

deaf connexions

Annual Report and Accounts

1st April 2014 to 31st March 2015

Registered Charity number 1077229

Unit 14, Capitol House

4 Heigham Street

Norwich

NR2 4TE



Trustee Report

The members of the Management Committee, who are also Trustees of the Charity, submit their annual report and the financial statements for the year ended 31 March 2015. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" 2005 (updated 2008) in preparing the annual report and financial statements of the charity.

Our trustees and Staff as at 31st March 2015

Trustees

Christopher Dunlop	Chairperson
Verity Gibson	Vice Chair
Howard Jones	Treasurer
Daphne Parker	Committee (passed away December 2014)
Claire Parker	Committee
Amanda Potter	Committee
Mary Bradley	Committee
Robin Amos	Committee
Philip Dwyer	Committee
Alastair Aitken	Committee

Social Services Representative

Paul Bowerbank

Staff

Sue Moore	Manager
Julie Dwyer	Deaf Community Worker & Open Door Facilitator
Rosemary Pell	BSL Interpreter RSLI (Senior Interpreter)
Autumn Moon	BSL Interpreter RSLI
Kim Mills	BSL Interpreter RSLI
Emily Smith	BSL Interpreter RSLI
Anne Richardson	BSL Interpreter RSLI
Teresa Howard	Deaf Advocacy Worker
Heather Harris	Bookings Coordinator
Mary Chambers	Bookings Coordinator
Luke Moore	Deaf History Project Worker (Heritage Lottery Funded)
Francesca Connor	CSW/ admin support worker
Language Aides	Ann Marsh, Trudi Daynes & Frances Pidgen

Charity Information

Bank Charities Aid Foundation CAF Bank Limited .

Independent Examiner

Aleathia Mann F.C.A., F.C.I.E .Aleathia Mann Ltd, Chartered Accountant. Springwood, Church Lane, Sparham, Norfolk NR9 5PP.

Management

Deaf Connexions is managed on a day- to-day basis by its Manager with decisions made by the Trustees on the Management Committee.

Governance and internal control

Trustees are elected by the membership and serve for a three year period, and may be re-elected. The Trustees meet four times a year.

The main risks facing the charity relate to its income being reliant on a small number of major contracts. The Trustees have considered this risk and consider that due to the nature of the service, the proven ability to meet commitments and renew contracts and the on-going impact of the Equality Act, the charity continues to look forward to a successful future.

Volunteers

Deaf Connexions uses volunteers to assist with its administrative and other functions. It is grateful for their efforts.

Employee involvement and employment of disabled people

Employees are consulted on issues of concern to them by means of open day-to-day management, and regular staff meetings.

The charity has implemented a number of detailed policies in relation to all aspects of personnel matters including Equal Opportunities, Health and Safety and Policies relating to the Criminal Records Bureau – recruitment of ex offenders. In accordance with the charity's equal opportunities policy, the charity has fair employment practices in the recruitment, selection, retention and training of disabled staff.



1st April –
31st March
2014-15

Chairman's Report

We have had another busy and successful year. In our core service of BSL interpretation, bookings numbers have increased again. Our open door and advocacy services are in strong demand, and there is good use of the Deaf Centre. The Language Aide and Training services continue to be well used and popular.

I believe Deaf Connexions continues to be highly effective through the services it provides to the Deaf community in Norfolk. We are grateful to our funders for their continued support, not least in awarding us the contracts to provide these services.

As the financial report makes clear, we continue to be financially viable for the short and mid-term. In part this is because we have diligently maintained sufficient reserves. Due to funding cuts, we are currently running some of our services at a small loss, and having to spend a small portion of these reserves each year, and thus there is a question mark over the long term. We already keep our costs as low as we are able. Thus it is critical that funding levels are at least maintained and eventually increased, for us to be able to continue to provide these services in the long term.

We were saddened by the death of trustee Daphne Parker during the year. Daphne had been a supporter of Deaf Connexions from the start and is missed.

Thank you as always to our staff, for your continued good work. And finally, thank you to trustees, and to colleagues in the council and elsewhere for supporting this work, and ensuring its continuation.

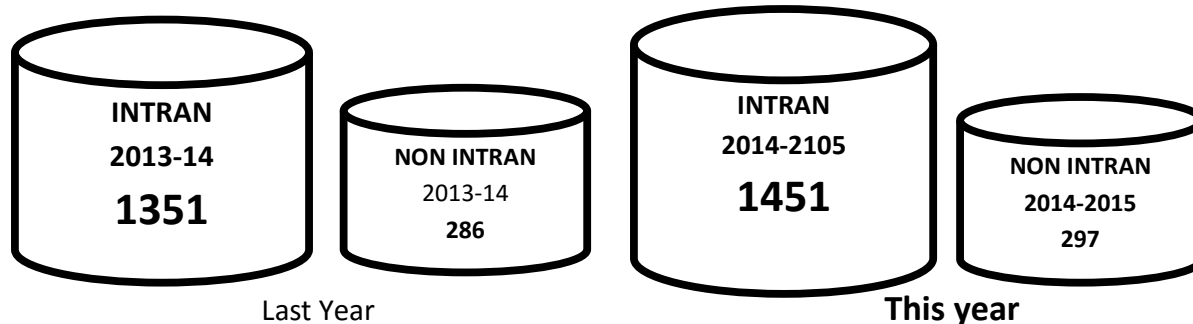
Christopher Dunlop

Chairman

Report on Services and Projects

Communication Service

The provision of British Sign language Interpreters continues to be our largest service and we are pleased that this year the number of bookings has increased again.



Language Aide Service

The year we have only worked with 15 families slightly down on previous years but we continue to provide the services funded by Norfolk County Council Children's Services Sensory Support

Training

Over this last year we have provided both level one and level two courses in British Sign language. Thank you to our Tutors Julie Dwyer and Simon Moore for delivering successful courses

The Sign Zone on a Wednesday night is a very popular place for students of BSL to practice their skills and we once again thank Vicky and Simon Moore for volunteering their time to run this group

Advocacy Service & Open Door Service

Our Advocacy and Open Door is very busy and well used. Again during this year we have exceeded the targets set by our funders.

	Benchmark: Figures for year	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total for year
Information	80	160	166	166	170	662
Advice & Assistance	35	184	172	192	183	731
Advocacy / Casework	25	8	27	12	21	68
Representation	10	0	2	5	4	11
TOTAL	150	352	367	375	378	1,472

Deaf Community Centre

- This year 45 people who have attended our information workshops have increased knowledge about different areas of life skills and so can make choices for themselves.
- Our healthy walks once a month have been regularly attended and provide exercise as well as an opportunity to socialize together.



- The Deaf History Day saw many people coming to find out about their Deaf History. This project has now finished and we would like to thank Luke Moore for all his work in producing such a valuable resource.

- Deaf people have learnt how to prepare healthier meals and understand their diet better.



- Deaf people attend the centre every week and are able to socialise with their peers on the same level and with the same communication skills. This means they gain in confidence and learn from each other in a way they would not be able to do with hearing people.

Attendance at the Deaf Centre remains steady we have an average of 850 people attend every month

Summary of financial results

Due to the continuing increases in the number of Communications Service bookings, and the associated income, 2014-15 has been a positive year financially for Deaf Connexions. The surplus on unrestricted funds of £8,852 has meant that this year the organization has not had to use reserves to support its services. Overall, a healthy surplus on the communication service is necessary in order to fund deficits in the other services provided, including the Deaf Centre, Language Aide, and the Trustees consider this to be an appropriate way of delivering a number of services which complement each other assist the Deaf Community.

The Trustees continue to consider carefully any significant expenditure terms of, for example, staffing and investment in IT, to ensure we continue to be efficient and sustainable.

- **Reserves**

The Trustees continue to review the reserves of the Charity and conclude that to allow the charity to be managed efficiently, to cover working capital requirements, and to provide a buffer for uninterrupted services if contracts are discontinued or reduced. A general reserve equivalent to between three and six month's forward expenditure (i.e. between approximately £80,000 and £155,000) should be maintained. During the year the charity's general reserve, excluding restricted funds has increased from £105,806 to **£114,712**. This is mainly due to increased funding (including one-off funding) for the Deaf Centre contract. One restricted fund was used during the year for monies received from the Heritage Lottery Fund in respect of the Deaf History Project: this reserve was fully spent at 31 March 2015.

Approved by the Trustees

Christopher Dunlop

Chairman

Independent Examiner's Report for the year ended 31 March 2015.

To the Trustees of Deaf Connexions

I report on the financial statements of the charity for the year ended 31 March 2015.

Respective responsibilities of Trustees and Independent Examiner

The charity's trustees are responsible for the preparation of the financial statements. The charity's trustees consider that an audit is not requirement for this year under section 144(2) of the Charities Act 2011 (the 2011 Act), and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent Examiner's statement

In connection with my examination no matter has come to my attention:

1. which gives me reasonable cause to believe that in any material respect the trustees have not met the requirements to ensure that:
 - proper accounting records are kept in accordance with section 130 of the 2011 Act; and
 - financial statements are prepared which agree with the accounting records and comply with the accounting requirements of the 2011 Act; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Aleathia Mann F.C.A., F.C.I.E
Aleathia Mann Ltd
Chartered Accountant.
Springwood
Church Lane
Sparham
Norfolk NR9 5PP

Date:

Deaf Connexions Accounts Year to 31 March 2015

Balance sheet

	31-Mar- 2015 £	31-Mar- 2014 £
Current assets		
Debtors		
Debtors control account	89,972	42,701
Prepayments	1,763	600
Accrued Income		1,152
	<u>91,735</u>	<u>44,453</u>
Cash at bank and in hand	<u>25,945</u>	<u>70,749</u>
Total current assets	117,680	115,203
Short term creditors		
Creditors control account	0	1,517
Deferred income	750	2,675
Accruals	<u>2,218</u>	<u>5,151</u>
	2,968	9,344
Net assets	<u><u>114,712</u></u>	<u><u>105,859</u></u>
Unrestricted income funds		
Restricted funds	0	0
General reserve	114,712	105,859
	<u><u>114,712</u></u>	<u><u>105,859</u></u>

Signed on behalf of the Trustees

H Jones, Treasurer

Date

Note: due to rounding, there may be minor arithmetical inconsistencies (of no more than £1) in the accounts as presented.

Deaf Connexions Accounts Year to 31 March 2015

Statement of financial activities

Deaf Connexions

			31-Mar-2015	31-Mar-2014
	Unrestricted Funds	Restricted Funds	Total Funds	
	£			£
Incoming resources				
Income from charitable trading				
Communication service	234,524		234,524	218,381
Deaf Centre	19,741		19,741	11,878
Language Aide	9,084		9,084	10,386
Advocacy and Open Door	39,000		39,000	39,000
Other projects	9,239	10,720	19,960	3,022
	311,588	10,720	322,309	282,667
Interest received	36		36	68
Other incoming resources	2,672		2,672	
Total incoming resources	314,296	10,720	325,016	282,736
Expenditure				
Charitable expenditure				
Communication service	215,786		215,786	203,598
Deaf Centre	25,483		25,263	24,815
Language Aide	12,769		12,762	12,631
Advocacy and Open Door	40,075		40,050	40,764
Other projects	8,854	10,720	19,574	10,076
	302,501	10,720	313,221	291,883
Governance costs	2,942		2,942	2,706
Total expenditure	305,443	10,720	316,163	294,589
Net movement in funds	8,852	0	8,852	-11,853
Funds balance brought forward	105,860	0	105,860	117,713
Funds balance carried forward	114,712	0	114,712	105,860

Notes forming part of the financial statements for the year ended 31.03.2015

1. Accounting policies

Basis of preparation

The financial statements have been prepared in accordance with the Statement of Recommended Practice (SORP) Accounting and Reporting by Charities 2005 (updated 2008)

- Fund accounting

The general fund is an unrestricted fund which is available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes (there are no such funds at present). Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors.

- Incoming resources

Incoming resources are included in the Statement of Financial Activities (SOFA) when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Our Core income relates to our Contract Agreements with Norfolk County Council, “INTRAN” (Communication Service), “Deaf Community Centre”, “Language Aide” and “Open Door& Advocacy .

This is supplemented with invoiced and other earned income generated from selling our Communication Services outside of our contractual obligations and grant income.

- Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Staff costs and other costs which cannot be attributed to a particular heading have been allocated based on an estimate of the proportion of time spent by each staff member.

- Tangible fixed assets

Tangible fixed assets costing more than £2,500 and not funded directly through contract or grant are capitalised and included at cost including any incidental expense of acquisition. The charity currently has no tangible fixed assets. When it does, depreciation will be provided.

- Pension costs

The charity contributes to a pension scheme which is available to all staff and provides a 3% contribution to a Norwich Union Group Personal Pension.

2. Income

Incoming resources – Income from charitable trading

Communication Service Breakdown

Income from INTRAN Partners	£206,116
Invoiced and other earned income	£ 28,020
Total Communication Service income	£234,136

Note: the INTRAN incorporate service agreements with a number of public sector organisations including Norfolk County Council and the Health Service and covers Sign Language interpreting, Lipspeaking and other interpreting related services

3. Trustee remuneration

No remuneration has been paid to trustees in their capacity as trustees. Amounts totaling £33.60 travel expenses have been paid to one Trustee in line with normal working procedures. Certain Trustees may benefit indirectly through availability of Communication support on the same basis as any service user.

4. Staff costs

No member of staff received a salary of more than £60,000 in the years to 31st March 2014 or 31st March 2015.

As at 31 March 2015 employees total 4 full - time and 8 part-time
(2014: 4 full time and 7 part –time)

<u>2014/15</u>		2013/14
£187,736	Wages/salaries	£169,767
£14,106	Social security costs	£12,995
£3,840	Pensions	£3,840
£205,682	Total	£186,602

5. Financial commitments

At 31st March 2015, the charity had no long term commitments.

6. Analysis of movement on reserves

Project	31-Mar-2014			31-Mar-2015
	£ b'fwd	£ Income	£ Expenditure	£ c'fwd
Restricted funds				
Deaf History Project	0	10,720	10,720	-
Heritage Lottery Fund	0	10,720	10,720	0
General fund	105,860	314,296	305,443	114,712
Total funds	105,860	325,016	316,163	114,712

7. Support Costs

Support costs have been allocated across services on the basis of staff costs for each service

	2014 – 2015	2013-2014
Payroll	393.60	377.40
Travel	1,089.32	652.82
Stationary	1,192.29	1,775.63
Postage	188.61	150.00
Equipment	4,500.53	625.24
Membership	1,616.00	1,199.00
Training	1,030.26	2,990.60
Photocopier	2,167.31	1,520.15
Rent/Rates	2,680.64	2,644.92
Telephone	3,906.41	4,131.00
Insurance	2,264.32	1,970.85
Utilities	275.94	347.91
AGM/Charity	424.79	650.00
Office exp inc web maintenance	991.00	1,596.00
	22,721.02	20,631.52

Deaf Connexions Accounts Year to 31 March 2015

Items for notes to the accounts

Analysis of resources expended by expenditure type

	Staff Costs 2015	Freelance and travel costs 2015	Other Costs 2015	Total 2015	Total 2014
Communication service	153,683	44,911	16,977	215,571	203,598
Deaf Centre	17,483	5,849	1,931	25,263	24,815
Language Aide	4,693	7,551	518	12,762	12,631
Advocacy and Open Door	17,955	20,112	1,983	40,050	40,764
Other projects	9,219	9,337	1,018	19,574	10,076
Governance costs	2,649	0	293	2,942	2,706
	205,682	87,761	22,721	316,163	294,589

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