



15th Annual Report

April 2023 – March 2024



INVESTORS IN PEOPLE®
We invest in people Standard



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Welcome from the Chair

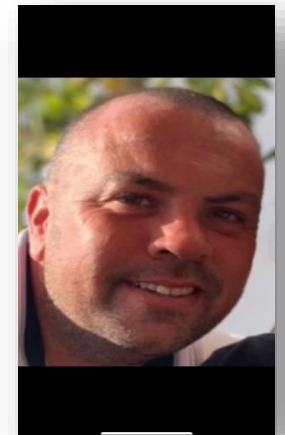
It gives me great pleasure to introduce our 15th annual report and accounts. In this my full year as Chair, we have reviewed the governance structure and implemented changes that ensure we operate in a more efficient and inclusive manner, whilst ensuring that the Chief Officer and her team are supported to fulfil their roles to the best of their abilities.

Being chosen as the Mayor's charity was a great honour, helping to raise the profile of the organisation and its work, as well as raising much needed funds. My thanks go to Cllr. Lynn Clark for supporting the DRC.

This report goes some way in reporting the real impact of our work – improving lives and raising aspirations, in reality this is just part of the story. The staff team often go above and beyond to ensure clients get the best possible experience and outcomes when accessing our services; their passion and dedication is outstanding.

I would like to thank all the staff and volunteers, and my fellow trustees for contributing to another successful year.

Paul Steele



Mission Vision & Values



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



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



Respect – for each other, clients, and partners

Fairness – in attitude, approach, and delivery

Accountability – to all stakeholders

Quality – Underpinning all we do

Governance

Management Committee Members

Paul Steele	Chair	Independent	Resigned July 24
Janet Yates	Treasurer	Independent	Appointed Chair July 24
Graham Cockburn	Trustee	Independent	Joined 14.10.22 Retired 2.10.23
Katy Sheridan	Trustee	Independent	Appointed Treasurer July 24
Cllr. Lynn Clark	Co-opted	Independent	
Patricia Callaghan	Trustee	Deaf Community	
Graham Evans	Trustee	Independent	Appointed Secretary July 24
Brian Hardiman	Trustee	Deaf Community	Joined 21.3.23

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 and must be countersigned by an existing management committee member. The nomination is considered at the next 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 guidelines on effective trusteeship, trustees are offered training appropriate to their role and undertake mandatory Safeguarding training.

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.

Chief Officers Report



This year has been positive for the charity, we have maintained a sound financial base through increased income generation, further supported through a core grant awarded by Garfield Weston. We were also pleased to learn that Global Make Some Noise grant would be doubled giving the project two years funding instead of one year. The project has produced some great work for young D/deaf people which is detailed in this report.

We were honored to be chosen as the Mayor's Charity which has been an amazing journey which included afternoon tea, Santa run, and an amazing Question of Sport event all to raise funds for the DRC!

Our growth areas have been the delivery of training, particularly Deaf Awareness (DAW) and ICAN Sign, and Direct Payment Support. We were commissioned to deliver DAW sessions to front line staff at Whiston and Warrington hospitals. The feedback was very positive resulting in further sessions booked for the next year. We are currently supporting four young people through Direct Payments with a further two starting in September. It is great to see the difference this 1:1 work makes in the lives of the children and young people we support, their confidence shines through as they achieve personal goals and become more independent.

One of the key objectives for this year was to review and develop the charities' governance structure and operation. Following a self-assessment review and a skills analysis, key priorities were identified, and a plan put in place. This work is ongoing and will lead to a more cohesive and productive governance structure that underpins and supports the work of the charity.

The DRC remains an active partner in local strategic boards and networks, promoting the work of the organization and ensuring the needs of D/deaf people are considered in the broader development of services and initiatives taking place across the region. We value working with our partners, their input contributes to our success in improving the lives of D/deaf people, collectively we can achieve more.

Looking ahead, we know we face funding challenges in the 25/26 financial year as our major grants end. The funding landscape is under great pressure and demand is increasing, meaning many vital services are at risk of being lost despite the evidential need. The reliance on grants to deliver key services should not be taken as a given, nor should the impact of losing them be ignored.

In closing, I want to thank my wonderful staff team and volunteers who, without hesitation, continue to produce the most amazing work resulting in even more amazing success stories. Thanks also to the Management Committee for their continued support.

Helen Fitzgerald

Treasurers Report



A positive year-end balance with an increase in unrestricted income. We have pushed hard to generate income from sale of services, particularly training, where there has been a significant increase in the demand for Deaf Awareness Training and ICan Sign, which is an introduction to BSL aimed at children and young people. We have also delivered accredited BSL courses at level 1 & 2 with more courses planned next year.

The interpreting service has maintained income levels despite losing a key purchaser last year, and as a result of direct marketing brought in new customers across the region. The service is known for its client centred approach, strong customer relationships and a willingness to 'go the extra mile' which is reflected in the outcomes and targets achieved.

We were gifted a legacy from a gentleman not known to us, who had taken the time and consideration to include the DRC in his Will, this unexpected gift makes a big difference giving the charity additional resources to deliver services to more people.

We know we face funding challenges in 25/26 as our Lottery grant comes to an end. This is why we are maximising opportunities to generate as much income as possible to enable the charity to retain the vital services we provide, in the short term until funding can be secured.

On behalf of the Trustees, I would like to express thanks to the Chief Officer and her team for their excellent work in making a real difference to lives of many children, young people and adults living with deafness and hearing loss and, at the same time contributing to the charity's financial wellbeing.

I would also like to thank my fellow Trustees and Co-Opted members for their ongoing drive and due diligence in the governance of the charity.

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 on 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.

At 31 March 2024 the charity held reserves of £485,142, of which, £25,215 were restricted funds, £140,000 were designated funds, £181,493 were unrestricted funds held in fixed assets and £138,434 were entirely unrestricted funds which equates to four months running costs.

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 -



STRATEGIC AIM 1

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

Progress Towards Our Aims

D/deaf Advocacy Service

The service has supported **46** clients with **119** interventions. The chart below shows the casework by theme, with benefits and health showing the greatest demand for support.

A key part of the role is to engage with service providers and statutory agencies to ensure their

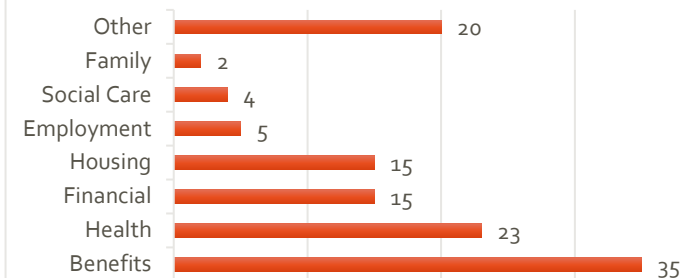
services are accessible to D/deaf people. Successful partnerships have been established with: -

- Merseyside Police
- Mersey and West Lancs Hospital Trust
- Warrington & Halton Hospital Trust
- Department for Work & Pensions
- Merseycare

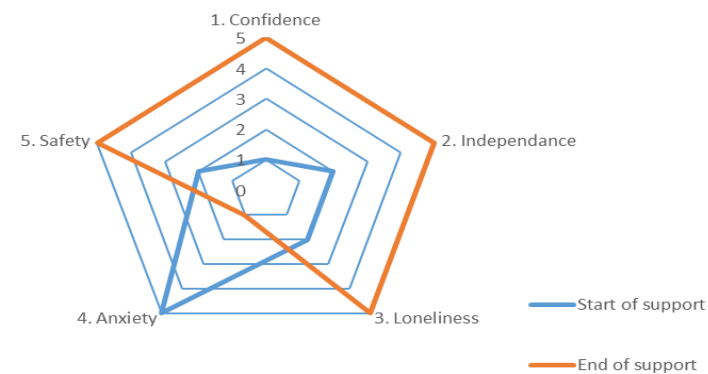
Impact Assessments – showing clients wellbeing indicators

Demonstration of Public Benefit

Advocacy Cases by Theme



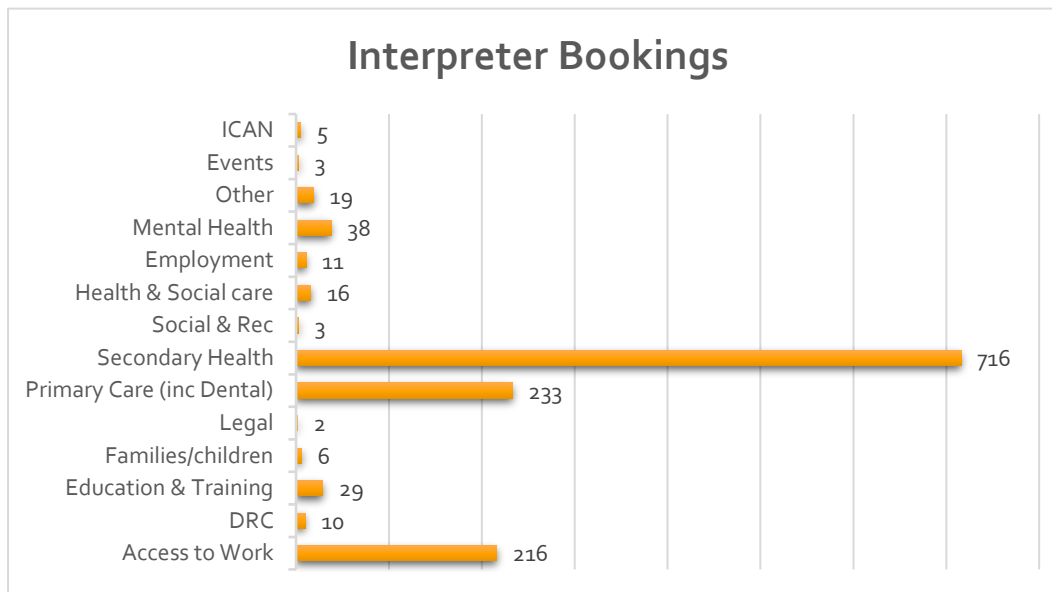
Making a difference



Communication Service

The service has dealt with **1341** interpreter bookings, filling **97%** within a given timeframe. The chart below outlines the related area of work for bookings taken. This includes out of hours bookings for secondary health care providers.

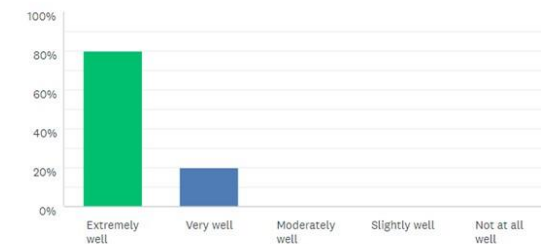
The service has worked hard to establish strong working relationships with purchasers, to improve access to Interpreters, particularly in emergency situations.



This includes improved working practices, access to remote Interpreting, clear guidelines and training for staff.

How well does the Communication Service meet your / your client's needs?

Answered: 5 Skipped: 0

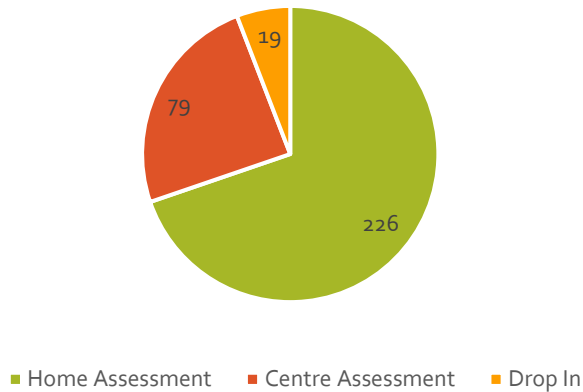


"We are very lucky in St Helens for all the things DRC provide with interpreters. They understand what we need, and we don't have to explain. Appreciate how hard you work to get all appointments covered."

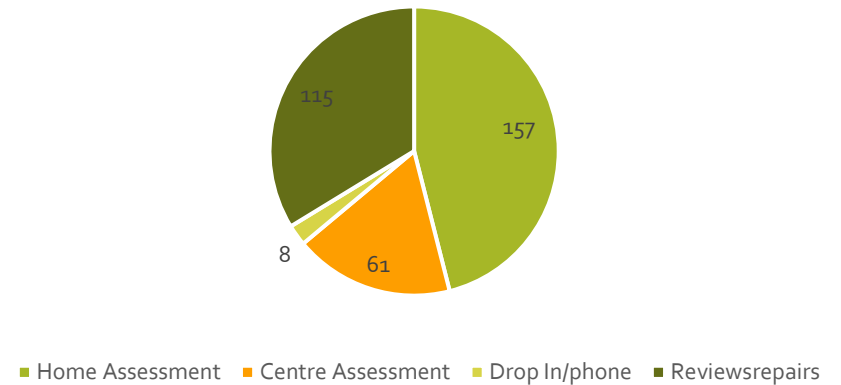
Environmental Aids

The service has dealt with **802** referrals across three Boroughs

St Helens Equipment Assessments



Halton Equipment Assessments



- In partnership with Bradbury Fields we dealt with **137** referrals to fit equipment for Knowsley Residents.
- We supported our partner, Merseyside Society for Deaf People, to cover staff shortages and undertake **33** equipment assessments.

"Extremely valuable service, personal, very helpful, will go the extra mile, well suited to role"

Case Studies:

Mrs R of Runcorn was unable to wear hearing aids, and she was becoming very anxious as she was aware her television was on very loud. She also likes to listen to the radio at night if she can't get to sleep. She was also feeling very isolated as when her family get together, she can't follow the conversation.

I set up a Sonumax television aid with over the ear headphones. She was delighted that she can now hear the television clearly even when her TV is on only number 5 volume.

We also tried the Crescendo personal listener that she can take out with her to appointments or other family members houses. She couldn't believe that she could hear the conversation so clearly and got very excited and emotional.

She said "I can't believe it, it's like a miracle, I had no idea these things were available. I am looking forward to seeing my family today now as I will be able to follow the conversation and won't feel so isolated"



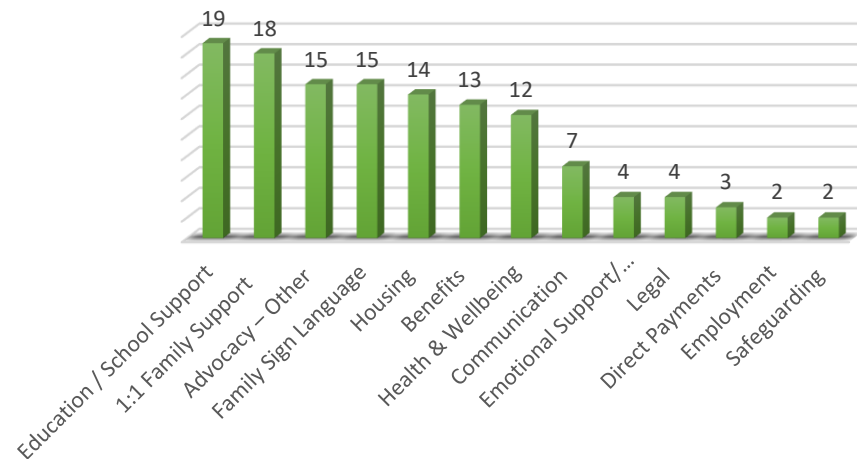
Children, Young People and Families

The ICan project is entering its final year of Lottery Funding, it has evolved and developed over the past four years in direct response to children and family's needs.

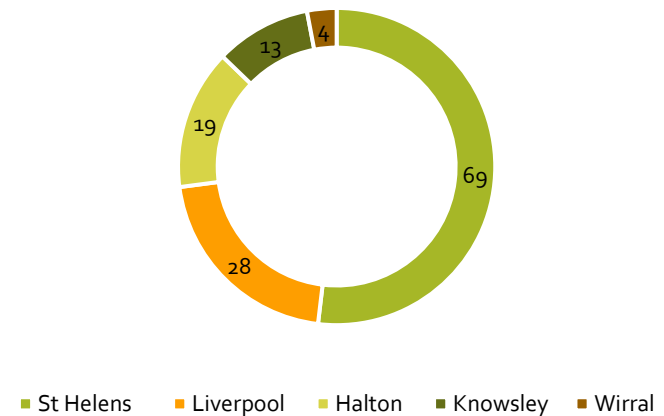
In this reporting year **133** interventions have taken place supporting **80** individuals.



ICan Family Support by Theme



Geographical Area - Family Support



“The Deafness Resource Centre is a lifeline for many families, and I am grateful that it is here.”



Family Sign Training

15 children and their extended family took part in six weeks Family Sign Course

12 Sessions of Group Family Sign was delivered at Knotty Ash school Liverpool & Cathcart School Wirral

Direct Payments

4 young people are receiving 1:1 support through Direct Payments. They undertake various activities with their support worker to develop life skills and improve independence.

Client Feedback

"When we found our son was deaf, we had no idea where to turn for help and ideas. We feared for his future, as he just kept getting passed from pillar to post. His education started in a mainstream school with a 1:1 who couldn't sign, so was left to play in the sandpit".

"The Deaf Resource Centre pointed us in the right direction. The staff pointed out the hurdles we would have to jump to get him into a proper educational environment. The Resource Centre has been there for us from day one. Our son is nine now and is only just receiving his first year of suitable education. This is due to the Resource Centre fighting on our behalf, providing invaluable advice at every turn, teaching sign to the family, and just basically being there as an invaluable lifeline for both our child and us as a family".



Informal Learning

Signed Read & Rhyme – across 4 libraries in St Helens

Money Heros - - Initiative offered to us as a recipient of Children In Need funding, two DRC staff completed a training course and had mentoring hours to plan out delivery sessions. Resources for delivering the sessions were provided by CIN.

20 participants on the sessions



Healthy Minds – National Deaf Children's Society initiative to provide children and young people an understanding of their emotions, behaviour and wellbeing

15 participants on the sessions

Sola Arts – 1:1 therapy to look at barriers in communication/ behaviour between parents and children. 8 parents took part, and a group family session took place at the end of the course, involving 17 children



ndcs
every deaf child

Supported by
BBC
Children in Need

STRATEGIC AIM 2

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

Social Activities



Peer Support Groups

Tinnitus and Hard of Hearing support groups are held in Widnes, Runcorn & St Helens

Case Studies:

In 2022 I started to have a loud buzzing in my ear, my doctor said that I had severe Tinnitus, this made me feel very low with the constant noise in my head, so I decided to look online to see if there was any support available.

I found the Tinnitus Support Group in St Helens and gave them a call. The lady spoke to me for 45mins, and this alone made me feel better as I knew I was not alone. She told me about the group that runs every month.

I went to the next meeting and found it a huge help, The people that I spoke to were going through the same thing as I was.

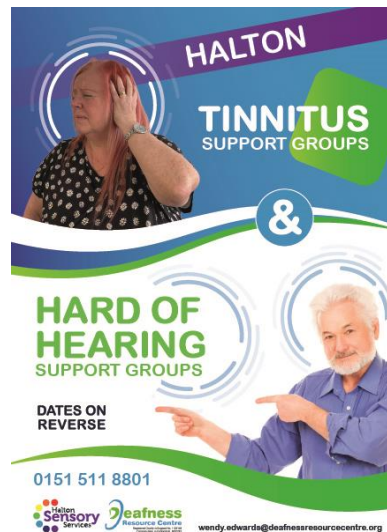
I am so happy that I joined the group just sharing my experience and getting help and support from people that you don't really know is a wonderful experience.

One year on, and I can now put the noise to the back of my head and can say its reduced to where I barely notice it.

"Thank you to the St Helens Tinnitus support group for giving me my quality of life back"



446
participants



Children & Young People Engagement Activities



17 activities
Sports camp, Wonder arts,
Family trips, Halloween &
Christmas party, Theatre
workshop, with 108
participants



Youth Residential – 10 young people set off for an adventure in Kingswood, Colomendy, North Wales



Balancing Act!



Making Fire!



Building Rafts

"I really enjoyed the Jacobs ladder, I had to push myself to do it as it was challenge for me to go higher than I have before, I love coming on residential, I will definitely come back, the food is lovely too".



Project for D/deaf children and young people funded through Lottery. The aim of the project was to enable D/deaf children and young people to explore why young people and children were proud to be Deaf.

The course lasted 10 weeks, led by a Deaf artist, Christopher Sacre, who was a great role model for the group. There was a celebration of what the group had achieved and the unveiling of a wall mural depicting their thoughts. **17** young people and children took part.



STRATEGIC AIM 3

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

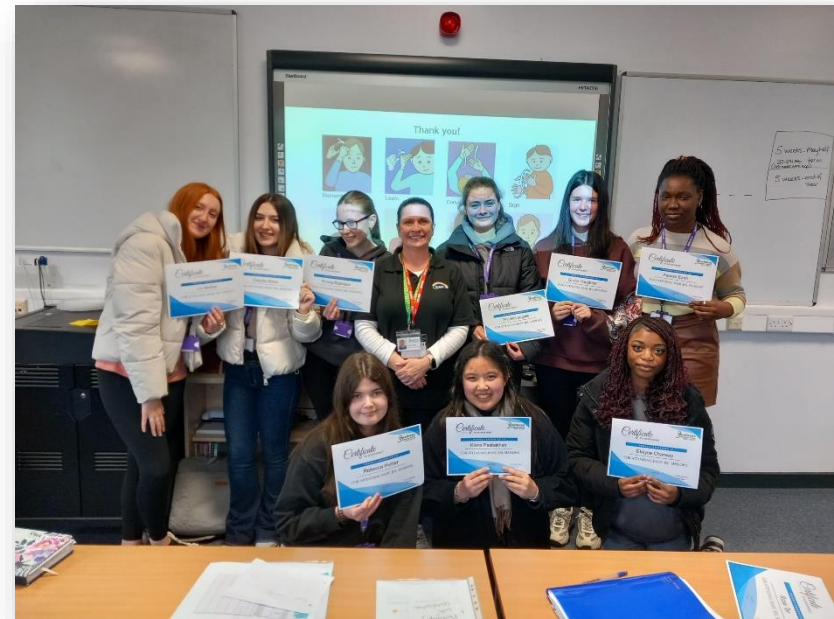
"The session was amazing, very informative and good fun at the same time. Best 4 hours ever spent in work!"

Training & Deaf Awareness

39 Deaf Awareness Sessions delivered to front line services including 5 hospitals (multiple sessions), GP practices and Family Hubs.



ICAN Sign – introduction to BSL aimed at young people and children. 43 sessions delivered to schools, colleges, Family Hubs and Youth Forum.



"I want my child to learn to communicate with all children when he starts nursery. I want him to be inclusive with all children".

British Sign Language – Accredited Courses

100% Pass
Rate

Delivered 2 BSL level 1 courses, **19** students

Delivered 1 BSL level 2 course, **10** students



I work in a GP surgery and have already been able to use what I have learned to communicate with 2 of our Deaf patients when they came regarding simple/routine queries, for instances “has my prescription gone over to the chemist?”

“I am loving the BSL level 1 course. Vicky is a wonderful teacher, and the group of students are great. It is such a rewarding and fun language to learn. Thank you”

BSL Student

Signature
excellence in communication
with deaf people



Outreach

Supported 21 Knowsley clients through “drop-in sessions” held at Prescot Town Hall and MSDP

The team have attended many events and community venues to promote the work of the charity



136
outreach
activities



STRATEGIC AIM 4

Strategic Aim:

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

Governance

The trustees introduced a new governance structure including identifying Subject Champions, improved communication between trustees, revised agenda for meetings, and sub meetings for trustees only.

The committee agreed on key priority areas-

- Attracting new trustees
- CEO retirement planning
- Income generation/funding

Mayor's Charity

Cllr. Lynn Clark chose the DRC as her charity for the duration of her year as Mayor. This was a great honour and staff attended some of the fundraising events held on our behalf.



Fundraising

Our second Christmas & Easter Fairs were a great success. Raising over £1500!



Future Priorities

- Sustain the children, families and young people services beyond 2025
- Continue to develop the governance structure building on achievements to date
- Develop a marketing strategy to maximise opportunities for social investment and income generation
- Implement succession plans for staff retirements



Helen Fitzgerald

Chief Officer



Ruth Turner

Advocacy &
Finance Manager



Tanva McGibbon

Service Manager



Evonne Evans

Communication
Service



Angela Edwards

Equipment Officer



Joa Lee

Lead Family Worker



Fiona Robinson

Family Support Worker



Wendy Edwards

Equipment Officer



Vicky Haynes

Youth Engagement



Lyn Lowe

Community Engagement



Sandra Wildman

Admin Support



Darren Hilton

Support Worker



Natasha Lofthouse

Admin Support

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 2024**

		Unrestricted Funds	Restricted Funds	2024 Total	2023 Total
	Note	£	£	£	£
Income					
Donations and Legacies	3	22,116	-	22,116	3,176
Charitable Activities	4	408,831	118,216	527,047	508,987
Other Activities	5	15,339	-	15,339	15,721
Investments	6	<u>966</u>	<u>-</u>	<u>966</u>	<u>329</u>
Total Income		<u>447,252</u>	<u>118,216</u>	<u>565,468</u>	<u>528,213</u>
Expenditure					
Raising Funds	7	36,336	-	36,336	35,914
Charitable Activities	8	<u>376,537</u>	<u>105,983</u>	<u>482,520</u>	<u>436,539</u>
Total Expenditure		<u>412,873</u>	<u>105,983</u>	<u>518,856</u>	<u>472,453</u>
Net income for the year		34,379	12,233	46,612	55,760
Transfers between funds		<u>18,553</u>	<u>(18,553)</u>	<u>-</u>	<u>-</u>
Net Movement in funds		52,932	(6,320)	46,612	55,760
Reconciliation of Funds					
Fund balances brought forward at 1 April 2023		<u>406,995</u>	<u>31,535</u>	<u>438,530</u>	<u>382,770</u>
Fund balances carried forward at 31 March 2024		<u>459,927</u>	<u>25,215</u>	<u>485,142</u>	<u>438,530</u>

The notes on pages 21 to 30 form part of these accounts.

Company No.06807282
DEAFNESS RESOURCE CENTRE LIMITED
(LIMITED BY GUARANTEE)
BALANCE SHEET
AS AT 31 MARCH 2024

	Notes	£	2024	£	£	2023	£
Fixed Assets							
Tangible fixed assets	11		181,493			187,976	
Current Assets							
Debtors	12	39,746		44,746			
Cash at bank and in hand		<u>285,449</u>		<u>229,517</u>			
		325,195		274,263			
Creditors: Amounts Falling Due Within One Year	13	<u>(21,546)</u>		<u>(23,709)</u>			
Net Current Assets			<u>303,649</u>			<u>250,554</u>	
Net Assets	14		<u>485,142</u>			<u>438,530</u>	
Funds							
Designated Funds	15		140,000			-	
Unrestricted funds held in fixed assets	15		181,493			182,189	
Unrestricted funds	15		138,434			224,806	
Restricted funds	16		<u>25,215</u>			<u>31,535</u>	
			<u>485,142</u>			<u>438,530</u>	

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024. The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2024 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 17 September 2024 and were signed on its behalf by:-

TRUSTEE: Mrs J Yates

TRUSTEE: Mrs K Sheridan

The notes on pages 21 to 30 form part of these accounts.

Please ask a member of staff if you would like a full set of accounts

Declaration

This Annual Report was adopted by the Management Committee of the Deafness Resource Centre Limited at their meeting held on 17th September 2024 and is a true reflection of the work of this organisation over the past year (1st April 2023– 31st March 2024).

Signed: Janet Yates, Chair

Signed: Katy Sheridan, Treasurer