



14th Annual Report & Accounts

INVESTORS IN PEOPLE[®]
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Introduction from the Chairperson

It gives me great pleasure to welcome you to the 14th Annual Report and my first as Chair.

Over the past 12 months there have been some changes within the management committee, with long term trustees retiring or moving onto new opportunities. It is always difficult to replace such knowledge and experience however, we have been fortunate in recruiting new trustees with skills that have strengthened and complemented the existing board and with that, a shared commitment to ensure we provide excellent governance and support to the Chief Officer.

We started the process by having a planning day with staff which resulted in the production of a new Business Plan that will take us through to 2025. We also set key priorities for the board including greater communication with the staff team, shadowing, and increase support to the Chief Officer. I look forward to reporting on our successes in the next annual report!

The charity continues to thrive overcoming unexpected challenges and making the most of the opportunities presented. We have successfully increased our generated income back to pre-covid levels, through both existing services and new initiatives such as bespoke training and BSL video production. We have established new working partnerships to increase our offer to young D/deaf people including Sports Sessions and mental health support.

As a board we recognised that in order to retain and recruit staff we had to address the remuneration and staff grade structure. After years of prioritising funding and addressing the challenges brought about by recession and the pandemic, our priority had to be investing in our greatest asset, the staff team. The review resulted in a new structure and pay scales that more accurately reflect roles and responsibilities within the team.

On behalf of the Management Committee, I would like to thank our Chief Officer and the team for their outstanding work over the past twelve months and look forward to building on what has already been achieved.



Paul Steele

Chair

Mission – Vision - Values

MISSION



To **Challenge** Inequalities – **Advocate** Best Practice – **Enable** Greater Participation

VISION



To create a community in which D/deaf adults, young people and children can communicate, and live independent and fulfilling lives.

CORE VALUES



Respect – for each other, clients, and partners

Fairness – in attitude, approach, and delivery

Accountability – to all stakeholders

Quality – Underpinning all we do

Governance

Trustees and Board members in post during this year.....

Name	Office	Representing	Retired/joined
Paul Steele	Chair	Independent	
Janet Yates	Treasurer	Independent	
Graham Cockburn	Trustee	Independent	Joined 14/10/22
Katy Sheridan	Trustee	Independent	
Brian Hardiman	Trustee	Deaf Community	Joined 21/3/23
Cllr. Lynn Clark	Co-opted	Independent	
Patricia Callaghan	Trustee	Deaf Community	
Graham Evans	Trustee	Independent	
John Roberts	Trustee	Tinnitus Group	Retired 14/10/22
Imelda Sankson	Trustee/Chair	Independent	Retired 3/1/23
Peter Harvey	Trustee	Independent	Retired 14/10/22

Trustee Selection and Development Policy

The charity recruits' trustees and co-opted members onto the board who can provide leadership, vision and direction to sustain and develop the charity, and support the achievement of its objectives based on their skills, experience and knowledge. We actively seek to achieve an equal representation of D/deaf and hearing members in line with our memorandum and articles of association. Nominations are made in writing using a form designed for the purpose which must be signed by an existing management committee member. The nomination is considered; then agreement reached at the next available committee meeting. If selected, the nominated person receives an induction pack containing the charity's Memorandum and Articles of Association, a role description and additional duties of officers and the latest annual report and accounts and business plan. Potential trustees are invited to observe at a management meeting prior to agreeing to become a trustee. We actively follow Charity Commission and NCVO (National Council for Voluntary Organisations) guidelines on effective trusteeship and planning/training sessions are held for all management committee members and staff.

Understanding and reporting on Public Benefit

The Trustees of the Deafness Resource Centre Limited are fully aware of; and understand the requirement to report on the charity's activities in relation to Public Benefit, as set out in the Charity Commission's guidance. The trustees have paid due regard to the guidance when managing the activities of the charity and in reporting on its activities in this annual report.

In recognition of his long-term commitment and support to the charity, the trustees invited **Peter Harvey** to become the charity's Honorary President, which Peter accepted with much joy.

Chief Officer's Report

In March of this year, we were thrilled to learn that we had been awarded a grant from **Global Make Some Noise**. The grant is to support young D/deaf people to become more independent and confident with their deafness and hearing loss. I was invited to the local radio station as part of the publicity campaign only to be told that the grant had been doubled with additional support for overheads! Global's ongoing support has been great, offering the charity access to their media team for the duration of the grant.

The impact of cost-of-living increases and the fall-out from the pandemic has impacted on our ability to retain and replace staff. We lost three experienced staff members, all within a period of one month, with increased salary being a contributing factor in their decision to leave. We failed to recruit despite several attempts, putting significant pressure on the staff team who took on additional responsibilities to maintain services.

We are constantly looking for ways to sustain services and the resources needed to deliver them to a high standard however, the reality is that the funding landscape is uncertain and short-term, presenting constant risk. As a result, our salary structure had remained static for a significant period making it difficult to retain and replace staff. The trustees took the decision to undertake a grade and salary review with a commitment to implement an improved pay structure, which was completed in May this year.

We have actively sought to appoint new trustees to replace those who have retired and to ensure we have the range of skills, knowledge and experience needed to continue the charity's journey. A new chair was appointed; Paul Steele whose role in the NHS involves leading on participation and engagement. All the staff and trustees took part in a planning session to start the process of setting priorities for the next three years and to look at enhancing their roles as trustees.

The Deafness Resource Centre remains active on local strategic groups representing the wider voluntary and community sector and its role in meeting the social and health care needs of local people, whilst contributing to social and economic growth in the Borough.

On a personal note, I was honoured to receive a Leadership Award at the St Helens Cares celebration event and a good evening was had by all!

Everything contained in this report has been achieved through the dedication and hard work of the staff team, they continue to 'step up' to meet every challenge and 'go the extra mile' in support of D/deaf people which is not always recognised.



Thanks to the Management Committee for their continued support and I look forward to working with them over the next twelve months.

Helen Fitzgerald

Treasurer's Report

A key milestone has been reached this financial year as the charity's income exceeds £500k for the first time in its history. This is a reflection of the work that has gone into acquiring grants and maximising opportunities to increase income generated through the sale of services.

Notably, the Communication Service income has exceeded pre-covid levels having dealt with over 1200 bookings across a range of services. We also took the decision to increase our charges passing the increase onto our freelance interpreters to ensure we remained fair and competitive.

Demand for Deaf Awareness training and BSL accredited courses has also increased, and we now offer a portfolio of training opportunities for individuals and organisations, throughout the year. The income from these courses makes up for the loss of income from room hire we experienced during and after the pandemic. A further developing opportunity is supporting service providers to provide information through BSL signed videos which we produce for use on websites, social media etc.

Changes in the procedure for ordering environmental aids for Knowsley Borough Council shows as a significant reduction in income on this year's accounts, it is also reflected as a reduction in expenditure. KMBC are now ordering equipment directly.

In my role as treasurer, I have met with Ruth, our Finance Manager on a number of occasions, to review the organisations finance and accounting procedures. The systems in place have been adapted to meet the changing demands of internal and external requirements producing clear and accurate information for audit purposes and financial management.

A positive year financially and increased reserves putting the charity on a sound footing moving forward. Thanks to the staff team and my fellow trustees for their continued commitment and hard work.



Janet Yates

Financial Review

Reserves Policy

The Trustees have reviewed the Charity's need for reserves in line with guidance issued by the Charity Commission. The Trustees agree to the aim of holding at least three months running costs in free reserves in the understanding that the charity's funding is not certain and to ensure that the charity can run effectively and continue to meet the needs of its beneficiaries.

Accountability

The charity must comply with legislation and regulation in many areas of its work, including:

Data Protection, Employment, Income Tax, National Insurance, Health and Safety, Equality & Diversity, Safeguarding, Charity Commission and Companies House

Annual Accounts

In accordance with Section 47 of the Charities Act 1993, copies of the Trustee's Report and a full set of audited Annual Accounts are available from the Deafness Resource Centre's registered office.

A copy of the full memorandum and articles of association is also available from the registered office.

Auditors and Payroll Services

Livesey Spottiswood
George Street
St Helens
Merseyside

Honorary Solicitors

Barrow & Cook
Victoria Square
St Helens
Merseyside

Bank

Co-operative Bank

Thanks to our funders and partners-



Progress Towards Our Aims

Demonstration of Public Benefit

Strategic aim:

To deliver high quality services that empower, enable and support the D/deaf community



Advocacy Service

- The service has supported **69** individual clients across **197** interventions.



- Supporting clients on a 1:1 basis to make informed choices and decisions makes a lasting and significant impact on their lives.

Advocacy Service Clients – Impact assessment outcomes 22-23

Impact Indicator

Average increase in confidence levels measured at start and end of intervention	44%
Average increase in Independence levels measured at start and end of intervention	50%
Average reduction in Loneliness levels measured at the start and end of intervention	51%
Average reduction in Anxiety levels measured at the start and end of the intervention	55%
Average increase in Feeling Safe measured at the start and end of the intervention	44%

The service works to improve access for D/deaf people by working in partnership. Some examples:

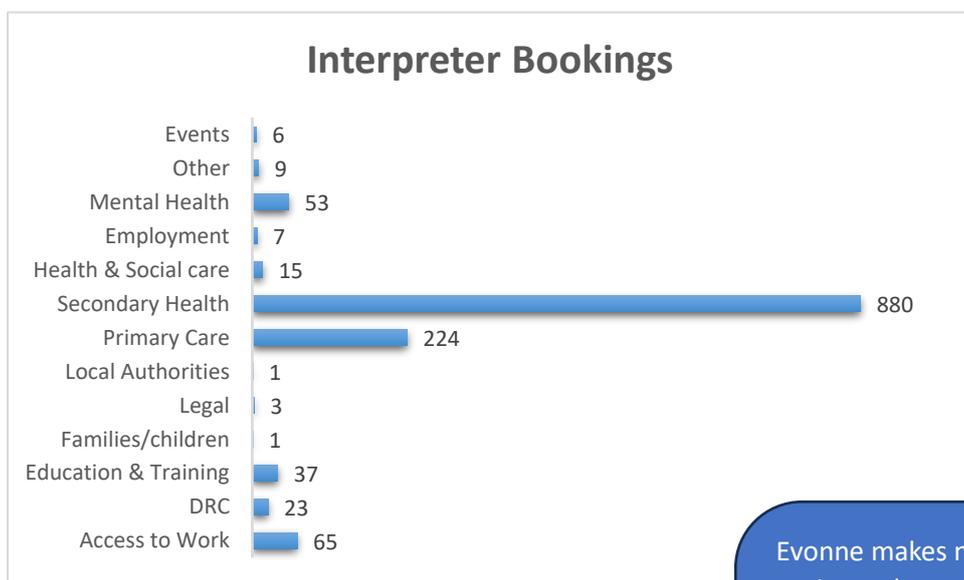
- Worked with Warrington and Whiston Hospital Trusts to produce Digital Stories of two Deaf patients experiences when accessing services. They will be used for staff training purposes.
- Executive board at Whiston Hospital granted permission for staff to attend Deaf Awareness Training after a complaint was made regarding Deaf patient not having access to an interpreter.
- Northwest Ambulance Service - input into the production of a 'communication book' for use on board the ambulances.
- Supported three clients to challenge PIP decisions under mandatory Reconsiderations, all successful.

Communication Service



- The service dealt with **1323** Interpreter bookings.
- Including **42** Out of hours emergency bookings for hospitals

97% of requested bookings filled



Evonne makes my job as an Interpreter easier and more efficient. She makes so much effort for the Deaf community, and for the Interpreters who work with her. The service that the DRC provides is very much valued within the interpreting community.

Freelance Interpreter



Environmental Aids



- **828** people supported with their independence through the equipment service.

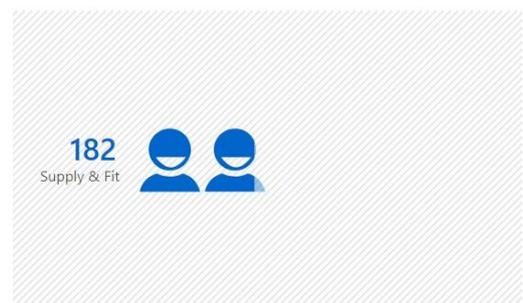
Halton Equipment Service



St Helens Equipment Service



Knowsley Equipment Fitting



62 yr. old man from Runcorn isolated due to his hearing loss was issued with a Neck loop.

He said "It's been amazing, I went out and stayed at the pub with my mates for the whole evening as I was really enjoying myself. Before, I gave up going out, as I knew I would usually come home early as I would be getting frustrated and angry." I could still hear some background noise but the equipment enabled me to hear the voices and conversation over this. This has given me back my social life".



Children, Young People and Families

From Hearing Loss to Helping Others: A Decade of Transformation at the Deafness Resource Centre for one young man. What his mum had to say:

“My son has been a regular attender at the Deafness Resource Centre (DRC) for 10 years. Initially he started in Happy Hands, then progressed to the youth club, and now is a volunteer helper. My son developed moderate hearing loss when he was young and needed hearing aids, unfortunately our family did not know anyone with hearing loss and were unsure how best to support him. When we first contacted the DRC, we were made to feel very welcome and given so much help and advice regarding his hearing aids for at home and school. We were able to attend weekly social activities in the DRC and many trips in the Northwest. My son was also able to attend residential activities, and the DRC staff were amazing with him as this was his first time away from home.

As a direct result of this support from the DRC, my son became more confident, less isolated, which ultimately has reduced his anxiety and improved his social skills, communication, and overall wellbeing. My son is now a volunteer helper at the DRC, and learning BSL which again would not be possible without the superb staff supporting him.”



- **51** individuals successfully completed a 6-week Family Sign course.

- BBC Children in Need provided training and resources to deliver **Money Heroes** training for children.



- Staff trained to deliver NDCS Healthy Minds sessions for children to explore their emotions and Deaf identity.

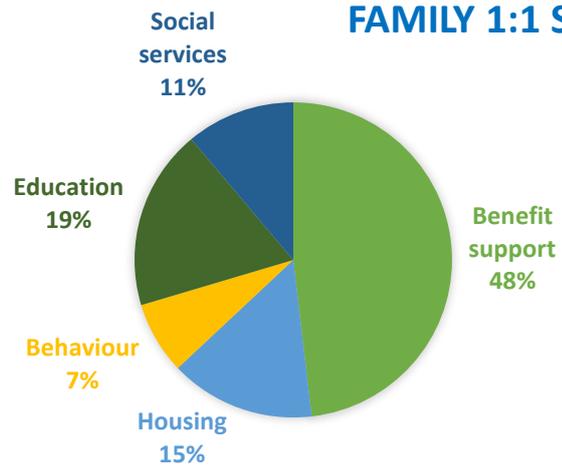


- **New Service – ICAN Sign** teaching children aged 2-18 to sign in a fun, inclusive environment.
- **52** children participated



- **42** families received in-depth 1:1 support across a range of issues.

FAMILY 1:1 SUPPORT



- Resources and information translated into different languages to support families New to the Country.

Greetings Signs



Strategic aim:

Create greater opportunities for the D/deaf community to access peer support and community involvement.



Support Groups



- Halton Sensory Services hold Tinnitus support groups in Widnes and Runcorn supporting **75** clients.

“I was quite lost before I started coming to the group. I have had more support from being here than anything else I have tried”.

- The Tinnitus Group in St Helens meets monthly supporting **90** clients.

- People with hearing loss are encouraged to attend support groups running in Widnes, Runcorn, and St Helens. The groups meet monthly with over **100** participants.



Participation

- With the support of the Advocate, two Deaf people have joined the Patient Participation Group in Whiston Hospital. They were involved in the consultation around a new Discharge Clinic and Cancer Services review.
- There are two active members of the Deaf community on the DRC Management Committee.



Social Activities

- Through funding from the Holiday Activity Fund we delivered a range of activities for young people in Halton & St Helens



Catalyst Museum



Sports



World of Glass

- Monthly Youth Club



- Young people involved in consultations regarding their local area



- Teamwork – building and craft activities.



- Annual Youth Residential – Colomendy Wales



- Family Fun Events & Activities



Strategic aim:

Facilitate a better knowledge and understanding of deafness and hearing loss within the community and service provision.



British Sign Language

- Delivered 2 x accredited BSL level 1 courses
- Bespoke course for Edge Hill University -10 students **100% pass rate**
- 12 students on 'in house' course awaiting results



“Eddie is an excellent teacher and is very calm, patient and encouraging. Eddie made sure that group members with all different abilities were able to understand the content and join in with the activities. Eddie makes the sessions interesting through humour and lots of interaction. He is very approachable and is always eager to help. All the staff at the DRC were very welcoming and helpful and dealt with the course administration very efficiently. It was great being part of such a supportive group of students and team at the DRC - a huge thank you”.



Deaf Awareness

- **35** Deaf Awareness sessions delivered to a diverse range of service providers including hospitals, Local Authorities, and charities.

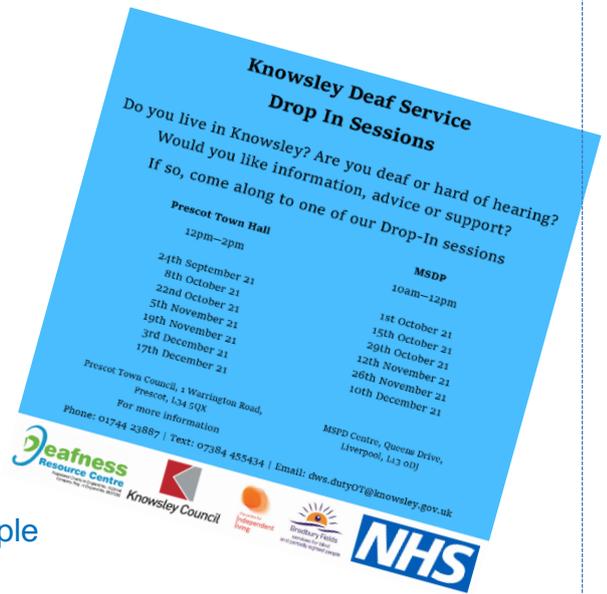
“Absolutely brilliant and informative training, the facilitator had an informal style which made me more receptive. It has helped me gain an insight and gave me greater awareness; I thoroughly enjoyed it.” – Whiston Hospital staff





Outreach

- In partnership with Knowsley MBC, the DRC provides a 'Drop-in' service for D/deaf people living in the Borough. Sessions are held every Friday alternating between Merseyside Society for Deaf People (MSDP) and Prescot Town Hall.
- Staff attend local events and have information stands in community venues to promote services to the more isolated clients.



- During Deaf Awareness Week events took place in the local community including the local ASDA store.



Strategic Aim:

Create a stronger charity to better champion and meet the needs of the D/deaf community.

- The staff and members of the management committee took part in a planning session facilitated by Halton & St Helens VCA. The outcomes formed the basis of the new business plan and started an important development phase of the management committee.
- Two new Trustees were appointed, and a Chair elected.
- The charity maintained its commitment to Investors in People quality standard for a further three years.
- A formal staff grade and salary review took place – resulting in a new pay structure.
- Staff attended a range of training courses over the past 12 months:



• Food Safety	• Health & Wellbeing	• Safeguarding Children
• Safeguarding Adults	• Mindfulness	• Data Protection
• Health & Safety	• Equality & Diversity	• Mental Health First Aid

- The charity received funding from three new Grant Makers – Global Make Some Noise, Garfield Weston and Liverpool 1 (Community Foundation for Merseyside)



- The Chief Officer, Helen Fitzgerald was presented with a Leadership Award at the St Helens Cares Recognition Awards ceremony.

- The staff team organised three fundraising Fayres raising over £2k.



Spring Fayre



Cake!



Christmas Fayre



Summer Fayre

- The Christmas Fayre included a Santa's Grotto with the man himself handing out presents!



- In partnership with Rebuild with Hope Charity we held two Pop-Up sales offering cut-price high-quality goods for affordable prices. We also raised funds for the Deafness Resource Centre

Future Priorities

- Implement a succession plan to manage the impending retirement of the Chief Officer planned for 2025.
- Continue to develop the governance structure building on the existing skills, knowledge, and experience of new and existing trustees.
- Implement a funding plan to sustain the children and families' services beyond 2025
- Develop and implement a marketing strategy to maximise opportunities to raise the profile of the organisation and attract investment.
- Maximise the use of the building in terms of usage and income generation.

STAFF TEAM



Ruth Turner
Advocacy & Finance Manager



Helen Fitzgerald
Chief Officer



Tanya McGibbon
Service Manager



Evonne Evans
Communication Service
Co-Ordinator



Angela Edwards
Equipment Officer -
St Helens & Knowsley



Fiona Robinson
Family Support Worker



Joa Lee
Lead Family Worker



Wendy Edwards
Equipment Officer



Lyn Lowe
Community
Engagement Worker



Natasha Lofthouse
Admin Support



Vicky Haynes
Youth Engagement
Worker



Darren Hilton
Support Worker



Sandra Wildman
Admin Support

"Alone we can do so
little; together we
can do so much."

Helen Keller (Activist &
Teacher)

Accounts

**DEAFNESS RESOURCE CENTRE LIMITED
(LIMITED BY GUARANTEE)
STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023**

	Unrestricted Funds	Restricted Funds	2023 Total	2022 Total
Note	£	£	£	£
Income				
Donations and Legacies	3	3,176	-	3,176
Charitable Activities	4	362,880	146,107	508,987
Other Activities	5	15,721	-	15,721
Investments	6	<u>329</u>	<u>-</u>	<u>329</u>
Total Income		<u>382,106</u>	<u>146,107</u>	<u>528,213</u>
Expenditure				
Raising Funds	7	35,914	-	35,914
Charitable Activities	8	<u>300,768</u>	<u>135,771</u>	<u>436,539</u>
Total Expenditure		<u>336,682</u>	<u>135,771</u>	<u>472,453</u>
Net income for the year		45,424	10,336	55,760
Transfers between funds		<u>19,119</u>	<u>(19,119)</u>	<u>-</u>
Net Movement in funds		64,543	(8,783)	55,760
Reconciliation of Funds				
Fund balances brought forward at 1 April 2022		<u>342,452</u>	<u>40,318</u>	<u>382,770</u>
Fund balances carried forward at 31 March 2023		<u>406,995</u>	<u>31,535</u>	<u>438,530</u>

The notes on pages 13 to 22 form part of these accounts.

**DEAFNESS RESOURCE CENTRE LIMITED
(LIMITED BY GUARANTEE)
BALANCE SHEET
AS AT 31 MARCH 2023**

	Notes	2023		2022	
		£	£	£	£
Fixed Assets					
Tangible fixed assets	11		187,976		197,193
Current Assets					
Debtors	12	44,746		28,118	
Cash at bank and in hand		<u>229,517</u>		<u>183,209</u>	
		274,263		211,327	
Creditors: Amounts Falling Due Within One Year					
	13	<u>(23,709)</u>		<u>(25,750)</u>	
Net Current Assets			<u>250,554</u>		<u>185,577</u>
Net Assets	14		<u>438,530</u>		<u>382,770</u>
Funds					
Unrestricted funds			224,806		159,200
Unrestricted funds held in fixed assets			182,189		183,252
Restricted funds	16		<u>31,535</u>		<u>40,318</u>
			<u>438,530</u>		<u>382,770</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023. The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibility for:

- (a) ensuring that the charitable company keeps accounting records which comply with sections 386 and 387 of the Companies Act 2006, and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Board of Trustees on 11 October 2023 and were signed on its behalf by:-

TRUSTEE: Mr P Steele

TRUSTEE: Mrs J Yates

Declaration

This Annual Report was adopted by the Management Committee of the Deafness Resource Centre Limited at their meeting held on 19th September 2023 and is a true reflection of the work of this organisation over the past year (1st April 2022– 31st March 2023).

Signed: Paul Steele, Chair

Signed: Janet Yates, Treasurer