

IMPACT REPORT





WWW.ACTIONDEAFNESS.ORG.UK

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WELCOME TO ACTION DEAFNESS

The last year has been another year of success. We have grown our current services and established new services throughout the UK. Our hard working staff have raised the bar in terms of service quality. We have exciting case studies showing us that our clients/ services users are making more of their lives through the support we are providing.

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OUR PEOPLE

Our clients, staff & trustees are the key to our continued success & growth.





We have provided over 29,000 hours of support

throughout the year



15

We have delivered more than 8,737 assignments or appointments

CONTRACTS & FRAMEWORKS

Action Deafness maintains multiple contracts (ranging from joint venture agreements, primary, secondary and spot purchasing) throughout the UK with both Local and Health Authorities; including St Andrews Healthcare,

We also undertake brokering arrangements with local health and social care services and YOUchoose agreements for the provision of community personal care and assistant services throughout the Midlands,

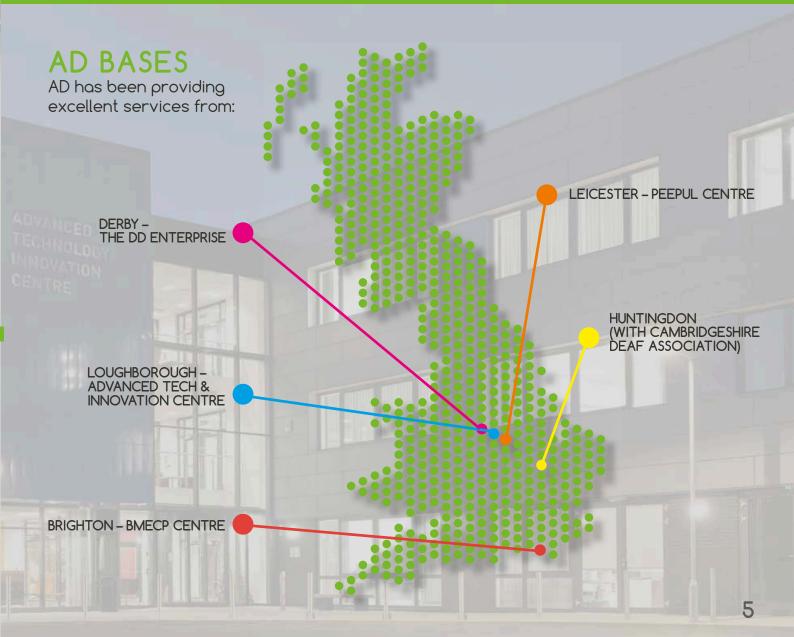
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OUR PARTNERS

Action Deafness works with like minded companies and organisations; exchanging knowledge and driving innovation to meet current and future challenges.

HERE ARE SOME OF OUR KEY PARTNERS:

- o SignLive supplying bespoke communication professionals throughout UK
- o Cambridgeshire Deaf Association Personal Care Services in Huntingdon
- o CJ Community/Interpreting Personal Assistant service in Durham & Teesside
- o DeafCOG Personal Assistant service in Brighton & Sussex
- o DeafPLUS Befriender scheme & YOUchoose PA in Birmingham
- o Signature delivering DVDs on British Sign Language & Deaf Awareness packages



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OUR UK PRESENCE

We are delighted with our success over the last few years but we are looking forward to 2023 with a new five year strategy to raise the bar further. We are looking to improve current services, expand projects to cover a larger area and start new services that also meet needs of the Deaf community.

OUR EXCELLENCE

Action Deafness works hard to ensure that we grow excellent services. We are investing in processes to receive more feedback from our customers so we know we are really making a difference. I AM IMPRESSED WITH THE 0.01% CANCELLATION RATE FROM COMMUNICATIONS INTERPRETING. THIS CLEARLY DEMONSTRATES THE HARD WORK AND COMMITMENT FROM THE AD TEAM.

INTERPRETING SERVICE CONTRACTOR

JOINT VENTURES

Through Joint Ventures we are connecting with local Deaf/Hard of Hearing organisations to start new projects which bring benefits to a larger group of people within society. WE ARE GRATEFUL TO AD FOR GIVING US THE OPPORTUNITY TO DEVELOP OUR OWN PA SERVICE IN OUR AREA. THEY WERE SO HELPFUL AND SUPPORTIVE. EVEN MORE IMPRESSIVE, THEY ARE DEAF LED!

JOINT VENTURE PARTNER.

LOOKING AFTER OUR PEOPLE

Every day our AD people do amazing jobs in often challenging circumstances. Our staff work hard to get to know our clients so we can meet their cultural and communication needs.



OUR FINANCES

Well managed finances are essential to the success of any charitable organisation. These resources allow us to train and invest in our staff which enhances services for Deaf and HoH clients. Crucially, well managed finances enable us to diversify our services; creating resilience for the future and supporting the Deaf community more effectively.

THIS HELPED TO FUND

- o Meeting rooms for Hard of Hearing group in Loughborough
- Meeting place for Deaf & HOH groups in Leicester/shire
- o Joint Ventures with smaller Deaf organisations to develop their own services

HERE'S HOW IT BREAKS DOWN



TIMELINE

Organisation began as Leicester & County Mission for Deaf People Another Mission created: Loughborough & District Mission Centre building moved from Causeway to Welford Road, Leicester The organisation signed a SLA with Leicestershire County Council Loughborough & District Mission merged with Leicester to become one entity The organisation celebrated its 100th year anniversary First test of video telephony with a local Primary Care (NHS) Trust Action Deafness re-branded Action Deafness restructures as 'Service Provider' Organisation Action Deafness becomes a dual UK registered company and Charity AD Moves to the Peepul Centre, Leicester. The Welford Road building is sold Income reaches the £1m milestone for the first time Action Deafness expands to four office bases - Leicester, Loughborough, Derby & Brighton AD Reaches the £2m income milestone for the first time Watch this Space.....

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