

acti@n deafness

Impact Report 2017



5 Year Strategy 2023

Stakeholders and staff collaborated to formulate a new five year strategy which will be implemented in 2018.



BSL Interpreting Milestone

30,000 hours of interpreting provided in 2017.



Income

Income = £1.9m.

Action Deafness achieved an operating surplus for the first time in 25 years!



Office Move

Successfully relocated our main office to Loughborough. We have offices in Leicester, Derby and Brighton as well.



YOUchoose

Continued support for YOUchoose consortium partners from DeafCOG, deafPLUS, GDA, Manchester Deaf Centre & CJI Services.



Community PA Support

Delivered 15,000 hours of support in 2017
3,000 more than in 2015.

actiondeafness

Objectives 2018



BSL Interpreting

We aim to recruit more BSL interpreters to meet growing demand from business partners and contracts throughout the UK.



Reaching Out

A new customer service programme is being rolled out to ensure our clients get the best possible provision and care.



More New Partners

We aim to sign 3 more Joint Venture Agreements throughout the UK.



More New Staff

Targeting 90+ staff by the end of 2018, 90% of whom will be Deaf or hard of hearing.



We Are Growing

We aim to reach an income target of £2.1m for 2018.