



**2019 -
2020**

**IMPACT
REPORT**

TOGETHER
— WE MAKE A —
DIFFERENCE

actiondeafness

IN 2019 ACTION DEAFNESS HAS WORKED MORE WITH PARTNERS LEADING TO AN INCREASE IN SERVICE DELIVERY.



OUR FLAGSHIP SERVICES HAVE CONTINUED TO SHINE.

30,000

We provided 30,000 hours of support in our Community service. This included Personal Care & Personal Assistant Services.

We again achieved ISO 9001 and ISO 27001 accreditation status with particular distinction for excellent quality management and information security performance.



We achieved overall rating of 'GOOD' in a recent Care Quality Commission (CQC) Inspection for the Huntingdon Deaf Care Project.

We provided 11,000 assignments for Communications Interpreting. We supplied Sign Language Interpreters, Notetakers, Lipspeakers and Relay Interpreters to a huge range of customers while continuing to focus on quality.

11,000

WE HAVE CONTINUED TO EXPAND OUR ACTION
DEAFNESS OFFICES. THEY ARE FEATURED BELOW...



A model of Deaf-led COMMUNITY service

We influenced and advocated for transformative changes at scale so our partners and service users benefit from our Community services

Transforming COMMUNICATIONS Interpreting

We prioritised our added value specialist working practices to strengthen our viability as we delivered bespoke interpreting services



Better Collaboration in JOINT VENTURES

We scaled up successful joint ventures and created pathways and opportunities for current and new partners/collaborators

3 OUR FINANCIAL PERFORMANCE

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AD'S INCOME HAS GROWN YEAR ON YEAR SINCE 2016-2017. THANKS TO SERVICE CONTRACTS AND ROBUST PARTNERSHIPS, WE NOW HAVE:

INCOME STREAM FROM 2016 TO 2019

| 2016/17 | 2018/19 | 2017/18 |
|----------------------------------|----------------------------------|----------------------------------|
| INCOME £1,937,123 | INCOME £2,900,000 | INCOME £2,319,906 |
| EXPENDITURE £1,955,045 | EXPENDITURE £2,890,000 | EXPENDITURE £2,239,065 |
| DEFICIT - £17,922 | SURPLUS - £10,000 | SURPLUS - £80,841 |



4 LOOKING FORWARD IN 2020

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WE WILL ENSURE MORE PEOPLE BENEFIT FROM OUR FLAGSHIP SERVICE



WE WILL FINANCE OUR WORK BY EXPANDING & ESTABLISHING NEW OUTREACH PROJECTS AND CONSOLIDATING SERVICES



WE WILL DELIVER OUR WORK BY EMPOWERING LEADERSHIP THROUGH OUR EFFECTIVE "DEAF-LED" & "DEAF ECOSYSTEM" ETHOS

