

Registered Company No: SC396876

Registered Charity No: SC009898



**REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2020**

**DEAF ACTION**

**(A company limited by guarantee)**

[www.deafaction.org](http://www.deafaction.org)



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**REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020**

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**REPORT AND FINANCIAL STATEMENT FOR THE YEAR ENDED 31 MARCH 2020**

**REFERENCE AND ADMINISTRATIVE INFORMATION**

<b>Trustees</b>	Rosie Addis Keith Hyland William Nicol Tania Allan Trudi Collier
<b>Treasurer</b>	Robert Clark (resigned 31 <sup>st</sup> March 2020)
<b>Company Secretary</b>	Philip Gerrard
<b>Principal Office</b>	49 Albany Street Edinburgh EH1 3QY
<b>Charity Number</b>	SC009898
<b>Company Number</b>	SC396876
<b>Independent Auditors</b>	Wylie & Bisset (Audit) Limited Chartered Accountants 168 Bath Street Glasgow G2 4TP
<b>Bankers</b>	Bank of Scotland PO Box 10, St Andrew's Square Edinburgh EH2 2YR
<b>Solicitors</b>	Morton Fraser LLP Quatermile Two 2 Lister Square Edinburgh EH3 9GL
<b>Investment Advisors</b>	Brewin Dolphin 7 Drumsheugh Gardens Edinburgh EX3 7QH

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**TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020**

The Board of Trustees of Deaf Action present their Annual Report together with the audited financial statements for the year ended 31<sup>st</sup> March 2020.

**Financial Statements**

The financial statements have been prepared in accordance with the accounting policies set out in Note 1 to the accounts and comply with the charity's Memorandum & Articles, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended), the Companies Act 2006 and 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.

**Reference and Administrative Details**

The legal and administrative information on page one forms part of this report.

The organisation was formally constituted at a public meeting held in Edinburgh on 18 November 1835.

On 1 April 2011, Deaf Action incorporated as a Registered Charity (SC009898) and a Registered Company (SC396876), having been previously been a registered friendly society.

Deaf Action is a Company limited by guarantee with each of the members surrendering £1. The directors of the company were as follows;

Keith Hyland (*current trustee*)  
Thomas Robertson (*resigned 6 Nov 2019*)  
Rev. Rosie Addis (*current trustee and Chair of the Board*)  
William Nicol (*current Trustee*)  
Tania Allen (*current trustee*)  
Trudi Collier (*current trustee*)

Philip Gerrard, Chief Executive Officer of Deaf Action, serves as Company Secretary (since September 2017).

**OVERVIEW – OBJECTIVES & ACTIVITIES**

The constitution of Deaf Action sets out its main charitable objective as "...[promoting] any charitable purpose for the benefit of deaf people and those with other sensory and support needs by providing education, encouraging social interaction and participation and providing, for the interests of social welfare, facilities for recreation and other leisure time occupation so that conditions of life for such people may be improved".

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### **TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

Deaf Action is the very first formally constituted deaf organisation in the world. For over 180 years, it has been at the forefront of progress and change within the Deaf community. We are proud of our status as a deaf-led and user-led organisation, leading by example with a Deaf Chief Executive Officer and a Board that is 80% deaf. At present, 43% of our workforce is deaf. We believe that this allows us to honestly posit ourselves as experts on deafness.

Deaf Action delivers a range of specialist services to deaf people in Scotland with sensory support needs, including those who are blind, partially sighted, deaf, deaf-blind and hard of hearing.

There are an estimated 945,000<sup>1</sup> people living with some form of hearing loss in Scotland. Of this figure, it is estimated that 76,000 people have severe to profound hearing loss, and 567,500 people need hearing aids. This number is set to grow with a fast-growing ageing population. It is estimated that there are at least 3,174 deaf children across all 32 Local Authorities in Scotland<sup>2</sup>.

Since its inception in 1835, Deaf Action has performed an integral role in the lives of deaf and hard of hearing people in Scotland, providing specialist support and services to promote equal access and participation in society.

Deaf Action offers the following specialist services:

Communication & Interpreting  
Specialist Equipment Provision  
Multimedia & Translation (BSL Video Production)  
Befriending  
Social Care

Outreach & Support Services  
Training

Deaf Action has become synonymous with community, leadership and collaboration. Our work involves working closely with key stakeholders to identify and remove barriers for deaf\* people.

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<sup>1</sup> Hearing Matters: Why Urgent Action is Needed on Deafness, Hearing Loss & Tinnitus Across Scotland – Action on Hearing Loss Scotland. Web link: <https://www.actiononhearingloss.org.uk/about-us/our-work-across-the-uk/scotland/policy-and-research-in-scotland/>

<sup>2</sup> CRIDE, Scotland (2017) Web link: [http://www.ndcs.org.uk/professional\\_support/national\\_data/cride.html](http://www.ndcs.org.uk/professional_support/national_data/cride.html)

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**TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

Deaf Action is committed to its vision of *"Working together to achieve a sustainable and integrated organisation, delivering an equal and better future for deaf\* people"*

The Scottish Government recognises the need to realise this vision. In 2015, the British Sign Language (BSL) Act<sup>3</sup> was passed. Deaf Action was partly instrumental in its success alongside other high-profile deaf organisations.

Deaf Action welcomes this progress and is working closely with key stakeholders to help realise the aims and objectives of the BSL National Plan 2017 – 2023<sup>4</sup>. 2019/20 has been a year for implementing changes with the launch of Deaf Action's Strategic Framework for 2019-2024. These changes have included a restructure of senior management, streamlining operational management, and a revision of the fundraising strategy. We now have an in-house HR manager and the Professional Development Review process has been rolled out with great feedback and success.

The integration of Office 365 across the organisation has proved successful and popular, improving efficiency in communication and operations. Thanks to our IT infrastructure, Deaf Action was able to respond effectively to COVID-19 with staff able to work remotely without issue, minimising the potential impact on services and ensuring sustainability. We have also looked closer to home with a trustee skills audit to identify existing and desired skills to inform the recruitment of new trustees.

Our core services continue to perform well with increasing demand across all sectors with an increase of 18.4% in equipment assessments, 75% increase in social care assessments & reviews, 40.6% increase in social care duty attendance, 32.8% increase in interpreting duty attendance, and 82.2% in BSL/Deaf Awareness course enrolment.

This year has been a year of positive change, the results of which are already being seen and felt throughout the organisation. The Board looks forward to presenting the fruit borne of these changes in the next financial year 2020/21, highlighting the sustainability and essentiality of Deaf Action particularly in the face of COVID-19, uncharted waters for all.

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<sup>3</sup> British Sign Language (Scotland) Act 2015. Web link: <http://www.parliament.scot/largePDFfiles/SPPB220.pdf>

<sup>4</sup> British Sign Language (BSL): National Plan 2017 – 2023. Web link: <https://www.gov.scot/Resource/0052/00526382.pdf>



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**TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

**VISION, MISSION & VALUES**

**Vision**

Working together to achieve a sustainable and integrated organisation, delivering an equal and better future for deaf\* people

**Mission**

To improve the quality and conditions of life for deaf\* people

\* Deaf in this context is defined as 'deaf and a British Sign Language user, deafened, hard of hearing or deafblind'.

**Values**

Values show how we should behave; towards each other as a staff team and with our customers.

Through 'Deaf Action Ambassadors' customer research last year, we highlighted four main values we would like to achieve as an organisation

These values are as follows (TICK):

Trustworthy

Inclusive

Compassionate

Knowledgeable

**STRATEGIC & BUSINESS PRINCIPLES**

**Strategic Aims**

- Increase access to services & equipment
- Increase deaf awareness
- Reduce health inequalities; improve physical & mental health
- Improve employability & confidence
- Greater social integration; reduced isolation
- Sustain & develop Deaf Action

## **DEAF ACTION**

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### **TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

#### **Working Practice**

- Be forward thinking while working with a positive approach
- Deaf-led – specialists in deafness
- Focus on outcomes which benefit the user
- Focus on delivering our company values and vision
- Match communications to different people's needs
- Develop services in line with available funding
- Deliver excellent customer service to our customers, each other and partners
- Developing the skill set of our Board, staff and volunteers
- See things through the eyes of the customer

#### **ACTIVITIES – ACHIEVEMENT & PERFORMANCE**

##### **Services**

Deaf Action provides a wide range of statutory and non-statutory services that are geared towards reducing inequalities and removing barriers for deaf\* people.

Our service portfolio consists of a communication agency, specialist equipment provision, multimedia & translation (BSL video production), a social care team, support services including self-directed support and independent living, and training which includes courses in British Sign Language, lipreading and deaf awareness.

We also deliver essential projects which include a befriending service and an employability service.

Furthermore, we have a BSL Partnership project in which we focus on two specific outcomes for the BSL National Plan 2017-23 working with 48 further and higher education institutions to improve deaf students' experiences, and working with public bodies to better meet their obligations in relation to the BSL (Scotland) Act 2015.

Our services are in accordance with Section 149 of the Equality Act 2010<sup>5</sup>, in which the onus is placed on service providers, employers, public bodies, and those performing public functions to make reasonable adjustments for those with a disability or other protected characteristics in order to:

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<sup>5</sup> <https://www.legislation.gov.uk/ukpga/2010/15/section/149>

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### TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)

*"...Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;*

*Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;*

*Foster good relations between persons who share a relevant protected characteristic and persons who do not share it..."*

#### Communication & Interpreting

Deaf Action provide a communication and interpreting agency through which we provide registered British Sign Language interpreters, lip-speakers, electronic notetakers and communication support workers.

Deaf Action has been providing various forms of communication support since its inception in 1835 thus we are able to offer uniquely specialist services with extensive experience and expertise.

The agency is registered with The Scottish Register of Language Professionals with the Deaf Community (SRLPDC), formerly the Scottish Association of Sign Language Interpreters (SASLI). All our communication professionals must adhere to their registered body's guidelines and principles of professional practice.

Awarded ISO9001:2015 accreditation in December 2018, the agency has maintained this standard, meaning we can be relied upon to operate to the highest technical and ethical standards in accordance to communication professional standards.

We provide information, as seen on our website, including deaf awareness, communication awareness, and how to use communication professionals.

**Figure 1 - Communication Bookings Information 2018/19 & 2019/20**

	Fulfilled Bookings	Total Hours	Unfulfilled Bookings
2018/19	3,328	9,565	232
2019/20	3,160	8,738.25	232

As Figure 1 shows, there is a 5.3% decrease in the number of fulfilled bookings and 8.6% decrease in the hours of work undertaken. This is due to COVID-19 with cancelled bookings as a direct consequence. This service has since moved online where possible to allow us to continue provision of communication access – vital in this unprecedented time with the inevitable impact on deaf and disabled people. We are pleased to report only 7.3%, a mere 0.4% increase from the previous year, in unfulfilled bookings despite an exponentially high demand for communication support and COVID-19.

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### **TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

There is an acute shortage of interpreters and communication professionals in Scotland, so Deaf Action is proud to continue to deliver this service despite the challenges posed. The Scottish Government is aware of this shortage and commissioned the Landscape Review<sup>6</sup> as part of the BSL National Plan 2017-2023 to explore BSL interpreting in Scotland. Deaf Action made a major contribution to the Landscape Review. We took this opportunity to review the service, with plans to develop a professional development programme in which we take on trainees and newly qualified interpreters and support them in a journey towards excellence in interpreting standards.

#### **Specialist Equipment Provision**

Deaf Action provides specialist equipment catering to the needs of deaf and hard of hearing individuals as well as organisations that need to comply with accessibility requirements under the Equality Act 2010.

For people that experience a hearing or sight loss, having specially designed equipment can mean increased independence and improved communication experiences. There are many different products available to suit different sensory needs.

We supply and often install equipment in peoples' homes, residential care homes and in public buildings and private companies.

Each sensory loss is different; every person with a hearing or sight loss will have varying requirements for equipment. We don't believe in a one size fits all solution which is why we have created a specially designed Display Room to allow people to test, handle and sample products before they buy.

Our main Display Room is located in our Head Office in Edinburgh. We also have a smaller room in the Sensory Support Centre on the grounds of St John's Hospital\*\* in Livingston.

Our Head Office in Edinburgh is a registered BT Try Before You Buy centre. This centre is a part of our Display Room which showcases the equipment we have available. All the telephones we have on offer are hearing aid compatible and designed to be used by those with a hearing loss.

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<sup>6</sup> <http://bslscotlandact2015.scot/landscape-review/>

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### TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)

The equipment service works closely with the social care team and the following local authorities to supply equipment; Aberdeenshire, East Lothian, City of Edinburgh, Midlothian, West Lothian.

**Figure 2 - No. of Assessments for each Local Authority 2018/19 & 2019/20**

	Aberdeenshire	City of Edinburgh	Midlothian	East Lothian	West Lothian	Total
<b>2018/19</b>	145	241	65	53	44	548
<b>2019/20</b>	196	249	65	53	44	649

As Figure 2 shows, there is an increase of 18.4% in equipment assessments from the previous year.

We also provide equipment information and advice drop-in sessions across eight towns in Aberdeenshire. This is a consistently popular service with the table below showing an increase of 11.4% in home visits. There is a slight decrease of 12.3% in referrals which may be explained by people receiving the support they need through the drop-in service or previous support given.

**Figure 3 - Equipment Referrals & Home Visits Aberdeenshire 2018/19 & 2019/20**

	Referrals	Home Visits
<b>2018/19</b>	497	294
<b>2019/20</b>	436	331

Deaf Action will continue to provide specialist equipment services while looking to modernise services further as part of the strategic framework and business plan for Deaf Action. This is especially prudent in the face of COVID-19 where services will need to move online.

### Multimedia & Translation (BSL Video Production)

Also referred to as BSL Video Production, this service consists of translating information from English to British Sign Language for videos. It also includes additional aspects of accessibility such as subtitling and BSL/English translation.

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**TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

As a result of our training programme, we have several skilled deaf presenters who we employ on an ad hoc basis to translate on camera. This supports our charitable aims in that we are empowering the deaf community and creating employment opportunities.

Since its launch in 2016, this service has gone from strength to strength. Deaf Action have worked with the Scottish Government, Inclusion Scotland, NHS Health Scotland and many local authorities. It appears that we have now established a core client base with consistent output as seen in the table below.

**Figure 4 - Multimedia & Translation Figures 2018/19 & 2019/20**

	Clients	External Clips	Internal Clips
2018/19	41	169	52
2019/20	29	171	51

In addition to multimedia and translation services, Deaf Action also offers accessibility consultations and a live streaming service. The latter has seen phenomenal success with a 500% uptake with six events live streamed this financial year and over seven thousand viewers in total since its introduction in 2017. Our most successful live-streamed event this year starred Colin Allen, WFD president, with over five thousand viewers from all over the world including the Netherlands, Czech Republic, Germany, Greece, Ireland, Australia and Argentina.

We also produced BSL videos for Edinburgh Fringe, in addition to interpreters for Fringe events. This highlights a success in increased community engagement with generated income.

**Befriending (Sound Sense)**

Commissioned by Dundee Council until 2021, this service is designed to maintain independence and quality of life for hard of hearing people who reside in Dundee. The team comprises of a coordinator, administrator and volunteer befrienders – all staff and volunteers have specialist skills in communicating with deaf people.

All staff and volunteers are subject to PVG checks and undergo training from Deaf Action.

All befrienders are matched to their client, and regular reviews take place to ensure the client is happy.

**Figure 5 - Total Volunteer Befriending Hours & Beneficiaries 2018/19 & 2019/20**

	Total Beneficiaries	Total Befriending Hours
2018/19	95	1890
2019/20	97	1645

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**TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

*Figure 5* shows a 14.9% decrease in volunteer befriending hours from the previous year. However, this is an overall increase of 12.5 % compared to 2016/17 in which 1,440 hours were recorded.

We plan to pilot a remote befriending service using tablets. Volunteers have received training. The expectation is that this service will prove essential due to the impact of COVID-19 and lockdown.

**Social Care**

Deaf Action has an in-house specialist social work team, with social workers and community support workers who have in-depth knowledge of deafness. They work with local authorities to carry out assessments and reviews. They also hold weekly duty drop-in sessions, in which clients can seek information and advice about a wide range of issues including welfare, benefits, housing, health care and education.

The social work team works closely with our specialist equipment service and interpreting agency, ensuring that clients receive the support they need and signpost accordingly.

Our social care team carries out assessments in the following areas – City of Edinburgh, Midlothian, East Lothian and West Lothian.

***Figure 6 - Social Care Assessments & Duty Sessions 2018/19 & 2019/20***

	<b>Assessments &amp; Reviews</b>	<b>Duty Sessions (Total No. of People)</b>
<b>2018/19</b>	57	628
<b>2019/20</b>	100	883

As can be seen from *Figure 6*, there is a 75% increase in assessments & reviews compared to the previous year, and a 40.6% increase in the number of people attending duty sessions.

In addition to assessments, reviews and duty drop-in, our social care team also offers interpreting duty sessions in which clients can see a BSL interpreter to translate letters, make phone calls and anything else with which they may need communication access.

***Figure 7 - Interpreting Duty Sessions 2018/19 & 2019/20***

	<b>Interpreting Duty Sessions</b>	<b>Total Attendance</b>
<b>2018/19</b>	102	134
<b>2019/20</b>	102	178

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**TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

As can be seen, there has been an increase of 32.8% in attendance/beneficiaries for despite the same number of interpreting duty sessions.

There is a consistently high demand for social services support with a lack of specialist knowledge in deafness within many social services.

**Support Services**

Deaf Action provide support services for vulnerable deaf people who may need additional support to live independently. SSSC registered, this service can be via self-directed care, outreach support and independent living.

We support people in 14 flats within the 120 flat Dunedin Canmore Housing Association development at Slateford Green in Edinburgh.

In addition to this, we provide an outreach support service to people in their own homes across five local authorities: City of Edinburgh, East Lothian, Midlothian, West Lothian and Fife.

***Figure 8 - Total Support Hours & Beneficiaries 2018/19 & 2019/20***

	<b>Outreach &amp; Support Hours</b>	<b>No. of Beneficiaries</b>
<b>2018/19</b>	28,227.25	59
<b>2019/20</b>	27,818	60

This year has seen major changes with a staffing restructure resulting in streamlined management, retained staff expertise, lower expenditure on agency/bank staff, increased income with a new database allowing for improved information recording.

Liz Jones, CEO of [sonus] - a charity working with deaf people in Hampshire and Isle of Wight - was invited to visit Slateford Green to offer feedback of the service at Deaf Action.

Our service has a 5-star rating from the Care Inspectorate. However, to receive an outside perspective from a professional who has experience of managing a similar service as well as being fluent in BSL allowing direct communication with staff and clients is invaluable.

The resulting report yielded invaluable insights which were greatly appreciated, with recommendations being acted upon. We are grateful for this opportunity to evaluate our service internally, with an external perspective. An invitation has been extended to Deaf Action staff to visit [sonus] as a professional development opportunity.



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**TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

**Training**

Deaf Action has a dedicated training department offering SQA accredited courses in deaf awareness, British Sign Language (BSL) and lipreading.

The courses we deliver help achieve our charitable aims. Raising awareness of the issues faced by deaf\* people will help reduce stigma and isolation. Services for deaf\* people will also improve with increased awareness of their needs and how to meet those needs.

Lipreading classes have a dual purpose – they teach essential communication skills and provide a space for people with a hearing loss to meet others who share common experiences.

The courses have the additional benefit to Deaf Action of creating the opportunity to disseminate information about our services and activities to a wider audience. It also supports volunteer recruitment.

**Figure 9 - Deaf/BSL Awareness Course Delivery & Attendance 2018/19 & 2019/20**

	<b>BSL Awareness Courses</b>	<b>Bespoke Deaf Awareness Courses</b>	<b>Total Courses Delivered</b>	<b>Total People Attended</b>
<b>2018/19</b>	9	17	26*	337
<b>2019/20</b>	16	6	22	151
<i>* Funding for CAB &amp; BSL Partnership ended in 2018/19 which explains the lower total of courses delivered in 2019/20</i>				

The growing profile of BSL due to the BSL (Scotland) Act 2015 has increased demand for BSL training with an 82.2% increase in enrolment, and a 56% increase in overall course delivery.

**Figure 10 - BSL Course Delivery & Attendance 2018/19 & 2019/20**

	<b>Intro to BSL</b>	<b>Level 1 BSL</b>	<b>Level 2 BSL</b>	<b>Level 3 BSL</b>	<b>Taster Sessions</b>	<b>Total Courses Delivered</b>	<b>Total Attendance</b>
<b>2018/19</b>	4	4	3	1	7	25*	276
<b>2019/20</b>	5	4	3	1	6	39**	503

*\* Total for 2018/19 includes two family BSL classes, one course for medical students & three bespoke BSL courses.*

*\*\*Total for 2019/20 includes one course for Edinburgh University, one course for the Grassmarket Community Project, and twelve classes for George Watson College (240 pupils).*

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**TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

Deaf Action was asked to run a stall at the TEDx event at the SEC Hydro on 14th June 2019. The theme of the event was 'Connection'. Our training coordinator and one BSL tutor represented Deaf Action and taught some basic BSL to the audience.

In addition, we also held a three-hour BSL lesson for a group of 8 Swedish trainee interpreters who visited Deaf Action in October 2019.

**Lipreading**

Classes are held in Tayside, Fife and Edinburgh, with eight classes offered in total.

**Figure 11 - Total Attendance for Lipreading Classes 2018/19 & 2019/20**

	Total Attendance
<b>2018/19</b>	113
<b>2019/20</b>	100

Deaf Action's lipreading services have seen significant change this year.

A report by the Scottish Lipreading Strategy Group<sup>7</sup>, funded by the Scottish Government, recommends that lipreading classes are offered for 2 years. These recommendations are influenced by the See Hear Strategy<sup>8</sup> care pathway. Based on this, we introduced a model for fixed-term lipreading courses, after which they will become peer-led. The aim is to empower individuals while creating sustainability with tutors moving on to new cohorts.

This model means that more people will benefit from lipreading courses. We have already seen success with an established group transitioning from tutor-led to peer-led and subsequent reports of increased confidence with members taking turns to lead. Moreover, our class in Dundee was full without any advertisement. This demonstrates the demand for lipreading, with more people developing hearing loss.

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<sup>7</sup> [http://www.scotlipreading.org.uk/files/1914/2686/1587/On everybodys lips - report.pdf](http://www.scotlipreading.org.uk/files/1914/2686/1587/On_everybodys_lips_-_report.pdf)

<sup>8</sup> <https://www.gov.scot/publications/see-hear/>

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**TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

**Youth Services**

The aim of this service is to provide activities for young people aged between 10-18 who are deaf\*. This is made possible by Big Lottery funding and grants/donations.

These activities provide the opportunity for deaf children to get together and share experiences and - most importantly - enjoy themselves.

Over 90 children are registered with Deaf Action's youth service. These children have a diverse range of hearing loss and communication modalities.

**Figure 12 - Total Youth Activities & Beneficiaries for 2018/19 & 2019/20**

	<b>Activities</b>	<b>Beneficiaries</b>
<b>2018/19</b>	21	207
<b>2019/20</b>	43	548

This year has been a successful year for the youth service, with a 104.8% increase in activities offered and 164.7% increase in beneficiaries. It also marked the first youth residential at Scout Adventure which received incredible feedback. Parents commented on marked changes in their children when they returned, with improved confidence and communication. This highlights the importance of peer socialisation and how shared experience can reduce isolation and increase well-being.

Due to COVID-19, the weekly youth club had to cease in March 2020. However, we aim to move this online until circumstances allow normal services to resume. We anticipate this to be popular with many young people using technology and relying on it to maintain social contact, particularly during lockdown.

**Employability**

Funded by the Big Lottery, this service aims to support deaf\* adults over 18 with enhancing their chances of successfully getting a job. It covers Edinburgh, the Lothians and Fife.

This support includes workshops and one-to-one support geared towards teaching employability skills such as writing a CV, searching and applying for jobs, and interview practice.

This project has had great success in developing partnership networks with employers and support organisations including the DWP, Fair Start Scotland, Inclusion Scotland, Scottish Union of Supported Employment (SUSE), Skills Development Scotland, the Scottish Government, Action on Hearing Loss, NHS Lothian, and Deaf Links – to name but a few.

We enjoyed recognition for our work in the previous financial year with an award for "Joined Up for Integration Quality Standard for Effective Integrated Practice" via the

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### **TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

Capital City Partnership Strategy in Edinburgh, and Capital City Partnership Integration Charter status.

This year has been a transition period for the employability service because funding is due to come to an end in June 2020. The focus has been on developing a legacy by creating employer information packs on how to work with deaf and hard of hearing people, including information on the Access to Work government scheme. Our work with Fair Start Scotland has continued, albeit with reduced provision.

The service has enjoyed continuing success, exceeding original targets with a 28.6% increase of people in employment and 33.3% in voluntary placements despite a 58.5% decrease in new beneficiaries. In real terms, this is thirteen deaf people who have found work (paid and unpaid) despite reduced provision and no workshops delivered in 2019/20.

***Figure 13 - Employability Service Figures 2018/19 & 2019/20***

	<b>Total in Employment</b>	<b>Total in Voluntary Work</b>	<b>No. of New Beneficiaries</b>	<b>Workshop Attendance</b>
<b>2018/19</b>	7	3	41	93
<b>2019/20</b>	9	4	17	N/A

It is apparent that when this service ends, there will be a significant gap in specialist employment support for deaf and hard of hearing people. Deaf Action is mindful of this and is being proactive in managing the impact by creating a legacy as stated above, making it a priority in the fundraising strategy for 2020/21.

### **BSL Partnership Project**

Part of a wider stakeholder initiative with the Scottish Government to achieve specific aims pertaining to the BSL National Plan 2017-2023, we are working with further and higher education institutions. This work involves supporting those institutions to implement their local BSL plans and empowering deaf students who communicate through BSL to understand their rights. We are also working with the Scottish Funding Council to identify best practices for collecting data on students in further and higher education.

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### **TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

As an extension of this project, we worked with Scottish Parliament to hold a workshop on women's involvement in politics aimed at BSL users and are working with Scottish Police, Fire & Rescue, and Ambulance services to improve accessibility in BSL and increase engagement with BSL users.

Furthermore, we sent a member of the Edinburgh deaf community to the World Federation of the Deaf (WFD) Congress in Paris in July 2019 along with two staff delegates. This supported the aim of empowering deaf people as well as networking on an international level. One staff member delivered a joint presentation with a deaf representative of Scottish Government. The theme of the Congress was "Sign Language Rights for All", which was particularly apt given the ratification of the BSL (Scotland) Act 2015.

As stated on their website<sup>9</sup>, the World Federation of the Deaf is "*...an international non-profit and non-governmental organisation of deaf associations from 133 countries. The WFD has a consultative status in the United Nations and is a founding member of the International Disability Alliance (IDA). [They] promote the human rights of deaf people in accordance with the principles and objectives of the United Nations Charter, Universal Declaration of Human Rights, UN Convention on the Rights of Persons with Disabilities (CRPD), 2030 Agenda and Sustainable Development Goals (SDGs), and other Human Rights Treaties.*"

### **KEY ACHIEVEMENTS**

We are extremely proud of our continuing success as the leading deaf organisation in Scotland. We believe the achievements outlined below highlight our strength in community engagement and specialist service provision.

- The summer of 2019 saw huge success in engagement with Edinburgh Festivals, with the commissioning of our interpreting and multimedia & translation services and networking with prominent individuals in the arts and culture sector. This led to the development of "Deaf Festival", a project proposal for the summer of 2020, with Deaf Action to become a central hub and information venue for deaf artists and visitors, also registered as a Fringe ticket venue.
- Three delegates from Deaf Action attended the World Federation of the Deaf (WFD) Congress in Paris in July 2019 with the theme of "Sign Language Rights for All" - a member of the local deaf community was part of the delegate group, sponsored via the BSL Partnership Project, supporting our aim to empower the deaf community.
- A staff member co-presented at the WFD Congress with a representative of the Scottish Government who is a former Deaf Action employee.

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<sup>9</sup> <http://wfdeaf.org/who-we-are/>

## **DEAF ACTION**

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### **TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

- Deaf Action made a major contribution to the Landscape Review as part of Scottish Government's BSL National Plan 2017-23 with direct quotes included in the final report.
- Changes have been made to the structure within Slateford Green, with streamlined management, retained staff expertise, a new database improving data recording and income stream, reduced expenditure on agency/bank staff, and a lower staff turnover.
- Deaf Action is actively nurturing a performance management culture with the implementation of PDRs and improved staff communications.
- Staff have received training in Office 365, which is being used to optimal effect particularly with COVID-19 and lockdown which meant staff were able to work from home where they could. The previous facility for remote working was not optimal so we consider this a huge success in mitigating the impact of COVID-19 on our services and staff productivity.
- We received funding for BSL Train the Trainer, with ten people commencing training in November 2019. This means, from April 2020, we expect to have ten more BSL tutors that can support the growth of our training department and enabling ten individuals in the community to find work.
- Contracts due for renewal in the past financial year have been renegotiated and renewed in accordance to our cost recovery model, allowing for greater income revenue and sustainability of services.
- Our lipreading courses were restructured ensuring sustainability and greater outreach to potential beneficiaries. This model is receiving positive feedback already.
- Our Dundee office relocation has seen a huge benefit to the community, with lipreading classes full without any advertising due to its central location amongst 70+ community services - this demonstrates increased visibility for Deaf Action and its positive impact on service uptake. Furthermore, this relocation has seen a dramatic drop in expenditure and glowing feedback from the community members on the new location and its amenities including a community café.
- We have seen a 500% increase in our live streaming service this year. One high profile event included WFD president Colin Allen as a guest of Deaf Action with over five thousand views and viewers from all over the world including Australia, the Netherlands, Argentina, and Czech Republic.
- Our training department was invited to set up a stall at the TEDx event at SEC Hydro in June 2019, teaching basic BSL to the audience.
- They also delivered 12 classes for 240 pupils at George Watson College, and a three-hour BSL workshop for Swedish trainee interpreters in October 2019.
- The youth service hosted its first ever residential camp at Scout Adventure with phenomenal feedback and parents saying their children were much more confident and happier in themselves.
- The employability team exceeded their target of confidence-building by supporting thirteen people to find work.
- Our core services continue to perform well with increasing demand across all sectors with an increase of 18.4% in equipment assessments, 75% increase in social care assessments & reviews, 40.6% increase in social care duty

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**TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

attendance, 32.8% increase in interpreting duty attendance, and 82.2% in BSL/Deaf Awareness course enrolment.

**UNDERPINNING ACTIVITIES**

**Marketing & Social Media**

We have a dedicated marketing officer whose role involves managing our digital presence and increasing our outreach. Our platforms include Facebook, Twitter and our website.

Our marketing team works closely with the Multimedia & Translation service to ensure information is accessible to everyone including internal staff.

They also work to gather information across services for case studies to gather evidence for fundraising purposes and showcase our work to the public, demonstrating examples of good practice when working with deaf people.

During 2019/2020, marketing efforts focused on increasing engagement in the community and developing new brand values for the charity.

Through undertaking in-depth brand immersion research, it allowed Deaf Action to confirm our credibility and highlight our position in the marketplace whilst promoting our new values: Trustworthy, Inclusive, Compassionate & Knowledgeable (TICK)

Brand research highlighted the need for more consistency across the charity's communications channels. This saw the development of new marketing materials for services and social media guidelines to support staff in promoting Deaf Action and remain on brand.

Social media efforts focused on increasing engagement within the community and building reciprocal relationships with other providers in the deaf community. Not only did this increase engagement on posts but also drove more traffic to the website which now equates to 18% of traffic referrals (up from 7% in the previous year).

Deaf Action is proud of our engagement with the community and stakeholders, with over fifteen thousand followers on Twitter and a high engagement rate on both Twitter and Facebook which has increased by 28% in the past year.

Going forward, the marketing team has highlighted the need for further development to the website and plans to develop a digital and search engine optimisation strategy, which will focus on pushing organic traffic to the website. It will continue to build upon its successful social media engagement.

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**TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

**Fundraising**

The fundraising team was restructured as part of the new strategic framework with a full-time business development manager and part-time fundraiser made redundant.

An independent fundraising consultant was engaged as an interim measure during which they carried out a review of existing practices, devised an outline fundraising strategy, and made recommendations for a new structure. This included the creation of two new full-time fundraising posts, one focused on Trusts & Foundations, and one on Community Fundraising. The recruitment process for post 1 commenced in early 2020 with the successful candidate due to start May 2020.

The main aim for this financial year was to raise unrestricted funds to reduce the budget deficit and contribute more to core costs. However, with the reduction in fundraising resources (from 1.6 to 0.4), it was to be expected that targets would not be achievable. That said, we still raised £73,361 and were successful in securing funding for some new projects, such as the BSL Train the Trainer scheme. Our lipreading service also benefited from a funding boost in February from the Northwood Charitable Trust.

Priorities for fundraising in the next financial year include employment (due to funding ending in June 2020), lipreading, reducing social isolation and improving well-being – the latter two of which are all the more important what with COVID-19 and its inevitable impact on deaf people who already face barriers in society.

**Networking**

Deaf Action recognises the need for robust networks in order to identify collaborative and strategic opportunities and to raise the profile of deafness across a variety of sectors.

We are members of the Scottish Government Parliamentary Cross-Party Group on Deafness and attend regular meetings.

Deaf Action is also a member of a national forum of CEOs of regional deaf organisations (COG).

We work with local statutory organisations, voluntary sector organisations, and community groups.

Business networking is achieved through our membership with the Chamber of Commerce.



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**TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

Deaf Action have been invited to a number of Parliamentary receptions which provide an excellent opportunity for networking with a wide range of organisations and individuals.

We were also privileged to attend the World Deaf Federation Congress in Paris in July 2019, networking on an international level. A staff member co-presented at Congress with a representative of the Scottish Government – who is also a former member of staff.

The summer of 2019 saw huge success in engagement with Edinburgh Festivals, with our interpreting and multimedia & translation services utilised, and networking with prominent individuals in the arts and culture sector. This led to the development of "Deaf Festival", a proposed project for the summer of 2020, with Deaf Action to become a central hub and information venue for deaf artists and visitors. While the impact of COVID-19 is not clear, we are preparing contingency plans to promote deaf art and culture.

**QUALITY ASSURANCE**

Deaf Action places high importance on quality assurance across all areas of operations and governance.

All Deaf Action personnel (staff and governance) are aware of the importance of meeting customer needs and requirements and of their responsibilities in this area. We are committed to making the most effective use of employees' skills with staff development and training a fundamental part of our new strategic framework for 2019-24.

We hold the following standards:

ISO9001:2015 for our Communication and Interpreting Agency

SQA Accredited Course Provider

Investors in People (due for review in October 2020)

Living Wage Employer

All staff are subject to PVG checks.

Community outreach and care services are registered Scottish Social Services Council (SSSC).

Trustees are subject to regular skills audits and receive governance training.

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**TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

All IT systems and databases are GDPR compliant.

All staff are expected to undergo deaf awareness/BSL training as part of their induction and professional development.

All interpreters and communication professionals are registered with the relevant professional bodies.

As part of our quality assurance process and our commitment to the organisational values (TICK), we implement Duty of Candour procedures for our health and social care services. This supports a culture of learning and growth.

**COMPLAINTS & SERIOUS INCIDENTS**

As part of our quality assurance process, we wish to be transparent and proactive about meeting our customers' needs.

The culture within the organisation should be one that welcomes complaints as an indication of its approachability and the faith our customers have in our ability to listen to their concerns. Complaints enable us to review our services and make adaptations where required to maintain high standards.

***Figure 14 - Complaints Received/Resolved 2018/19 & 2019/20***

	<b>Complaints Received</b>	<b>Resolved</b>
<b>2018/19</b>	28	26
<b>2019/20</b>	12	12

As required by law, Deaf Action must comply with the Duty of Candour for its health and social care services and report any incidences that have occurred. In 2018/19 & 2019/20, there were zero incidents.

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**TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

Figure 15 – Duty of Candour Reporting – Total Incidences for 2018/19 & 2019/20

<b>Type of unexpected or unintended incident</b>	<b>Number of times this has happened</b>
Someone's sensory, motor, or intellectual functions is impaired for 28 days or more	0
Someone experienced pain or psychological harm for 28 days or more	0
A person needed health treatment to prevent them dying	0
A person needing health treatment to prevent other injuries	0
Someone has died	0
Someone has permanently less bodily, sensory, motor, physiologic or intellectual functions	0
Someone's treatment has increased because of harm	0

**FINANCIAL REVIEW**

The accounts this year show a trading deficit of £269,973. Unfortunately, this was increased by losses of £122,104 on our investment portfolio due to the timing of the COVID impact affecting the valuation of portfolio at our year end. The result of this, along with actuarial gains on the pension liability of £9,00, is a total loss of funds of £383,077.

Our income for the year was £2,114,044, which was £153,412 down from the previous year. Our legacy income in this year was significantly lower and several projects ended throughout the year including our Big Lottery funded Employability Project. We also took the decision to close our charity shop on Kirkcaldy High Street in May 2019 due to underperformance.

## **DEAF ACTION**

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### **TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

Our main source of income remained that for supporting people from our Support and Outreach based at Slateford Green and that from Local Authorities funding Social Work, Equipment Assessments and BSL interpreting. Our commercial income from Interpreting, Multimedia and Training continued to grow up until COVID affected us in March 2020 and much of this work reduced significantly. We have budgeted that it will not return to normal before October at least

That said, our donation income did increase, and we would like to thank Nicola Hancock for her fundraising efforts raising money for our Youth Project and BSL classes.

With several projects ending our costs decreased by £75,387 to £2,384,017. We continued to restructure and reduce our SMT making two posts redundant. Overall, staffing costs decreased across the organisation by £95,463 to £1,424,080. Deaf Action remains committed to being a Scottish Living Wage accredited employer and as a result many staff received an above inflation increase in April 2020 when salary increases in general were frozen due to the impact of COVID.

Deaf Action remains committed to working with all its partners that include Local Authorities, Scottish Government and project funders to provide specialist services as part of our charitable objectives but this must be on a full cost recovery model to ensure our deficit is reduced to a nil or to at least a manageable level where fundraising can negate future losses. The board and the management team are aware of the problems and are working to rectify the financial situation.

#### **Investment Policy**

The investments of Deaf Action and Deaf Action Tayside portfolios are managed aligned to the Brewin Dolphin Risk Category 6 Benchmark and are invested for the long term with the aim of generating a total return from a combination of income and capital growth. The investments are diversified across a number of asset classes underlying sectors and geographies.

As at 31 March 2020, the portfolio was valued at £1,301,413 (including cash), representing a fall of 6.4% in total return terms, over the year to 31 March 2020. This was this result of a considerable period of volatility caused by the Coronavirus pandemic. It is important to stress that such falls are well within the scope of the anticipated level of volatility associated with the Risk Category 6 Benchmark, which fell by 7.1% over the same period. Over the year, investment income held up well and remains attractive relative to other asset classes. As at 31st March 2020, the Deaf Action Tayside portfolio was valued at £119,573.

The Trustees and Brewin Dolphin review the Investment Policy on an annual basis and last met in May 2019. Deaf Action's assets are invested in line with its aims and the Trustees would like to exclude investment in companies where the majority of turnover comes from tobacco, armaments or gambling.

Our last withdrawals from the portfolio were in June and December 2019.

## **DEAF ACTION**

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### **TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

#### **Gender Pay statement**

Deaf Action employed a total of 79 different staff throughout the year – the average number employed at one time was 70 – decreasing from a peak of 76 in June 2019 to 64 in March 2020. Full time/Part time ratio was 49%/51%.

From the 79 employed 77% were female (61) and 23% male (18).

The total payroll was £1.4m – an average of £18,008 per job.

Males were paid 28% (£392,273 an average of £21,793 per post).

Females were paid 72% (£1,030,328 an average of £16,891 per post)

Females represented 77% of staff numbers but received only 72% of the payroll mainly due to the numbers employed at SG. Males represented 23% of staff but received 28% of payroll with a higher average salary.

There are 5 posts in our Senior Management Team including our CEO who is male. The other posts are represented by 2 Male and 2 Female managers.

Deaf Action is committed to Gender Equality.

#### **Reserves Policy**

Our total funds at 31 March 2020 reduced to £1,732,297 of which £105,067 is made up of restricted funds and £1,627,230 unrestricted funds. Of these unrestricted funds £502,698 is represented by fixed assets currently used by the charity and these funds are therefore not free to be spent on our charitable work.

This leaves £1,124,532 of free unrestricted reserves at the year end, however the Trustees wish to designate £65,000 (for the purchase of a new database and the completion of our Employability project to June 2020) for the year 2020/21 reducing free reserves to £1,059,532.

The reserves policy is reviewed and approved by the Board annually, based on a rigorous assessment of available resources vs requirements to meet existing commitments and future strategy.

The Trustees current policy is to achieve free reserves equating to 9 months of annual expenditure. The trustees consider that reserves at this level will be sufficient to ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current specialist activities (due a to lack of alternative skilled providers) while consideration is given to ways in which additional funds may be raised or services transferred to other providers. The current free reserves are therefore underfunded by £728,481.

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**TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

Breakdown of funds held on 31 March 2020:

		Notes
<b>Total funds of the charity</b>	<b>£1,732,297</b>	
Less: restricted funds		Restricted funds are subject to specific conditions imposed by the donor and binding on the Trustees. They can only be spent on the purpose intended.
	<u>£105,067</u>	
Total unrestricted reserves	£1,627,230	
Less: unrestricted tangible fixed assets		This value can only be realised by disposing of our property, equipment / fixtures / fittings and/or motor vehicles and is therefore not free to be spent
	£502,698	Trustees have budgeted for the purchase and installation of new database and the conclusion of the Employability project*
Less: amounts designated for essential future spending*	<u>£65,000</u>	
<b>Free reserves (£)</b>	<b><u>£1,059,532</u></b>	
Annual expenditure	£2,384,017	
Free reserves available	5 months	(Free reserves / Annual expenditure)
<b>Target reserves</b>	<b>9 months</b>	
Equating to £	£1,788,013	(9/12 Annual expenditure = target)
<b>Current Shortfall</b>	<b><u>£728,481</u></b>	Target less free reserves = shortfall

**Note on Terminology**

- Reserves: These are the funds that Deaf Action has which can be spent on any of our charitable purposes quite legitimately.
- Restricted income: funds given to Deaf Action either from any source if they are for specific purposes for example – the youth project – then they can only be used for this purpose.
- Unrestricted income: Funds given to Deaf Action that are not given for any specific purpose can be used for anything that Deaf Action choose, provided they fit with our charitable purposes.
- Working capital: The amount of working capital needed by Deaf Action is a measure of our ability to pay for our short-term, day to day, month to month obligations.

## **DEAF ACTION**

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### **TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

#### **MANAGEMENT, STRUCTURE & GOVERNANCE**

##### **Governance**

The Board of Trustees oversee the work and delegate day to day management of Deaf Action to Philip Gerrard, Chief Executive Officer. The Board are kept fully informed of all relevant operational information via quarterly board meetings, financial & personnel sub-committee meetings, and written briefings.

The key management personnel consist of the CEO, HR Manager, Finance Manager, Communication & Training Manager and the Operations Manager. Key management salaries are based on commercial third sector rates.

Board meetings are held quarterly. During those meetings, there is a set agenda including routine conflict of interest declarations. Senior management are invited to present quarterly reports, so the board are aware of what is happening on an operational level across all areas. Occasionally team leaders are invited to give an "on the ground" view.

All relevant documents are made available prior to meetings, including minutes from the previous meeting for approval.

In keeping with Deaf Action's ethos of accessibility and good practice, sign language interpreters and a note taker are present at every board and sub-committee meeting.

Our trustee recruitment process involves undertaking regular skills audits for existing trustees, advertising on social media platforms and utilising existing business, social and membership networks.

##### **Finance & Personnel Sub-Committee**

This sub-committee gathers quarterly, and comprises of the treasurer, finance manager, chief executive officer, chair of the board and two trustees.

##### **Trustee Responsibilities**

According to the Charities and Trustees Investment (Scotland) Act 2005, trustees must comply with the following duties;

*"...Trustees must act in the interests of the charity;*

*They must seek in good faith to ensure the charity operates in a manner consistent with its purposes;*

- They must act with care and diligence;*
- They must manage any conflict of interest between the charity and any person or organisation who appoints trustees.*

## **DEAF ACTION**

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### **TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

*Trustees must comply with the Charities and Trustees Investment (Scotland) Act 2005 in the following areas of responsibility;*

- *Charity details on the Scottish Charity Register*
- *Reporting to OSCR: Making changes to your charity*
- *Financial records and reporting*
- *Fundraising*
- *Providing information to the public"*

### **RISK ASSESSMENT 2019/20**

The Board of Trustees regularly examines the major operational and business risks faced by the organisation. Looking back on the previous year, we have successfully addressed the risks at that time with the following actions undertaken:

- Senior management restructure
- Kirkcaldy charity shop closure to reduce income deficit
- Implementation of Office 365 (which enabled remote working during COVID-19)
- Contracts renegotiated and renewed in accordance to Deaf Action's cost recovery model
- Performance Development Reviews (PDR) introduced and implemented as part of a developing performance management culture
- Development of fundraising strategy with external consultancy
- Risk Register as a fixed agenda item for quarterly board meetings

As can be seen from this annual report, these actions have addressed both existing and arising risks especially with COVID-19. The specific risks presented by COVID-19 are listed further below. First, we wish to address the general risks that relate to operations, finance, and governance.

For 2020/21 the following risks have been identified:

- Trustee body lacking relevant skills or commitment
- Skills growth – professional development for staff
- Loss of key staff
- Competitive markets
- Lack of capacity for fast-growing operations
- Ongoing budget deficit

The following steps have been taken to address these risks:

- New database
- Fundraising strategy & recruitment
- Plan to recruit project manager
- FR strategy to include replenishment of reserves and increase core funds
- Trustee recruitment



## **DEAF ACTION**

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### **TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

- Internal communication strategy
- Marketing strategy

Deaf Action are vigilant to the risks that COVID-19 and its impact on our services and the wider landscape. We have been proactive and are optimistic in the charity's ability to tackle any impending challenges.

#### **COVID-19 Specific Risks**

- Increased social isolation and barriers for deaf people
- Increased demand on services
- Loss of income due to services closing
- Loss of key staff to sickness
- Public engagement
- Services no longer suitable post-lockdown
- Decrease in investment value
- Increased pension liability

#### **COVID-19 Specific Actions**

- Organisational risk assessment
- Updated marketing strategy
- Increase online presence and engagement on social media platforms
- Production of accessible information for stakeholders
- Adapt services accordingly with online provision
- Furloughed staff
- Communication with all stakeholders
- Provision of PPE
- Smart working
- Emergency funding

#### **LOOKING AHEAD**

Last year was a time of introducing change within the organisation with a seismic shift in our approach to business planning and operational management. We are looking to the future, with a focus on sustainability and embodying our values and strategic aims in our governance and operational management.

We expect to witness an evolution in our services, not only in response to COVID-19 but to our Strategic Framework 2019-24, fundraising and marketing strategy, and business plan.

## **DEAF ACTION**

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### **TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

#### **Trustees' responsibilities in relation to the financial statements**

The charity trustees (who are also the directors of Deaf Action for the purposes of company law) are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each 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 the financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdiction.

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**TRUSTEES' REPORT FOR THE YEAR ENDED MARCH 2020 (continued)**

**Statement of Disclosure to the Auditor**

In so far as the trustees are aware:

- there is no relevant audit information of which the charity auditor is 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 auditor is aware of that information.

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

Approved by the trustees on and signed on their behalf by:

A handwritten signature in black ink, appearing to read 'R. Addis', with a large, stylized initial 'R'.

Name: Rosie Addis

Date: 9<sup>th</sup> September 2020

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**INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND MEMBERS OF DEAF ACTION FOR THE YEAR ENDED 31 MARCH 2020**

**Opinion**

We have audited the financial statements of Deaf Action (the 'charitable company') for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the 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, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (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 31 March 2020, 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 2016; Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

**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 Auditor's 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**

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

**Other information**

The other information comprises the information included in the report and financial statements, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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.

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**INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND MEMBERS OF DEAF ACTION FOR THE YEAR ENDED 31 MARCH 2020**

**Other information (continued)**

If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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.

**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 Trustees Report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees Report 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 directors' report included within the Trustees Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charity Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies' exemptions in preparing the directors report and from the requirement to prepare a strategic report.

**Responsibilities of trustees**

As explained more fully in the Trustees' Responsibilities Statement set out on page 30, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of 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 charity'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 charity or to cease operations, or have no realistic alternative but to do so.

**DEAF ACTION**  
**(A company limited by guarantee)**

**INDEPENDENT AUDITOR'S REPORT TO THE DIRECTORS AND MEMBERS OF DEAF ACTION FOR THE YEAR ENDED 31 MARCH 2020**

**Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 an auditor's report 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. 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](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

**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, and to the charitable company's trustees, as a body, in accordance with regulation 10 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters we are required to state to them in an auditor's 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, the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Jenny Simpson (Senior Statutory Auditor)  
For and on behalf of Wylie & Bisset (Audit) Limited, Statutory Auditor  
*Wylie & Bisset (Audit) Limited is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006*

168 Bath Street  
Glasgow  
G2 4TP

*Date: 9<sup>th</sup> September 2020*

**DEAF ACTION**  
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDING 31 MARCH 2020**  
(Including an Income and Expenditure account)

Income and endowments from:	Note	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total Funds 2020 £	Unrestricted Funds 2019 £	Restricted Funds 2019 £	Total Funds 2019 £
Donations and legacies	4	16,532	80,583	97,115	71,506	79,016	150,522
Charitable activities	5	839,806	1,043,770	1,883,576	979,216	950,771	1,929,987
Other trading activities	6	81,533	-	81,533	128,550	-	128,550
Investments	7	43,181	3,914	47,095	53,093	-	53,093
Other	8	4,725	-	4,725	5,304	-	5,304
<b>Total Income</b>		<b>985,777</b>	<b>1,128,267</b>	<b>2,114,044</b>	<b>1,237,669</b>	<b>1,029,787</b>	<b>2,267,456</b>
<b>Expenditure on:</b>							
Raising funds							
Other trading activities	9	221,087	-	221,087	234,259	-	234,259
Investment & management	10	10,786	-	10,786	10,576	-	10,576
Charitable activities	12	852,711	1,299,433	2,152,144	947,122	1,267,447	2,214,569
<b>Total Expenditure</b>		<b>1,084,584</b>	<b>1,299,433</b>	<b>2,384,017</b>	<b>1,191,957</b>	<b>1,267,447</b>	<b>2,459,404</b>
<b>Net (expenditure)/income and net movement in funds before gains and losses on investments</b>		<b>(98,807)</b>	<b>(171,166)</b>	<b>(269,973)</b>	<b>45,712</b>	<b>(237,660)</b>	<b>(191,948)</b>
Net (losses)/gains on investments		(109,624)	(12,480)	(122,104)	86,460	5,117	91,577
<b>Net (expenditure)/income before transfers</b>		<b>(208,431)</b>	<b>(183,646)</b>	<b>(392,077)</b>	<b>132,172</b>	<b>(232,543)</b>	<b>(100,371)</b>
Transfers between funds		(68,325)	68,325	-	(184,253)	184,253	-
<b>Net expenditure for the year</b>		<b>(276,756)</b>	<b>(115,321)</b>	<b>(392,077)</b>	<b>(52,081)</b>	<b>(48,290)</b>	<b>(100,371)</b>
Actuarial gains/(losses) on defined benefit pension schemes		9,000	-	9,000	(4,000)	-	(4,000)
<b>Net movement in funds</b>		<b>(267,756)</b>	<b>(115,321)</b>	<b>(383,077)</b>	<b>(56,081)</b>	<b>(48,290)</b>	<b>(104,371)</b>
<b>Funds reconciliation</b>							
Total Funds brought forward	24	1,894,986	220,388	2,115,374	1,951,067	268,678	2,219,745
<b>Total Funds carried forward</b>	24	<b>1,627,230</b>	<b>105,067</b>	<b>1,732,297</b>	<b>1,894,986</b>	<b>220,388</b>	<b>2,115,374</b>

The Statement of Financial Activities includes all gains and losses recognised in the year.  
All income and expenditure derive from continuing activities.

**DEAF ACTION**  
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**BALANCE SHEET AS AT 31 MARCH 2020**

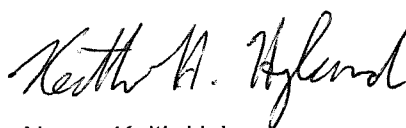
	Note	2020 £	2019 £
<b>Fixed assets:</b>			
Tangible assets	16	502,698	568,968
Investments	17	<u>1,101,413</u>	<u>1,415,328</u>
<b>Total fixed assets</b>		<u>1,604,111</u>	<u>1,984,296</u>
<b>Current assets:</b>			
Stocks	18	6,864	11,875
Investments	19	200,000	200,000
Debtors	20	320,607	415,242
Cash at bank and in hand	27	<u>134,000</u>	<u>170,070</u>
<b>Total current assets</b>		<u>661,471</u>	<u>797,187</u>
<b>Liabilities:</b>			
Creditors falling due within one year	21	(262,285)	(320,109)
<b>Net current assets</b>		<u>399,186</u>	<u>477,078</u>
<b>Total assets less current liabilities</b>		2,003,297	2,461,374
Creditors: Amounts falling due after more than one year	23	<u>(271,000)</u>	<u>(346,000)</u>
<b>Net assets</b>		<u>1,732,297</u>	<u>2,115,374</u>
<b>The funds of the charity:</b>			
Restricted income funds	24	105,067	220,388
Unrestricted funds	24	<u>1,627,230</u>	<u>1,894,986</u>
<b>Total charity funds</b>		<u>1,732,297</u>	<u>2,115,374</u>

These accounts are prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to the members of the company.

Approved by the Trustees and signed on their behalf by:



Name: Rosie Addis



Name: Keith Hyland

Date: 9<sup>th</sup> September 2020

**REGISTERED COMPANY NO: SC396876**



**DEAF ACTION**  
**(A company limited by guarantee)**

**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDING 31 MARCH 2020**

	Note	2020 £	2019 £
<b><i>Cash flows from operating activities:</i></b>			
<b>Net cash (used in) operating activities</b>	26	(252,895)	(247,270)
<b><i>Cash flows from investing activities:</i></b>			
Dividends, interest and rents from investments		47,095	53,093
Purchase of investments		(212,726)	(241,251)
Proceeds from sale of investments		404,537	354,310
Proceeds from sale of property, plant and equipment		5,180	-
Purchase of property, plant and equipment		(27,261)	(53,536)
<b>Net cash provided by investing activities</b>		216,825	112,616
<b>Change in cash and cash equivalents in the year</b>		(36,070)	(134,654)
Cash and cash equivalents brought forward	27	170,070	304,724
<b>Cash and cash equivalents carried forward</b>	27	134,000	170,070

**DEAF ACTION**  
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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**1. Accounting Policies**

**(a) Basis of preparation and assessment of going concern**

The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102), the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).

The charity constitutes a public benefit entity as defined by FRS 102.

The charity's presentation currency is sterling and amounts in the financial statements are rounded to the nearest £.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

**(b) Funds structure**

Unrestricted income funds comprise those funds which the trustees are free to use for any purpose in furtherance of the charitable objects. Unrestricted funds include designated funds where the trustees, at their discretion, have created funds for specific purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by the donor or trust deed, or through the terms of an appeal.

Further details of each fund are disclosed in note 24.

**(c) Income recognition**

Income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Donations, are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that those conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case by case basis following the granting of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and

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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**1. Accounting Policies (continued)**

notification has been received of the dividend due. This is normally upon notification by our investment advisor of the dividend yield of the investment portfolio.

Income from government and other grants, whether 'capital' or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service deferred until the criteria for income recognition are met (see note 22).

**(d) Expenditure recognition**

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 settlement will be required and the amount of the obligation can be measured reliably.

All expenditure is accounted for on an accruals basis. All expenses including management & administration costs and governance costs are allocated or apportioned to the applicable expenditure headings. For more information on this attribution refer to note (f) below.

- Costs of raising funds comprise the costs of commercial trading including investment management costs and certain legal fees and their associated management & administration costs;
- Expenditure on charitable activities includes wages and salaries and other costs of activities undertaken to further the purposes of the charity and their associated management & administration costs;

Irrecoverable VAT is charged as a cost against the activity for which the expenditure is incurred.

**(e) Donated services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102) general volunteer time is not recognised. Refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**(f) Allocation of management & administration and governance costs**

Management & administration costs have been allocated between governance costs and other management & administration costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and legal fees together with an apportionment of overhead and management & administration costs.

## **DEAF ACTION**

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### **NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

#### **1. Accounting Policies (continued)**

Governance costs and management and administration costs relating to charitable activities have been apportioned based on the number of individual grant awards made in recognition that the administrative costs of awarding, monitoring and assessing research grants, salary support grants and postgraduate scholarships are broadly equivalent. The allocation of management & administration and governance costs is analysed in note 11.

#### **(g) Tangible fixed assets and depreciation**

All assets costing more than £1,000 are capitalised and valued at historical cost. Depreciation is charged as follows:

	Basis
Freehold property	2.5% straight line per annum
Fixtures and fittings	20% and 33.3% straight line per annum
Motor vehicles	20% straight line per annum

#### **(h) Fixed asset investments**

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. The statement of financial activities includes the net gains and losses arising on revaluation and disposals throughout the year.

The charity does not acquire put options, derivatives or other complex financial instruments.

The main form of financial risk faced by the charity is that of volatility in equity markets and investment markets due to wider economic conditions, the attitude of investors to investment risk, and changes in sentiment concerning equities and within particular sectors or sub sectors.

#### **(i) Stock**

Stock is included at the lower of cost or net realisable value.

#### **(j) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

#### **(k) Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

#### **(l) Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**DEAF ACTION**  
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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**1. Accounting Policies (continued)**

**(m) Pensions**

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme. The charity contribution is restricted to the contributions disclosed in note 13. There were no outstanding contributions at the year end.

The charity participates in a multi-employer scheme which provides benefits to non-associated employers. As the scheme is in deficit, the charity has agreed to a deficit funding arrangement and the company 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.

The money purchase plan is managed by The Pension Trust and the plan invests the contributions made by the employee and employer in an investment fund to build up over the term of the plan. The pension fund is then converted into a pension upon the employee's normal retirement age.

**(n) Employee benefits**

The costs of short-term employee benefits are recognised as a liability and an expense, unless those costs are required to be recognised as part of the cost of stock or fixed assets.

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

**(o) Operating leases**

The charity classifies the lease of various equipment as operating leases; the title to the equipment remains with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

**(p) Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

**(q) Taxation**

The company is a charitable company within the meaning of Paragraph 1 Schedule 6 of the Finance Act 2010. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 of Part 11 of the Corporation Tax Act 2010 and section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied for charitable purposes only.

**2. Legal status of the Charity**

The charity is a registered Scottish charity and a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**3. Related party transactions and trustees' expenses and remuneration**

The Trustees all give freely their time and expertise without any form of remuneration or other benefit in cash or kind (2019: £nil). Expenses paid to the trustees in the year totalled £368 (2019: £946). These expenses were paid to 1 Trustee (2019: 2 Trustees).

During the year, the 7 Trustees (2019: 9) waived their right to expenses of £132 (2019: £335).

During the year, no Trustee had any personal interest in any contract or transaction entered into by the charity (2019: none).

**4. Income from donations and legacies**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Donations	70,475	43,868
Legacies	2,886	64,554
Grants	23,754	42,100
	<u>97,115</u>	<u>150,522</u>

**5. Income from charitable activities**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Provision of statutory services	897,573	969,155
Supported Housing	628,145	615,658
Social Club	21,850	29,411
Other charitable projects	336,008	315,763
	<u>1,883,576</u>	<u>1,929,987</u>

**6. Income from other trading activities**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Commercial trading activities	81,533	128,550
	<u>81,533</u>	<u>128,550</u>

**7. Investment income**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Dividends - equities	47,091	52,666
Interest	4	427
	<u>47,095</u>	<u>53,093</u>

**8. Other income**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Other income	4,725	5,304
	<u>4,725</u>	<u>5,304</u>

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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**9. Raising funds – expenditure on other trading activities**

	<b>Direct Costs £</b>	<b>Management &amp; Administration Costs £</b>	<b>Total 2020 £</b>
Fundraising and publicity	130,394	90,693	221,087
	<u>130,394</u>	<u>90,693</u>	<u>221,087</u>

	<b>Direct Costs £</b>	<b>Management &amp; Administration Costs £</b>	<b>Total 2019 £</b>
Fundraising and publicity	143,313	90,946	234,259
	<u>143,313</u>	<u>90,946</u>	<u>234,259</u>

**10. Raising funds - Investment management costs**

	<b>Direct Costs £</b>	<b>Management &amp; Administration Costs £</b>	<b>Total 2020 £</b>
Investment management fees	10,786	-	10,786
	<u>10,786</u>	<u>-</u>	<u>10,786</u>

	<b>Direct Costs £</b>	<b>Management &amp; Administration Costs £</b>	<b>Total 2019 £</b>
Investment management fees	10,576	-	10,576
	<u>10,576</u>	<u>-</u>	<u>10,576</u>

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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**11. Allocation of governance and management & administration costs**

The breakdown of management & administration costs and how these were allocated between governance and other management & administration is shown in the table below:

Cost type	Total Allocated 2020 £	Governance related £	Other Management & Administration costs £	Basis of apportionment
Staff costs	339,550	17,905	321,645	Staff time
HQ costs	77,021	746	76,275	Staff time
Depreciation	70,594	331	70,263	Staff time
Premises expenses	140,544	706	139,838	Staff time
General office expenses	53,277	399	52,878	Staff time
Pension	5,000	48	4,952	Staff time
Total	685,986	20,135	665,851	

Cost type	Total Allocated 2019 £	Governance related £	Other Management & Administration costs £	Basis of apportionment
Staff costs	411,763	15,654	396,109	Staff time
HQ costs	117,267	1,129	116,138	Staff time
Depreciation	37,865	349	37,516	Staff time
Premises expenses	172,166	906	171,260	Staff time
General office expenses	48,077	302	47,775	Staff time
Pension	8,000	77	7,923	Staff time
Total	795,138	18,417	776,721	

**Governance costs:**

	2020 £	2019 £
Audit Fee	9,084	8,868
Legal Fees	8,224	12,145
Management & Administration	20,135	18,417
	<u>37,443</u>	<u>39,430</u>



**DEAF ACTION**  
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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**11. Allocation of governance and management & administration costs (continued)**

	<b>Management &amp; Administration costs</b>	<b>Governance cost</b>	<b>2020 Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Raising funds	88,820	1,873	90,693
Provision of Statutory services	180,244	3,744	183,988
Supporting Housing costs	239,400	3,744	243,144
Social Club	6,941	3,744	10,685
Other charitable activities	150,446	24,338	174,784
<b>Total allocated</b>	<b>665,851</b>	<b>37,443</b>	<b>703,294</b>

	<b>Management &amp; Administration costs</b>	<b>Governance cost</b>	<b>2019 Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Raising funds	88,975	1,971	90,946
Provision of Statutory services	200,388	3,943	204,331
Supporting Housing costs	274,247	3,943	278,370
Social Club	7,421	3,943	11,364
Other charitable activities	205,510	25,630	231,140
<b>Total allocated</b>	<b>776,721</b>	<b>39,430</b>	<b>816,151</b>

**12. Analysis of expenditure on charitable activities**

	<b>Provision of Statutory Services</b>	<b>Supporting Housing costs</b>	<b>Social Club</b>	<b>Other charitable activities</b>	<b>2020 Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Staff costs	356,888	441,633	8,921	210,285	1,017,727
Direct costs	352,199	50,271	21,556	97,790	521,816
Governance costs (Note11)	3,744	3,744	3,744	24,338	35,570
Management & Administration costs (Note11)	180,244	239,400	6,941	150,446	577,031
	<b>893,075</b>	<b>735,048</b>	<b>41,162</b>	<b>482,859</b>	<b>2,152,144</b>

	<b>Provision of Statutory Services</b>	<b>Supporting Housing costs</b>	<b>Social Club</b>	<b>Other charitable activities</b>	<b>2019 Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Staff costs	328,244	415,077	8,134	234,381	985,836
Direct costs	343,849	62,872	11,975	84,832	503,528
Governance costs (Note11)	3,943	3,943	3,943	25,630	37,459
Management & Administration costs (Note11)	200,388	274,427	7,421	205,510	687,746
	<b>876,424</b>	<b>756,319</b>	<b>31,473</b>	<b>550,353</b>	<b>2,214,569</b>

**DEAF ACTION**  
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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**13. Analysis of staff costs and remuneration of key management personnel**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Salaries and wages	1,260,860	1,361,035
Social security costs	99,185	107,198
Pension costs	64,035	51,310
Total staff costs	<u>1,424,080</u>	<u>1,519,543</u>
 Key management personnel remuneration	 <u>202,449</u>	 <u>318,451</u>

Included within salaries and wages are redundancy payments totalling £10,440 (2019: £9,569) relating to 2 employees (2019: 2)

The charity made £132,918 (2019: £113,078) of contributions to the pension plan on behalf of the employees (including past service deficit contribution of £68,883 (2019: £61,768)).

The number of employees whose employee benefits fell within the following bands are as follows:

	<b>2020</b>	<b>2019</b>
	<b>No</b>	<b>No</b>
£60,001 - £70,000	<u>1</u>	<u>-</u>

	<b>2020</b>	<b>2019</b>
	<b>No.</b>	<b>No.</b>
The average number of persons, by headcount, employed by the charity during the year was:	<u>66</u>	<u>76</u>

**14. Net income/(expenditure) for the year**

This is stated after charging:	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Depreciation	69,874	37,868
Auditor's remuneration:		
Audit fees	9,084	8,868
Loss on disposal of fixed assets	18,477	-
	<u>97,435</u>	<u>46,736</u>

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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**15. Government Grants**

	2020 £	2019 £
East Lothian – Social Work, CSA and SES	50,016	50,025
Midlothian – Social Work, CSA and SES	37,092	37,094
Edinburgh – Social Work, CSA and SES	173,246	202,263
West Lothian – Social Work and SES	60,662	60,500
NHS Health Project	-	26,212
Dundee City Council – Sound Sense	27,879	27,879
Scottish Government – Deaf Sector Partnership	70,000	65,689
Edinburgh and Lothians Councils – support services	628,145	544,258
Aberdeenshire Council – Equipment and Advice	74,285	71,400
Big Lottery – Employability Project	122,610	154,575
Big Lottery – Youthworks Project	41,234	30,933
Department of Work & Pensions – Access to Work	23,754	42,100
	<u>1,308,923</u>	<u>1,312,929</u>

There are no unfulfilled conditions and contingencies attached to the grants or any indications of other forms of government assistance.

**16. Tangible Fixed Assets**

	Property £	Equipment, Fixtures & Fittings £	Motor Vehicles £	Total £
<b>Cost or valuation</b>				
At 1 April 2019	667,938	191,347	54,549	913,834
Additions	-	6,870	20,391	27,261
Disposals	-	(67,781)	(20,761)	(88,542)
At 31 March 2020	667,938	130,435	54,180	852,553
<b>Depreciation</b>				
At 1 April 2019	200,306	91,586	52,974	344,866
Charge for the year	16,698	49,000	4,176	69,874
Eliminated on disposals	-	(44,124)	(20,761)	(64,885)
At 31 March 2020	217,004	96,462	36,389	349,855
<b>Net book value</b>				
At 31 March 2020	<u>450,934</u>	<u>33,973</u>	<u>17,791</u>	<u>502,698</u>
At 31 March 2019	<u>467,632</u>	<u>99,761</u>	<u>1,575</u>	<u>568,968</u>

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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**17. Fixed Asset Investments**

<b>Movement in fixed asset listed investments</b>	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Market value brought forward	1,615,328	1,636,811
Add: additions to investments at cost	212,726	241,254
Disposals at carrying value	(388,316)	(338,961)
Add net (loss)/gain on revaluation	(138,325)	76,224
Market value carried forward	<u>1,301,413</u>	<u>1,615,328</u>
 Disclosed as:		
Fixed asset investments	1,101,413	1,415,328
Current asset investments	200,000	200,000
	<u>1,301,413</u>	<u>1,615,328</u>

Net cash released from investments in the year was £195,861 (2019: £113,063)

All investments are carried at their fair value. Investment in equities and fixed interest securities are all traded in quoted public markets, primarily the London Stock Exchange. Holdings in common investment funds, unit trusts and open-ended investment companies are at the bid price. The basis of fair value for quoted investments is equivalent to the market value, using the bid price. Asset sales and purchases are recognised at the date of trade at cost (that is their transaction value). The significance of financial instruments to the ongoing financial sustainability of the Charity is considered in the financial review and investment policy and performance sections of the Trustees' Annual Report.

The main risk to the charity from financial instruments lies in the combination of uncertain investment markets and volatility in yield. In terms of specific risks including foreign exchange and credit risks, the charity uses specialist investment managers to balance and limit the overall financial risk by operating a portfolio which provides a high degree of diversification of holdings within a fairly wide band of investment asset classes all of which are quoted on recognised stock exchanges. In addition, the charity does not make use of riskier derivatives or more complex financial instruments in this area. Liquidity risk is expected to be low as all assets are traded in markets with high trading volumes and not in any markets subject to exchange controls or trading restrictions. In terms of potential Brexit implications, the charity, like most other entities, is monitoring developments closely but at this stage is relatively confident that the current portfolio and future plans for it will shield it from any significant risks when that process is completed.

**18. Stock**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Stock	6,864	11,875
	<u>6,864</u>	<u>11,875</u>

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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**19. Investments**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Current asset investments	200,000	200,000
	<u>200,000</u>	<u>200,000</u>

**20. Debtors**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Trade debtors	275,564	354,314
Other debtors	45,043	60,928
	<u>320,607</u>	<u>415,242</u>

**21. Creditors: amounts falling due within one year**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Trade creditors	70,769	92,171
Accruals and deferred income (note 22)	81,830	116,914
Taxation and social security	38,686	42,024
Past service deficit – pension scheme	71,000	69,000
	<u>262,285</u>	<u>320,109</u>

**22. Deferred income**

Included within accruals and deferred income above is deferred income as follows:

	<b>£</b>
Balance as at 1 April 2019	93,950
Amount released to income earned from charitable activities	(93,950)
Amount deferred in year	41,750
Balance as at 31 March 2020	<u>41,750</u>

Deferred income comprises grants received in advance.

**23. Creditors: amounts falling due after more than one year**

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Past service deficit – pension scheme	271,000	346,000
	<u>271,000</u>	<u>346,000</u>

The charity participates in the scheme, a multi-employer scheme which provides benefits to some 1,300 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company 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.

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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**23. Creditors: amounts falling due after more than one year (continued)**

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 company is potentially liable for the 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 bases on withdrawal from the scheme.

The pension fund debt comprises:

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Pension liability – present value of all future contributions payable	342,000	415,000
	<u>342,000</u>	<u>415,000</u>

Reconciliation of opening and closing provisions:

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Provision at 1 April 2019	415,000	479,000
Interest expense	5,000	8,000
Deficit contributions paid	(69,000)	(76,000)
Remeasurements – impact of change in assumptions	(9,000)	4,000
Provision as at 31 March 2020	<u>342,000</u>	<u>415,000</u>

Income and expenditure impact:

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Interest expense	5,000	8,000
Remeasurements – impact of change in assumptions	(9,000)	4,000
	<u>(4,000)</u>	<u>12,000</u>

	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Due within one year	71,000	69,000
Due in more than one year	271,000	346,000
	<u>342,000</u>	<u>415,000</u>

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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**24. Analysis of charitable funds**

<b>Analysis of Fund movements 2020</b>	<b>Balance b/fwd £</b>	<b>Income £</b>	<b>Expenditure £</b>	<b>Gains/ (Losses) £</b>	<b>Transfers £</b>	<b>Fund c/fwd £</b>
<b>Unrestricted funds</b>						
Designated Fixed Asset fund	568,968	-	69,874	-	3,604	502,698
Essential Future Spending	130,000	-	130,000	-	-	-
New Database	-	-	-	-	65,000	65,000
<b>Total designated funds</b>	<b>698,968</b>	<b>-</b>	<b>199,874</b>	<b>-</b>	<b>68,604</b>	<b>567,698</b>
General funds	1,196,018	985,777	985,334	-	(136,929)	1,059,532
<b>Total unrestricted funds</b>	<b>1,894,986</b>	<b>985,777</b>	<b>1,185,208</b>	<b>-</b>	<b>(68,325)</b>	<b>1,627,230</b>
<b>Restricted funds</b>						
Tayside Deaf Association	150,074	11,314	65,331	-	305	96,362
Local Authority Grants	-	704,684	814,535	-	109,851	-
Health Improvement	9,188	-	-	-	(9,188)	-
Tayside Development Officer	305	-	-	-	(305)	-
Building Fund	850	-	-	-	-	850
Sound Sense	-	27,879	34,050	-	6,171	-
Highland Video Project	4,596	-	-	-	-	4,596
175 <sup>th</sup> Anniversary	1,314	-	-	-	-	1,314
Youth Project	-	56,874	56,964	-	90	-
Family BSL	1,145	-	-	-	-	1,145
Employability Project	-	122,610	154,878	-	32,268	-
Lipreading	-	21,535	30,520	-	8,985	-
Learning centre	-	-	-	-	-	-
Deaf Sector Partnership	43,116	70,000	58,269	-	(54,847)	-
Training	9,000	89,617	73,612	-	(25,005)	-
Access to Work	800	23,754	23,754	-	-	800
<b>Total restricted funds</b>	<b>220,388</b>	<b>1,128,267</b>	<b>1,311,913</b>	<b>-</b>	<b>68,325</b>	<b>105,067</b>
<b>TOTAL FUNDS</b>	<b>2,115,374</b>	<b>2,114,044</b>	<b>2,497,121</b>	<b>-</b>	<b>-</b>	<b>1,732,297</b>

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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**24. Analysis of charitable funds (continued)**

<b>Analysis of Fund movements 2019</b>	<b>Balance b/fwd £</b>	<b>Income £</b>	<b>Expenditure £</b>	<b>Gains/ (Losses) £</b>	<b>Transfers £</b>	<b>Fund c/fwd £</b>
<b>Unrestricted funds</b>						
Designated Fixed Asset fund	553,299	-	37,868	-	53,537	568,968
Essential Future Spending	130,000	-	-	-	-	130,000
<b>Total designated funds</b>	<b>683,299</b>	<b>-</b>	<b>37,868</b>	<b>-</b>	<b>53,537</b>	<b>698,968</b>
General funds	1,267,768	1,237,669	1,154,089	82,460	(237,790)	1,196,018
<b>Total unrestricted funds</b>	<b>1,951,067</b>	<b>1,237,669</b>	<b>1,191,957</b>	<b>82,460</b>	<b>(184,253)</b>	<b>1,894,986</b>
<b>Restricted funds</b>						
Tayside Deaf Association	190,330	-	45,373	5,117	-	150,074
Local Authority Grants	-	615,658	752,376	-	136,718	-
Health Improvement	9,946	26,687	27,445	-	-	9,188
Tayside Development Officer	305	-	-	-	-	305
Building Fund	850	-	-	-	-	850
Sound Sense	4,238	27,879	35,331	-	3,214	-
Highland Video Project	4,596	-	-	-	-	4,596
175 <sup>th</sup> Anniversary	1,314	-	-	-	-	1,314
Youth Project	-	44,043	48,510	-	4,467	-
Family BSL	1,145	-	-	-	-	1,145
Employability Project	27,921	154,575	219,408	-	36,912	-
Lipreading	-	24,806	27,748	-	2,942	-
Learning centre	-	19,350	19,350	-	-	-
Deaf Sector Partnership	28,033	65,689	50,606	-	-	43,116
Training	-	9,000	-	-	-	9,000
Access to Work	-	42,100	41,300	-	-	800
<b>Total restricted funds</b>	<b>268,678</b>	<b>1,029,787</b>	<b>1,267,447</b>	<b>5,117</b>	<b>184,253</b>	<b>220,388</b>
<b>TOTAL FUNDS</b>	<b>2,219,745</b>	<b>2,267,456</b>	<b>2,459,404</b>	<b>87,577</b>	<b>-</b>	<b>2,115,374</b>

The unrestricted funds are available to be spent for any purposes of the charity.

The Trustees have created the following designated funds:

- i. **The Designated Fixed Asset Fund** represents the funds designated by the Trustees to cover the value of fixed assets held by the charity at the year end.
- ii. **Essential Future Spending** represents the forecasted loss for the year's trading as agreed by the Trustees in their annual budget review.
- iii. **New Database** represents funds held for the purchase of a new database and the completion of our Employability project to June 2020



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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**24. Analysis of charitable funds (continued)**

Restricted funds comprise of:

**i. Tayside Deaf Association** funds represent the funds transferred on 31 March 2011 to Deaf Action. These funds will be used over the next few years to support work with the deaf in the Tayside area.

**ii. Local authority grants** are provided to fund the provision of support services in their given area. The charity partly funded delivery of this service from their own resources this year, and the transfer to general funds in the year represents the expenditure met by Deaf Action.

**iii. Health Improvement fund** represents income specifically provided for a health improvement project under a Service Level Agreement with NHS Lothian from April 2011 to March 2015. The transfer out of the fund in the year represents an proportion of the charity's management and overhead costs eligible for the fund but not previously allocated.

**iv. Tayside Development Officer** is specific donations received to support their work. The transfer out of the fund in the year represents an proportion of the charity's management and overhead costs eligible for the fund but not previously allocated.

**v. Building fund** represents a donation towards the development of the Learning Centre.

**vi. Sound Sense** is a befriending project for deaf people in Dundee. The charity partly funded delivery of this service from their own resources this year, and the transfer to general funds in the year represents the expenditure met by Deaf Action.

**vii. The Highland Video Project** is funding agreed for development of use of videophones in the Highland region. Following discussions with Highland Council it has been agreed that the balance of the fund will be utilised to support the development of an online interpreting service in Highland.

**viii. 175th Anniversary funding** is donations received towards the cost of events in 2010 to mark the 17th anniversary of the funding of Deaf Action. Funds are being held for any future anniversary events.

**ix. Youth Project** is a youth Service funded by BBC Children in Need and provides children and young people aged 10-15 with opportunities to meet others with a shared experience, to feel included regardless of their level of communication, to promote independence, self-esteem and confidence and to encourage the development of communication and life skills.

**x. Family BSL** classes are funded by the Big Lottery's Communities and Families Fund and are designed to improve the communication skills of parents and children under 8 by learning sign language in a stimulating and family friendly environment.

**xi. Employability Project** was funded by a Big Lottery Development Grant and was undertaken as part of a stage 2 application to the Investing in Communities initiative. The charity partly funded delivery of this service from their own resources this year, and the transfer to general funds in the year represents the expenditure met by Deaf Action.

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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**24. Analysis of charitable funds (continued)**

**xii. Lipreading** is donations and trust income towards the cost of providing courses for Adults in Tayside. The charity partly funded delivery of this service from their own resources this year, and the transfer to general funds in the year represents the expenditure met by Deaf Action.

**xiii. Learning centre** project funding is used to support the development and operation of the Learning Centre at Albany Street.

**xiv. Deaf sector partnership** – funded by Scottish Government, Deaf Action work in partnership with four other Deaf organisations to engage with Deaf/Deafblind BSL Communities so that they can contribute to the development of BSL plans required by the BSL (Scotland) Act 2015 and support public bodies to better understand/meet the needs of Deaf and Deafblind BSL users. The transfer out of the fund in the year represents an proportion of the charity's management and overhead costs eligible for the fund but not previously allocated.

**xv. Training** – funding to provide BSL training courses for staff and members of the public. The transfer out of the fund in the year represents an proportion of the charity's management and overhead costs eligible for the fund but not previously allocated.

**xvii. Access to Work** - Annual funding from Department of Work and Pensions for BSL interpreting and admin support.

**25. Net assets over funds**

	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total 2020 £
Tangible assets	502,698	-	502,698
Investments	1,101,413	-	1,101,413
Current Asset Investments	103,638	96,362	200,000
Stocks	6,864	-	6,864
Debtors	320,607	-	320,607
Cash	125,295	8,705	134,000
Creditors falling due within one year	(262,285)	-	(262,285)
Creditors falling due after more than one year	(271,000)	-	(271,000)
	<u>1,627,230</u>	<u>105,067</u>	<u>1,732,297</u>

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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**25. Net assets over funds (continued)**

	<b>Unrestricted Funds 2019 £</b>	<b>Restricted Funds 2019 £</b>	<b>Total 2019 £</b>
Tangible assets	568,968	-	568,968
Investments	1,415,328	-	1,415,328
Current Asset Investments	49,926	150,074	200,000
Stocks	11,875	-	11,875
Debtors	412,004	3,238	415,242
Cash	102,994	67,076	170,070
Creditors falling due within one year	(320,109)	-	(320,109)
Creditors falling due after more than one year	(346,000)	-	(346,000)
	<u>1,894,986</u>	<u>220,388</u>	<u>2,115,374</u>

**26. Reconciliation of net income/(expenditure) to net cash flow from operating activities**

	<b>2020 £</b>	<b>2019 £</b>
Net (expenditure) for the year (as per the Statement of Financial Activities)	(383,077)	(104,371)
Adjustments for:		
Depreciation charges	69,874	37,868
Dividends, interest and rents from investments	(47,095)	(53,093)
Loss on disposal of fixed assets	18,477	-
Loss/(gain) on investments	122,104	(91,577)
(Gain)/loss on pension scheme	(9,000)	4,000
Increase/(decrease) in stocks	5,011	(2,185)
Decrease in debtors	94,635	9,993
(Decrease) in creditors	(132,824)	(47,905)
<b>Net cash (used in) operating activities</b>	<u>(261,895)</u>	<u>(247,270)</u>

**27. Analysis of cash and cash equivalents**

	<b>2020 £</b>	<b>2019 £</b>
Cash in hand	134,000	170,070
<b>Total cash and cash equivalents</b>	<u>134,000</u>	<u>170,070</u>

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**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**28. Judgements and key sources of estimation uncertainty**

In the application of the company's accounting policies, the Directors are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods





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**Registered Charity No: SC009898**

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