



REPORT OF THE TRUSTEES AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 SEPTEMBER 2023

CONTENTS

STATEMENT FROM CHAIR AND CEO	3
REPORT OF THE TRUSTEES	6
REPORT OF THE INDEPENDENT AUDITORS	22
FINANCIAL STATEMENTS	28
FINANCIAL ACTIVITIES	28
BALANCE SHEET	32
CASH FLOW	34
NOTES	36
CASH FLOW STATEMENT	36
FINANCIAL STATEMENTS	37

STATEMENT FROM CHAIR AND CEO

MESSAGE FROM JACKIE DRIVER OBE, CHAIR

Welcome to the 2022/2023 Audited Accounts Report. As you will see throughout this report, it has been another extremely busy and challenging year at Action Deafness.

Although the effects of the pandemic are diminishing, the cost-of-living crisis has presented significant challenges to the lives of our beneficiaries and to our service provision. We have sought to pay our staff team suitable wages to ensure that we have retained and recruited personnel to deliver excellent services.

Through all these challenges, I am immensely proud of all our staff members. The demands on them have been greater than ever.

Action Deafness was established to do work that otherwise would not have been done. Today, our Community & Care and Communications Interpreting services deliver support for Deaf, deafened, hard of hearing and deafblind people in many regions of England. We have endeavoured to address the current period of economic uncertainty through our new Hubs Connect service which provides support directly to the Deaf community.

I would specifically like to thank my predecessor, Emma Allen, for steering AD through the last year to achieve a positive financial performance and ensure a continued high quality of service provision to all our beneficiaries.


Thank you,
Jackie



The Board is also grateful to all stakeholders who have collaborated with Action Deafness to move the organisation forward.



STATEMENT FROM CHAIR AND CEO



Although the effects of the pandemic are diminishing, the cost-of-living crisis has presented significant challenges to the lives of our beneficiaries and to our service provision.

MESSAGE FROM CRAIG CROWLEY MBE, CEO

2022/2023 presented new economic challenges following the demanding post pandemic period. Despite these difficulties, we managed to provide excellent services to growing numbers of beneficiaries.

In 2022/2023, we restructured our Communications Interpreting service which has positioned us well for long term financial sustainability. This re-structure allowed us to accept work in new regions and has diversified our income.

This year was also a time of fast action as we worked to establish five Hubs across our catchment areas. We did this by releasing reserves and designated funds to address loneliness, poor wellbeing and an 'information gap' in the Deaf community.

We look forward to expanding Hubs to offer community-based support as we champion the needs of Deaf, Deafblind and Hard of Hearing individuals.

This year we spent £3m to support Deaf people. We have worked hard to reduce inefficiency so that every available pound is focused on the support that we can offer to Deaf people.

I would like to thank every colleague across the AD for their tenacity, professionalism and motivation.

I also want to thank our beneficiaries for choosing us to provide services to you; your experiences and stories shape the work that we do.

If you are reading this as a funder, supporter or contractor - thank you!

Craig



We hope this report shows how your support is enabling us to adapt in changing times and deliver services to Deaf people who need us.



REPORT OF THE TRUSTEES

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 30 September 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

OBJECTIVES AND AIMS

The board of trustee directors approved new vision, mission and values in September 2023 which is part of the organisation's new 2023-2026 Strategic Plan:

OUR VISION:

"Deaf people* and people with sensory impairment should have informed choice, complete control of their lives and equal access to services when required.

Deaf people should have maximum equity, choice and control over what services they get and how it's provided, personalised and tailored to their individual needs."

(*Denotes Deaf, deaf, Deafblind, Deafened and Hard of Hearing people.)

OUR VALUES:

People-centred: Our diverse beneficiaries are at the heart of our decision making.

Integrity: We are accountable to those individuals using our services.

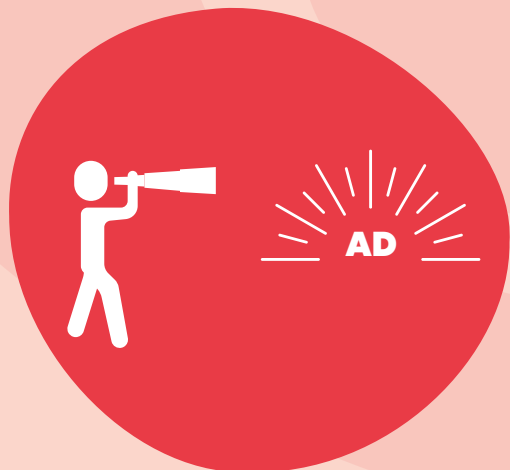
Innovative: We use our lived and professional experience to develop new solutions to existing challenges to D/deaf people's autonomy.

Leading: We create new and empowering asset based narratives about what it means to be D/deaf.

Evolving: We constantly adapt in order to meet the changing needs of our beneficiaries.

MISSION:

- Maximising opportunities for beneficiaries to live the life they choose.
- Improving access to services by promoting and delivering effective cultural and communication solutions.
- Ensuring the organisation's continued sustainability through growth, partnership and diversification.
- Being the 'go-to' Deaf-led provider of Community & Care and Hubs Connect throughout our catchment areas within the UK.
- Maintaining important accessible services in Communications Interpreting.



KEY SUPPORTING PRINCIPLES:

- Be Deaf-led.
- Be a catalyst for positive change, creating opportunity through partnerships.
- Use our knowledge and expertise to support provision in all areas.
- Risk-taking is an intrinsic element of growth and consolidation.

Firstly, as a service provider, we seek to offer creative and diverse services in response to those identified wishes, aspirations and requirements of the people we serve and support. With an understanding of real, lived, experiences along with local and surrounding communities' concerns, we actively promote participation in day-to-day life, opportunities and decision making.

Ultimately, our people-centred services are underpinned by a strong foundation that values and fosters all aspects relating to an individual's personal development.

Secondly, we understand that our ability to deliver these ideals is inextricably linked to effective partnerships with stakeholders. This collaboration ensures continual improvement in the quality and value of services we provide in the short and long term.

We have recruited, and are constantly developing, a competent and proactive staff team who are responsive to an individual's needs whilst remaining focused on maintaining standards and achieving Action Deafness' objectives.

**2022/2023
presented new
economic
challenges
following the
demanding
post pandemic
period.**

REPORT OF THE TRUSTEES

SIGNIFICANT ACTIVITIES

Action Deafness is a Deaf-led, national, charitable company with charitable objectives focused on a wide range of services delivered throughout the UK. Primary service delivery centres are in the East and West Midlands whilst our service catchment areas are also situated in the North East (Durham) and Southern England (Oxfordshire, Wiltshire, Hertfordshire, Brighton and Sussex) regions.

OUR MAIN KEY DELIVERY SERVICES ARE:

- Community & Care
- Communications Interpreting
- Joint Ventures/Partnerships
- Equipment & Projects

We retain our charitable obligation to Leicester, Loughborough, Leicestershire, Rutland, Worcestershire, Herefordshire, Oxfordshire and Walsall. We continue, as a company limited by guarantee, to offer services that benefit Deaf, Hard of Hearing, Deafened and Deafblind communities throughout the UK.

COMPANY STATUS

The company is constituted under a Memorandum of Association, dated June 2008 and revised in September 2015 (company number 06706042), with the registered charity number 1163758. We also acquired Scottish registration status in January 2021 and therefore listed as: SCO0750. It is exempt from the use of the word "Limited" within its name.

PUBLIC BENEFIT

As a charitable company, Action Deafness provides public benefit to Deaf, Hard of Hearing, Deafened and Deafblind beneficiaries through its provision of AD Communications Interpreting services; facilitating communication between the hearing and the non-hearing community. Trustee Directors have demonstrated due regard to the Charity Commission's guidance on public benefit.

TRUSTEE DIRECTORS

Trustee Directors, elected and co-opted under the new and revised terms of the Articles of Association, are responsible for the Company's governance. Persons who served as Trustee Directors during the year are listed within the Constitutional and Administrative Details section of this report.

The Board has proactively recruited an interim Chair (Jackie Driver OBE) and new trustees following the departure of Ben Stephens, Emma Allen and Roland Hilton. The Board is committed to recruiting a permanent Chair and more Trustees so the number of board members reaches nine by the end of 2024.



**Action
Deafness was
established to
do work that
otherwise would
not have been
done.**

REPORT OF THE TRUSTEES

ACHIEVEMENTS AND PERFORMANCE HIGHLIGHTS

This review provides assurance that Action Deafness' strategic objectives are being delivered as per Action Deafness' Five Year Strategy 2018–2023 (approved by the Board of Trustees in September 2018). These outcomes have also been measured against the departmental business operating plan 2022–2023.

Since the COVID-19 pandemic, and subsequent lockdowns, the charitable company continues to use hybrid working practices. Management and operational staff members have found this arrangement to be productive.

OUR FIVE-YEAR PLAN TO 2023:

This year (2022/2023) was the fifth and final year of our Five-Year Plan and steady progress has been made to meet the agreed milestones and targets across all three of our priority areas.

A NEW 2023–2026 STRATEGY

Following two successful Strategy Day events in 2022 and 2023, the organisation produced a new 2023–2026 Strategic Plan which was approved by the Board of Trustee Directors in September 2023.

This Strategic Plan (2023–2026) details our commitment to support D/deaf, Deafblind, deafened and hard of hearing people to live complete and fulfilled lives.

Action Deafness strives to:

- Reduce inequalities by providing information, advice, guidance and support to beneficiaries.
- Provide information and tailored support to promote increasing independence.
- Establish projects and secure funding in order to meet local and regional needs.

In addition, six pillars of activity will be used to accomplish this ambition:

- Delivering high quality services.
- Pursuing growth and innovation.
- Investing in our staff and continuing to be a great place to work.
- Sustaining financial security.
- Ensuring strong governance, leadership and management.
- Expanding our profile within the health and social care sector.

This Strategy went live in October 2023. Over the next three years, it will guide our organisation's activities and initiatives to ensure continued growth and impact.



THE BIG PICTURE IN 2022/2023

- Streamlined the organisational structure to ensure Business Operating Plan Pillars were met as approved by the Board.
- Restructured the Communications Interpreting department.
- Developed new initiatives and implemented new partnerships/joint ventures with Deaf charities, organisations and stakeholders.
- Maintained formal partnership with Deaf & Hearing Trailblazers for joint hosting of the UK Deaf Leadership Summit Live Webinars and developing new action-centred leadership with AD staff
- Sold the Oxford Deaf & Hard of Hearing Centre to Pembroke College (University of Oxford) in Spring 2023
- Diversified income generation, service delivery and business activities.
- Prudently stewarded expenditure to meet approved deficit position despite a challenging economic climate. The deficit will be eventually be rectified by the operational 'clawback' from the Oxford Building sale.
- Maintained and consolidated a culture of organisational effectiveness through i) Care Quality Commission (CQC) registration, ii) ISO 9001 (Quality Management), 18841 (Interpreting) and 27001 (Information and Security) accreditation. Ensured compliance with policies and procedures in Risk Register, Business Continuation Plan, Safeguarding and UKGDPR.

KEY INITIATIVES FOR 2022/2023 PERIOD

- Expanded the new Hubs Connect Project to focus on engagement in catchment areas.
- Maintained User Consultation Groups for Worcestershire/Herefordshire/Oxfordshire and West/East Midlands (Walsall) as part of the charity's objectives and merger agreements.
- Delivered Equipment Services in Worcestershire, Herefordshire and Leicester City with thanks to financial support from Eveson Trust and partnerships with Vision Links and Leicester City Council.
- Established and delivered Community PA service in Herefordshire, Worcestershire and Hertfordshire.
- Explored and developed new initiatives in deafblind services, sensory services, care services and forensic support provision through a series of tender applications.
- Established stand-alone 24/7 Personal Care and launched new ExtraCare Service for older Deaf people at Home under Community & Care Services.
- Explored new project initiatives involving Deaf children and Young People in partnership with Deafkidz International, Royal School for the Deaf Derby and local Deaf societies in Worcestershire, Oxfordshire and Walsall.
- Continued to explore further initiatives in digitalisation, external service and care management support via joint venture arrangements.
- Revised promotions and marketing initiatives and developed new Marketing Strategy for Action Deafness.



REPORT OF THE TRUSTEES



OTHER KEY ACHIEVEMENTS

- Feedback Survey: 82% of Deaf & Hard of Hearing people reported that Action Deafness helped them to live their lives safely and independently.
- Achieved crucial Framework Agreements with Staffordshire County Council for the delivery of Deafblind Services
- Successfully acquired contracted services of BSL Interpreting with Derbyshire County Council in 2023.
- Launched a new Three Year Strategic Plan
- Launched key partnership with deafVIBE (Staffordshire).

We look forward to fostering strong partnerships and relationships with an increasing number of stakeholders with the aim of creating a better future for Deaf communities across the UK.

FINANCIAL REVIEW

FINANCIAL POSITION

Income for the 12 months amounted to **£3,265,388** (2022: £3,273,618) and expenditure for the same period amounted to **£2,995,282** (2022: £3,321,415). As a result, the surplus for the period (before other recognised gains and losses) was **£270,306** (2022 Deficit of: £48,712).

Total funds on hand at the balance sheet amount to net assets of **£808,265** (2022: £537,959).

Funds on hand at the Balance Sheet comprise the following:

- Restricted funds: £Nil (2022: £3,761).
- Designated funds:
- Walsall Deaf Society £294,051 (2022: £309,473).
- Oxford Clawback Fund £303,771 (2022: £Nil)
- Other designated funds: £36,844 (2022: £42,178) comprising the charity's tangible fixed assets and fixed asset investments and can only be realised through the sale of tangible fixed assets or investments.

Free Reserves: £173,721 (2022: £182,754), excluding the pension liability.

Investment policy and objectives: The Trustees have the power to invest in such assets as they see fit.

RESERVES POLICY

It is the policy of the charitable company that unrestricted funds which have not been designated for a specific purpose should be maintained at a level equivalent to between three and six month's expenditure. The Trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised.

Over the past few years, due to the level of year end reserves (and in particular the pension liability), the level of reserves has been insufficient to maintain designated funds. However, due to the current year surplus, reserves are starting to be built back up again. The trustees recognise the importance of ensuring that a suitable level of reserves is maintained and the board is committed to monitoring the financial position of the organisation on an on-going basis.

PENSION LIABILITY

The pension liability represents the present value of the deficit funding agreed for the multi-employer defined contribution pension scheme (TPT Retirement Solutions - the Growth Plan) of which the charitable company is a part.

GOING CONCERN

The Trustee Directors are confident that there are no material uncertainties about the charitable company's ability to continue as a going concern. They have approved a break-even budget for 2023-2024. With appropriate budgetary controls, even in the current difficult economic climate, Action Deafness will continue in operation and therefore the trustees believe it is appropriate to prepare these financial statements on a going concern basis.

REPORT OF THE TRUSTEES

FUTURE DIRECTIVES FOR 2023/2024

1. Oxford Centre for Deaf People – complete sale and disposal.

The sale proceeds are yet to be distributed to the local groups which had a historical and legal interest in the building. Funds allocated to Action Deafness will be invested to develop Oxfordshire services or placed in reserves.

2. Restructure leadership team and staffing to produce a Services Directorate.

An additional senior executive is required to generate additional sales over the next 18 months, starting from January 2024.

3. Design, develop and implement new digital infrastructure.

Action Deafness will implement a new CRM to manage Interpreting and Community & Care. AD will also utilise Monday.com to manage operational effectiveness. AD will tender for a company to deliver a new website to allow clients and stakeholders to engage with AD more effectively.

4. Design, develop and implement an all-new service to compliment AD's flagship services in Communications Interpreting and Community & Care provision.

Following our successful bid to join the Staffordshire Agreement Framework for Deafblind services, Action Deafness is looking to secure other Sensory Services contracts when they are tendered.

Due to the emergence of Hubs Connect, we will develop new project initiatives involving children and young people, especially those who are in need of extra support

5. Continue developing a Complex Need service and ExtraCare proposition for older deaf people by completing financial modelling and site analysis.

AD launched a Deaf ExtraCare at Home service in June 2022. More promotion is required to increase referrals and sales over the course of the next financial year.

Business cases are to be instigated for the potential development and delivery of complex needs service for Deaf people living in the community after being discharged from NHS Trusts.

Despite the difficulties of 2022/2023, we managed to provide excellent services to growing numbers of beneficiaries.



REPORT OF THE TRUSTEES

STRUCTURE, GOVERNANCE AND MANAGEMENT

GOVERNING DOCUMENT

The company is constituted under a Memorandum of Association, dated June 2008 and revised in September 2015 (company number 06706042), with the registered charity number 1163758.

It is exempt from the use of the word "Limited" within its name.

ORGANISATIONAL STRUCTURE

Day to day running of the charitable company is delegated to the Chief Executive Officer (CEO) who reports to the Board of Trustee Directors. The CEO operates within a wide-ranging remit as assigned by the Board. Policy states that, where individual Trustee Directors have specific and useful expertise, the CEO and identified Trustee Directors will work collaboratively.

Action Deafness' business is managed by a Board comprising of all the appointed Trustee Directors. The Board meets formally at least four times a year. Sub groups and 'Task and Finish' groups meet on additional occasions when decisions are necessary prior to the next scheduled meeting.

Trustee Directors provide AD's CEO with the guidance and leadership required to conduct the day-to-day business working of the charity. The CEO attends and reports to each meeting of the Board.

INDUCTION AND TRAINING OF NEW TRUSTEES

As an organisation, AD relies upon guidance issued by the Charity Commission in relation to Trustees' induction and training.

KEY MANAGEMENT REMUNERATION

Key management personnel of the charitable company includes Trustee Directors and the Executive Leadership Team; consisting of the CEO, Director of Finance & Operations, People's Executive, Head of Community & Care and Business Development Manager. Between these individuals, the organisation is governed and operated on a day-to-day basis.

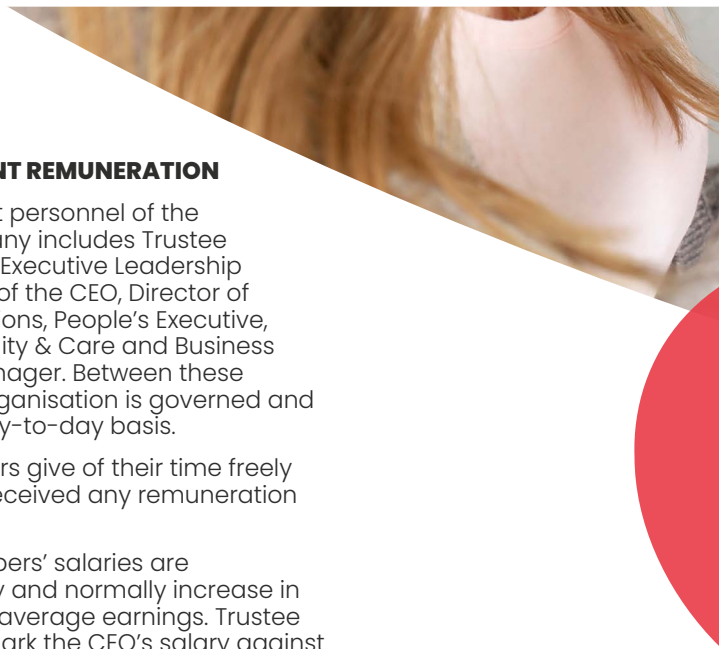
All Trustee Directors give of their time freely and no Director received any remuneration during the year.

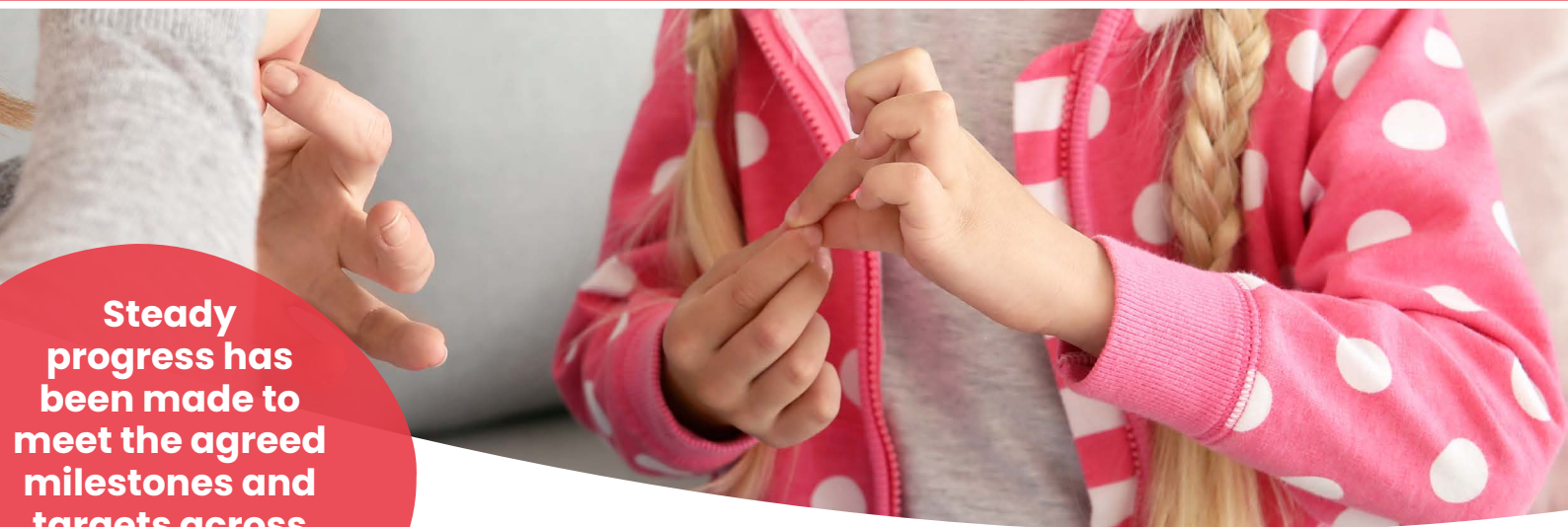
Senior staff members' salaries are reviewed annually and normally increase in accordance with average earnings. Trustee Directors benchmark the CEO's salary against pay levels in other charitable organisations of similar size and nature.

All other salaries are determined by the Executive Leadership Team with consideration given to market forces and in-work performance benchmarks.

DEAF DIRECT

Two Action Deafness Trustee Directors (William Stavert and Penelope Lenon) are presently members of Deaf Direct Board of Trustees along with Barry Ross (Deaf Direct Chair). This Charity is currently dormant following the merger with Action Deafness in 2019. Deaf Direct has been the sole Trustee of Oxford Deaf & Hard of Hearing Centre Building. The building was sold in March 2023 and proceeds of the sale have yet to be shared amongst four local societies (one of which being Action Deafness).





Steady progress has been made to meet the agreed milestones and targets across all three of our priority areas.

RISK MANAGEMENT

Trustee Directors have a duty to identify and review any risks to which the charitable company is exposed and to ensure appropriate controls are in place providing reasonable assurance against fraud and error.

Trustee Directors use a risk register to manage risk which considers key areas of governance, operations, finance, environment and compliance.

Each area is reviewed for potential risk, potential risk impact and mitigation process.

Trustee Directors, together with the CEO and the Executive Leadership Team, review all operations and update the risk register six-monthly and annually in conjunction with ISO 9001 Quality Management, ISO 27001 Information and Security, ISO 18841 Interpreting, Care Quality Commission (CQC) Registration, Cyber Essentials Plus and SORP regulations.

Action Deafness subscribes to the Code of Fundraising Practice in all of its fundraising activities. The code is implemented through our HR and Fundraising processes. Every person involved in fundraising for Action Deafness, is trained and inducted on the expectations as set out in the code of practice.

We comply with all the GDPR legal requirements regarding donors' or fundraisers' personal data. No third-party organisations or consultants were used for raising funds for Action Deafness. There have been no breaches and complaints received with the application of this code and GDPR regulations in the reporting period.

Financial risk and reserves are further managed using budgetary control and monthly management accounts reporting. Sources of both current and future income are considered during key performance and risk reviews.

REPORT OF THE TRUSTEES



REFERENCE AND ADMINISTRATIVE DETAILS

REGISTERED COMPANY NUMBER

06706042 (England and Wales)

REGISTERED CHARITY NUMBER

1163758

REGISTERED OFFICE

The Peepul Centre, 28 Orchardson Avenue,
Leicester, Leicestershire LE4 6DP

TRUSTEES

- Mrs E S Allen (resigned 14.9.23)
- Mr R Grant
- Mr R F Hilton (resigned 1.1.23)
- Mrs P A Lenon
- Mrs A Lewis
- Mr W H Stavert
- Mr B J A Stephens (resigned 16.5.23)
- Mrs L K Warnes
- Mrs A Whyte (resigned 2.11.22)
- Mrs J Driver OBE (appointed 14.9.23)
- Mr A Wright (appointed 17.9.23)
- Mr T Ahmed (appointed 14.9.23)
(resigned 13.2.24)
- Mrs A France (appointed 14.9.23)
- Ms C Mitchell (appointed 13.2.24)

COMPANY SECRETARY

- Mr C A Crowley

AUDITORS

Duncan & Toplis Audit Limited,
Statutory Auditor,
3 Princes Court, Royal Way, Loughborough,
Leicestershire LE11 5XR

BANKERS

NatWest, 1 Granby Street, Leicester LE1 6EJ

SOLICITORS

Russell-Cooke Solicitors, 8 Bedford Row,
London WC1R 4BX

EXECUTIVE LEADERSHIP TEAM - 2022/2023 AND CURRENT

- Craig Crowley MBE:
Chief Executive
- Karen Draper:
Director, Finance & Operations
- Charlotte Jefferies:
People Executive
- Mhairi Simpson:
Head of Community & Care
- Jayne Oakes:
Business Development & Sensory

The auditors, Duncan & Toplis Audit Limited,
Statutory Auditor, will be proposed for re-
appointment at the forthcoming Annual
General Meeting.

Approved by order of the board of trustees

Signed for on its behalf by
Mrs J Driver, OBE:



Date: 15/06/2024

This year
we spent
£3m to
support
Deaf
people.

REPORT OF THE TRUSTEES

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Action Deafness for the purposes of company law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charity SORP
- Make judgements and estimates that are reasonable and prudent
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Approved by order of the board of trustees

Signed for on its behalf by
Mrs J Driver, OBE:



Date: 15/06/2024

This report has been prepared in accordance with the special provisions of Part 15 of Companies Act 2006 relating to small companies.



REPORT OF THE INDEPENDENT AUDITORS

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF ACTION DEAFNESS

OPINION

We have audited the financial statements of Action Deafness (the 'charitable company') for the year ended 30 September 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 30 September 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended.
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice.
- Have been prepared in accordance with the requirements of the Companies Act 2006.

BASIS FOR OPINION

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

CONCLUSIONS RELATING TO GOING CONCERN

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

EMPHASIS OF MATTER

As disclosed in **note 23** to the financial statements, the charitable activities of another charity called Deaf Direct were merged into Action Deafness in October 2019. As part of the merger agreement, Action Deafness is entitled to recover certain costs incurred towards the running of a building in Oxford, previously operated by Deaf Direct, in addition to a share of the net sale proceeds once the building is sold.

The building was sold in March 2023, and the charity has recognised income of £444,661 in the financial statements to 30 September 2023, in relation to reimbursement of costs incurred towards the running of the Oxford building, as disclosed in **note 6**.

Action Deafness received their share of the net sale proceeds of the property which amounted to £1,255,962. Recovery of this further amount, however, was contingent upon the four recipient charities agreeing their respective shares, and the Charity





Commission consenting to the distribution of the proceeds to the charities.

The Charity Commission consent to the distribution of the proceeds was obtained in December 2023, and the final split of the proceeds between the four recipient charities was agreed on 3rd June 2024, after the balance sheet date. For this reason, the charity's share of the net sale proceeds of the property disposal was not considered to be virtually certain at the balance sheet date, and therefore the trustees consider this further amount to be a contingent asset for the purposes of these financial statements.

Our opinion is not modified with respect to this matter.

OTHER INFORMATION

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

REPORT OF THE INDEPENDENT AUDITORS

2022/2023
was a time of
fast action as
we worked to
establish five
Hubs across
our catchment
areas.



OPINIONS ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements.
- The Report of the Trustees has been prepared in accordance with applicable legal requirements.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us.
- The financial statements are not in agreement with the accounting records and returns.
- Certain disclosures of trustees' remuneration specified by law are not made.
- We have not received all the information and explanations we require for our audit.
- The trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

REPORT OF THE INDEPENDENT AUDITORS

OUR RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities including fraud are set out below.

We have identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial experience, knowledge of the sector, a review of regulatory and legal correspondence and through discussions with Trustees and other key management obtained as part of the work required by auditing standards. We have also discussed with the Trustees and other key management the policies and procedures relating to compliance with laws and regulations. We communicated laws and regulations throughout the team and remained alert to any indications of non-compliance throughout the audit. The potential impact of different laws and regulations varies considerably.

Firstly, the charity is subject to laws and regulations that directly impact the financial statements (for example financial reporting legislation) and we have assessed the extent of compliance with such laws as part of our financial statements audit. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including risk of override of controls) and determined that the principal risks were related to management bias in judgemental areas of the financial statements such as income recognition, as well as the risk of inappropriate journal entries to manipulate the reported surplus. Audit procedures performed by the engagement team included testing the appropriateness of journal entries and other adjustments, and assessing whether judgements made in making accounting estimates are indicative of any potential bias. We reviewed financial statement disclosures and tested these to supporting documentation to assess compliance with laws and regulations, and we performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.

Secondly, the charity is subject to other laws and regulations where the consequence for non-compliance could have a material effect

We look forward to expanding Hubs to offer community-based support...



...as we
champion the
needs of Deaf,
Deafblind
and Hard
of Hearing
individuals.

on the amounts or disclosures in the financial statements. We identified the following areas as those most likely to have such an effect: Compliance with the charitable objectives, public benefit, fundraising regulations, data protection, employment law and safeguarding. The company is subject to regular internal and external audits to ensure compliance with these areas.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other key management and inspection. This inspection included a review of the external audits conducted within the year for any evidence of non-compliance, reading minutes of meetings of those charged with governance, reviewing any reports made to regulators, in addition to an assessment of the charity's formal risk assessment. Through these procedures, if we became aware of any non-compliance, we considered the impact on the procedures performed on the related financial statement items.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. The further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. As with any audit,

there is a greater risk of non-detection of irregularities as these may involve collusion, intentional omissions of the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

USE OF OUR REPORT

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Mr N A Kingsley FCA (Senior Statutory Auditor) for and on behalf of Duncan & Topliss Audit Limited, Statutory Auditor

3 Princes Court, Royal Way, Loughborough, Leicestershire LE11 5XR

Duncan + Topliss Audit Limited

Date: 18/06/2024

**DUNCAN
& TOPLISS**

FINANCIAL STATEMENTS

FINANCIAL ACTIVITIES

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 30 SEPTEMBER 2023

	Note	Unrestricted funds £	Walsall Deaf Society £	Designated £
INCOME AND ENDOWMENTS FROM				
Donations and legacies	3	3,609	-	-
Charitable activities	5			
Communications		1,583,759	-	-
Community support		939,127	-	-
Learning		10,501	-	-
Other services		4,969	-	-
Books, DVDs and AD tech		35,521	-	-
Kickstart project		-	-	-
Provision of services		219,400	-	-
Investment income	4	2,464	-	-
Other income	6	21,377	-	444,661
Total		2,820,727	-	444,661

	Note	Unrestricted funds £	Walsall Deaf Society £	Designated £
EXPENDITURE ON				
Raising funds	7	12,144	-	-
Charitable activities	8			
Communications		1,578,111	-	-
Community support		806,071	-	8,822
Learning		254	-	-
Other services		46,946	15,421	4,542
Business development		2,472	-	-
Fundraising		129	-	-
Central operational costs		364,487	-	126,692
Professional fees		28,124	-	835
Kickstart project		-	-	-
Total		2,838,738	15,421	140,891
Net gains on investments		200	-	-
Net income / (Expenditure)		(17,811)	(15,421)	303,770
Transfers between funds	18	3,529	-	-
Other recognised gains / (losses)				
Actuarial gains on defined benefit schemes		-	-	-
Net movement in funds		(14,282)	(15,421)	303,770
Reconciliation of funds				
Total funds brought forward		224,725	309,473	-
Total funds carried forward		210,443	294,052	303,770

The notes form part of these financial statements

FINANCIAL STATEMENTS

FINANCIAL ACTIVITIES

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 30 SEPTEMBER 2023 (CONTINUED)

	Note	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM				
Donations and legacies	3	-	3,609	5,024
Charitable activities	5			
Communications		-	1,583,759	2,142,859
Community support		-	939,127	879,355
Learning		-	10,501	425
Other services		-	4,969	7,938
Books, DVDs and AD tech		-	35,521	6,901
Kickstart project		-	-	120,888
Provision of services		-	219,400	101,407
Investment income	4	-	2,464	482
Other income	6	-	466,038	8,339
Total		-	3,265,388	3,273,618

	Note	Restricted funds £	2023 Total funds £	2022 Total funds £
EXPENDITURE ON				
Raising funds	7	-	12,144	12,908
Charitable activities	8			
Communications		-	1,578,111	1,930,627
Community support		-	814,893	668,971
Learning		-	254	669
Other services		-	66,909	12,855
Business development		-	2,472	21,849
Fundraising		-	129	358
Central operational costs		232	491,411	477,056
Professional fees		-	28,959	64,313
Kickstart project		-	-	131,809
Total		232	2,995,282	3,321,415
Net gains / (losses) on investments		-	200	(915)
Net income / (Expenditure)		(232)	270,306	(48,712)
Transfers between funds	18	(3,529)	-	-
Other recognised gains / (losses)				
Actuarial gains on defined benefit schemes		-	-	7,274
Net movement in funds		(3,761)	270,306	(41,438)
Reconciliation of funds				
Total funds brought forward		3,761	537,959	579,397
Total funds carried forward		-	808,265	537,959

The notes form part of these financial statements

FINANCIAL STATEMENTS

BALANCE SHEET

BALANCE SHEET STATEMENT FOR THE YEAR ENDED 30 SEPTEMBER 2023

	Note	Unrestricted funds £	Walsall Deaf Society £	Designated £
FIXED ASSETS				
Tangible assets	14	23,447	-	-
Investments	15	10,801	-	-
		34,248	-	-
CURRENT ASSETS				
Debtors	16	461,947	-	-
Cash at bank		(48,034)	294,051	303,771
		413,940	294,051	303,771
CREDITORS				
Amounts falling due within one year	17	(237,623)	-	-
Net current assets		176,317	294,051	303,771
Total assets less current liabilities		210,565	294,051	303,771
Retirement healthcare benefits obligations	19	(122)	-	-
Net assets / (Liabilities)		210,443	294,051	303,771

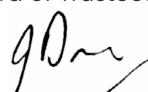
The notes form part of these financial statements

	Note	Restricted funds £	2023 Total funds £	2022 Total funds £
FIXED ASSETS				
Tangible assets	14	-	23,447	29,362
Investments	15	-	10,801	10,601
		-	34,248	39,963
CURRENT ASSETS				
Debtors	16	-	461,974	648,690
Cash at bank		5,123	554,911	179,582
		5,123	1,016,885	828,272
CREDITORS				
Amounts falling due within one year	17	(5,123)	(242,746)	(330,069)
Net current assets		-	774,139	498,203
Total assets less current liabilities		-	808,387	538,166
Retirement healthcare benefits obligations	19	-	(122)	(207)
Net assets / (Liabilities)		-	808,265	537,959
FUNDS				
Unrestricted funds	18	-	808,265	534,198
Restricted funds	18	-	-	3,761
Total funds			808,265	537,959

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 15/06/2024

Signed for on its behalf by: Mrs J Driver OBE, Trustee



FINANCIAL STATEMENTS

CASH FLOW

CASH FLOW STATEMENT FOR THE YEAR ENDED 30 SEPTEMBER 2023

	Note	2023 £	2022 £
CASH FLOWS FROM OPERATING ACTIVITIES			
Cash generated from operations	1	379,535	(386,982)
Net cash provided by / (used in) operating activities		379,535	(386,982)
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of tangible fixed assets		(6,670)	(4,195)
Interest received		2,084	155
Dividends received		380	327
Net cash used in investing activities		(4,206)	(3,713)
Change in cash and cash equivalents in the reporting period		375,329	(390,695)
Cash and cash equivalents at the beginning of the reporting period		179,582	570,277
Cash and cash equivalents at the end of the reporting period		554,911	179,582

The notes form part of these financial statements



NOTES

CASH FLOW STATEMENT

1

RECONCILIATION OF NET INCOME / (EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023 £	2022 £
Net income / (expenditure) for the reporting period (as per the Statement of Financial Activities)	270,306	(48,712)
Adjustments for:		
Depreciation charges	12,500	13,221
(Gain)/losses on investments	(200)	915
Loss on disposal of fixed assets		
Interest received	(2,084)	(155)
Dividends received	(380)	(327)
Decrease/(increase) in debtors	186,716	(96,613)
Decrease in creditors	(87,323)	(254,060)
Difference between pension charge and cash contributions	-	(1,251)
Net cash provided by/ (used in) operations	379,535	(386,982)

2

ANALYSIS OF CHANGES IN NET FUNDS

	At 1.10.22 £	Cash flow £	At 30.9.23 £
Net cash			
Cash at bank	179,582	375,329	554,911
	179,582	375,329	554,911



FINANCIAL STATEMENTS

1

GENERAL INFORMATION

Action Deafness is a Private Charitable Company Limited by Guarantee, registered in England and Wales. The charity's registered number is 1163758 and the Company registration number is 06706042.

The registered office and principal place of business is The Peepul Centre, 28 Orchardson Avenue, Leicester, Leicestershire, LE4 6DP.

The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below.

These policies have been consistently applied to all years presented unless otherwise stated.



NOTES

FINANCIAL STATEMENTS

2

ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

The following specific policies are applied to particular categories of income:

- Donations and gifts are recognised in full in the Statement of Financial Activities when receivable.
- Legacies are recognised in full in the Statement of Financial Activities when the conditions of entitlement, certainty and measurement are satisfied.
- Grants are recognised in the Statement of Financial Activities when the conditions of receipt have been complied with as follows:
 - Grants where entitlement is not conditional on delivery of a specific performance by the charitable company, are recognised when the charitable company becomes unconditionally entitled to the grant.
 - Revenue grants are carried forward to the extent that the grantor specifies that the grant is for expenditure in future accounting periods. Grants carried forward in this way are accounted for as deferred income.
 - Grants from local governments and other agencies have been recognised as above and included as

income from activities in furtherance of the charitable company's objects and have been allocated to the specific activity or project for which they were received.

- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers cannot be quantified and therefore has not been included in these accounts.
- Investment income is recognised when receivable.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Raising funds

Expenditure on raising funds comprises:

- The costs associated with attracting voluntary income
- The costs of fundraising
- The costs incurred in generating trading and other income.

Charitable activities

Expenditure on charitable activities comprises those costs incurred by the charitable company in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities as well as costs of an indirect nature necessary to support them.

Support costs

Support costs largely comprise central running costs of the charity.

Allocation and apportionment of costs

All costs are allocated between the expenditure categories on the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to particular activities are allocated directly, others are apportioned on the basis of the use of the resources they generate.

Property, plant and equipment

Tangible fixed assets are stated at cost less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Computer equipment	20% on cost
--------------------	-------------

All assets transferred in from Deaf Direct on 1st October 2019 have been recognised as additions at their net book value at that date, however they continue to be depreciated at 20% of their original cost in order to write off their value over their estimated useful life.

Expenditure on fixed assets not exceeding £500 per asset is included as expenditure within the Statement of Financial Activities in the year in which the assets are purchased.

Taxation

The charitable company is registered with HMRC as a charity and a charitable company for tax purposes, in line with paragraph 1 of schedule 6 of the Finance Act 2010. The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Investments

Fixed asset investments are measured at fair value if the shares are publicly traded or can otherwise be measured reliably. The fair value is represented by the bid price at the financial reporting date.

Realised and unrealised gains or losses on investments are accounted for in full within the particular fund of which the investment forms a part.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company is part of a multi-employer defined benefit scheme, which is treated as a defined contribution scheme in accordance with FRS102. The charitable company has agreed deficit funding with the Scheme's administrator. The cost of employer deficit contributions and net interest are recognised in the Statement of Financial Activities; unrealised gains and losses are recognised within Other Comprehensive Income with the Statement of Financial Activities, and the net pension liability (equal to the present value of the agreed deficit funding) is recognised in the Balance Sheet.

The charitable company also contributes to a defined contribution pension scheme. Contributions payable to this scheme are charged to the Statement of Financial Activity in the period to which they relate.

NOTES

FINANCIAL STATEMENTS

3

DONATIONS AND LEGACIES

	2023 £	2022 £
Donations	3,609	3,801
Legacies	-	1,223
	3,609	5,024

4

INVESTMENT INCOME

	2023 £	2022 £
Dividends received	380	327
Deposit account interest	2,084	155
	2,464	482



5

INCOME FROM CHARITABLE ACTIVITIES

	Activity	2023 £	2022 £
Course fees	Communications	219	-
BSL interpreting	Communications	1,583,540	2,142,859
Community support income	Community support	924,580	859,355
Grants	Community support	-	20,000
Additional services income	Community support	14,547	-
Course fees	Learning	10,501	425
Grants	Other services	4,969	7,938
Books, DVDs and AD Tech sales	Books, DVDs and AD Tech	35,521	6,901
Kickstart income	Kickstart project	-	120,888
Additional services income	Provision of services	219,400	101,407
		2,793,277	3,259,773

Included within income from charitable activities above are the following amounts, which are government grants as defined by the SORP:

- £Nil (2022: £5,000) from Worcestershire County Council.
- £4,969 (2022: £Nil) from Leicestershire County Council Grants.

NOTES

FINANCIAL STATEMENTS

6

OTHER INCOME

	2023 £	2022 £
Room hire	-	200
Other income	21,377	8,139
Exceptional items	444,661	-
	466,038	8,339

The Clawback

The exceptional items of £444,661 (2022: £NIL) noted above is in respect of a clawback of costs incurred between 2019 and 2023 in relation to the running, and sale of a building in Oxford which formerly belonged to Deaf Direct. The building was sold in the year, and the charity expects to receive a share of the net sale proceeds, as detailed in [Note 23](#).

7

RAISING FUNDS

	2023 £	2022 £
Other trading activities		
Communication support	12,144	12,908
	12,144	12,908

8

CHARITABLE ACTIVITIES COSTS

* See Note 9

	Direct costs £	Support costs* £	Totals £
Communications	1,545,569	32,542	1,578,111
Community support	795,733	19,160	814,893
Learning	254	-	254
Other services	56,791	10,118	66,909
Business development	1,679	793	2,472
Fundraising	119	10	129
Central operational costs	1,864	489,547	491,411
Professional fees	10,032	18,927	28,959
	2,412,041	571,097	2,983,138



9

SUPPORT COSTS

	Central overheads £	Finance £	IT & phones £
Communications	9,123	2,085	7,183
Community support	15,242	-	3,918
Other services	10,008	-	110
Business development	-	-	-
Fundraising	10	-	-
Central operational costs	368,392	40,072	38,451
Professional fees	-	-	-
	402,775	42,157	49,662

	Professional fees £	Governance costs £	Totals £
Communications	-	14,151	32,542
Community support	-	-	19,160
Other services	-	-	10,118
Business development	793	-	793
Fundraising	-	-	10
Central operational costs	(850)	43,482	489,547
Professional fees	18,759	168	18,927
	18,702	57,801	571,097

10

NET INCOME/(EXPENDITURE)

	2023 £	2022 £
Net income/(expenditure) is stated after charging/(crediting):		
Auditors remuneration	17,348	15,144
Depreciation - owned assets	12,585	13,221
Other operating leases	20,626	24,600

Auditors' fees of £17,348 (2022: £15,144) which are included within Central Operational Costs include costs for the preparation of the accounts and other advisory services in relation to VAT.

11

TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 30 September 2023 nor for the year ended 30 September 2022.

Trustees' expenses

During the year, travel expenses of £NIL (2022: £Nil) were reimbursed to trustees. No other remuneration, benefits or expenses were paid to trustees during either year.

NOTES

FINANCIAL STATEMENTS

12

STAFF COSTS

	2023 £	2022 £
Wages and salaries	1,197,005	1,074,533
Social security costs	85,382	75,158
Other pension costs	26,434	23,863
	1,308,821	1,173,554

One employee had employee benefits between £60,000-£70,000 (2022: 1).

No other employees had employee benefits in excess of £60,000 (2022: Nil).

On a monthly basis there were 87 (2022: 80) staff spending most of their time on charitable activities.

Figures on a full-time equivalent basis were 37 (2022: 40).

At the end of the year there were 9 Trustees (2022: 9).

Action Deafness' key management personnel are the Senior Management Team. We use external salary surveys and other tools to enable us to benchmark our salaries against other charities when setting the rates of pay for the Senior Management Team.

These rates are approved by the Board of Trustees. Annual increases are normally awarded in October each year, taking into account the rate of inflation and organisational affordability. Annual increases are subject to approval by the Board of Trustees.

The total employment benefits of the key management personnel of the charity were £233,629 (2022: £182,289).





NOTES

FINANCIAL STATEMENTS

13

COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Walsall Deaf Society £	Designated £	Restricted funds £	Total funds £
Income and Endowments from					
Donations and legacies	5,024	-	-	-	5,024
Charitable activities					
Communications	2,142,859	-	-	-	2,142,859
Community support	859,355	-	-	20,000	879,355
Learning	425	-	-	-	425
Other services	7,938	-	-	-	7,938
Books, DVDs and AD Tech	6,901	-	-	-	6,901
Kickstart project	-	-	-	120,888	120,888
Provision of services	101,407	-	-	-	101,407
Investment income	482	-	-	-	482
Other income	8,339	-	-	-	8,339
Total	3,132,730	-	-	140,888	3,273,618
Expenditure on					
Raising funds	12,908	-	-	-	12,908
Charitable activities					
Communications	1,930,627	-	-	-	1,930,627
Community support	648,971	-	-	20,000	668,971
Learning	669	-	-	-	669
Other services	12,855	-	-	-	12,855
Business development	21,849	-	-	-	21,849
Fundraising	358	-	-	-	358
Central operational costs	477,056	-	-	-	477,056
Professional fees	64,313	-	-	-	64,313
Kickstart project	-	-	-	131,809	131,809
Total	3,169,606	-	-	151,809	3,321,415

	Unrestricted funds £	Walsall Deaf Society £	Designated £	Restricted funds £	Total funds £
Net gains/(losses) on investments	(915)	-	-	-	(915)
Net income/(expenditure)	(37,791)	-	-	(10,921)	(48,712)
Transfers between funds	15,000	(15,000)	-	-	-
Other recognised gains/(losses)					
Actuarial gains on defined benefit schemes	7,274	-	-	-	7,274
Net movement in funds	(15,517)	(15,000)	-	(10,921)	(41,438)
Reconciliation of funds					
Total funds brought forward	240,242	324,473	-	14,682	579,397
Total funds carried forward	224,725	309,473	-	3,761	537,959

14

TANGIBLE FIXED ASSETS

	Motor vehicles £	Computer equipment £	Totals £
Cost			
At 1 October 2022	14,954	79,579	94,533
Additions	-	6,670	6,670
At 30 September 2023	14,954	86,249	101,203
Depreciation			
At 1 October 2022	14,954	50,217	65,171
Charge for year	-	12,585	12,585
At 30 September 2023	14,954	62,802	77,756
Net book value			
At 30 September 2023	-	23,447	23,447
At 30 September 2022	-	29,362	29,362



NOTES

FINANCIAL STATEMENTS

15

FIXED ASSET INVESTMENTS

Market value

At 1 October 2022	Listed investments £	10,601
Revaluations		200
At 30 September 2023		10,801

Net book value

At 30 September 2023	Listed investments £	10,801
At 30 September 2022		10,601

The investment assets are held:

	Listed investments £	Totals £
In the UK	10,801	10,801
	10,801	10,801

Cost or valuation at 30 September 2023 is represented by:

Valuation in 2023	Listed investments £	10,801
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16

DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade debtors	362,966	611,104
Other debtors	10,779	2,510
Prepayments and accrued income	88,229	35,076
	461,974	648,690



17

CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade creditors	95,289	196,925
Social security and other taxes	23,854	21,484
VAT	36,536	51,611
Other creditors	9,844	6,481
Accruals and deferred income	77,223	53,568
	242,746	330,069

Deferred income arises when the company has received income but does not have full entitlement at the balance sheet date.

The opening deferred income consisted of:

- £14,830 Grants and donation income
- £1,990 Community support work income

The closing deferred income consists of:

- £15,367 Grants and donation income
- £3,211 Community support work income
- £5,295 SLA Income

These amounts have been deferred as performance conditions had not been met at the balance sheet date.



NOTES

FINANCIAL STATEMENTS

18

MOVEMENT IN FUNDS

	At 1.10.22 £	Net movement in funds £	Transfers between funds £	At 30.9.23 £
Unrestricted funds				
General fund	182,754	(5,890)	(3,143)	173,721
Fixed Assets	29,361	(12,586)	6,672	23,447
Fixed Assets Investment Fund	12,817	580	-	13,397
Pension Reserve	(207)	85	-	(122)
Walsall Deaf Society	309,473	(15,422)	-	294,051
Oxford Clawback Fund	-	303,771	-	303,771
	534,198	270,538	3,529	808,265
Restricted funds				
Over 50's Club	3,529	-	(3,529)	-
Kickstart Project	232	(232)	-	-
	3,761	(232)	(3,529)	-
Total funds	537,959	270,306	-	808,265
Net movement in funds, included in the above are as follows:				
	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	2,820,347	(2,826,237)	-	(5,890)
Fixed Assets	-	(12,586)	-	(12,586)
Fixed Assets Investment Fund	380	-	200	580
Pension Reserve	-	85	-	85
Walsall Deaf Society	-	(15,422)	-	(15,422)
Oxford Clawback Fund	444,661	(140,890)	-	303,771
	3,265,388	(2,995,050)	200	270,538
Restricted funds				
Kickstart Project	-	(232)	-	(232)
Total funds	3,265,388	(2,995,282)	200	270,306

Comparatives for movement in funds	At 1.10.21 £	Net movement in funds £	Transfers between funds £	At 30.9.22 £
Unrestricted funds				
General fund	197,181	(25,232)	10,805	182,754
Fixed Assets	38,387	(13,221)	4,195	29,361
Fixed Assets Investment Fund	13,406	(589)	-	12,817
Pension Reserve	(8,732)	8,525	-	(207)
Walsall Deaf Society	324,473	-	(15,000)	309,473
	564,715	(30,517)	-	534,198
Restricted funds				
Over 50's Club	3,529	-	-	3,529
Kickstart Project	11,153	(10,921)	-	232
	14,682	(10,921)	-	3,761
Total funds	579,397	(41,438)	-	537,959

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	3,132,404	(3,157,636)	-	(25,232)
Fixed Assets	-	(13,221)	-	(13,221)
Fixed Assets Investment Fund	326	-	(915)	(589)
Pension Reserve	-	1,251	7,274	8,525
	3,132,730	(3,169,606)	6,359	(30,517)
Restricted funds				
Kickstart Project	120,888	(131,809)	-	(10,921)
Eveson Grant	20,000	(20,000)	-	-
	140,888	(151,809)	-	(10,921)
Total funds	3,273,618	(3,321,415)	6,359	(41,438)

NOTES

FINANCIAL STATEMENTS

18

MOVEMENT IN FUNDS continued

Designated funds

Walsall Deaf Society:

- This was created on the merger of Walsall Deaf Society.
- The purpose of this fund is to benefit the Deaf and Hard of Hearing in the Walsall Community.

Oxford Clawback:

- Monies received from the sale of the Oxford building which has been set aside for activities in and around the Oxford area.

Restricted funds

- **Kickstart Project:** This fund relates to monies received from Department for Work and Pensions (DWP) towards the cost of employing 16-24 year olds who are at risk of long term unemployment.

19

EMPLOYEE BENEFIT OBLIGATIONS**Multi-employer defined Benefits Scheme – TPT Retirement Solutions – The Growth Plan**

The charity participates in the scheme, a multi-employer scheme which provides benefits to some 638 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the charity to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore, the charity is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2022 to 31 January 2025: £3,312,000 per annum, payable monthly.

Unless a concession has been agreed with the Trustees the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

From 1 April 2019 to 30 September 2025: £11,243,000 per annum, payable monthly and increasing by 3% each on 1st April.

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the charity has agreed to a deficit funding arrangement the charity recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

NOTES

FINANCIAL STATEMENTS

19

EMPLOYEE BENEFIT OBLIGATIONS continued

The amounts recognised in the Statement of Financial Activities are as follows:

	Retirement healthcare benefits	
	2023 £	2022 £
Current service cost	-	-
Net interest from net defined benefit asset/liability	10	87
Past service cost	-	-
Remeasurements - impact of a change in assumptions	-	(12)
Remeasurements - amendments to the contribution schedule	-	(7,262)
	10	(7,216)
Actual return on plan assets	-	-

Changes in the present value of the defined benefit obligation are as follows:

	Retirement healthcare benefits	
	2023 £	2022 £
Opening defined benefit obligation	207	8,732
Contributions by employer	(95)	(1,309)
Interest cost	10	58
Other remeasurement	-	(7,274)
	122	207

Principal actuarial assumptions at the Balance Sheet date (expressed as weighted averages):

	2023 £	2022 £
Discount rate	5.88%	6.00%

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

The following schedule details the deficit contributions agreed between the charity and the TPT Retirement Solutions scheme at each year-end period:

Deficit contributions schedule

	30 September 2023 £	30 September 2022 £
Year 1	95	95
Year 2	32	95
Year 3	-	32
Year 4	-	-

The charity must recognise a liability measured as the present value of the contributions payable that arise from the deficit recovery agreement and the resulting expense in the income and expenditure account i.e. the unwinding of the discount rate as a finance cost in the period in which it arises.

It is these contributions that have been used to derive the charity's balance sheet liability.

20

OTHER FINANCIAL COMMITMENTS

The charitable company has the following operating lease commitments due as follows:

	2023 £	2022 £
In one year	1,638	1,638
	1,638	1,638

22

FINANCIAL INSTRUMENTS

The carrying amount of the charity's financial instruments are as follows:

	2023 £	2022 £
Financial assets at fair value through income and expenditure		
Listed investments	10,801	10,601

The incomes, expenses, net gains and net losses attributable to the charity's financial instruments are summarised as follows:

Net gains and losses (including changes in fair value)		
Financial assets measured at fair value through net income/expenditure	200	(915)

The total dividend income from financial assets that are measured at fair value through the income statement was £380 (2022 - £327).

21

RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 30 September 2023.



NOTES

FINANCIAL STATEMENTS

23

CONTINGENT ASSETS

Share of sale proceeds

The charitable activities of Deaf Direct (registered charity company number: 04802357) were merged into Action Deafness in October 2019, and as part of the merger agreement, Action Deafness was entitled to a share of the net sales proceeds following the sale of a building in Oxford, once all professional and legal fees are covered. In addition, Action Deafness is entitled to reimbursement of costs incurred towards the running of the building and associated legal and professional costs until the date of the property sale.

The building was sold in March 2023, and the charity has recognised income of £444,661 in the financial statements to 30 September 2023, in relation to reimbursement of costs incurred towards the running of the Oxford building, as disclosed in [note 6](#).

Action Deafness received their share of the net sale proceeds of the property which amounted to £1,255,962. Recovery of this further amount, however, was contingent upon the four recipient charities agreeing their respective shares, and the Charity Commission consenting to the distribution of the proceeds to the charities.

The Charity Commission consent to the distribution of the proceeds was obtained in December 2023, and the final split of the proceeds between the four recipient charities was agreed on 3rd June 2024, after the balance sheet date. For this reason, the charity's share of the net sale proceeds of the property disposal was not considered to be virtually certain at the balance sheet date, and therefore the trustees consider this further amount to be a contingent asset for the purposes of these financial statements.

The funds received will be used in accordance with the terms of the Charity Commission's consent.

24

LIMITED BY GUARANTEE

The charitable company is a private limited company limited by guarantee and consequently does not have share capital. Each member is liable to contribute an amount not exceeding £1 towards the assets of the company in the event of liquidation.





Registration no: **06706042**

Registered charity no: **1163758 (England and Wales) / SCO5670 (Scotland)**

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