficit-reducing payments designed to eliminate the deficit by 2034, and the contribution by the charity in 2020-21 was £1m. Further details are included in Note 18.

Reserves policy

Trustees aim to maintain free reserves at a level that enables the charity to manage financial risk and short-term income volatility. Free reserves available for use include unrestricted funds less the net book value of tangible fixed assets, as these are used to carry out the charity's activities. Free reserves also exclude any deficit reported on the pension scheme.

The trustees reviewed the free reserves policy in the year and updated the target. The revised policy states that free reserves should represent at least four months but not exceed eight months of forecast non-commissioned cash outflows. Based on 2020-21 expenditure, the target free reserves range is £4.1m – £8.7m. This target is expected to reduce in future years with the implementation of the sustainable operating model.

As a result of the COVID-19 pandemic, free reserves have decreased in the year to £1.5m at 31 March 2021 (2020: £3.1m) and remain below the target range

| | 2020/21 | 2019/20 |
|--------------------------------|------------|------------|
| | £m | £m |
| Total unrestricted funds | 4.2 | 9.0 |
| Add back pension reserve | 3.2 | 0 |
| Less unrestricted fixed assets | (5.9) | (5.9) |
| Total | 1.5 | 3.1 |

The ongoing work on the sustainable operating model will ensure the restoration of the free reserves within the target range by 2024.

Grant-making policy

We award research grants to fund world-class research projects that will accelerate the development of medical treatments to prevent hearing loss, restore hearing and silence tinnitus. We also make grants to increase the numbers of trained research staff helping to build future research capacity. Universities, non-profit research institutes and technology-led small businesses from any country are eligible for funding, except where geographical and organisational-type restrictions are stated for specific funding schemes.

We widely publicise our calls for grant proposals. We advertise our grant schemes on our website and through emails sent out to the research community. The proposals we receive are subjected to an appropriate level of expert peer review, typically involving independent, external reviewers and a voluntary independent grant-review panel. Each review panel is made up of experts who serve for a three-to-five-year term and the panel members are listed on our website. We make the final decision about each award based on this expert advice, the relevance of the research to our research strategy, and our available budget. We usually make payments every six months and review progress regularly.

Everyone involved in the grant-application and review process is asked to abide by our Research Programme's Code of Conduct and Conflict of Interest policy. We occasionally award a small number of grants for social and technical research to help provide the evidence basis for campaigning and policy development. We also award grants to develop our library collection, currently housed and managed by University College London.

Statement of trustees' responsibilities

The trustees (who are also directors of RNID for the purposes of company law) are responsible for preparing the Trustees' Report and Accounts (including the 'Strategic Report') and the Financial Statements in accordance with applicable law and regulation.

Company law requires the trustees to prepare Financial Statements for each financial year. Under that law, the trustees have prepared the Financial Statements in accordance with United Kingdom Accounting Standards, comprising FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", and applicable law (United Kingdom Generally Accepted Accounting Practice). Under company law, the trustees must not approve the Financial Statements unless they are satisfied that they give a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period.

In preparing these Financial Statements, the trustees are required to:

- 1** Select suitable accounting policies and then apply them consistently;
- 2** Observe the methods and principles in the Statement of Recommended Practice: Accounting and Reporting by Charities (2015);
- 3** Make judgements and estimates that are reasonable and prudent;
- 4** State whether applicable UK Accounting Standards, comprising FRS 102, have been followed, subject to any material departures disclosed and explained in the Financial Statements; and
- 5** Prepare the Financial Statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable

them to ensure that the Financial Statements comply with the Companies Act 2006, Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).

They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. In so far as the Trustees are aware:

- 1** There is no relevant audit information of which the company's auditors are unaware.
- 2** They have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of Financial Statements may differ from legislation in other jurisdictions.

By order of the Board of Trustees, the

Trustees' Report (incorporating the 'Strategic Report') has been approved by the Board of Trustees and signed on its behalf by:

John Morgan



Chairman
07 December 2021

Independent Auditor's Report

to the Members and Trustees of The Royal National Institute for Deaf People

Opinion

We have audited the financial statements of The Royal National Institute for Deaf People (RNID) for the year ended 31 March 2021 which comprise Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (amended).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our

auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion based on the work undertaken in the course of our audit

- the information given in the trustees' report, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
 - the strategic report and the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.
- adequate and proper accounting records have not been kept; or
 - the financial statements are not in agreement with the accounting records and returns; or
 - certain disclosures of trustees' remuneration specified by law are not made; or
 - we have not received all the information and explanations we require for our audit.

Matters on which we are required to report by exception

In light of the knowledge and understanding the charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 require us to report to you if, in our opinion:

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 50, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of

non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006 together with the Charities SORP (FRS 102) and the Charities and Trustee Investment (Scotland) Act 2005. We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company for fraud. The laws and regulations we considered in this context for the UK operations were General Data Protection Regulation (GDPR), Care Quality Commission

(CQC) regulations, employment legislations and taxation legislations.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of income and the override of controls by management. Our audit procedures to respond to these risks included review of grant expenditure monitoring in place, enquiries of management, and the Audit Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, recording the impact of the CQC regulatory reviews and reading minutes of meetings of those charged with governance.

Owing to the inherent limitations of an audit, there is an unavoidable risk that

we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of part 16 of the Companies Act 2006, and to the charitable company's trustees, as a body, in accordance with Regulation 10 of the Charities Accounts

(Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company, the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

N. Hashemi

Naziar Hashemi

Senior Statutory Auditor

For and on behalf of

Crowe U.K. LLP

Statutory Auditor


London

Date: 10th December 2021

02

Financial Statements

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Before I was diagnosed with hearing loss I had stereotyped it as an elderly thing. One year on, I am proud of my hearing aid (nicknamed Cora) and I'm passionate about helping others understand that hearing loss can affect anyone. *Ami*

The Royal National Institute for Deaf People

Statement of Financial Activities for the year ended 31 March 2021

(incorporating an income and expenditure account)

| | Note | Unrestricted funds (£'000) | Restricted funds (£'000) | Total funds 2021 (£'000) | Total funds 2020 (£'000) |
|---|------|-------------------------------|-----------------------------|--------------------------------|--------------------------------|
| Income from: | | | | | |
| Donations and legacies | 5 | 9,206 | 1,033 | 10,239 | 15,231 |
| Government Grant | 5 | 874 | 0 | 874 | 0 |
| Income from charitable activities: | | | | | |
| Care and support | 5 | 13,057 | 4,567 | 17,624 | 17,925 |
| Local engagement | 5 | 2,235 | 1,760 | 3,995 | 3,965 |
| Technology and enterprise | 5 | 1,273 | 0 | 1,273 | 4,969 |
| Research | 5 | 155 | 0 | 155 | 193 |
| Policy and campaigning | 5 | 8 | 0 | 8 | 10 |
| Other trading activities | 5 | 339 | 0 | 339 | 395 |
| Investments | | 3 | 0 | 3 | 14 |
| Total income | | 27,150 | 7,360 | 34,510 | 42,702 |
| Expenditure on raising funds | | | | | |
| | 6 | 4,405 | 103 | 4,508 | 5,087 |
| Expenditure on charitable activities: | | | | | |
| Care and support | 6 | 15,321 | 5,572 | 20,893 | 20,136 |
| Local engagement | 6 | 4,555 | 1,676 | 6,231 | 7,563 |
| Technology and support services | 6 | 2,263 | 4 | 2,267 | 6,579 |
| Research | 6 | 1,275 | 370 | 1,645 | 1,629 |
| Policy and campaigning | 6 | 463 | 1 | 464 | 515 |
| Total | | 23,877 | 7,625 | 31,500 | 36,422 |
| Total expenditure | | 28,282 | 7,726 | 36,008 | 41,509 |
| Net (expenditure)/income | | (1,132) | (366) | (1,498) | 1,193 |
| Actuarial gains / (losses) on defined benefit pension schemes | 18 | (3,743) | 0 | (3,743) | 5,162 |
| Net movement in funds | | (4,875) | (366) | (5,241) | 6,355 |
| Reconciliation of funds: | | | | | |
| Funds brought forward at 1 April 2020 | | 9,060 | 3,527 | 12,587 | 6,232 |
| Funds carried forward at 31 March 2021 | | 4,185 | 3,161 | 7,346 | 12,587 |

Results for the year ended 31 March 2020 are shown in corresponding Notes to the Financial Statements.

The Royal National Institute for Deaf People

Balance sheet as at 31 March 2021

| | Note | 2021 (£'000) | 2020 (£'000) |
|--|------|-----------------|-----------------|
| Fixed assets | | | |
| Intangible fixed assets | 11 | 192 | 262 |
| Tangible fixed assets | 12 | 7,141 | 7,211 |
| | | 7,333 | 7,473 |
| Current assets | | | |
| Stocks | | 0 | 2 |
| Debtors | 13 | 3,035 | 5,052 |
| Cash at bank and in hand | | 7,118 | 6,508 |
| | | 10,153 | 11,562 |
| Current liabilities | | | |
| Creditors falling due within one year | 14a | 4,734 | 5,219 |
| Net Current assets | | 5,419 | 6,343 |
| Liabilities | | | |
| Amounts falling due after more than one year | 14b | 1,949 | 939 |
| Provision for liabilities | 17 | 290 | 290 |
| Total assets less liabilities (excluding pension liability) | | 10,513 | 12,587 |
| Defined benefit pension scheme asset/ (liability) | 18 | (3,167) | 0 |
| Total net assets | 16 | 7,346 | 12,587 |
| The funds of the charity | | | |
| Endowment funds | 19 | 68 | 68 |
| Restricted funds | 19 | 3,093 | 3,459 |
| | | 3,161 | 3,527 |

The Royal National Institute for Deaf People

Balance sheet as at 31 March 2021

Continued

| | Note | 2021 (£'000) | 2020 (£'000) |
|--|------|-----------------|-----------------|
| Unrestricted funds | | | |
| Unrestricted funds excluding pension liability | | 9,299 | 9,997 |
| Revaluation reserve | | 2 | 2 |
| Pension reserve | | (3,167) | 0 |
| Loan | | (1,949) | (939) |
| Total unrestricted funds | | 4,185 | 9,060 |
| Total charity funds | | 7,346 | 12,587 |

The notes on pages 60–97 form part of these Financial Statements.

The Financial Statements were approved by the Board of Trustees and authorised for issue on 07 December 2021 and signed on their behalf by:



John Morgan
Chairman

The Royal National Institute for Deaf People

Statement of cash flows for the year ending 31 March 2021

| | Note | 2021 (£'000) | 2020 (£'000) |
|---|------|-----------------|-----------------|
| Cash flows from operating activities: | | | |
| Net cash (used in)/generated from operating activities | 22 | 1,011 | (2,481) |
| Cash flows from investing activities: | | | |
| Interest received | | 3 | 14 |
| Proceeds from sale of tangible fixed assets | | 6 | 8,854 |
| Purchase of intangible fixed assets | | (40) | (163) |
| Purchase of tangible fixed assets | | (281) | (182) |
| Net cash provided by/(used in) investing activities | | (312) | 8,523 |
| Cash flows from financing activities: | | | |
| Interest paid | | (89) | (178) |
| Net cash used in financing activities | | (89) | (178) |
| Change in cash and cash equivalents in the reporting period | 22 | 6,508 | 644 |
| Cash and cash equivalents at the beginning of the reporting period | | 6,508 | 644 |
| Cash and cash equivalents at the end of the reporting period | | 7,118 | 6,508 |
| Cash and cash equivalents consists of: | | | |
| Cash at bank and in hand | | 7,118 | 6,508 |
| Cash and cash equivalents | 22 | 7,118 | 6,508 |

Notes to the Financial Statements

1. General Information

RNID is the charity making life fully inclusive for deaf people and those with hearing loss or tinnitus.

The charity is a private company limited by guarantee without share capital and is incorporated and based in the UK, number 454169.

RNID is a registered charity in England and Wales (207720) and Scotland (SCO38926).

The address of its registered office is Brightfield Business Hub, Bakewell Road, Orton Southgate, Peterborough, PE2 6XU

In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

2. Statement of compliance

The Financial Statements are prepared under the historical cost convention, modified to include the revaluation of investments to fair value, and in accordance with applicable accounting standards in the United Kingdom. These are the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities 2015' and Financial Reporting Standard (FRS) 102, together with the reporting requirements of the Companies Act 2006, the Charities Act 2011, the Charities and Trustee Investment (Scotland) Act 2005, and the Charities Accounts (Scotland) Regulations 2006 (as amended).

The Charity has adapted the Companies Act formats to reflect the charities SORP FRS 102 and the special nature of the Charity's activities.

3. Accounting policies

Going concern

Most of the components of our 2018 financial recovery plan have now been delivered – selling our London head office and other properties no longer required for our services, relocating our Finance team from London to Peterborough, and improving commercial performance across our trading, commissioned, and regulated services.

As detailed elsewhere in this report, our new sustainable operating model was implemented after the year end in July 2021. This has removed the charity's reliance on lower probability income, ensuring that we can deliver our strategy whilst living within our means. We are confident in our ongoing financial sustainability, and the transfer of our Care and Support services to another provider (also after the year end) has further enabled us to grow our free reserves and invest further in the charity's strategy.

Notes to the Financial Statements

It is not possible to accurately predict the full impact of ongoing lockdowns and pandemic related economic disruption on our financial performance. However, based on comprehensive forecasting and scenario modelling, combined with mitigations that have been put in place, trustees are confident that the charity will survive this crisis.

As a result of these factors, the trustees consider that it is appropriate for the financial statements to be prepared on a going concern basis.

Income

Income is accrued and included in the SoFA when the Charity is entitled to the income, receipt can be quantified and income is probable. It is deferred when they relate to future accounting periods.

Donations

General donations, gifts, donations from fundraising events, trusts and corporate income and direct marketing income are accounted for on a received basis. Gift Aid receivable is included when claimable.

Legacy

Pecuniary legacies are recognised as receivable once probate has been granted or notification has been received.

For residuary legacies, the charity recognises legacy income on the earlier of the final legacy accounts being issued, or cash being received, to ensure income can be reliably measured.

When the criteria for income recognition have not been met, then the legacy is treated as a contingent asset (see Note 18).

Contracts

Where contracts contain the right to receive periodic payments, these receipts are recognised when they fall due and on completion of the Charity's contractual obligations for the period. Income is accrued if the Charity is entitled to the income.

Notes to the Financial Statements

Grant income

Income from grants is credited to the SoFA. It is recognised when the Charity has entitlement to the funds, any performance conditions have been met, it is probable the income will be received and the amount can be measured reliably. If the grant relates to a specific future time period it will be deferred.

RNID received government grants that were performance-related grants. Performance-related grants are recognised in income under “charitable objectives”.

Income from performance-related government grants is recognised when the Charity has entitlement to the funds, any performance conditions have been met, it is probable the income will be received and the amount can be measured reliably and is not deferred.

The nature of these grants is disclosed in Note 22. There were no unfulfilled conditions or special criteria.

Other forms of government assistance from which the Charity has directly benefited are Access to Work payments, local authority payments for local service agreements and Care and Support contracts.

RNID has benefited from the CJRS and grants for infection control measures in our care services.

Trading activity

Income from trading activities is credited to the SoFA when received or receivable, whichever is earlier, unless it relates to a specific future period, in which case it is deferred. Income from lotteries is recognised when the draw is made. Income received in advance for future lotteries is deferred until the draw takes place. All other income is accounted for on an accruals basis.

Donated services and facilities

On receipt, donated professional services and donated facilities are recognised on their commercial value when this can be quantified.

Donated services and gifts in kind over £20,000 are included as both income and expenditure in the relevant category.

A valuation of volunteer time given to the Charity is not recorded in the Financial Statements.

Notes to the Financial Statements

Expenditure and irrecoverable VAT

Expenditure is accounted for on an accruals basis in the period in which they are incurred. Expenditure on raising funds includes the costs incurred in raising donation income, legacy income, grant income and income from trading activities, including apportioned support costs. Expenditure on charitable activities comprises the costs incurred on charitable activities including the apportioned support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Termination benefits are recognised at the leaving date of the of the member of staff and measured at the best estimate of the expenditure required to settle the obligation at the reporting date.

Allocation of expenditure

Expenditure is allocated to the particular activity to which the cost relates. When expenditure relates to more than one area of activity, the costs are allocated to each of the activities on the based on estimated staff time.

Governance costs

Governance costs are the costs associated with constitutional and statutory requirements and with the strategic management of the Charity's activities.

Grant Commitments

Grants are generally made to organisations to facilitate research into hearing loss and tinnitus. Grants payable are payments made to third parties in the furtherance of the charitable objectives of the Charity. The grants are accounted for where either the Trustees have agreed to pay the grant without condition or up to the point at which the conditions have been fulfilled. The key condition is a regular review by the Charity, and this can be on a six-month or 12-month basis, as specified in the grant award letter.

Taxation

The activities of the Charity and its charitable subsidiary are exempt from corporation taxation under section 505 of the Income and Corporation Taxes Act 1988 to the extent that they are applied to the organisation's charitable primary objectives, if these profits are applied solely for charitable purposes. The trading subsidiary does not generally pay UK corporation tax because its policy is to pay taxable profits as Gift Aid to the Charity.

Notes to the Financial Statements

Intangible assets

Intangible assets are stated at cost, less accumulated amortisation. The Charity only capitalises items costing more than £5,000, unless the asset cost is below this value but is part of a larger project where the value would be more than £5,000 in total, then it is capitalised.

Amortisation is calculated, using the straight-line method, to allocate the depreciable amount of the assets to their residual values over their estimated useful life as follows:

| Intangible asset | Duration |
|--|----------|
| Software | 5 years |
| (Costs associated with maintaining computer software are recognised as an expense as incurred.) | |
| Intangible assets are subject to review for impairment when there is an indication of a reduction in their carrying value. | |

Tangible assets

Tangible assets are stated at cost, less accumulated depreciation. The charity only capitalises items costing more than £5,000, unless the asset cost is below this value but part of a larger project where the value would be more than £5,000 in total, then it is capitalised.

Depreciation is provided so as to write-off the cost of fixed assets on a straight-line basis over their expected useful lives, as follows:

| Tangible asset | Duration |
|--|--|
| Freehold land and buildings | Not depreciated (land) or 50 years (buildings) |
| Improvements to freehold and long-leasehold properties | 25 years |
| Leasehold properties | 50 years or lease period if shorter |
| Fixtures, fittings, furniture and other equipment | 5 years |
| Computer equipment | 5 years |

Notes to the Financial Statements

Assets under construction are not depreciated and comprise expenditure on the purchase or creation of intangible and tangible assets not brought into use at the balance sheet date. Transfers are made from assets under construction to the relevant category of tangible and intangible asset when the asset is brought into use.

Tangible assets are subject to review for impairment when there is an indication of a reduction in their carrying value.

Leased assets

Payments under operating leases are charged to the SoFA on a straight-line basis over the period of the lease.

Investments

Investments in subsidiaries are recorded at cost in the Charity's balance sheet.

Stocks

Stock is valued at the lower of cost and fair value less costs, to sell using an average cost calculation.

Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity. Restricted funds are funds that the donor has specified to be solely used for particular areas of the Charity's work.

Permanent endowment funds are capital funds where trustees has no power to convert the capital into income.

Pension costs

The Charity operates three funded pension schemes in the UK (the "Scheme"). One Scheme has both defined benefit and defined contribution sections and the others just have defined contribution sections.

The current service cost of the Charity's defined pension scheme is charged to the SoFA.

The Charity operates a defined benefit plan for certain employees. A defined benefit plan defines the benefit that the employees will receive on retirement, usually dependent on certain factors including age, length of service and remuneration. A defined benefit plan is a pension plan that is not a defined contribution plan.

Notes to the Financial Statements

A full actuarial valuation of the Scheme was carried out at 31 March 2020 by a qualified independent actuary, based on membership data as at 31 March 2015, but amended to take account of material movements during the year. Actuarial gains and losses are recognised on the face of the SoFA as net actuarial gain or loss on pensions.

The defined benefit obligation is calculated using the independent actuary's valuation model, which forms a representation of the future benefit payments of the Scheme, which are then discounted to the valuation date. Annually, the Charity engages independent actuaries to calculate the obligation.

The present value is determined by discounting the estimated future payments using market yields on the Merrill Lynch UK AA corporate bond yield curve at a duration of 18 years as at 31 March 2019 and a discount rate of 2.4% per annum.

The liability recognised in the balance sheet in respect of the defined benefit plan is the present value of the defined benefit obligation at the reporting date less the fair value of the plan assets at the reporting date.

Accrual of benefits under the defined benefit section of the Scheme ceased with effect from 31 March 2010.

The Charity operates two defined contribution plans for its employees. A defined contribution plan is a pension plan under which the employees and the Charity pay fixed contributions into a separate entity. Once the contributions have been paid, the Charity has no further payment obligations. The contributions are recognised as an expense on the SoFA when they are due. Amounts not paid are shown as outstanding in the balance sheet.

The assets of the plan are held separately from the Charity in independently administered funds.

Short-term employee benefits

Short-term benefits, including holiday pay and other non-monetary benefits, are recognised as an expense in the period in which the service is received.

Contingencies

Contingent assets are disclosed in the Financial Statements when an inflow of economic benefit is probable. The only contingent asset of the Charity relates to legacies (Note 18).

Notes to the Financial Statements

Financial Instruments

The Charity has taken advantage of the exemptions in FRS 102 from the requirement to present certain disclosures about the charity's financial instruments. The Charity has financial assets and financial liabilities of a kind that qualify as basic. These are initially recognised at transaction value and subsequently measured at their settlement value. Financial assets that are measured at fair value include investments. Financial assets that are debt instruments measured at amortised cost include trade debtors and other debtors. Financial liabilities measured at amortised cost include trade creditors, other creditors, current and long-term loans.

Related undertakings

R.N.I.D. Activities Limited (913439), Sound Advantage Ltd (02437205), Action on Hearing Loss Ltd (07566245), The Hearing Research Trust Ltd (07146209), Sussex Deaf Association (09740664) and RNID Services Ltd (11769135) are wholly owned, dormant subsidiaries, and have therefore not been consolidated.

Related party transactions

The Charity discloses transactions between the Charity and related parties. Where appropriate, transactions of a similar nature are aggregated unless, in the opinion of the Trustees, separate disclosure is necessary to understand the effect of the transactions on the Charity Financial Statements (Note 26).

Critical accounting judgements and estimation uncertainty

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of the assets and liabilities within the next financial year are addressed below.

1 Legacy Income

The Charity has elected to continue recognising residual legacy income on receipt of final estate accounts, or when cash has been received, when entitlement conditions have been met, due to the nature of underlying assets and liabilities and the time that may elapse between probate and closure, and other contingencies that can contest the estate.

Notes to the Financial Statements

2 Defined benefit pension scheme

The Charity has an obligation to pay pension benefits to certain employees. The cost of these benefits and the present value of the obligation depend on a number of factors, including: life expectancy, asset valuations and the discount rate on corporate bonds. Our pension actuary estimates these factors in determining the net pension asset in the balance sheet. The assumptions reflect historical experience and current trends.

3 Short-term compensated absences

FRS 102 requires the cost of short-term compensated absences to be recognised when the employees render the service that increases their entitlement. At the end of the financial year, actual holiday to be carried into the following year was determined. This was reviewed together with salary costs per employee, to determine the value of any holiday pay accrual.

4 Provision for doubtful debts

Trade debtors and other receivables are recognised at their transaction value, less any provision for doubtful debts. The provision for doubtful debts is based on a review of aged items, by type of debt, which takes account of credit control activities to collect the amounts outstanding, including any indications that debt will not be fully recovered.

5 Contract Income Recognition

Contract Income is recognised when contractual obligations have been fulfilled and in the period in which the income falls due.

6 Dilapidations Provision

Provision is made based on spend estimated to fulfill contract requirements.

Notes to the Financial Statements

4. Statement of financial activities for the year ended 31 March 2020 (incorporating an income and expenditure account)

| | Unrestricted funds 2020 (£'000) | Restricted funds 2020 (£'000) | Total funds 2020 (£'000) |
|--|------------------------------------|----------------------------------|-----------------------------|
| Income from: | | | |
| Donations and legacies | 13,712 | 1,519 | 15,231 |
| Income from charitable activities: | | | |
| Care and support | 17,924 | 1 | 17,925 |
| Local engagement | 2,261 | 1,704 | 3,965 |
| Technology and support services | 4,969 | 0 | 4,969 |
| Research | 193 | 0 | 193 |
| Policy and campaigning | 10 | 0 | 10 |
| Other trading activities | 395 | 0 | 395 |
| Investments | 14 | 0 | 14 |
| Total income | 39,478 | 3,224 | 42,702 |
| Expenditure on raising funds | 5,086 | 1 | 5,087 |
| Expenditure on charitable activities: | | | |
| Care and support | 20,090 | 46 | 20,136 |
| Local engagement | 5,518 | 2,045 | 7,563 |
| Technology and enterprise | 6,577 | 2 | 6,579 |
| Research | 1,188 | 441 | 1,629 |
| Policy and campaigning | 515 | 0 | 515 |
| Total cost of charitable activities | 33,888 | 2,534 | 36,422 |
| Total expenditure | 38,974 | 2,535 | 41,509 |
| Net (expenditure)/income | 504 | 688 | 1,193 |
| Net actuarial gain/(loss) on pensions | 5,162 | 0 | 5,162 |
| Net movement in funds | 5,666 | 688 | 6,355 |
| Reconciliation of funds: | | | |
| Funds brought forward | 3,393 | 2,839 | 6,232 |
| Funds carried forward | 9,060 | 3,527 | 12,587 |

Notes to the Financial Statements

5. Income

| | Unrestricted funds 2021 (£'000) | Restricted funds 2021 (£'000) | Total funds 2021 (£'000) | Unrestricted funds 2020 (£'000) | Restricted funds 2020 (£'000) | Total funds 2020 (£'000) |
|-------------------------------|---------------------------------|-------------------------------|--------------------------|---------------------------------|-------------------------------|--------------------------|
| Donations and legacies | | | | | | |
| Gifts | 2,598 | 537 | 3,135 | 2,573 | 1,204 | 3,777 |
| Legacies | 6,608 | 496 | 7,104 | 11,139 | 295 | 11,434 |
| Sussex Deaf Association | 0 | 0 | 0 | 0 | 20 | 20 |
| | 9,206 | 1,033 | 10,239 | 13,712 | 1,519 | 15,231 |

Sussex Deaf Association merged with on 1 July 2018. The charity became dormant as at that date and the income shown above has been treated as a restricted fund. The income, expenditure and the remaining balance can be seen in Note 24.

| | Unrestricted funds 2021 (£'000) | Restricted funds 2021 (£'000) | Total funds 2021 (£'000) | Unrestricted funds 2020 (£'000) | Restricted funds 2020 (£'000) | Total funds 2020 (£'000) |
|----------------------------------|---------------------------------|-------------------------------|--------------------------|---------------------------------|-------------------------------|--------------------------|
| Grant | | | | | | |
| Coronavirus Job Retention Scheme | 874 | 0 | 874 | 0 | 0 | 0 |
| | 874 | 0 | 874 | 0 | 0 | 0 |

| | Unrestricted funds 2021 (£'000) | Restricted funds 2021 (£'000) | Total funds 2021 (£'000) | Unrestricted funds 2020 (£'000) | Restricted funds 2020 (£'000) | Total funds 2020 (£'000) |
|--|---------------------------------|-------------------------------|--------------------------|---------------------------------|-------------------------------|--------------------------|
| Income from charitable activities | | | | | | |
| Care and support | 13,057 | 4,567 | 17,624 | 17,924 | 1 | 17,925 |
| Local engagement | 2,235 | 1,760 | 3,995 | 2,261 | 1,704 | 3,965 |
| Technology and support services | 1,273 | 0 | 1,273 | 4,969 | 0 | 4,969 |
| Research | 155 | 0 | 155 | 193 | 0 | 193 |
| Policy and campaigning | 8 | 0 | 8 | 10 | 0 | 10 |
| | 16,728 | 6,327 | 23,055 | 25,357 | 1,705 | 27,062 |

| | Unrestricted funds 2021 (£'000) | Unrestricted funds 2020 (£'000) |
|---------------------------------------|---------------------------------|---------------------------------|
| Income from trading activities | | |
| Weekly lottery | 271 | 312 |
| Other income | 68 | 161 |
| | 339 | 473 |

Notes to the Financial Statements

6. Expenditure

| | Direct costs (£'000) | | Support costs (£'000) | | Total (£'000) | |
|---|----------------------|--------------|-----------------------|--------------|---------------|--------|
| | Staff | Other | Staff | Other | 2021 | 2020 |
| Expenditure on raising funds from trading activities | | | | | | |
| Fundraising costs | 2,084 | 1,430 | 701 | 293 | 4,508 | 5,087 |
| | 2,084 | 1,430 | 701 | 293 | 4,508 | 5,087 |
| Charitable activities | | | | | | |
| Care and support | 13,666 | 3,683 | 2,538 | 1,006 | 20,893 | 20,136 |
| Local engagement | 3,911 | 932 | 749 | 639 | 6,231 | 7,563 |
| Technology and support services | 719 | 1,177 | 229 | 142 | 2,267 | 6,579 |
| Research | 228 | 1,295 | 86 | 36 | 1,645 | 1,629 |
| Policy and campaigning | 337 | 33 | 44 | 50 | 464 | 515 |
| | 18,861 | 7,120 | 3,646 | 1,873 | 31,500 | 36,422 |
| Total expenditure | 20,945 | 8,550 | 4,347 | 2,166 | 36,008 | 41,509 |

Expenditure on charitable activities was £31.5m (2020: £36.4m) of which £23.6m was from unrestricted funds (2020: £33.4m) and £7.6m was from restricted funds (2020: £2.5m).

Other costs consists mainly of travel and subsistence, rent, rates and legal fees.

Notes to the Financial Statements

7. Support costs

| | Corporate and Management (£'000) | Finance and Strategy directorate (£'000) | Information systems (£'000) | People, Learning and Development (£'000) | Risk and Legal (£'000) | Property (£'000) | Governance (£'000) | Total 2021 (£'000) |
|---------------------------|----------------------------------|--|-----------------------------|--|------------------------|------------------|--------------------|--------------------|
| 2021 | | | | | | | | |
| Fundraising | 487 | 163 | 74 | 59 | 0 | 179 | 31 | 993 |
| Care and support | 882 | 792 | 247 | 919 | 0 | 295 | 410 | 3,545 |
| Local engagement | 200 | 224 | 234 | 164 | 0 | 463 | 104 | 1,389 |
| Technology and enterprise | 64 | 76 | 57 | 44 | 0 | 107 | 23 | 371 |
| Research | 8 | 72 | 5 | 4 | 0 | 31 | 2 | 122 |
| Policy and campaigning | 0 | 17 | 16 | 12 | 0 | 41 | 7 | 93 |
| Total | 1,641 | 1,344 | 633 | 1,202 | 0 | 1,116 | 577 | 6,513 |

| | Corporate and Management (£'000) | Finance and Strategy directorate (£'000) | Information systems (£'000) | People, Learning and Development (£'000) | Risk and Legal (£'000) | Property (£'000) | Governance (£'000) | Total 2020 (£'000) |
|---------------------------|----------------------------------|--|-----------------------------|--|------------------------|------------------|--------------------|--------------------|
| 2020 | | | | | | | | |
| Fundraising | 951 | 147 | 129 | 67 | 21 | 209 | 9 | 1,533 |
| Care and support | 1,126 | 678 | 432 | 1,046 | 271 | 343 | 125 | 4,021 |
| Local engagement | 249 | 245 | 409 | 187 | 69 | 539 | 32 | 1,730 |
| Technology and enterprise | 312 | 240 | 100 | 50 | 15 | 125 | 7 | 849 |
| Research | 12 | 64 | 9 | 5 | 1 | 36 | 1 | 128 |
| Policy and campaigning | 1 | 16 | 29 | 14 | 4 | 48 | 2 | 114 |
| Total | 2,651 | 1,390 | 1,108 | 1,369 | 381 | 1,300 | 176 | 8,375 |

Support costs were apportioned to activities on the basis of turnover (for corporate and management), cost (for finance and strategy directorate), headcount (for information systems, people, learning and development, risk and legal, property and governance).

Notes to the Financial Statements

8. Net expenditure for the year

| | 2021 £'000 | 2020 £'000 |
|---|------------|------------|
| This is stated after charging/(crediting): | | |
| Interest payable: | | |
| Bank interest, bank loans and overdrafts wholly repayable within five years | 89 | 178 |
| Depreciation/amortisation charge for the year | 345 | 465 |
| Loss/(Profit) on disposal of fixed assets | 6 | -17 |
| Payments under operating leases: | | |
| Land and buildings | 795 | 727 |
| Vehicles and equipment | 189 | 225 |
| Loss on foreign exchange | -0 | 2 |
| Auditors' remuneration: | | |
| Statutory audit fee | 49 | 49 |
| Other non-audit fee | 13 | 18 |
| Tax advisory services | 10 | 9 |

9. Grants payable

The aggregate amount of grants made during the year ended 31 March 2020, analysed by recipient was:

| | 2021 Number of grants | 2021 Total (£'000) | 2020 Total (£'000) |
|---|--------------------------|-----------------------|-----------------------|
| Medical research into hearing loss | | | |
| Institution | | | |
| University College London | 8 | 261 | 279 |
| King's College London | 4 | 150 | 171 |
| University of Strathclyde | 0 | | 13 |
| University of Sheffield | 4 | 91 | 75 |
| University of Sussex | 1 | 60 | 80 |
| University of Nottingham | 1 | 25 | 38 |
| University of Southampton | 1 | 13 | 25 |
| University of Manchester | 2 | 100 | 49 |
| Brunel University | 1 | 14 | 27 |
| University of Cambridge | 2 | 30 | 35 |
| Cardiff University | 1 | 13 | 12 |
| MRC Harwell | 0 | | 26 |

Notes to the Financial Statements

9. Grants payable (ctd)

| | 2021 Number of grants | 2021 Total (£'000) | 2020 Total (£'000) |
|---|--------------------------|-----------------------|-----------------------|
| Johns Hopkins University | 1 | 54 | 24 |
| Harvard Medical School | 0 | | 24 |
| National Center for Biological Sciences, TIFR | 1 | 41 | 52 |
| Bionics Institute | 1 | 55 | 54 |
| University of Michigan | 1 | 56 | 50 |
| University of Western Ontario | 1 | 53 | 27 |
| University of Oxford | 2 | 50 | 37 |
| Newcastle University | 2 | 25 | 19 |
| Pragma Therapeutics | 0 | | 100 |
| Imperial College London | 0 | | 2 |
| NYU School of Medicine | 0 | | 10 |
| Ear Science Institute Australia | 0 | | 10 |
| University of Auckland | 0 | | 6 |
| University of Buenos Aires | 0 | | 10 |
| Cognosetta, Inc. | 0 | | 10 |
| Flinders | 1 | 25 | |
| Institute Pasteur | 1 | 69 | |
| Indiana University | 1 | 53 | |
| Brigham and Women's Hospital | 1 | 33 | |
| University of Zurich | 1 | 10 | |
| | 39 | 1,281 | 1,264 |
| Total grants | 39 | 1,281 | 1,264 |

Of the total grant funding made during the year, £1.28m (2020: £1.26m) related to biomedical research projects.

In addition to the above, the charity expects to fund future grants totalling £1.92m (2020: £2.28m), which have been awarded subject to satisfactory reviews during the course of the project being funded. These have not been provided for in RNID's Financial Statements.

The expenditure for grants sits within the Research' line for charitable expenditure within the SoFA.

Notes to the Financial Statements

10. Employees and trustees

| | 2021 (£'000) | 2020 (£'000) |
|---|-----------------|-----------------|
| Employees taff costs consist of: | | |
| Wages and salaries | 22,346 | 22,670 |
| Social security costs | 1,655 | 1,651 |
| Pension costs | 408 | 655 |
| | 24,409 | 24,976 |

Total redundancy costs in the year were £186,363 (2020: £75,425) of which £nil was accrued costs at the year end (2020: £55,029).

| | 2021 (Number) | 2020 (Number) |
|---|------------------|------------------|
| The average headcount of employees, analysed by function, was: | | |
| Care and support | 591 | 622 |
| Local engagement | 150 | 177 |
| Technology and support services | 26 | 38 |
| Research | 3 | 4 |
| Policy and campaigning | 9 | 10 |
| Fundraising and Marketing | 48 | 42 |
| Finance, Human Resources, Information Technology and administration | 72 | 77 |
| | 899 | 970 |

Notes to the Financial Statements

10. Employees and trustees (ctd)

| | 2021 (Number) | 2020 (Number) |
|--|------------------|------------------|
| The number of employees whose remuneration was over £60,000 (excluding employer pension contributions) fell within the following bands: | | |
| £60,001 to £70,000 | 6 | 7 |
| £70,001 to £80,000 | - | 2 |
| £80,001 to £90,000 | 5 | 3 |
| £90,001 to £100,000 | 3 | 2 |
| £150,001 to £160,000 | - | 1 |
| £160,001 to £170,000 | 1 | - |

None of these employees (2020: nil) are in the defined benefit pension scheme, and all (2020: all) are in the defined contribution pension scheme. Contributions in the pension year to the defined contribution scheme were £46,682, in respect of all employees (2020: all with contributions of £45,728).

| | Inc. pension contributions | | Excl. pension contributions | |
|---|----------------------------|-----------------|-----------------------------|-----------------|
| | 2021 (£'000) | 2021 (£'000) | 2021 (£'000) | 2020 (£'000) |
| Remuneration and benefits for the Chief Executive Officer and other Key Management Personnel | | | | |
| Key management personnel | 801 | 963 | 776 | 934 |

Key Management Personnel is defined as members of the Executive Group. There were 9 Executive Officers in post in the year (2020: 9).

Trustees

None of the members of the Board of Trustees received any remuneration during this year (2020: £nil). During the year, no Trustees (2020: 5) received reimbursements of non-private travel and subsistence expenditure amounting to nil (2020: £5,677). The value of expenses waived was not material.

Total donations in the year from Trustees amounted to nil (2020: £6,925).

Notes to the Financial Statements

11. Intangible fixed assets

| | Computer software (£'000) | Assets under construction (£'000) | Total (£'000) |
|--|------------------------------|---|------------------|
| Cost | | | |
| At the beginning of the year | 1,455 | 11 | 1,466 |
| Additions | 0 | 40 | 40 |
| Disposals | (34) | 0 | (34) |
| At the end of the year | 1,421 | 51 | 1,472 |
| Accumulated amortisation | | | |
| At the beginning of the year | (1,204) | 0 | (1,204) |
| Charge for year | (110) | 0 | (110) |
| Disposals | 34 | 0 | 34 |
| At the end of the year | (1,280) | 0 | (1,280) |
| Net book value at 31 March 2021 | 141 | 51 | 192 |
| Net book value at 31 March 2020 | 251 | 11 | 262 |

Assets under construction are not amortised and comprise expenditure on the purchase or creation of intangible assets not brought into use at the balance sheet date. Transfers are made from assets under construction to the relevant category of intangible asset when the asset is brought into use.

Within intangible assets are computer software under construction with a cost of £51k (2020: £11k).

Notes to the Financial Statements

12. Tangible fixed assets

| | Freehold (£'000) | Long leasehold (£'000) | Short leasehold (£'000) | Assets under construction (£'000) | Total property (£'000) | Fixtures, fittings & furniture (£'000) | Other equipment (£'000) | Computer equipment (£'000) | Motor vehicles (£'000) | Assets under construction (£'000) | Total other (£'000) | Grand total (£'000) |
|------------------------------------|---------------------|---------------------------|----------------------------|---|---------------------------|--|----------------------------|----------------------------------|---------------------------|---|------------------------|------------------------|
| Cost | | | | | | | | | | | | |
| At the beginning of the year | 10,167 | 242 | 120 | 16 | 10,545 | 1,356 | 110 | 383 | 4 | 2 | 1,855 | 12,400 |
| Additions | 0 | 0 | 0 | 34 | 34 | 0 | 0 | 0 | 0 | 246 | 246 | 280 |
| Disposals | (2) | 0 | 0 | 0 | (2) | (17) | (4) | (19) | 0 | 0 | (40) | (42) |
| Transfer | 14 | 0 | 0 | (14) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| At the end of the year | 10,179 | 242 | 120 | 36 | 10,577 | 1,339 | 106 | 364 | 4 | 248 | 2,061 | 12,638 |
| Accumulated depreciation | | | | | | | | | | | | |
| At the beginning of the year | (3,379) | (91) | (114) | 0 | (3,584) | (1,212) | (110) | (279) | (4) | 0 | (1,605) | (5,189) |
| Charge for year | (219) | (7) | (4) | 0 | (230) | (51) | 0 | (63) | (0) | 0 | (115) | (344) |
| Disposals | 0 | 0 | 0 | 0 | 0 | 13 | 4 | 19 | 0 | 0 | 36 | 36 |
| At the end of the year | (3,598) | (98) | (118) | 0 | (3,814) | (1,250) | (106) | (323) | (4) | 0 | (1,683) | (5,497) |
| Net book value | | | | | | | | | | | | |
| at 31 March 2021 | 6,581 | 144 | 2 | 36 | 6,763 | 89 | 0 | 41 | 0 | 248 | 378 | 7,141 |
| Net book value at 31 March 2020 | 6,788 | 151 | 6 | 16 | 6,961 | 144 | 0 | 104 | 0 | 2 | 250 | 7,211 |

Assets under construction are not depreciated and comprise expenditure on the purchase or creation of tangible assets not brought into use at the balance sheet date. Transfers are made from assets under construction to the relevant category of tangible asset when the asset is brought into use.

Within tangible assets are computer equipment under construction with a cost of £246k (2020: £nil) and property under construction with a cost of £3k (2020: £16k).

Other equipment includes home appliances such as washers and dryers, television stands, projectors, chairs and cookers.

Notes to the Financial Statements

13. Debtors

| | 2021 (£'000) | 2020 (£'000) |
|--|-----------------|-----------------|
| Trade debtors | 1,869 | 3,123 |
| Amounts owed by subsidiary undertaking | (0) | (0) |
| Other debtors | 20 | 28 |
| Prepayments and accrued income | 1,146 | 1,901 |
| | 3,035 | 5,052 |

14. Creditors

| | 2021 (£'000) | 2020 (£'000) |
|---|-----------------|-----------------|
| (a) Amounts falling due within one year | | |
| Trade creditors | 1,038 | 1,434 |
| Accruals for grants payable | 0 | 266 |
| Taxation and social security | 410 | 423 |
| Loan | 450 | 31 |
| Other creditors | 198 | 125 |
| Accruals | 1,348 | 1,891 |
| Deferred income | 1,290 | 1,049 |
| | 4,734 | 5,219 |
| Deferred income at the beginning of the year | 1,049 | 773 |
| Amount released to income earned from charitable activities | (1,049) | (773) |
| Amount deferred in year | 1,093 | 1,093 |
| Deferred income at the end of the year | 1,093 | 1,093 |

(b) Amounts falling due after more than one year

Net obligations under bank loan is as follows:

| | | |
|---------------------------|--------------|------------|
| between one and two years | 786 | 32 |
| between two to five years | 397 | 104 |
| over five years | 766 | 803 |
| | 1,949 | 939 |

Notes to the Financial Statements

14. Creditors (ctd)

Within the year 2019-20, the charity had repaid and cancelled the revolving credit facility of £3m.

Amounts falling due after one year relates to a mortgage of £2.7m (2020: £2.7m) payable over 25 years, commencing 4 May 2016, to purchase five properties and to enable the transfer of adult services in Westgate on Sea.

The mortgage is secured over the five properties and two other properties.

At 31 March 2021, the total amount owing on the loan is £0.9m (2020: £1m). Interest is charged at base rate plus 3.25%. The base rate was 0.10% (2020: 0.1%).

Within the year, a SIB resilience loan was taken out for £1.5m, the total amount owing on the loan at 31 March 2021 is £1.46m. Interest is not charged in the first year as this is a government scheme to help businesses respond to COVID-19.

15. Contingent assets – legacies

The trustees have been notified that the charity is a beneficiary of a number of estates for which the amounts to be paid to the charity have not yet been confirmed. In view of the uncertainty over the amounts that may be received, the trustees have concluded that the conditions for recognition of these legacies have not yet been met and accordingly these legacies are not reflected in these Financial Statements. Provisional estimates indicate a potential value of these legacies of £6.2m (2020: £5.4m).

Notes to the Financial Statements

16. Analysis of net assets between funds

| | Unrestricted funds (£'000) | Restricted funds (£'000) | Endowment funds (£'000) | Total funds 2021 (£'000) |
|---|----------------------------------|--------------------------------|-------------------------------|---|
| Fund balances at 31 March 2021 are represented by: | | | | |
| Intangible fixed assets | 192 | 0 | 0 | 192 |
| Tangible fixed assets | 6,660 | 481 | 0 | 7,141 |
| Current assets | 6,370 | 3,715 | 68 | 10,153 |
| Current liabilities | (4,570) | (164) | 0 | (4,734) |
| Long-term liabilities | (1,949) | 0 | 0 | (1,949) |
| Provision for liabilities and charges | (290) | 0 | 0 | (290) |
| Pension liability | (3,167) | 0 | 0 | (3,167) |
| Bath Charity Loan | 939 | (939) | 0 | 0 |
| Net assets | 4,185 | 3,093 | 68 | 7,346 |

| | Unrestricted funds (£'000) | Restricted funds (£'000) | Endowment funds (£'000) | Total funds 2020 (£'000) |
|---|----------------------------------|-----------------------------|-------------------------------|---|
| Fund balances at 31 March 2020 are represented by: | | | | |
| Intangible fixed assets | 262 | 0 | 0 | 262 |
| Tangible fixed assets | 5,755 | 1,456 | 0 | 7,212 |
| Current assets | 9,205 | 2,288 | 68 | 11,561 |
| Current liabilities | (4,934) | (285) | 0 | (5,219) |
| Long-term liabilities | (939) | 0 | 0 | (939) |
| Provision for liabilities and charges | (290) | 0 | 0 | (290) |
| Pension liability | 0 | 0 | 0 | 0 |
| Net assets | 9,060 | 3,459 | 68 | 12,587 |

17. Provision for liabilities

| | Balance 31 March 2020 (£'000) | Charged to income and expenditure (£'000) | Spent (£'000) | Balance 31 March 2021 (£'000) |
|------------------------------|-------------------------------------|--|------------------|--|
| Provisions for dilapidations | (290) | 0 | 0 | (290) |

As part of the property leasing arrangements there is an obligation to repair damages, on certain properties, incurred during the life of the lease, such as wear and tear. The cost is charged to the statement of financial activities as the obligation arises. The provision is expected to be utilised as the leases terminate.

Notes to the Financial Statements

18. Pensions

RNID operates a funded pension scheme in the UK (the 'Scheme'). The Scheme has a Defined Benefit Section, and previously a relatively small Defined Contribution Section where all benefits were transferred to a new Master Trust arrangement with effect from 1 August 2018. Pension benefits in the Defined Benefit Section are related to the members' final salary at retirement (or earlier if they leave the Scheme before retirement) and their length of service. Accrual of benefits under the Defined Benefit Section of the Scheme ceased with effect from 31 March 2010.

The Scheme Trustees are responsible for the operation and governance of the Scheme, including making decisions on the Scheme's funding and investment strategies in conjunction with RNID. RNID is required to meet any additional funding payments that may be necessary as assessed by a formal scheme funding valuation every three years. The most recent scheme funding valuation as at 31 March 2018 revealed a deficit and RNID agreed to make an additional contributions to the Scheme to remove this deficit and meet expected Scheme expenses. Contributions of £0.94m were required for the year ending 31 March 2021, £1.29m for the period to 31 March 2023 and £1.33m for the period from 1 April 2021 to 31 January 2034.

An actuarial valuation of the Scheme was carried out at 31 March 2021 by a qualified independent actuary, based on membership data as at 31 March 2018 but amended to make an approximate allowance for benefit outgo and member movements during the period.

Contributions to the Scheme for the year beginning 1 April 2021 are expected to be £1,292,000. Except where stated otherwise, the remainder of this FRS 102 pensions note relates only to the Defined Benefit Section of the Scheme.

The major assumptions used by the actuary were (in nominal terms) as follows:

| | As at 31/3/2021 | As at 31/3/2020 |
|--------------------------------|-----------------|-----------------|
| Discount rate | 1.90% | 2.30% |
| Inflation assumption (RPI) | 3.30% | 2.60% |
| Future LPI pension increases | 3.20% | 2.60% |
| Revaluation in deferment (RPI) | 3.30% | 2.60% |

Assumed life expectancies on retirement at age 65 are:

| | As at 31/3/2021 | As at 31/3/2020 |
|-------------------------------------|-----------------|-----------------|
| Retiring today - Males | 21.3 | 21.3 |
| Retiring today - Females | 23.7 | 23.6 |
| Retiring in 20 years time - Males | 22.6 | 22.6 |
| Retiring in 20 years time - Females | 25.2 | 25.1 |

Notes to the Financial Statements

18. Pensions (ctd)

The fair value of the Scheme's assets, which are not intended to be realised in the short term and may be subject to significant change before they are realised, and the present value of the Scheme's liabilities, which are derived for cash flow projections over long periods and thus inherently uncertain, were:

| | Value at 31/3/2021 £000s | Value at 31/3/2020 £000s |
|---|-----------------------------|-----------------------------|
| Equity | 18,603 | 8,688 |
| Structured equity | 15,656 | 12,936 |
| Fixed Interest | 27,341 | 31,888 |
| Index linked gilts | 7,213 | 6,208 |
| Liability hedging | (2,156) | 2,725 |
| Currency hedging | 111 | (334) |
| Insured annuities | 414 | 491 |
| Property | 2,123 | 2,172 |
| Cash | 1,390 | 2,778 |
| Alternatives | 5,250 | 5,701 |
| Fair value of Scheme assets | 75,945 | 73,253 |
| The actual return on assets over the period was: | 4,686 | 3,403 |

None of the assets of the Scheme are invested in RNID's own financial instruments and none of the assets are properties or other assets used by RNID.

| | | |
|--|----------------|---------|
| Present value of funded obligations | 79,112 | 71,923 |
| Fair value of Scheme assets | 75,945 | 73,253 |
| Surplus/(deficit) in funded scheme | (3,167) | 1,330 |
| Present value of unfunded obligations | 0 | 0 |
| Unrecognised actuarial gains (losses) | 0 | 0 |
| Surplus/(deficit) in funded scheme | (3,167) | 1,330 |
| Adjustment in respect of asset ceiling and minimum funding requirement | 0 | (1,330) |
| Net asset/(liability) in balance sheet | (3,167) | 0 |

Notes to the Financial Statements

18. Pensions (ctd)

| | 31/3/2021 £000s | 31/3/2020 £000s |
|--|--------------------|--------------------|
| Reconciliation of opening and closing balances of the present value of the defined benefit obligation | | |
| Benefit obligation at beginning of year | 71,923 | 77,313 |
| Current service cost | 0 | 0 |
| Interest cost | 1,625 | 1,827 |
| Contributions by Scheme participants | 0 | 0 |
| Actuarial (gains)/losses | 8,128 | (4,783) |
| Benefits paid | (2,564) | (2,434) |
| Past service cost | 0 | 0 |
| Settlements | 0 | 0 |
| Business combinations | 0 | 0 |
| Exchange rate | 0 | 0 |
| Benefit obligation at end of year | 79,112 | 71,923 |

| | 31/3/2021 £000s | 31/3/2020 £000s |
|--|--------------------|--------------------|
| Reconciliation of opening and closing balances of the fair value of Scheme assets | | |
| Fair value of Scheme assets at beginning of year | 73,253 | 71,300 |
| Interest income on Scheme assets | 1,662 | 1,694 |
| Return on assets, excluding interest income | 3,024 | 1,709 |
| Contributions by employers | 940 | 1,227 |
| Contributions by Scheme participants | 0 | 0 |
| Benefits paid | (2,564) | (2,434) |
| Scheme administrative cost | (370) | (243) |
| Business combinations | 0 | 0 |
| Settlements | 0 | 0 |
| Exchange rate | 0 | 0 |
| Fair value of Scheme assets at end of year | 75,945 | 73,253 |

Notes to the Financial Statements

18. Pensions (ctd)

| | 31/3/2021 £000s | 31/3/2020 £000s |
|--|--------------------|--------------------|
| The amounts recognised in profit or loss: | | |
| Service cost – including current and past service costs, and settlements | 0 | 0 |
| Service cost – administrative cost | 370 | 243 |
| Net interest on the net defined benefit liability | (6) | 133 |
| Total expense | 364 | 376 |

| | 31/3/2021 £000s | 31/3/2020 £000s |
|---|--------------------|--------------------|
| Amount recognised in Statement of Financial Activities (SoFA): | | |
| Actuarial (gains)/losses on the liabilities | 8,128 | (4,783) |
| Return on assets, excluding interest income | (3,024) | (1,709) |
| Changes in the effect of the asset ceiling excluding interest income | (1,361) | 1,330 |
| Total actuarial (gain)/loss to be shown in SoFA | 3,743 | (5,162) |

Sensitivity analysis

| | Change in assumption | Impact on scheme liabilities 31/3/2021 |
|---|-------------------------|--|
| A sensitivity analysis of the principal assumptions used to measure the scheme liabilities | | |
| Discount rate | Increase by 0.25% | Decrease by £3.3m |
| Rate of inflation (RPI) | Increase by 0.25% | Increase by £1.7m |
| Assumed life expectancy at age 65 | Increase by 1 year | Increase by £5.4m |

2. Defined contribution scheme

The Charity provides two defined contribution schemes for its employees, although one is now closed to new entrants.

| | 2021 (£'000) | 2020 (£'000) |
|---|-----------------|-----------------|
| The amount recognised as an expense for the defined contribution scheme was: | | |
| Current year contributions | 408 | 655 |

Notes to the Financial Statements

19. Statement of funds – restricted and endowment funds

The purposes of these funds are explained on pages 89-94

| | Balance 1 April 2020 (£'000) | Income (£'000) | Expenditure (£'000) | Balance 31 March 2021 (£'000) |
|---|---------------------------------|-------------------|------------------------|-------------------------------------|
| Restricted | | | | |
| The Bath Charity | 1,456 | 4,567 | (5,543) | 481 |
| Sussex Deaf Association | 429 | 0 | 4 | 433 |
| Aged Veterans Healthy Living* | 115 | 0 | (56) | 59 |
| Legacy Leeds | 61 | 0 | (15) | 46 |
| The National Lottery Community Fund HTIAS | 81 | 74 | (24) | 131 |
| The National Lottery Community Fund HTIAC | 79 | (0) | 3 | 81 |
| Legacy restricted to Wolverhampton | 0 | 0 | (0) | (0) |
| PoppyScotland Aged Veterans | 58 | 58 | (115) | 2 |
| Employment programme for people who are deaf or have hearing loss in Glasgow | 33 | 0 | (22) | 11 |
| Harlow Trust Fund | 28 | 0 | 0 | 28 |
| Legacy restricted to research | 32 | 0 | (32) | 0 |
| Legacy restricted to the Isle of Wight | 11 | 0 | (11) | 0 |
| Legacy restricted to the South West region | 32 | 0 | (5) | 27 |
| Employment in Hampshire | 25 | 0 | (1) | 24 |
| Legacy restricted to South Wales | 0 | 0 | 0 | 0 |
| Sensory services in Ayrshire* | 0 | 0 | 0 | 0 |
| Access to Health Salford | 32 | 0 | (8) | 24 |
| Restricted legacy (purpose under discussion) | 19 | 0 | 0 | 19 |
| Manchester Hear to Help* | 11 | 0 | 0 | 11 |
| VAF Wellbeing for Longer Fund | 0 | 0 | 0 | 0 |
| Legacy restricted to the Cardiff area | 0 | 0 | 0 | 0 |
| Grants restricted to use in Scotland | 49 | 216 | (0) | 265 |
| Discovery Research Project | 9 | 0 | (9) | 0 |
| Research into improving the understanding and diagnosis of auditory processing disorder (APD) | 0 | 0 | 0 | 0 |
| In Touch* | 2 | 0 | (2) | 0 |
| Devon & Cornwall | 17 | 17 | 0 | 0 |
| Hear For Welfare* | 12 | 36 | (37) | 11 |
| Hear 2 Inform & Connect | 10 | 0 | 0 | 10 |
| Salford CCG Innovation Fund* | 4 | 20 | (14) | 11 |
| PHD Studentship | 0 | 0 | 0 | 0 |
| Specialist Employment Project* | 16 | 146 | (131) | 31 |
| Amenity Funds | 6 | 6 | 0 | 0 |

Notes to the Financial Statements

19. Statement of funds – restricted and endowment funds (ctd)

| | Balance 1 April 2020 (£'000) | Income (£'000) | Expenditure (‘000) | Balance 31 March 2021 (‘000) |
|--|---------------------------------|-------------------|-----------------------|------------------------------------|
| Restricted | | | | |
| Hear to Help Lewisham | 17 | 0 | (10) | 7 |
| Roper House – Staff and Art Room | 4 | 0 | (2) | 2 |
| Stockport | 0 | 0 | 0 | 0 |
| Information Services | 5 | 0 | 0 | 5 |
| Hear to Help Brighton | 5 | 0 | 0 | 5 |
| Leicester Ageing Together* | 5 | 0 | 0 | 5 |
| Community Navigator Project | 13 | 0 | 0 | 13 |
| Specialist Employment Project* | 9 | 66 | (69) | 6 |
| Foley Trst – Roper Hse Imprvmt | 400 | 0 | 0 | 400 |
| RNID/Masonic Charitable Foundation Studentship Award | 70 | 0 | (25) | 46 |
| PhD Studentship | 63 | 25 | (25) | 63 |
| Jobsense | 57 | 843 | (471) | 429 |
| Befriending Project NI | 33 | 21 | (36) | 18 |
| City Bridge Inform & Connect Ldn | 30 | 0 | 0 | 30 |
| Discovery Research Project | 25 | 0 | 0 | 25 |
| Glasgow Integrated Sensory Services* | 20 | 7 | (17) | 10 |
| Impact Funding Partners – Scottish Government | 16 | 11 | (16) | 11 |
| Northern Ireland | 15 | 94 | (109) | 0 |
| Ayresshire & Arran ISS | 13 | 3 | (9) | 7 |
| Sensory Impairment Awareness | 9 | 6 | (15) | (0) |
| North of Tyne Hear to Help | 9 | 1 | 0 | 10 |
| DHSSSPS Core Grant | 0 | 28 | (28) | 0 |
| PHD Studentship at King's College London | 0 | 1 | (1) | 0 |
| PHD Studentship at King's College London | 0 | 0 | (0) | (0) |
| PHD Studentship at UCL | 0 | 5 | (5) | 0 |
| Discovery Research Project at MRC Cognition and Brain Sciences Unit, University of Cambridge | 0 | 5 | 0 | 5 |
| Summer Studentships 2022 | 0 | 20 | 0 | 20 |
| Middlesborough Deaf Centre | 0 | 1 | (1) | 0 |
| Coronavirus Community Support fund | 0 | 100 | (100) | (0) |
| Blackburn and Preston area | 0 | 5 | 0 | 5 |

Notes to the Financial Statements

19. Statement of funds – restricted and endowment funds (ctd)

| | Balance 1 April 2020 (£'000) | Income (£'000) | Expenditure (‘000) | Balance 31 March 2021 (‘000) |
|--|---------------------------------|-------------------|-----------------------|------------------------------------|
| Rosetrees Trust – Biomedical Research – Dr Shekhawat | | | | |
| – Flinders University | 0 | 13 | 0 | 13 |
| Information Services | 0 | 25 | 0 | 25 |
| DHSC | 0 | 212 | (212) | (0) |
| Digital Inclusion Scotland | 0 | 0 | 0 | 0 |
| Community Jobs Scotland | 0 | 5 | (5) | (0) |
| Click & Collect | 0 | 0 | 0 | 0 |
| H2H ABMU | 0 | 0 | (0) | (0) |
| Williams TDI/8499/N Wales | 0 | 2 | 0 | 2 |
| PPE Grant from WCVA | 0 | 18 | (3) | 16 |
| Infection Control Grant | 0 | 0 | 0 | 0 |
| North East | (0) | 0 | 0 | (0) |
| Cooperative Charity of the Year | 0 | 0 | (0) | (0) |
| Regional Communication Officer NI | 0 | 2 | (1) | 1 |
| Information Line | 0 | 85 | 0 | 85 |
| Other restricted funds | 14 | 641 | (549) | 104 |
| Restricted Funds | 3,459 | 7,363 | (7,727) | 3,093 |
| Endowed | | | | |
| The Wennington Charity | 68 | 0 | 0 | 68 |
| Endowed Funds | 68 | 0 | 0 | 68 |
| Total Restricted and Endowed Funds | 3,527 | 7,363 | (7,727) | 3,161 |

*Government-funded

Notes to the Financial Statements

19. Statement of funds – restricted and endowment funds (ctd)

The **Bath** Charity is restricted to providing relief for the charitable needs of people who are deaf or have hearing loss by the provision of services.

Sussex Deaf Association donation is restricted to the relief of persons residing in the counties of East and West Susses and the City of Brighton and Hove who are deaf or hard of hearing. RNID merged with Sussex Deaf Association on 1 July 2018. Sussex Deaf Association is incorporated in the United Kingdom (company number 9740664). RNID wholly owns Sussex Deaf Association, which is a Company Limited by Guarantee.

Aged Veterans Healthy Living is a project to provide information to older veterans with hearing loss.

For the use and benefit of the **Leeds** branch.

Funding for Devon and Cornwall to help people with hearing loss improve their confidence and knowledge on how to better manage their hearing loss.

Hear to Inform and Connect is enabling us to proactively expand our face-to-face information provision for older people (aged 50+) with hearing loss, particularly those who we have found are harder to reach. This includes older people from black, Asian and minority ethnic communities, older people living in care homes and older people living in rural or remote areas.

A legacy restricted to the **Wolverhampton** area.

PoppyScotland will provide support for veterans aged 65 and over, their families and carers in Lothian. We'll be helping people by providing vital information and supporting to help them to cope with their hearing loss or tinnitus at regular drop-ins, information events or home visits.

To provide funding in **Glasgow** for improving the health, wellbeing and life skills of, and increasing access to information and services, for people who are deaf or have hearing loss. The project works with other agencies to provide information and advice in provision of healthcare, social care, education, training, employment and leisure. It will also fund delivery of a programme of accredited training courses, develop a user forum, support work placements and encourage peer support within central Scotland.

Notes to the Financial Statements

19. Statement of funds – restricted and endowment funds (ctd)

The **Harlow Trust** provides funding for people who are deaf or have hearing loss to participate in financial qualification courses.

A legacy restricted to **research**.

A legacy restricted to the **Isle of Wight**.

A legacy restricted to funding in **the South West region**.

General restriction to Employment services in **Hampshire**.

A legacy restricted to funding in **South Wales**.

Ayrshire and Arran Integrated Sensory Services are delivered in partnership with RNIB and support people with sensory impairment living in the Ayrshire and Arran area, by strengthening existing structures, introducing additional support services such as Hear to Help, and raising awareness and the profile of sensory impairment in the region.

Access to Health Salford was set up to deliver a pilot project to improve awareness amongst GPs, healthcare professional; amid staff working in GP practices and health centres of the barriers encountered by residents of Salford who are deaf or have hearing loss.

A restricted legacy (purpose is under discussion).

Manchester Hear to Help is a volunteer-led service that provides hearing aid support on a one-to-one basis and in a drop-in setting in communities across Manchester.

The Wellbeing for Longer in Glasgow Fund is funded by Glasgow Health and Social Care Partnership with the aim to support community and third sector organisations to design and deliver programmes enabling Glasgow residents most likely to experience isolation (by barriers such as age, disability, poverty and language), to sustain their wellbeing and reduce isolation.

A legacy restricted to funding in **the Cardiff area**.

General donations restricted to use in **Scotland**.

Notes to the Financial Statements

19. Statement of funds – restricted and endowment funds (ctd)

Discovery Research project investigating the processes that are involved in the development of Usher syndrome – a condition that affects both hearing and sight.

Funding to be used towards research into **Improving the understanding and diagnosis of auditory processing disorder (APD)**.

The **In Touch** project aims to help people who are deaf or have hearing loss across Northern Ireland and will specifically target those people living in the community and in residential accommodation.

General restriction to support elderly people with hearing loss in **Devon & Cornwall**.

The grant **Hear For Welfare** aims to reduce discrimination against people who share protected characteristics; reduce levels of hate crime; increase community participation, engagement and community cohesion; address imbalances in representation in all aspects and levels of public life.

Hear 2 Inform & Connect project aim to reduce the barriers often faced by people with hearing loss, supporting them to remain connected with their families, friends and the world around them, ultimately reducing feelings of isolation.

Salford CCG Innovation fund is a grant provided to recruit a project co-ordinator to deliver support on hearing loss, including hearing screening and training for staff and volunteers across Sheltered Housing Schemes in Salford as response to our Hearing Matters report.

PHD Studentship at UCL into glia cells and auditory nerve damage.

The Specialist Employment Programme is aimed at enhancing the employability of people who are deaf, have a hearing loss and/or tinnitus through the provision of specialist support. The Service is funded by the European Social Fund with Match Funding from the Disability Employment Service.

Amenity funds to spend on outings, entertainment costs, gifts, furniture for service users in Care & Support.

Notes to the Financial Statements

19. Statement of funds – restricted and endowment funds (ctd)

Hear to Help Lewisham is a volunteer-led service that provides hearing aid support on a one-to-one basis and in drop-in settings in the Lewisham area. It also provides information on hearing equipment and other services available for local people with hearing loss.

Restricted to **Roper House – Staff and Art Room**.

Stockport is the restricted for the purposes of the branch nearest to Stockport.

Adint Charitable Trust wishes to support people with hearing loss in Devon and Cornwall.

Brighton Hear to Help provides hearing aid support on a one-to-one basis and in drop-in settings in Brighton.

Leicester Aging Together is a peer-to-peer information and support project for older people who are deaf or have hearing loss in the Leicester area. Volunteers will support older people with information, advise, and the long-term management of their hearing aids and hearing loss and provide opportunities for people to come together and share information and experiences.

Community Navigator Project aims to develop creative approaches to reducing social isolation for older people in Greater Manchester.

The Specialist Employment Programme is aimed at enhancing the employability of people who are deaf, have a hearing loss and/or tinnitus through the provision of specialist support. The Service is funded by the European Social Fund with Match Funding from the Disability Employment Service.

Foley Trust – Roper House Improvement Fund is to be used to renovate Roper House.

RNID/Masonic Charitable Foundation Studentship Award funding for S57 and 1 other PhD studentship

PhD Studentship at Oxford university.

Jobsense is a EU funded project to support people into employment.

Befriending Project NI provides funds for befriending in NI.

Notes to the Financial Statements

19. Statement of funds – restricted and endowment funds (ctd)

City Bridge Inform & Connect Ldn is a fund towards staffing and operational costs of the Hear to Inform and Connect project for older people in London.

Discovery Research project at University of Sheffield restricted for research into restoring hearing.

Glasgow Integrated Sensory Services support people with sensory impairment living in the Greater Glasgow and Clyde area by strengthening existing structures, introducing additional support services such as Hear to Help, and by raising awareness and the profile of sensory impairment in the region.

Impact Funding Partners – Scottish Government is funding to employ a trainer to work with Sky Television on the working for change project.

General donations restricted to be used to benefit **Northern Ireland**.

General donations restricted to **Ayreshire & Arran Integrated Sensory Services**.

Fund restricted for **Sensory Impairment Awareness**.

General restriction to **Hear to Help service in North of Tyne**.

Department of Health NI Core Grant is funding towards the salary for RNID's Director, NI.

PhD Studentship at KCL investigating the development of otosclerosis

PhD Studentship at KCL investigating the development of otosclerosis

PhD Studentship at UCL

Biomedical research project at Cambridge university

Funding specifically for summer studentships in 2022

Legacy restricted to use for Middlesbrough Deaf Centre

Notes to the Financial Statements

19. Statement of funds – restricted and endowment funds (ctd)

Information provision across England including national helpline

To be used for RNID's general purposes in the Blackburn and Preston areas (Kenyon M 8574)

Discovery research project at Flinders university, Australia.

Information services – grant from the Garfield Weston Foundation to support the Information Line service, new digital self-help toolkit and new digital hearing check.

Funding agreement for increased availability of support to disabled people in England during COVID-19 2020-21

Digital Inclusion Scotland

Funding restricted to hiring staff for community jobs in Scotland

Funding to provide a 6-month click and collect pilot in Glasgow.

Hear to Help Wales

Legacy restricted to helping people in North Wales

Restricted donation from WCVA to purchase PPE and other essential items to enable a return to the office and safe face-to-face working in the community.

Infection control grant to support care homes to reduce the rate of COVID-19 transmissions in and between care homes and support wider workforce resilience.

General donations for North East area

Cooperative Charity of the Year

Funding for Regional Communication Officer in Northern Ireland

Information Line service – large grant from Hollyhock Charitable Foundation to support the Information Line service. Budget includes costs towards three roles.

Other restricted funds comprises of 34 restricted funds providing income in support of RNID activities.

Notes to the Financial Statements

20. Capital commitments – Charity

| | 2021 (£'000) | 2020 (£'000) |
|---|-----------------|-----------------|
| Contracts for future capital expenditure not provided in the Financial Statements – property, plant and equipment | 229 | 3 |

21. Operating leases

As of 31 March 2021, RNID had a total value of minimum future lease payments as set out below:

| | 2021 (£'000) | 2020 (£'000) |
|----------------------------|-----------------|-----------------|
| Payments due | | |
| Within one year | 616 | 872 |
| Between one and five years | 827 | 842 |
| | 1,443 | 1,714 |

22. Notes to the cash flow statement

| | 2021 (£'000) | 2020 (£'000) |
|--|-----------------|-----------------|
| Net expenditure for the reporting year (as per the statement of financial activities) | (1,498) | 1,193 |
| Adjustments for: | | |
| Depreciation charge for the year on tangible assets | 345 | 465 |
| Amortisation charge for intangible assets | 110 | 276 |
| Interest paid | 89 | 178 |
| Interest/dividend received | (3) | (14) |
| Gain/(loss) on disposal of intangible/tangible assets | - | (17) |
| Decrease in stock | 2 | 163 |
| Decrease in debtors | 1,990 | (224) |
| (Decrease)/increase in creditors | (458) | (1,731) |
| Decrease in non-current long-term loan | 1,010 | (1,917) |
| Decrease in provisions for liabilities and charges | - | (1) |
| Pensions reserve funding deficit movements | (576) | (851) |
| Net cash used in/(generated from) operating activities | 1,011 | (2,481) |

Notes to the Financial Statements

22. Notes to the cash flow statement (ctd)

| | At 1 April 2020 £'000 | Cashflows £'000 | At 31 March 2021 £'000 |
|--|--------------------------|--------------------|---------------------------|
| Analysis of cash and cash equivalents | | | |
| Cash at bank and in hand | 6,508 | 610 | 7,118 |

23. Related party transactions

Mark Atkinson is the Chief Executive (appointed in October 2018) and is also the Director of the Social Care Institute for Excellence (appointed in March 2019). There was no charge for training costs (2020: £325). Mark is also the Director of Habinteg Housing Association Ltd (appointed in Jan-20). There was £24,353 charged for housing association fees (2020: £9,686).

Lindsay Foster is a Charity Trustee (appointed in August 2018) and is also the Executive Director of Signature (trading arm of CACPD). There was £231 charged for agency fees, training and attendance at conferences (2020: £2,665).

24. Events after the reporting year

On 30th June 2021, RNID successfully transferred care and support services in England and Wales to Achieve together, a leading care and support provider.

Achieve together are passionate about building on their existing experience in delivering specialist support for people who are deaf or have hearing loss.

600 staff transferred to Achieve together with the care and support services, ensuring continuity for the people we supported in these services.

The two care and support services in Northern Ireland were retained. They are Harkness Gardens residential service and Derry/Londonderry (outreach and supported living). RNID will continue to run these two services, supporting 16 people, as options for the future are explored.

Notes to the Financial Statements

24. Events after the reporting year (ctd)

Income and Expenditure for the discontinuing activities are set out below.

| | Unrestricted funds (£'000) | Restricted funds (£'000) | Total funds 2021 (£'000) |
|--|-------------------------------|-----------------------------|-----------------------------|
| Income from charitable activities: | | | |
| Care and support | 12,314 | 4,567 | 16,881 |
| Expenditure on charitable activities: | | | |
| Care and support | 14,116 | 5,574 | 19,689 |
| Net movement in funds | (1,802) | (1,006) | (2,808) |

Balance Sheet Items Relating to Care and Support which transferred are set out below.

| | (£'000) |
|-----------------------|--------------|
| Fixed assets | |
| Tangible fixed assets | 6,925 |
| Made up of | |
| Restricted | 1,426 |
| Unrestricted | 5,499 |

Acknowledgements

Statutory

Isle of Wight Council

Sensory Service Contract

London Borough of Redbridge

Sensory Service Contract

London Borough of Waltham Forest

Sensory Service Contract

Hull CCG and East Riding CCG for Hull and East Riding Hear to Help

Hearing Aid Support

Rotherham NHS Trust (Rotherham CCG) for Rotherham Hear to Help

Hearing Aid Support

Department for Communities

Department for the Economy

Department of Health, Northern Ireland

European Social Fund, Northern Ireland

Perth & Kinross Council

Specialist Equipment Support

Scottish Government Promoting Equality and Cohesion Fund Welfare Rights

Poppy Scotland Hearing Forces

South Ayrshire Council

Ayrshire Integrated Sensory Service

Scottish Government Workplace Equality Fund

Sound Working

Doncaster Deaf Trust Employment

Powys Local Health Board

Welsh Government

JobSense project in Wales

supported by the European Social Fund through the Welsh Government

Grants

Department of Health and Social Care

Increased availability of support to disabled people in England during COVID-19 2020-21 funding programme

Aged Veterans Fund, funded by the Chancellor using LIBOR funds

Supporting veterans with hearing loss project

Isle of Wight CCG

Community Hearing Aid Support

Bath and North East Somerset, Swindon and Wiltshire CCG

Salisbury Community Hearing Aid Support

Middlesbrough Council for Tees Valley Hear to Help

Facilitation of Middlesbrough Deaf Centre, HA support and information

Vision Hearing Support (Previously Sight Service)

Subcontract from South Tyneside Council for Hear to Help South of Tyne

Salford CCG

Access to Health and Hear to Care projects

Fermanagh and Omagh District Council**Cooperation Ireland****Heartlands Hospital in Birmingham**

Hear to Help

The National Lottery Community Fund

Reaching Communities England

Coronavirus Community Support Fund

distributed by The National Lottery
Community Fund

**Welsh Government Sustainable Social
Services Third Sector Grant for Live Well****Partner organisations****Simply Health****Connevans****More Than Insurance****BFI****UK Cinema Association (UKCA)****Boots Hearingcare****Major donors****Prof Elizabeth Russell****Patrick and Dee Murphy and Family****Mr and Mrs John Walton****Jeff Horne****Mrs Nicolette Richards****Dr. Sue Wilson****Dr. Roger Allport****Christopher Mills****Jonathan and Juliet Feldman****Trust funders****Ulster Garden Villages****Maureen Boal Trust****Garfield Weston Foundation****Masonic Charitable Foundation****Speech, Language and Hearing Foundation****Jost Foundation****Rosetrees Trust****Robertson Trust – Hear to Help Scotland****The Galanthus Trust****Legacy Acknowledgments**

It is with deep gratitude that we remember the 340 people who left a gift in their Will to RNID in 2020-21. Every gift left in someone's Will is truly appreciated. Sadly, we cannot list all of them here, but we would like to acknowledge everyone who chose to support us in this way.

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Together, we campaign for an inclusive society. We connect people to practical advice and fund research to pioneer new treatments for hearing loss or tinnitus.

We rely on donations to continue our vital work.

Contact our free, confidential and impartial Information Line.



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