



# 13TH ANNUAL REPORT

April 2021 – March 2022



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## Welcome from the Chair

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It gives me great pleasure to present the 13<sup>th</sup> Annual Report for the Deafness Resource Centre. I am sure you will find the report informative and interesting and a great reflection of the scale and scope of the work of the charity.

The pandemic had, of course, a huge effect on us all, but it has brought extra challenges for the D/deaf community. Through national lockdowns, home-schooling and constantly changing restrictions, we've had to transform the way we provide our services so that D/deaf people were not left behind.

As a result of the pandemic some of the changes made have now been embedded into the Charity on a permanent basis – such as more joined up working with other Deaf Charities in the area and providing youth services over zoom to ensure young people were not isolated at home. Moving to online services meant we have been able to expand our geographic patch and reach more young people than ever before and this has been crucial for mental health and wellbeing. The *ICan* Project is going from strength to strength and this is something we're very proud of.

None of what we have achieved could have been done without our excellent Chief Officer, our team of great staff and volunteers and the support of our funders and our community. The Trustee's focus for the coming year needs to be on ensuring our funding levels are stable, and strengthening our management committee with more D/deaf representation and individuals who can offer the breadth of skills and experience needed to take the charity forward.

I look forward to another successful year.

Imelda Sankson

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## MISSION – VISION – VALUES

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### 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 effectively, 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

Diversity Statement

*The Deafness Resource Centre embraces diversity. We recognise that everyone is individual and has a right to be treated fairly. We will uphold this ethos and actively pursue equity in our service delivery, employment and recruitment processes and through our work with external partners*

## Governance

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

<b>Name</b>	<b>Office</b>	<b>Representing</b>	<b>Retired/joined</b>
<b>Imelda Sankson</b>	Trustee/Chair	Independent	
<b>Peter Harvey</b>	Trustee	Independent	
<b>Bernie Lightfoot</b>	Secretary	Independent	Retired 15/3/22
<b>Rev. Hannah Lewis</b>	Co-opted	Church Representative	Retired 21/9/21
<b>John Roberts</b>	Trustee	Tinnitus Group	
<b>Janet Yates</b>	Treasurer	Independent	
<b>Katy Sheridan</b>	Trustee	Independent	
<b>Patricia Callaghan</b>	Trustee	Deaf Community	
<b>Graham Evans</b>	Trustee	Independent	Joined 18/1/22
<b>Cllr. Lynn Clark</b>	Co-opted	Independent	Joined 16/11/21
<b>Paul Steele</b>	Trustee	Independent	Joined 18/01/22

It was with great sadness that we report the passing of our Honorary President **Rev. Canon Frank Naylor**

### **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.

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## *Chief Officers Report*

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This reporting year was very much about recovery and a re-evaluation of service delivery once restrictions, arising from the pandemic, started to lift. We slowly introduced face to face delivery including going into homes and holding group sessions 'in house' which, in the main, were well received by clients. When appropriate we continued to offer remote support to ensure clients' needs continued to be met.

A key objective for this year was to recoup the level of income generated through service delivery to pre-covid levels, mainly from the Communication Service, room hire and training delivery. This has proven to be a slow process however, the Communication Service is on track to reach that goal in the next financial year and the income from training has started to increase. The biggest challenge is room hire and, though we have made some progress, we are nowhere near pre-covid levels. Maximising the use of the building and its facilities remains a priority for the foreseeable future if we are to maintain a solid financial footing.

I am pleased to report that we have established strong working partnerships with our neighbours Merseyside Society for Deaf People (MSDP) and Deaf Active, resulting in joint delivery of initiatives for young Deaf people and families. Further collaborations are planned in the future and we are keen to explore joint funding applications to strengthen our collective offer to the D/deaf community in Merseyside.

The Deafness Resource Centre remains an active partner on local strategic boards including the People's Board, Inequalities Commission and Safeguarding Adults Board. We represent 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.

Looking ahead the charity's priorities are to achieve longer term sustainable funding; reducing the reliance on grants and increasing service contracts particularly around children services. From an organisational view point we are actively working to strengthen the Management Committee by recruiting new trustees with particular skill sets that will put the charity on a stronger footing to seize opportunities and meet any challenges in the long term.

In closing, I wish to express my sincere thanks to my staff team. Their resilience, commitment and hard nose determination in making a difference in the lives of D/deaf people, young people and children is amazing. Thanks also to the Trustees and committee members who have supported me and the team throughout this turbulent time.

*Helen Fitzgerald*



**Chief Officer**

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## *Treasurers Report*

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I am pleased to report a positive year-end balance of £22,350 and an overall increase in total income for the year. Grant income has remained on a par with last year with additional income coming in from the sale of services such as training and Interpreting, which has recovered to pre-covid levels.

Expansion of other initiatives such as Direct Payments and partnership working with Merseyside Society for Deaf People has also brought in additional income.

Behind these positive year-end figures lies uncertainty and challenges and, for the first time ever, the trustees had to consider redundancy and other cost saving initiatives when looking to set a budget for the forthcoming year. Numerous grant applications had been made in the later end of the year to enable services to continue beyond March 22, the trustees agreed to defer setting a budget until May when the outcome of the applications would be known. Thankfully the grants were awarded and that has enabled the charity to sustain all services for a further 12 months. Sadly we are likely to be in a similar position again next year as funding streams become more and more difficult to access.

Over the next 12 months the trustee's and staff team will work together to put in place our plans for the future sustainability of the charity, maximising opportunities and resources to ensure we continue to meet our key financial objectives in the longer term.

I would like to thank and acknowledge our supporters who have made financial contributions to the charity. Thanks also to our partners and grant makers whose continued support makes it possible to deliver much needed services for the D/deaf community.

*Janet Yates*



**Treasurer**

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## *Financial Review*

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### 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, Staffing Issues; selection, conditions, remuneration, discipline, grievance, Income Tax, National Insurance, Health and Safety; Equality issues; race, gender and disability

### 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 are 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

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## Acknowledgement of Funders

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We deliver services for the following partners under Service Level Agreements:



The DRC received grants from the following organisations during this reporting year:



### Donations

We have received many donations during the past 12 months, and we are extremely grateful to individuals for choosing to donate to the Deafness Resource Centre. Every pound donated is put back into providing services and supporting people who are deaf or have a hearing loss. Thanks also to bereaved families who have made donations on behalf of their loved ones.

# Progress Towards Our Aims & Demonstration of Public Benefit

Strategic Aim number 1.

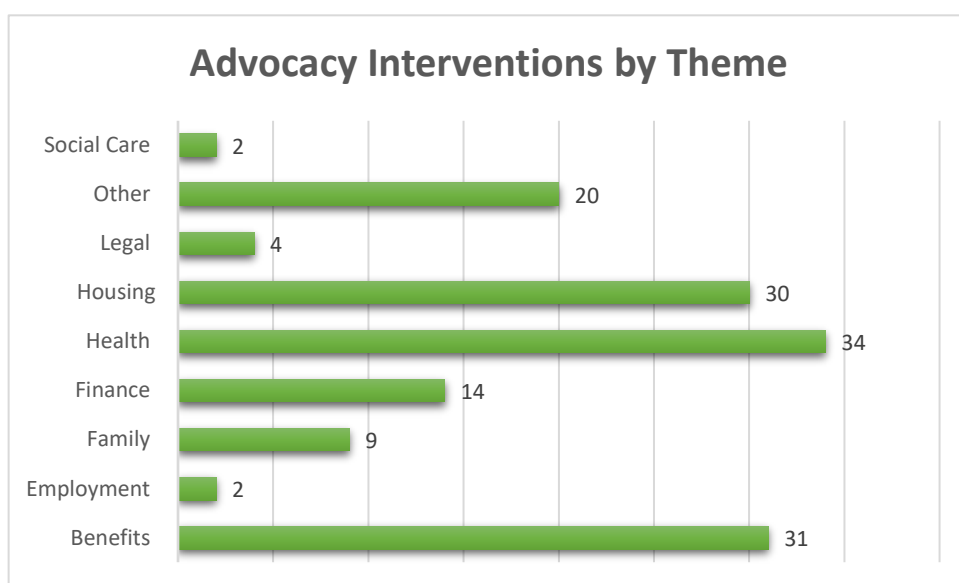
## Actively promote & advocate best practice around the social inclusion of D/deaf people.

### Advocacy

- The advocacy service supported 146 client interventions covering a diverse range of issues.

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

- PALS leaflet for Whiston Hospital – translated into BSL – leaflets now have a QR code taking D/deaf people to a You Tube signed translation
- Working with NW Ambulance Service to produce communication guides which will be carried on ambulances.
- A number of challenges made to GP surgeries and hospitals for not providing BSL Interpreters for Deaf patients. Resulted in changes to processes and investigations at senior level to prevent reoccurrences.
- Advocate 'interviewed' by equality team at Clatterbridge Hospital on how to support D/deaf patients and some of the issues that may arise. The video will be used for staff training purposes.



## Deaf Awareness & BSL Training

- 7 customised Deaf Awareness sessions were delivered with 78 participants, including:
  - NHS St Helens CCG
  - Leonard Cheshire
  - St Helens Council Social Work
- 18 Signing taster sessions with 110 participants, including:
  - Newton Community Centre Volunteers
  - Orrell Trust Bootle
  - Foundry Wharf Residents (Torus)



- A 6 week Introduction to BSL course was delivered to staff and volunteers at Orrell Trust Bootle following on from their taster session.

### Introduction to British Sign Language and Deaf Awareness Training









A free six week course delivered by the Deafness Resource Centre on Wednesday evenings from 28 July, 6 – 7pm at St John & St James Church and Community Centre, Bailey Drive, Bootle L20 6EX.

[theorrelltrust.co.uk/blog](http://theorrelltrust.co.uk/blog) for more details and registration.

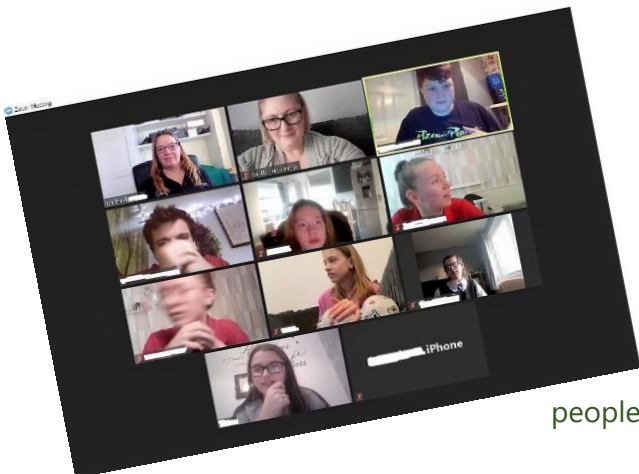
- 10 students completed a BSL level 1 course with a 100% pass rate

## Enable greater representation and participation of D/deaf People

- The **ICan** team delivered 26 face to face engagement activities for families and young people. A total of 175 participants. Sessions were supported through St Helens Holiday Activities with Food government initiative.



- A further **26** inclusive sports sessions for young people delivered in Halton funded by **Halton Borough Council Youth Engagement Fund**



- Monthly Youth Club sessions continued on Zoom with Face to Face sessions starting in March 22. **23** young people participated in the Zoom activities.

- **3** young people were supported on a 1:1 basis to develop their life skills and increase their independence, through **Direct Payments**. The package of support includes independent travel, cooking, money management and social activities.

*"I love going to the gym regular, my confidence has increased, I feel stronger than I ever have before, these sessions help me learn new skills and seek new opportunities, I also am able to confidently meet new people".*

Young Person feedback



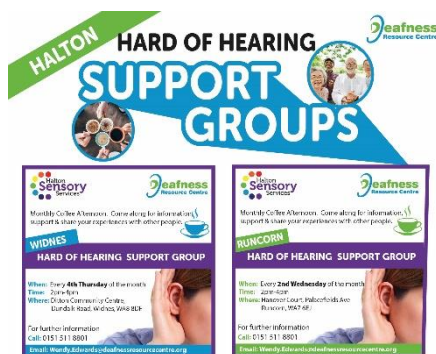
*St Helens CCG consultation event*

- Face to Face consultation events and activities are being re-introduced facilitating two-way dialogue between service providers and the D/deaf community.

## Tinnitus Support Groups – St Helens, Halton &

Knowsley

- Self-help Tinnitus Support Groups continue to run each month across three Boroughs.
- 120 clients participated in the groups which were available remotely throughout the pandemic, now returned to face to face group meetings.



Call 0151 511 8801 for further information  
or email: [wendy.edwards@deafnessresourcecentre.org](mailto:wendy.edwards@deafnessresourcecentre.org)

- 48 people attended Hard of Hearing support groups run from community venues in Widnes and Runcorn.

Our partnership with Bradbury Fields and Knowsley Borough Council remains strong. We work closely with staff from the Independent Living Centre to develop services for D/deaf people living in the Borough and have continued to facilitate drop-in sessions for Deaf people.

- **Knowsley**– 19 people provided with information and support through 'Drop-in Sessions' held at Merseyside Society for Deaf People and Prescot town hall.
- Outreach activities were limited due to Covid restrictions however as soon as we were allowed events took place in local community facilities to promote services.
- We had 5 active volunteers undertaking support roles across our services including events, children and family activities and youth group.
- The St Helens Deaf Social Group has struggled to recover from the pandemic with older clients being wary of attending groups. There have been one off activities, such as Bingo, organised which attracted a wider age group.

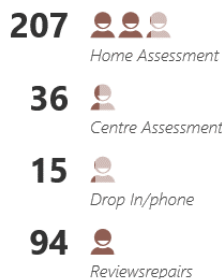


## Provide infrastructure support services for D/deaf people and their families/carers

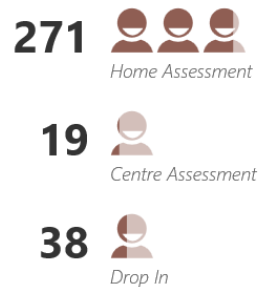
### Environmental Aids

- During this year we have undertaken **533** assessments for equipment across **St Helens** and **Halton**, and a further **147** repairs

#### HALTON EQUIPMENT SERVICE



#### ST HELENS EQUIPMENT SERVICE



- The DRC supplied and fitted equipment for **181** clients in **Knowsley**

### Client feedback

- 100% of clients found the demonstration, range of equipment and the knowledge of the staff member to be Excellent
- 100% of clients reported that their needs had been fully met.

*"Very quick response (1 day) problem solved immediately."*

*"Life changing"*

### Case Study

*Mr L from Widnes has a severe hearing loss and hearing aids won't help him. He can hear voices but he can't understand what is being said due to the frequencies of his hearing he has lost.*

*He was feeling very isolated and frustrated and his wife was getting upset as even they couldn't have a proper conversation. He said if he could read something like he does the subtitles on the TV that would be brilliant.*

*Jim, the IT worker from Vision support, and I did a joint visit as he could show him how to use the iPad that they already used to skype their son.*

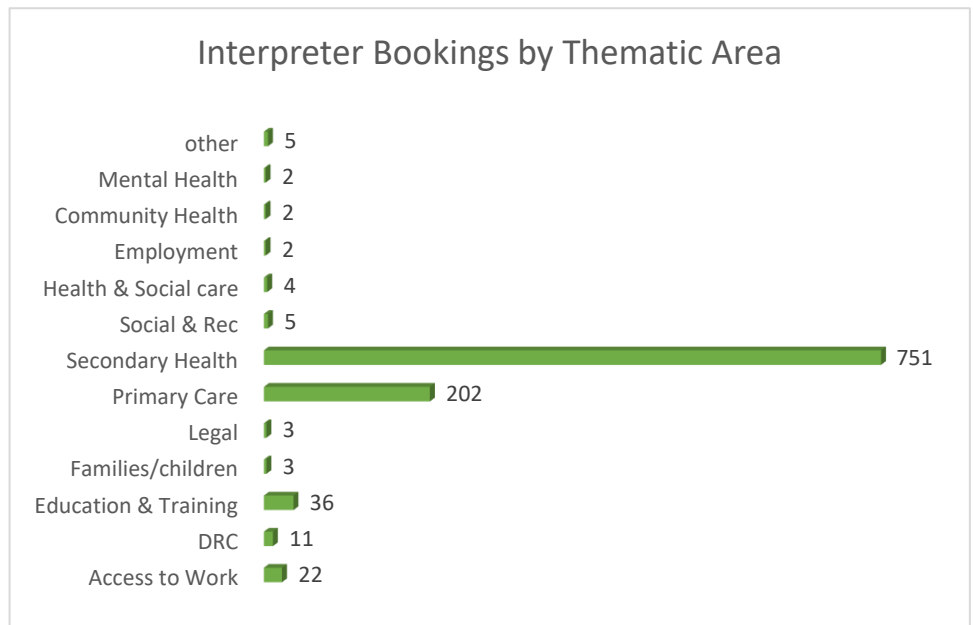
*We showed him how to use the Ava app that converts speech to text. We had a fairly long conversation between the four of us and Mr L could follow what was being said. He and his wife were both delighted.*

*They said "Thank you so much this is splendid and going to make such a difference"*

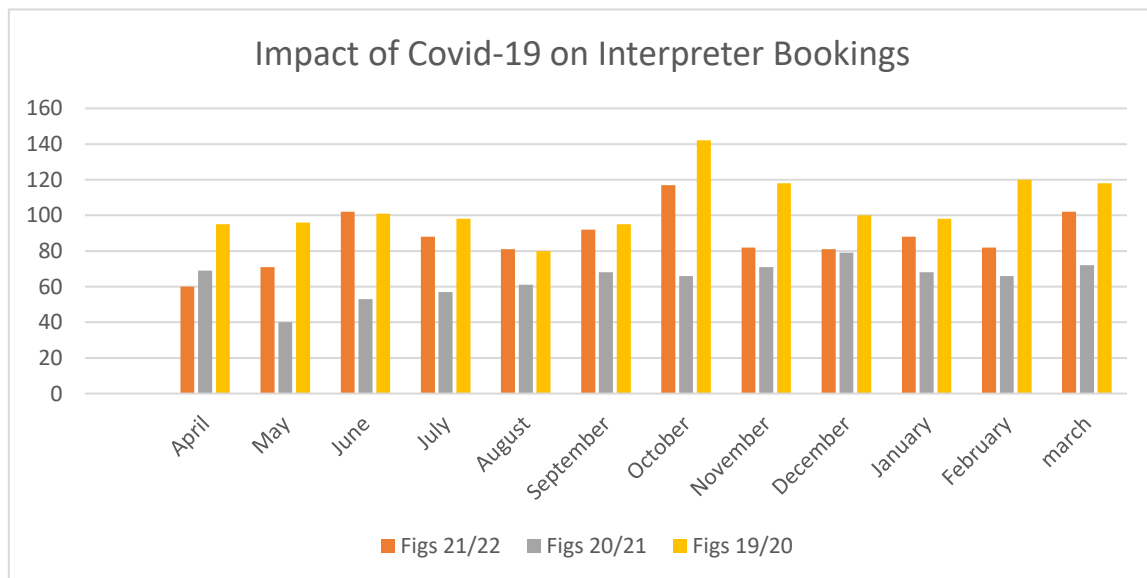


## Communication Service

- Despite the pandemic, we have seen a gradual increase in the requests for Interpreters, particularly in Primary and Secondary care settings. We have dealt with **1048** bookings compared to 767 in the last reporting year.



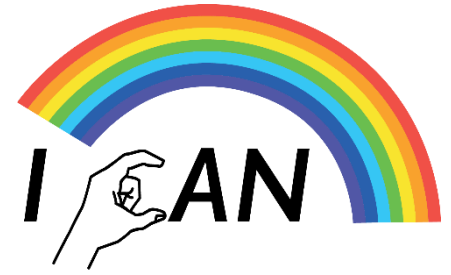
- This includes **39** remote bookings within health settings



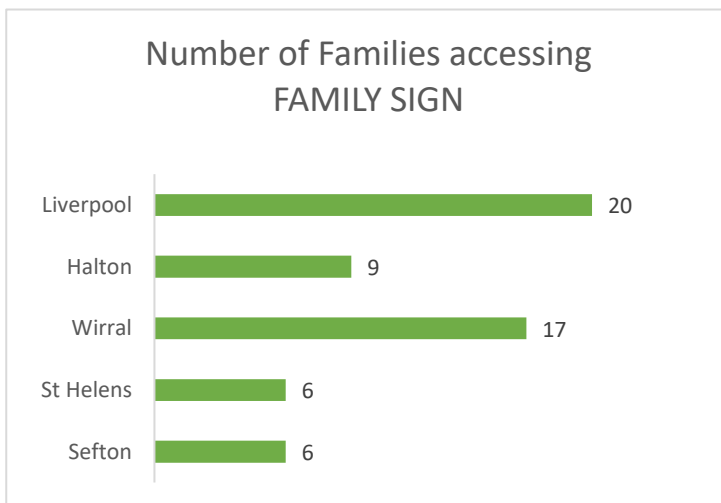
- The pandemic had a significant impact on Interpreter Bookings, significantly reducing our income. The chart above shows the recovery in the last year.

## Children, Young People & Families

Now into its third year, the ICAN project has made significant progress in providing a range of services for individuals and families across the wider Merseyside region.



- 58 families – 135 individuals have completed *FAMILY SIGN* training sessions
- 4 nurseries accessed *Family Sign* sessions to support D/deaf children in their care

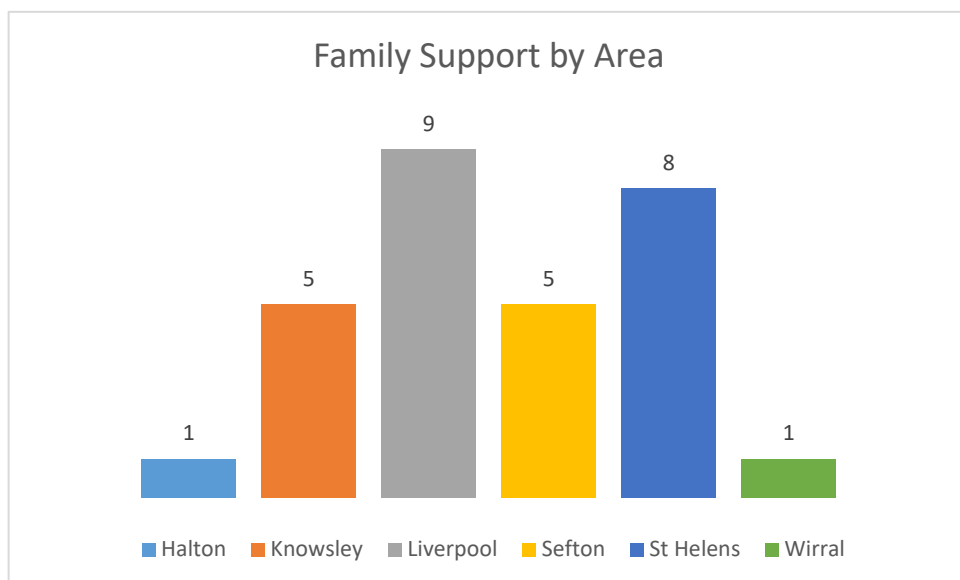


"We enjoyed learning and the fun factor, and the way Staff ran the session. There was never a dull moment. We laughed a lot".

- Family Sign packs have been translated into Arabic, Ukrainian, Bulgarian and Slovakian to support families from diverse backgrounds.

- 29 Families have received support to deal with issues relating to their individual circumstances for example, accessing appropriate Benefits

- A further 14 families were supported to make informed decisions regarding educational issues including Education, Health & Care Planning and emotional and behavioural support for children and young people



- A member of staff qualified as an Advocate for children and young people, providing 1:1 in depth support to 13 individuals covering 49 interventions.

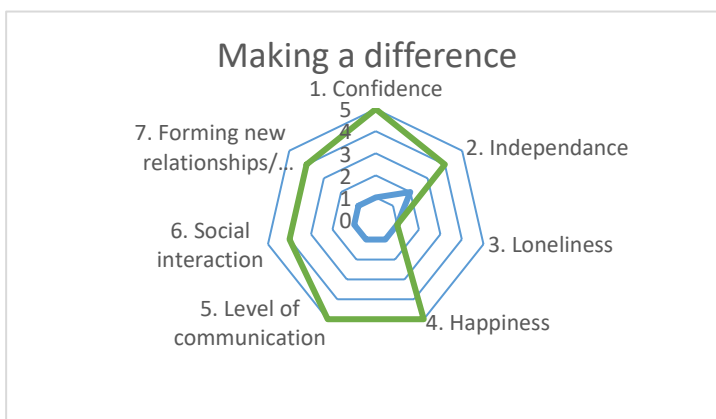
*“The Deafness Resource Centre staff use video call to communicate with me, there’s no barriers they are a valuable resource for the deaf community. Staff always go the extra mile to help me”.*

*“My confidence and independence have improved, I feel I am never rushed when I need help and am given the time to work through issues, they have also supported me to do things for myself using online services and apps”.*

*(Client feedback)*

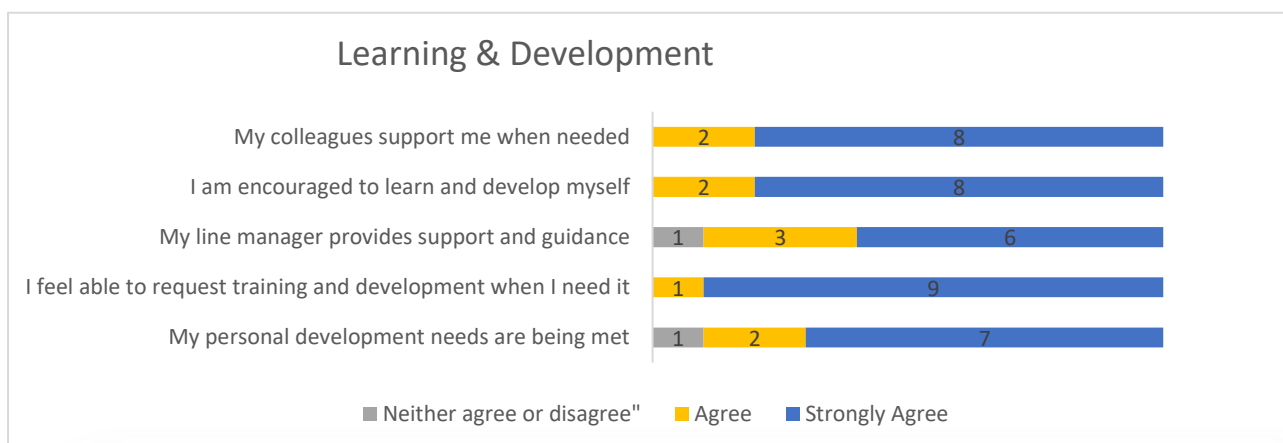
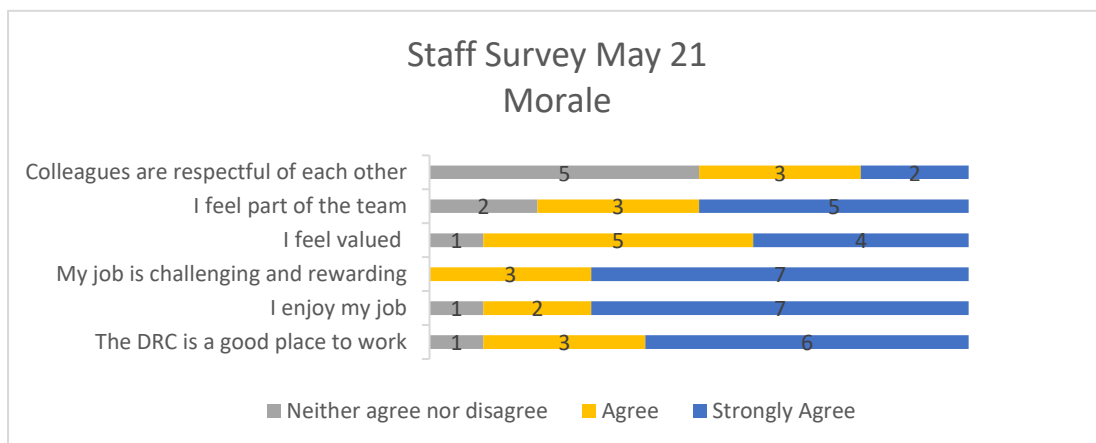
We use **STAR** charts to demonstrate the ‘distance travelled’ from the start of on intervention to the conclusion. The chart below shows the difference for one young person.

The Blue line is the initial assessment – the Green is the final assessment.



## Maintain a focus on organisational development and sustainability

- Completed a Staff Survey to gather views on organisational issues such as Communication, Morale, Training & Development and Welfare. This was undertaken in May 21 when the organisation and staff were adjusting to Covid restrictions. It will be repeated in 2023.



Staff were asked to describe the DRC

- To meet the organisations mandatory training requirements we introduced a package of on line training packages for staff, volunteers and management committee members. This included Safeguarding, health & Safety and Equality. This will be repeated annually.
- Reviewed and implemented new pricing structures for Communication Service, Training and Room Hire to increase generated income.

- Held two public events to fundraise for the charity. A Christmas Market was held in November which was a great success, followed by a similar event at Easter. Income was raised from Stall Holder fees, raffle and café.
- New website developed funded through Steve Morgan Foundation
- Promotional Animation Video produced on the charities history <https://youtu.be/OsRydd9WGxM>



- Staff took part in a 'team building' day redecorating the staff offices. It was hard work but fun and saved the charity lots of money!



- The AGM in October was also a Welcome Back Celebration event with refreshments, entertainment and prize Bingo! It was well attended by partners and the D/deaf community.

**It was also an opportunity to unveil a locally commissioned portrait in memory of our late Chair, Ernie Clark.**

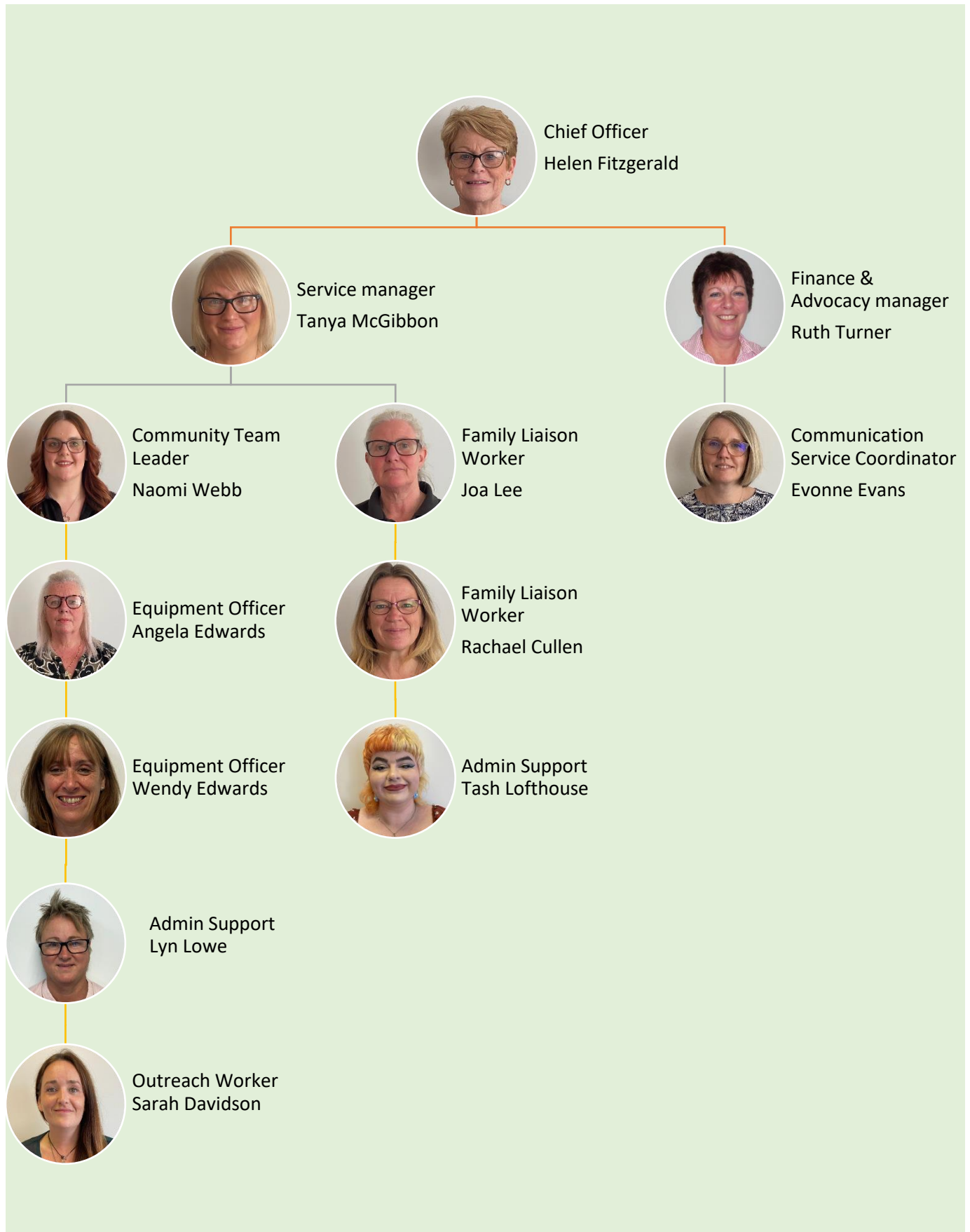


## Future Priorities

- To consider options for maximising the use of the building including its use as a community facility and a means of generating income.
- Build on the skills, knowledge and experience of the existing management committee to establish sound and strong governance for the future
- Identify funding options to sustain and increase staff resources working in the Children, Young People and Families team
- Present service proposals to local statutory organisations to mainstream the work undertaken with D/deaf children and young people from early years to transition into adulthood.
- Review and implement environmental initiatives across the organisation to become more environmentally friendly and to reduce energy costs



# Staff Team



**DEAFNESS RESOURCE CENTRE LIMITED  
(LIMITED BY GUARANTEE)  
STATEMENT OF FINANCIAL ACTIVITIES  
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2022**

	Unrestricted Funds	Restricted Funds	2022 Total	2021 Total
Note	£	£	£	£
<b>Income</b>				
Donations and Legacies	3	4,027	-	4,027
Charitable Activities	4	302,083	140,715	442,798
Other Activities	5	16,257	-	16,257
Investments	6	<u>7</u>	<u>-</u>	<u>7</u>
<b>Total Income</b>		<b><u>322,374</u></b>	<b><u>140,715</u></b>	<b><u>463,089</u></b>
<b>Expenditure</b>				
Raising Funds	7	36,664	-	36,664
Charitable Activities	8	<u>272,338</u>	<u>131,737</u>	<u>404,075</u>
<b>Total Expenditure</b>		<b><u>309,002</u></b>	<b><u>131,737</u></b>	<b><u>440,739</u></b>
<b>Net income for the year</b>		<b>13,372</b>	<b>8,978</b>	<b>22,350</b>
Transfers between funds		<u>2,852</u>	<u>(2,852)</u>	<u>-</u>
<b>Net Movement in funds</b>		<b>16,224</b>	<b>6,126</b>	<b>22,350</b>
<b>Reconciliation of Funds</b>				
Fund balances brought forward at 1 April 2021		<u>326,228</u>	<u>34,192</u>	<u>360,420</u>
Fund balances carried forward at 31 March 2022		<u>342,452</u>	<u>40,318</u>	<u>382,770</u>

The notes on pages 10 to 19 form part of these accounts.

**DEAFNESS RESOURCE CENTRE LIMITED  
(LIMITED BY GUARANTEE)  
BALANCE SHEET  
AS AT 31 MARCH 2022**

	Notes	2022		2021	
		£	£	£	£
<b>Fixed Assets</b>					
Tangible fixed assets	11		197,193		206,935
<b>Current Assets</b>					
Debtors	12	28,118		17,770	
Cash at bank and in hand		<u>183,209</u>		<u>158,953</u>	
		211,327		176,723	
<b>Creditors: Amounts Falling Due Within One Year</b>					
	13	<u>(25,750)</u>		<u>(21,081)</u>	
<b>Net Current Assets</b>			185,577		155,642
<b>Creditors: Amounts Falling Due After More Than One Year</b>					
	14		-		<u>(2,157)</u>
<b>Net Assets</b>	15		<u>382,770</u>		<u>360,420</u>
<b>Funds</b>					
Unrestricted funds			159,200		141,387
Unrestricted funds held in fixed assets			183,252		184,841
Restricted funds	17		<u>40,318</u>		<u>34,192</u>
			<u>382,770</u>		<u>360,420</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022. The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2022 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 \_\_\_\_\_ and were signed on its behalf by:-

**TRUSTEE: Mrs I Sankson**

**TRUSTEE: Mr P Harvey**

The notes on pages 10 to 19 form part of these accounts.

**FULL SET OF ACCOUNTS AVAILABLE - email: [enquiries@deafnessresourcecentre.org](mailto:enquiries@deafnessresourcecentre.org)**

## Declaration

This Annual Report was adopted by the Management Committee of the Deafness Resource Centre Limited at their meeting held on 20<sup>st</sup> September 2022 and is a true reflection of the work of this organisation over the past year (1<sup>st</sup> April 2021– 31<sup>st</sup> March 2022).

Signed: Imelda Sankson, Chairperson

Handwritten signature of Imelda Sankson in black ink.

Signed: Peter Harvey, Trustee

Handwritten signature of Peter Harvey in black ink.