



Annual report 2023/2024





Deaf Action is committed to achieving our mission, inclusive communities with equality of access, to allow deaf people to achieve their full potential. In a time of uncertainty and change which has impacted third sector organisations across the UK, we are proud to present a positive picture in this year's report. This reflects well on our ability to be adaptable and resilient, and we all can look back with a sense of achievement and knowledge that we remained focused on what truly mattered most – our deaf and hard of hearing communities.

Philip Gerrard,
CEO, Deaf Action

Reflecting on this year, we are proud of what we have delivered. Edinburgh Deaf Festival returned to much acclaim, welcoming over 2,000 people through our doors to enjoy a variety of performances spotlighting established and emerging deaf talent. We continue to develop and grow from our inaugural festival in 2022 to ensure that the festival is of the highest quality and is accessible for all to enjoy.

We were a key stakeholder alongside other organisations in supporting the Scottish Government's development of the British Sign Language National Plan 2023-2029. We ensured that our community's voices were a part of the process, and we will continue to work with the Scottish Government as part of their Implementation Advisory Group to ensure the delivery of the plan.

Deaf Action has made considerable progress in developing SignPort with our partners Burrotech, a web and mobile development team to create a working prototype which is now in the testing stage in preparation for launch.

Following the renovation work on the outside of our historical Edinburgh home, and the rebranding and launch of Blackwood Bar, we have welcomed a number of new community social groups, placing ownership and a sense of belonging into their hands. One such group is 'Space for All', a weekly group where all is welcome to participate in crafts, workshops, and games. Going forward, we are currently developing more community social groups such as a BSL Film Club and a monthly family friendly BSL gathering to join our ever-expanding programme of events.

Our Youth Service continues to excel, delivering a full programme of events all year including a successful renovation of our existing youth space, a week-long residential camp combined with young leaders' programme to empower deaf young people. We are proud to have our hard work recognised when the Youth Service were awarded 'Team of the Year' by the National Youth Work Awards.

Our care and support team at Easthill Home for Deaf People reaffirmed their commitment to high-quality care by retaining their 'Good' Care Quality Commission rating. Easthill continues to be the sole provider of a supportive, BSL-appropriate care home for deaf and hard of hearing people in the UK.

The achievements mentioned are not possible without the continuing commitments from our staff, volunteers, funders and the board. I have witnessed first-hand how often people in our organisation go the extra mile to ensure that deaf people achieve their full potential. I would like to express appreciation for the opportunity to work with a dedicated group of people.

We look forward to 2024/25, where we will be striving to reach even more deaf people using our strategic targets alongside our aims of Access, Inclusion, Wellbeing, Achievement and Identity. We will be hitting significant milestones such as the launch of the innovative SignPort app as well as delivering the third edition of the Edinburgh Deaf Festival.

With a committed year-round programme of events running alongside our vital core services that help shape the lives of deaf people in the communities we serve throughout Scotland and the UK, we showcase our ability as an organisation to provide a holistic approach to improving every aspect of daily life. This aligns with the Scottish Government's ambition to make Scotland the best place in the world for BSL users to live, work, learn, and visit - a commitment we embed in everything we do.



Our purpose

Deaf Action is a deaf-led charity that supports and celebrates deaf people. We were established in 1835 and work with deaf people across Scotland and the South of England. Our work is geared towards empowering all deaf people to achieve their potential and fully participate in society, with equality of rights, access and opportunity. With our 190th anniversary approaching next year, we are proud of our position as a leader of progress and positive change within the deaf community.

Our vision

Our vision is of inclusive communities free from barriers, where deaf people can fulfil their potential and thrive.

Our mission

Our mission is to empower deaf people to achieve their potential and participate in society, with equality of rights, access, and opportunity.

Our values

Learning

We share our learning and seek to learn from others in order to drive improvements.

Collaboration

We form meaningful partnerships to meet local needs, addressing the gaps between services.

Support

We reach out and offer personalised support, recognising that every deaf person has unique needs and preferences.

Experience

We value leadership informed by lived experience and believe that the needs and preferences of deaf people should be at the heart of all we do.


Celebration

We value people from all backgrounds, focus on their potential and strengths. We celebrate a positive deaf identity.



Our year in numbers


We are proud to continue delivering meaningful support to deaf people. Here are just some of our highlights from 2023/24.



41%
of our staff are deaf



We reached over
9,890
across Scotland
and South England



75%
of our board is
deaf or has lived
experience





We welcomed over
2,000
people to the
second Edinburgh
Deaf Festival



Edinburgh Deaf
Festival was
nominated for
2 awards



Our Equipment
service attended
521
home assessments



13 supported
accommodation
residents went to
the pantomime at
Christmas



We provided around
450
hours of counselling



Nearly
400
deaf young people
attended our
Youth Club




130
people came to our
BSL Burns Supper



Our deaf tutors
taught BSL to over
300
people



Our Digital
Champions
supported 44
people to develop
digital skills for the
workplace



38k+
followers on
social media




6 people supported
us by running the
London Marathon



38
young people
attended Youth
Camp



Our social aims

Access

We have five social aims which underpin our mission, with a range of vital and effective services which advance those aims.

Inclusion

Wellbeing

Achievement

Identity



Our achievements & performance

We are proud to have continued to grow and develop our services, especially against a background of challenging socio-economic circumstances. We are pleased to present our performance report for the year 2023/24.



Access

We have a number of services which support our aim of achieving equality of access to information, advice and services. We are proud to have supported a total of 4,253 people to have improved access in 2023/24.

We have been providing communication support since 1835 and so have extensive experience in this area. We employ a team of inhouse BSL/English interpreters, and are pleased to be able to partner with many more freelancers to fulfil booking requests. We work only with registered professionals, and we expect all our communication professionals to adhere to their registered body's guidelines and codes of conduct. In 2023/24, our agency handled an average of 70 bookings per week, amounting to almost 900,000 minutes of interpreting services over the year. Deaf Action is committed to nurturing new entrants to the interpreting profession, and each year we host interpreting students on placement from Heriot Watt University.

Our inhouse BSL Video Production team produces content in British Sign Language (BSL) for a variety of formats, such as promotional materials, websites, and social media. We have delivered over 100 projects to public, private, and voluntary sectors, including The Scottish Government, Edinburgh World Heritage, Inclusion Scotland, The Scotch Whisky Experience, and NHS Scotland, among many others. The team even worked on a BSL video book, 'Santa Steals Christmas!', a story which Calibre Audio believe "might be the most accessible book... ever!"

To ensure deaf and hard of hearing people get the most out of life, we provide deaf-friendly specialist equipment for homes and workplaces. This specially designed equipment can mean increased independence and improved communication experiences. The team in Edinburgh carried out 521 home assessments, averaging 10 visits per week. Following the restart of the Aberdeenshire drop-in sessions after the pandemic, our Aberdeenshire team were able to clean and retube hearing aids and restock batteries for the 852 people that attended the monthly drop-in sessions. This service covers a very large geographic area, supporting rural communities including Banff, Ellon, Fraserburgh, Huntly, Inverurie, Peterhead and Stonehaven.



“The service that I received from beginning to end was truly fantastic. I’m so relieved to have had the support of Deaf Action. The advice I received was explained clearly and professionally. I felt understood. The equipment that I received means that I feel reassured in my own home.”



Inclusion

We have a number of services which support our aim of improved inclusion, in the home, community and society as a whole. We supported a total of 667 people to feel more included.

We have been offering accredited BSL tuition for many years, and this year we were proud to support 309 students. Our courses are all taught by qualified and experienced deaf tutors who use BSL as their first language. It was very encouraging that 97% of students went on to pass their SQA assessments. Interest in our courses has been growing steadily with the increasing profile of BSL due to the BSL (Scotland) Act 2015 and the BSL Act 2022, leading to increased attention in sign language in the media. We also delivered bespoke BSL courses for organisations such as HMRC, Sainsburys Banks, Napier University and Toonspeak.

Not only did our BSL academy see successes, but our deaf awareness and lipreading courses have continued to grow in popularity. Our lipreading classes go beyond offering essential communication skills, by providing peer support to reduce isolation and social anxiety. For deaf and hard of hearing people, lipreading is an important skill and vital communication tool. The courses are run by professionally trained and experienced tutors who make the content as accessible as possible. In the last year, we ran courses in Edinburgh, Kirkcaldy and Dundee, proudly supporting 49 people to gain these essential skills.

Through our Deaf Awareness training courses, we support organisations to become more inclusive and deaf-friendly so they can better support their deaf and hard of hearing colleagues and customers. The courses we deliver help promote inclusion, raising awareness of the issues faced by deaf people to help reduce stigma and isolation.



We reached 215 people through our Deaf Awareness Training with 91% of the participants feeling confident to utilize their newly learned skills and knowledge in their work. Additionally, 90% of participants would recommend the training to others.



“I loved that the course was delivered by a deaf person which added an important layer of understanding.”



Wellbeing

We have a range of services that promote good health, empowering people to live independently, and providing care for them when they need it. We are advocates for health and wellbeing equality, supporting deaf people to access appropriate and responsive services to live their lives to their full potential and free from discrimination. We have supported 253 people to have improved wellbeing in 2023/24.



Our deaf-led wellbeing service continues to provide vital support. In 2023/24, 42 people accessed this service, receiving approximately 450 hours of counselling - a 57% increase from the previous year. All beneficiaries showed improved CORE10 scores, reflecting enhanced wellbeing and resilience. As the only service of its kind in Scotland, we continue to receive referrals from across the country. In 2023, we launched a new community social group, 'Space for All', open to all deaf people, regardless of language preference. Supported by BSL/English interpreters and captioning, the group has averaged 12-15 attendees weekly and offers activities like craft workshops and trips. The group's success has led to its continuation beyond the pilot phase.



Our befriending service matches deaf and hard of hearing people with volunteer befrienders, helping to reduce isolation and foster connections. Notably, half of our volunteer befrienders are deaf BSL users, offering a unique understanding of shared experiences. This service has had a significant impact on participants, promoting emotional wellbeing and social engagement.



Our care and support services continue to contribute to deaf people's wellbeing. Our Social Care team helps deaf people access essential services, addressing issues such as welfare, housing, and healthcare. We've seen a 3% increase in support hours this year, with our outreach team assisting vulnerable clients to live independently across Scotland and the South of England. Slateford Green is a Care at Home Service, supporting for up to 13 clients to live independently in their own flats within the Wheatley Housing Association development at Slateford Green in Edinburgh. The service offers person-centred care and organises activities to improve clients' social lives. This year's activities include an allotment project, weekly supper clubs, and festive outings. One client has thrived since moving from an unsuitable setting with little deaf awareness, now fully participating in activities and reengaging with family.



“When our profoundly deaf grandmother moved to Easthill, it brought us immense relief. The high-quality care and the ease with which she could communicate her needs gave us peace of mind. Easthill truly feels like home, and we're confident we made the right choice.”

For older BSL users, Easthill Home for Deaf People on the Isle of Wight offers residential care for 13 residents, including those with additional health needs. Our team of skilled staff provide personalised support, promoting independence and social engagement. Easthill continues to offer placements for residents from across the UK, ensuring a supportive, BSL-appropriate environment. This year, we retained our 'Good' Care Quality Commission rating, reaffirming our commitment to high-quality care.



Achievement

We have a range of services to empower people to achieve through meaningful learning and the development of essential skills, supporting people at each stage in their lives. We are proud to have supported 520 people to achieve in 2023/24.

Our Youth Service continues to support and empower deaf young people by providing a safe space for them to share experiences and engage in fun, inclusive activities. Over the past year, we have delivered 36 different activities to 398 young people, thanks to generous grants and donations. Based on feedback from participants, we introduced additional weekly drop-in sessions during school holidays, which proved beneficial for both the young people and their families.

A major highlight was the renovation of the Youth Club space, where the young people took ownership of designing the area. In August 2023, we held our annual week-long residential camp, attended by 38 young people who are deaf or have family members affected by deafness. The camp combined outdoor activities with opportunities to build confidence, independence, and communication skills. Older participants took on leadership roles as Young Leaders, helping to plan activities for the camp and future sessions.

Recognising the need for additional services, we also expanded to support deaf children aged 0-5 and their families, offering BSL learning opportunities and guidance. The service has already benefited 10 families and, moving forward, we are working to close the gap in provision for children aged 6-9. Our hard work was recognised when the Youth Service was awarded 'Team of the Year' by at the National Youth Work Awards.

Our Digital Inclusion service, originally launched in response to the digital challenges faced by deaf people during the Covid-19 pandemic, has evolved to focus on digital workplace skills. This expansion has been combined with our Employability service, creating a holistic support pathway. In 2023/24, we helped 44 people improve their digital skills to enhance employability.



“I feel empowered and believe in myself as a leader now. Without this opportunity, I wouldn’t have learned how to lead a team.”



Identity

Belonging to the deaf community is about much more than being disabled. We share a common culture, heritage and language which is celebrated at Deaf Action. When we launched our refreshed social aims, we committed to increasing our efforts to celebrate deaf culture, heritage, and language. We are proud to have supported over 2,200 to have celebrated their deaf identity in 2023/24.

Our building is of huge historic significance to the deaf community, and so in 2023, we began a feasibility study to preserve our historic deaf centre at 49 Albany Street, Edinburgh. Led by a deaf architect, the study involved extensive community consultation to gather feedback on how the space can best serve the deaf community. This input has informed proposed changes to the building's layout, with mechanical engineers and conservation architects ensuring the designs are feasible. Within our deaf centre, we have a café bar which serves as a vital social space for the deaf community. After a recent refurbishment, the Blackwood Bar has become a modern, multi-functional venue, hosting a variety of events such as livestreamed talks, BSL karaoke, and community gatherings such as Sign Between the Lines and Space For All. The bar is also an established venue for the Edinburgh Deaf Festival.

Preserving and promoting Deaf Action's history and culture is a key focus of our work. Throughout 2023/24, we organised community activities that brought people together in safe, accessible spaces to celebrate deaf culture and build connections. The aim of this continuing work is not only to promote deaf culture and heritage to mainstream and deaf audiences alike, but to instil a sense of pride and build positive deaf identities, keeping our heritage alive. One highlight was our Burns Weekend mini festival in January 2024, which promoted feelings of community and connection. This event featured heritage tours, including a new tour focused on our founder, Alexander Blackwood. Special programming for deaf young people addressed negative perceptions of being deaf, fostering positive identities, resilience, and self-confidence. Additionally, hearing parents of deaf children participated in workshops to better understand and support their children.

On top of this, we have continued to expand our partnerships to reach broader audiences, giving deaf people access to new experiences. Our collaboration with the National Piping Centre during Burns Weekend, has grown in popularity, leading to additional workshops. Partnerships with Historic Environment Scotland and National Museums Scotland have furthered our outreach, enabling us to engage audiences throughout the year and promote inclusive cultural narratives.





Edinburgh Deaf Festival

A celebration of deaf culture, language and heritage

Edinburgh Deaf Festival is an accessible celebration of deaf culture, language and heritage. Set up by Deaf Action in 2022, our aim is to bring the arts to deaf audiences. The first of its kind in the UK, Edinburgh Deaf Festival emerged to bridge the accessibility gap in Edinburgh’s vibrant festival season. In 2023, we welcomed over 2,000 people through our doors where they were treated to a variety of performances, including comedy, theatre, cabaret, workshops, debates, and much more. The festival was ‘Highly Commended’ at the Herald and GenAnalytics Diversity awards and was shortlisted for a SURF Scotland award.



Edinburgh Deaf Festival gives deaf performers a platform where they can join the festival circuit. But the impact of the festival goes beyond the performers. By attending festival performances, deaf young people can see deaf people perform, which strengthens their deaf identity, inspiring them to realise deaf people can achieve their goals. Mainstream audiences have the opportunity to learn more about our rich deaf culture whilst enjoying a variety of performances. Early career Interpreters can learn from more experience colleagues, and we hope a new cohort of multi-skilled interpreters will grow from the festival. The impact of the festival is profound, and we look forward to growing this in the future.





Looking to the future

As we enter 2024/25, we want to reach even more deaf people to ensure they have with equality of rights, access and opportunity. We will look to consolidate and grow our core services, and will work with partners to explore collaborative opportunities.

Our financial journey this year, although not without its challenges has evidenced our resilience. With a rising income, diversified revenue streams, and innovative initiatives, we are poised for an even brighter future. Our investments in people and facilities speak to our determination to make a positive impact on the deaf community.

We look forward to the return of the Edinburgh Deaf Festival in 2024, with another exciting lineup of events. When a funding decision put the festival at risk, our team spearheaded a campaign to save Edinburgh Deaf Festival, encouraging supporters to get involved and spread awareness. There was an outpouring of support for the campaign, leading to increased donations, involvement from MPs, with a breaking story appearing in The Scotsman. The campaign message hit home, with Creative Scotland offering a one-off grant to allow the festival to continue into Summer 2024.

One area where we have seen a need for improvement in recent years is in the BSL/English interpreter booking process. For too long, the status quo has been an old fashioned and slow booking process. We are in the early stages of developing SignPort, a mobile app which will revolutionise the way people book interpreters. SignPort will put power and control back into deaf people's hands, streamlining the booking process and allowing them to book interpreters at a time and place that suits them. The app also aims to make better use of interpreter's time. It is estimated that every day in Scotland, there are five inactive interpreters who have had late cancellations and have no way of making their availability known. This wasted resource contributes to the problems caused by a national shortage of interpreters. SignPort aims to change this.





Our supporters

A heartfelt thank you to our funders, partners, and supporters. Without your contributions, it would not have been possible to us to work towards our mission for the deaf community in the UK. Your support is critical to ensuring that our vital, high-quality services are delivered to the deaf community.

Thank you for your support!

- | | |
|--|--|
| Alliance Scotland | Lord Armistead's Dundee Trust |
| ASLI | Mary Andrew Charitable Trust |
| Baillie Gifford | Miss Margaret Butters Reekie Charitable Trust |
| Baker's Incorporation of Perth | Museums Galleries Scotland |
| Befriending Networks | National Records of Scotland |
| Cattanach | National Voluntary Youth Organisation Support Fund |
| Chance to Flourish | Northwood Charitable Trust |
| City of Edinburgh Council | Pleasance Trust |
| City of Edinburgh Council Festivals Fund | Prestonfield Golf Club |
| Creative Scotland | Samuel Storey Trust |
| Culture & Business Fund Scotland | Scottish Children's Lottery Trust |
| Deloitte Digital Connect | Scottish Government |
| Digital Participation Charter Fund | SignLive |
| DM Dawson Trust | Southampton Charitable Trust |
| Edinburgh World Heritage | Spifox |
| EVOC Community Mental Health Fund | St James Quarter |
| Forteviot Trust | St Katharine's Trust |
| Glasgow Communities Fund | Suez Communities Trust |
| Glasgow Wellbeing for Longer Fund | Swinton Paterson Trust |
| Good Things Foundation | The Austin & Hope Pilkington Trust |
| Heritage Lottery | The Architectural Heritage Fund |
| Heriot Watt University | The Gannochy Trust |
| Hollyhock Charitable Foundation | The Meikle Foundation |
| House of Hearing | The National Lottery Community Fund |
| IBB Trust | Wolfson Foundation |
| Isle of Wight Council | Youthlink |
| Kuenssberg Charitable Foundation | |

Plus our supporters who ran for us in Edinburgh Marathon Festival, Glasgow Men's 10k, the London Marathon, Supernova 5k, and other events across the country.



Financial overview

Financial review

The accounts this year show a decrease in total funds of £238,828 to £2,159,687, down from £2,398,515 at March 2023. From a trading perspective Deaf Action traded at a deficit of £370,307 and had a gain on investment totalling £131,494.

Our income for the year increased to £3,616,655, an increase of £84k from £3,532,608 in the prior year.

Our staff costs increased by £166k to £2.38m (£2.21m 2022/23). 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 2023.

Our main source of income continues to be from Local Authorities namely City of Edinburgh, Aberdeenshire, Dundee, East Lothian, Midlothian and West Lothian for Support, Social Care and Equipment services for people who are deaf or hard of hearing. We were pleased to receive full support from these Local Authorities during the year amidst the global pandemic and would offer additional thanks to our staff and volunteers who continued to support service users in their homes and online.

Investment Policy

The investments of Deaf Action and Deaf Action Tayside portfolios are actively managed with the aim of generating a total return from a combination of income and capital growth. The investments are well diversified across different asset classes, underlying sectors, and geographies.

As at 31 March 2024, the portfolio was valued at £1,243,611, representing an increase of 23.6%, in total return terms over the financial year, compared with a 7.3% increase in the Brewin Dolphin Risk Category 6 Benchmark (on a scale of 1-10). The Deaf Action Tayside portfolio was valued at £147,226 and generated a total return of 6.9% over the same timeframe. The combined level of income generated has shown modest signs of recovery following the sharp falls associated with the coronavirus related lockdowns.

This reporting period has been characterised by strong economic recovery and signs of rising inflation in developed economies. As economies globally reopened, we saw surging demand in many areas, fuelled by a supportive fiscal and monetary backdrop. While demand has provided a significant boost to the corporate earnings, which is generally supportive for share prices, the second half of the reporting year saw markets increasingly rattled by inflation fears. Indeed, as we moved into the early part of 2022, an already worrying inflation picture was compounded by Russia's invasion of Ukraine, which drove energy and food process sharply higher and markets lower. Deaf Action's assets are invested in line with its aims and specifically investment in companies where the majority of turnover comes from tobacco, armaments or gambling are excluded. The Trustees meet annually with the investment manager and are comfortable that the long-term strategy remains appropriate. There were no withdrawals from the portfolio during the reporting period.



Reserves Policy

Our total funds at 31 March 2024 decreased to £2,159,687 of which £219,600 is made up of restricted funds and £1,940,087 unrestricted funds. Of these unrestricted funds £953,347 is represented by fixed assets currently used by the charity, £13,418 for an IT enhancement reserve and £80,350 from Rose Lillian Wright Legacy to be used to support the management team at Easthill and provide facilities to our residents. These funds are therefore not free to be spent on our charitable work. This leaves £892,972 of free unrestricted reserves at the year end.

The reserves policy is reviewed and approved by the Board annually, based on a rigorous assessment of available resources versus 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 £830,535.

Breakdown of funds held on 31 March 2024:

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.

Gender Pay

Deaf Action is committed to Gender Equality.

- Male staff were paid £13.10 per hour on average; and
- Female staff were paid £12.02 per hour on average.

This indicates an 8% gap in average wages between male staff and female staff. Deaf Action currently employs 81 females and 26 males. The majority of female staff are employed on the Living Wage. The Senior Management Team has three posts including the CEO who is male and the other posts are represented by two female managers.



Risk assessment 2023/24

The Board of Trustees regularly examines the major operational and business risks faced by the organisation.

For 2023/24 the following risks have been identified:

- Maintaining positive staff wellbeing;
- Ongoing challenges in the recruitment market, especially for staff in care roles;
- Depletion of financial reserves due to lack of sustainability
- Risk to discontinuation of ongoing services and projects due to difficult funding landscape
- Loss of key staff;
- Increasingly competitive markets;
- The need for capital investment in some key areas when we don't have a trading or reserves surplus to support this;
- Extreme weather and climate change (e.g., disrupting travel, home visits etc)
- Mission/strategic drift

The following steps have been taken to address these risks:

- Strengthen support for staff mental health and wellbeing by implementing new wellbeing initiatives, offering additional training, and expanding access to counselling services.
- Increase recruitment efforts, particularly for care roles by offering competitive packages.
- Renewed PDR process with increased focus on our social aims and values.
- Implement a reserves replenishment strategy, identifying alternative revenue streams and potential cost-saving measures to protect critical funds for future stability.
- Prioritize multi-year funding applications and build partnerships with funders to safeguard the continuity of essential projects and services, reducing reliance on short-term grants.
- Review of financial procedures, processes and systems with new leadership in the Finance team;
- Audit of all commercial activities to ensure these are profitable, with an expenditure review to eliminate waste;
- Investment of time in securing grants to support capital expenditure (e.g. restoration of headquarters and digital infrastructure)
- Contingency planning to include protocols for adverse conditions and an increased focus on becoming carbon neutral as an organisation;
- Board and SMT Away Day to review strategic plan and progress to-date, to ensure all activities remain aligned



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.

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:

DocuSigned by:

 F78CDEF17D4341F

Name: Rosie Addis

Date: 12 December 2024



Independent Auditor's report to the Trustees and members of Deaf Action for the year ended 31 March 2024

Opinion

We have audited the financial statements of Deaf Action (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows 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 2024, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006, 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

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

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

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



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.

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 Directors 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 prepare the financial statements in accordance with the small companies' regime and 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 17, 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.

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:



Extent to which the audit was considered capable of detecting irregularities including fraud

We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures response to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing the risks or material misstatements in respect of irregularities, including fraud and non-compliance with laws and regulations we considered the following;

- The nature of the charity, the environment in which it operates and the control procedures implemented by management and the trustees; and
- Our enquiries of management and trustees about their identification and assessment of the risks of irregularities.

Based on our understanding of the charity and the sector we identified that the principal risks of non-compliance with laws and regulations related to, but were not limited to;

- Regulations and legislation pertinent to the charity's operations; and

We considered the extent to which non-compliance might have a material impact on the financial statements. We also considered those laws and regulations which have a direct impact on the preparation of the financial statements, such as the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, and the Charities Accounts (Scotland) Regulations 2006. We evaluated management and trustees' incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of management override of controls), and determined that the principal risks were related to;

Posting inappropriate journal entries.

We tested journals in the following areas:

Bank

Income and expenditure

Accruals and deferred income

Prepayments and accrued income



Audit response to the risks identified;

Our procedures to respond to the risks identified included the following;

- Gaining an understanding of the legal and regulatory framework applicable to the charity and the sector in which it operates;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- Enquiring of management and legal advisors concerning actual and potential litigation and claims;
- Reading minutes of meetings of those charged with governance and reviewing correspondence with HMRC; and
- In addressing the risk of fraud as a result of management override of controls, testing the appropriateness of journal entries and other adjustments; evaluating rationale of any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members, and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at:

[frc.org.uk/library/standards-codes-policy/audit-assurance-and-ethics/auditors-responsibilities-for-the-audit](https://www.frc.org.uk/library/standards-codes-policy/audit-assurance-and-ethics/auditors-responsibilities-for-the-audit)

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.

Signed by:

DR6957F6F4D9465

Scott Gillon FCCA CA (Senior Statutory Auditor)

For and on behalf on Wbg (Audit) Limited, Statutory Auditor

Wbg (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: 12 December 2024



Statement of financial activities for the year ending 31 March 2024

(Including an Income and Expenditure account)

	Note	Unrestricted Funds 2024 (£)	Restricted Funds 2024 (£)	Total Funds 2024 (£)	Unrestricted Funds 2023 (£)	Restricted Funds 2023 (£)	Total Funds 2023 (£)
Income and endowments from:							
Donations and legacies	4	93,213	-	93,213	54,653	2,880	57,533
Charitable activities	5	2,074,493	1,231,076	3,305,569	1,639,717	1,524,038	3,163,755
Other trading activities	6	133,457	-	133,457	158,461	-	158,461
Investments	7	25,948	-	25,948	37,656	-	37,656
Other Income	8	-	58,468	58,468	31,865	83,338	115,203
Total Income		2,327,111	1,289,544	3,616,655	1,922,352	1,610,256	3,532,608
Expenditure on:							
Raising funds							
Other trading activities	9	406,509	-	406,509	516,521	-	516,521
Investment management costs	10	5,749	-	5,749	13,004	-	13,004
Charitable activities	12	2,364,538	1,210,166	3,574,704	1,968,877	1,269,825	3,238,702
Total Expenditure		2,776,796	1,210,166	3,986,962	2,498,402	1,269,825	3,768,227
Net movement in funds before gains and losses on investments		(449,685)	79,378	(370,307)	(576,050)	340,431	(235,619)
Net gains/(losses) on investments		121,357	10,137	131,494	(123,276)	7,297	(115,979)
Net (expenditure)/ income before transfers		(328,328)	89,515	(238,813)	(699,326)	347,728	(351,598)
Transfers between funds		114,480	(114,480)	-	306,006	(306,006)	-
Net (expenditure)/income for the year		(213,848)	(24,965)	(238,813)	(393,320)	41,722	(351,598)
Actuarial (loss)/gains on defined benefit pension schemes	(15)	-	-	(15)	1,162	-	1,162
Net movement in funds		(213,863)	(24,965)	(238,828)	(392,158)	41,722	(350,436)
Funds reconciliation							
Total Funds brought forward	24	2,153,950	244,565	2,398,515	2,546,108	202,843	2,748,951
Total Funds carried forward	24	1,940,087	219,600	2,159,687	2,153,950	244,565	2,398,515

The Statement of Financial Activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities .



Balance sheet as at 31 March 2024

	Note	2024 (£)	2023 (£)
Fixed assets:			
Tangible assets	16	1,011,045	1,024,306
Investments	17	1,043,611	938,551
Total fixed assets		2,054,656	1,962,857
Current assets:			
Stocks	18	5,876	9,450
Investments	19	200,000	200,000
Debtors	20	571,640	549,892
Cash at bank and in hand	27	153,751	263,170
Total current assets		931,267	1,022,512
Liabilities:			
Creditors falling due within one year	21	(826,236)	(568,336)
Net current assets		105,031	454,176
Total assets less current liabilities:			
Creditors: Amounts falling due after more than one year	23	2,159,687	2,417,033
		-	(18,518)
Net assets		2,159,687	2,398,515
The funds of the charity:			
Restricted income funds	24	219,600	244,565
Unrestricted funds	24	1,940,087	2,153,950
Total charity funds		2,159,687	2,398,515

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:

DocuSigned by:

 F78CDEF17D4341F...

Name: Rosie Addis

Date: 12 December 2024

Signed by:

 0E82A74C8A9342D...

Name: Andrew Philip

Registered Company Number: SC396876



Statement of cash flows for the year ending 31 March 2024

	Note	2024 (£)	2023 (£)
Cash flows from operating activities:			
Net cash (used in) operating activities	26	(96,460)	(437,360)
Cash flows from investing activities:			
Dividends, interest and rents from investments		25,948	37,656
Interest paid		(4,530)	(4,496)
Purchase of investments		(335,758)	(169,142)
Proceeds from sale of investments		362,192	571,377
Purchase of property, plant and equipment		(60,811)	(284,788)
Net cash (used in)/provided by investing activities		(12,959)	150,607
Change in cash and cash equivalents in the year		(109,419)	(286,753)
Cash and cash equivalents brought forward	27	263,170	549,923
Cash and cash equivalents carried forward	27	153,751	263,170



Notes to the accounts for the year ended 31 March 2024

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 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.

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.

(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.

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 (2023: £nil). Expenses paid to the trustees in the year totalled £nil (2023: £nil).

During the year, expenses of £91 were waived by the Trustees (2023: £160).

During the year, no Trustee had any personal interest in any contract or transaction entered into by the charity (2023: none).

Trudi Collier, a former trustee of Deaf Action, is also a mental health counsellor. Deaf Action incurred £2,765 of expenditure in relation to services provided (2023: £6,750). At the year end, Deaf Action owed £nil (2023: £620).

All transactions with related parties take place on normal commercial terms.

4. Income from donations and legacies

	2024 (£)	2023 (£)
Donations	93,213	41,272
Legacies	-	16,261
	93,213	57,533

5. Income from charitable activities

	2024 (£)	2023 (£)
Provision of statutory services	1,531,199	1,085,178
Supported Housing	1,073,215	1,212,274
Social Club	39,400	32,075
Other charitable projects	661,755	834,228
	3,305,569	3,163,755

6. Income from other trading activities

	2024 (£)	2023 (£)
Commercial trading activities	132,064	158,461
Room Hire	1,393	-
	133,457	158,461

7. Investment income

	2024	2023
Dividends	25,929	37,427
Interest	19	229
	25,948	37,656



8. Other income

	2024 (£)	2023 (£)
Other income	58,468	92,857
Gain on sale of asset	-	22,616
	58,468	115,203

9. Raising funds – expenditure on other trading activities

	Direct Costs (£)	Management & Administration Costs (£)	Total 2024 (£)
Fundraising and publicity	302,214	104,295	406,509
	302,214	104,295	406,509

	Direct Costs (£)	Management & Administration Costs (£)	Total 2023 (£)
Fundraising and publicity	352,997	163,524	516,521
	352,997	163,524	516,521

10. Raising funds - Investment management costs

	Direct Costs (£)	Management & Administration Costs (£)	Total 2024 (£)
Investment management fees	5,749	-	5,749
	5,749	-	5,749

	Direct Costs (£)	Management & Administration Costs (£)	Total 2023 (£)
Investment management fees	13,004	-	13,004
	13,004	-	13,004



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:

	Total Allocated 2024 (£)	Governance related (£)	Other Management & Administration costs (£)	Basis of apportionment
Staff costs	422,455	-	422,455	Staff Time
HQ costs	262,948	-	262,948	Staff Time
Depreciation	74,072	-	74,072	Staff Time
Premises expenses	57,612	-	57,612	Staff Time
General office expenses	54,332	-	54,332	Staff Time
Pension	23,185	-	23,185	Staff Time
Total allocated	894,604	-	894,604	

	Total Allocated 2023 (£)	Governance related (£)	Other Management & Administration costs (£)	Basis of apportionment
Staff costs	456,958	-	456,958	Staff Time
HQ costs	254,422	-	254,422	Staff Time
Depreciation	71,245	-	71,245	Staff Time
Premises expenses	65,319	-	65,319	Staff Time
General office expenses	59,463	-	59,463	Staff Time
Pension	24,738	-	24,738	Staff Time
Total allocated	932,145	-	932,145	

Governance costs:	2024 (£)	2023 (£)
Audit Fee	13,193	18,144
Legal and professional Fees	3,335	454
	16,528	18,598

	Direct Costs (£)	Management & Administration Costs (£)	Total 2024 (£)
Raising funds	103,469	826	104,295
Provision of Statutory services	195,981	1,653	197,634
Supporting Housing costs	420,087	1,653	421,740
Social Club	10,288	1,653	11,941
Other charitable activities	164,779	10,743	175,522
Total allocated	894,604	16,528	911,132

	Direct Costs (£)	Management & Administration Costs (£)	Total 2023 (£)
Raising funds	162,595	929	163,524
Provision of Statutory services	175,527	1,860	177,387
Supporting Housing costs	469,096	1,860	470,956
Social Club	5,431	1,860	7,291
Other charitable activities	119,496	12,089	131,585
Total allocated	932,145	18,598	950,743



12. Analysis of expenditure on charitable activities

	Provision of Statutory Services (£)	Supporting Housing costs (£)	Social Club (£)	Other charitable activities (£)	2024 Total (£)
Staff costs	435,977	911,668	23,074	369,534	1,740,253
Direct costs	556,135	208,935	46,528	216,016	1,027,614
Governance costs (Note 11)	1,653	1,653	1,653	10,743	15,702
Management & Administration costs (Note 11)	195,981	420,087	10,288	164,779	791,135
	1,189,746	1,542,343	81,543	761,072	3,574,704

	Provision of Statutory Services (£)	Supporting Housing costs (£)	Social Club (£)	Other charitable activities (£)	2023 Total (£)
Staff costs	335,324	874,682	10,532	231,799	1,452,337
Direct costs	501,722	265,337	43,730	188,357	999,146
Governance costs (Note 11)	1,860	1,860	1,860	12,089	17,669
Management & Administration costs (Note 11)	175,527	469,096	5,431	119,496	769,550
	1,014,433	1,610,975	61,553	551,741	3,238,702

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

	2024 (£)	2023 (£)
Salaries and wages	2,098,286	1,972,739
Social security costs	177,840	161,576
Pension costs	101,041	76,841
Total staff costs	2,377,167	2,211,157
Key management personnel remuneration	268,081	291,988

Included within salaries and wages are redundancy payments totalling £nil (2023: £14,262).

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

	2024 No.	2023 No.
£60,001 - £70,000	-	2
£70,000 - £79,999	2	-
The average number of persons, by headcount, employed by the charity during the year was:	99	99

14. Net income/(expenditure) for the year

	2024 (£)	2023 (£)
Salaries and wages	74,072	71,245
Auditor's remuneration:		
Audit fees	13,193	18,144
(Profit) on disposal of fixed assets	-	(22,616)



15. Government Grants

	2024 (£)	2023 (£)
East Lothian – Social Work, CSA and SES	37,024	32,773
Midlothian – Social Work, CSA and SES	37,094	28,563
Edinburgh – Social Work, CSA and SES	230,173	204,085
West Lothian – Social Work and SES	19,823	19,984
Glasgow – Social Work, CSA and SES	-	856
Aberdeenshire Council – Equipment and Advice	80,152	64,963
Department of Work & Pensions – Access to Work	81,534	83,338
Big Lottery	-	18,818
Isle of Wight Council – Covid Grants	-	624
National Lottery Community Fund	10,000	10,000
CivTech exploration grant	348,748	5,000
Creative Scotland open fund	-	16,590
Inspiring Scotland, Glasgow Wellbeing for Longer Fund	-	77,663
Glasgow Voluntary Association	-	10,000
City of Edinburgh Council Festivals Fund	20,000	20,000
Glasgow City Council – Glasgow Communities Fund	-	77,329
City of Edinburgh Council – See Hear Fund	-	1,000
Edinburgh Health & Social care Partnership – Corrie In Fund	-	3,000
	864,548	674,586

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



16. Tangible Fixed Assets

	Asset Under Construction (£)	Property (£)	Equipment, Fixtures & Fittings (£)	Motor Vehicles (£)	Total (£)
Cost or valuation					
At 1 April 2023	97,741	1,213,645	333,746	52,551	1,697,683
Additions	-	1,221	59,590	-	60,811
At 31 March 2024	97,741	1,214,866	393,336	52,551	1,758,494
Investments	25,948	-	25,948	37,656	-
Depreciation					
At 1 April 2023	-	359,354	267,620	46,403	673,377
Charge for the year	-	30,371	40,823	2,878	74,072
Eliminated on disposal	-	-	-	-	-
At 31 March 2024	-	389,725	308,443	49,281	747,449
Net book value					
At 31 March 2024	97,741	825,141	84,893	3,270	1,011,045
At 31 March 2023	97,741	854,291	66,126	6,148	1,024,306



17. Fixed Asset Investments

	2024 (£)	2023 (£)
Market value brought forward	1,138,551	1,656,765
Additions to investments at cost	335,758	169,142
Disposals at carrying value	(352,055)	(594,741)
Net gain/(loss) on revaluation	121,357	(92,615)
Market value carried forward	1,243,611	1,138,551
Disclosed as:		
Fixed asset investments	1,043,611	938,551
Current asset investments	200,000	200,000
	1,243,611	1,138,551

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.

18. Stock

	2024 (£)	2023 (£)
Stock	5,876	9,450
	5,876	9,450

19. Investments

	2024 (£)	2023 (£)
Current asset investments	200,000	200,000

20. Debtors

	2024 (£)	2023 (£)
Trade debtors	460,918	414,076
Other debtors	110,722	135,816
	571,640	549,892



21. Creditors: amounts falling due within one year

	2024 (£)	2023 (£)
Trade creditors	153,114	86,338
Accruals and deferred income (note 22)	519,677	394,096
Taxation and social security	38,529	38,898
Past service deficit – pension scheme	20,323	24,864
Other creditors	94,593	24,140
	826,236	568,336

22. Deferred income

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

	£
Balance as at 1 April 2023	289,463
Amount released to income earned from charitable activities	(289,463)
Amount deferred in year	489,060
Balance as at 31 March 2024	489,060

Deferred income comprises grants received in advance.



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

	2024 (£)	2023 (£)
Past service deficit – pension scheme	-	18,518
Total	-	18,518

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.

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:

	2024 (£)	2023 (£)
Pension liability – present value of all future contributions payable	20,323	43,382
	20,323	43,382
Reconciliation of opening and closing provisions:		
Provision at 1 April 2023	43,508	68,246
Interest expense	1,664	1,288
Deficit contributions paid	(24,864)	(24,864)
Remeasurements – impact of change in assumptions	15	(1,162)
Provision as at 31 March 2024	20,323	43,508
Income and expenditure impact:		
Interest expense	1,664	1,288
Remeasurements – impact of change in assumptions	15	(1,162)
	1,679	126
Due within one year	20,323	24,864
Due in more than one year	-	18,518
	20,323	43,508



24. Analysis of charitable funds

Analysis of Fund movements 2024

	Balance b/ fwd (£)	Income (£)	Expenditure (£)	Gains/ (Losses) (£)	Transfers (£)	Fund c/fwd (£)
Unrestricted funds						
Designated Fixed Asset fund	966,608	-	74,072	-	60,811	953,347
IT Enhancement Reserve	13,418	-	-	-	-	13,418
Rose Lillian Wright Legacy	80,350	-	-	-	-	80,350
Total designated funds	1,060,376	-	74,072	-	60,811	1,047,115
General funds	1,093,574	2,327,111	2,702,724	121,342	53,669	892,972
Total unrestricted funds	2,153,950	2,327,111	2,776,796	121,342	114,480	1,940,087
Restricted funds						
Tayside Deaf Association	83,303	-	980	10,137	-	92,460
Safe & Sound	-	7,699	7,699	-	-	-
Befriending Service	2,903	-	-	-	-	2,903
Highland Video Project	4,596	-	-	-	-	4,596
175th Anniversary	1,314	-	-	-	-	1,314
YP- Youth Services	36,061	108,478	126,370	-	(18,169)	-
Wellbeing Projects	-	82,104	51,413	-	(30,691)	-
Lipreading	-	6,456	6,456	-	-	-
Deaf Festival	24,982	135,922	97,893	-	(38,029)	24,982
Employability	-	33,342	32,007	-	(1,335)	-
Heritage Project	-	35,831	25,512	-	(10,319)	-
Digital Inclusion/Click Connect	-	60,344	24,606	-	(35,738)	-
Open University Project	-	22,855	26,773	-	3,918	-
Civtech	-	145,047	145,047	-	-	-
Cycling Scotland	24,083	-	-	-	-	24,083
Botanic Garden	2,596	1,999	60	-	-	4,535
Bentham Fund	57,698	-	-	-	-	57,698
See Hear Project	-	1,000	1,000	-	-	-
Access to Work	-	77,146	77,146	-	-	-
Ronald James Temple	4,975	-	-	-	-	4,975
Southampton Charitable Trust	1,854	-	-	-	-	1,854
DM Raffle	200	-	-	-	-	200
Family BSL	-	2,000	2,000	-	-	-
Supported Services	-	569,321	585,204	-	15,883	-
Total restricted funds	244,565	1,289,544	1,210,166	10,137	(114,480)	219,600
Total funds	2,398,515	3,616,655	3,986,962	131,479	-	2,159,687



Analysis of Fund movements 2023

	Balance b/ fwd (£)	Income (£)	Expenditure (£)	Gains/ (Losses) (£)	Transfers (£)	Fund c/fwd (£)
Unrestricted funds						
Designated Fixed Asset fund	731,979	-	71,245	-	305,874	966,608
IT Enhancement Reserve	13,418	-	-	-	-	13,418
Rose Lillian Wright Legacy	92,439	-	-	-	(12,089)	80,350
Barbara Kathleen Aupers Trust	51,890	-	36,619	-	(15,271)	-
Total designated funds	889,726	-	107,864	-	278,514	1,060,376
General funds	1,656,382	1,922,352	2,390,538	(122,114)	27,492	1,093,574
Total unrestricted funds	2,546,108	1,922,352	2,498,402	(122,114)	306,006	2,153,950
Restricted funds						
Tayside Deaf Association	90,600	-	14,594	7,297	-	83,303
Advice line	-	14,424	15,083	-	659	-
Bright Deal	-	39,129	11,365	-	(27,764)	-
Befriending Service	-	10,000	7,097	-	-	2,903
Highland Video Project	4,596	-	-	-	-	4,596
175th Anniversary	1,314	-	-	-	-	1,314
YP- Youth Services	-	161,644	125,583	-	-	36,061
Wellbeing Projects	-	47,443	39,565	-	(7,878)	-
Lipreading	-	11,664	11,664	-	-	-
Access to Work	-	83,338	83,338	-	-	-
Supported Services	-	690,836	571,922	-	(118,914)	-
Restoration 2022	-	132,812	-	-	(132,812)	-
Deaf Festival	25,582	188,233	170,240	-	(18,593)	24,982
OgiClick Connect	-	29,529	29,559	-	30	-
Employability	-	56,563	56,563	-	-	-
Open University Project	1,327	11,804	13,132	-	1	-
Cycling Scotland	12,840	11,243	-	-	-	24,083
Botanic Garden	1,857	2,000	1,261	-	-	2,596
Bentham Fund	57,698	-	-	-	-	57,698
100 Norfolk Street	-	5,540	5,540	-	-	-
Civitech	-	45,000	44,265	-	(735)	-
Suez Blackwood Bar Refurb	-	10,180	10,180	-	-	-
Core Costs Campaign	-	58,250	58,250	-	-	-
Ronald James Temple	4,975	-	-	-	-	4,975
Southampton Charitable Trust	1,854	-	-	-	-	1,854
IOW Council COVID Fund	-	624	624	-	-	-
DM Raffle	200	-	-	-	-	200
Total restricted funds	202,843	1,610,256	1,269,825	7,297	(306,006)	244,565
Total funds	2,748,951	3,532,608	3,768,227	(114,817)	-	2,398,515



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

The Trustees have created the following designated funds:

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.

IT enhancement reserve represents amounts designated to ensure that the company will be able to continue to develop its IT and computer systems in line with future requirements.

Rose Lillian Wright legacy is used to underpin those services which do not generate sufficient income to be sustainable. These will also be used to support the management team at Easthill and to provide improved facilities to our residents.

Barbara Kathleen Aupers Trust is used to underpin those services which do not generate sufficient income to be sustainable. These will also be used to support the management team at Easthill and to provide improved facilities to our residents.

Restricted funds comprise of:

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.

Safe & Sound funds represent local authority grants which are provided to fund the provision of support services in their given area.

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.

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.

Youth Project (Youth Services) is funding to support the Deaf Action Youth Service which aims to help deaf young people aged 10-18 to fulfil their potential.

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.

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

Advice Line - Advice on a range of topics (including benefits, housing, debt, independent living, consumer rights and more) from a trained advisor who is a native BSL & ISL user.

Bright Deal - Advice in BSL to help you live comfortably, understand your energy usage, and save money on your bills.

Befriending - Tackling loneliness and isolation through curated befriending matches between service users and trained volunteers, either online or face-to-face.

Wellbeing Projects - A service to promote wellbeing for deaf and hard of hearing people, activities include befriending, counselling and activities.

Supported Services - Training – funding to provide BSL training courses for staff and members of the public.

Deaf Festival - A celebration of deaf culture in August.

Digital Inclusion/Click Connect - Funding for Digital Inclusion Service which helps people who are deaf and hard of hearing develop essential digital skills.

Employability - Funding to assist people who are deaf and hard of hearing into the workplace.



Open University Project - A partnership project to help OU develop more BSL courses and accessible learning materials.

Civtech - Funding for development of the SignPort app.

Heritage Project – funding for celebrating Deaf Heritage

See Hear Project – funding used to match deaf and hard of hearing people with volunteer befrienders, combatting isolation.

Restoration 2022 – for the restoration of 49 Albany Street

OgiClick Connect – funding to support people to get online to access essential services

Family BSL – funding to help family members manage positive relationships with their deaf children so they can support them.

Cycling Scotland - Funds to install a shower and bike store.

Botanic Garden - Funding to develop BSL tours.

100 Norfolk Street - Funding to explore purchase of 100 Norfolk Street, Glasgow.

Suez Blackwood Bar Refurb – Funding to refurbish the Blackwood Bar at Albany Street premises.

Core costs campaign - Funding received to assist with Deaf Action's core costs and day to day running.

Bentham Fund - Monies available for assisting deaf people on the Isle of Wight. The fund at 31 March 2024 included tangible fixed assets of £57,698.

Ronald James Temple - Monies for the benefit of Easthill Home for Deaf People.

Southampton Charitable Trust - Monies for the poor of Southampton.

IOW Council COVID Fund - Monies to assist with additional costs of COVID.

Talbot Village Trust - Monies for the purchase of i-pads and the cost of training to use them.

DM Raffle - Monies restricted for the benefit of the Easthill residents.

Transfers - Transfers between funds represent expenditure against each fund drawn from the charity's own resources. Negative transfers represent projects which have finished in the year, with surplus balances transferred against other projects. Where monies spent on assets under construction, this has been transferred to the corresponding designated fund.



25. Net assets over funds

	Unrestricted Funds 2024 (£)	Restricted Funds 2024 (£)	Total 2024 (£)
Tangible assets	953,347	57,698	1,011,045
Investments	951,151	92,460	1,043,611
Current Asset Investments	200,000	-	200,000
Stocks	5,876	-	5,876
Debtors	571,640	-	571,640
Cash at bank and in hand	84,309	69,442	153,751
Creditors falling due within one year	(826,236)	-	(826,236)
	1,940,087	219,600	2,159,687

	Unrestricted Funds 2023 (£)	Restricted Funds 2023 (£)	Total 2023 (£)
Tangible assets	966,608	57,698	1,024,306
Investments	855,248	83,303	938,551
Current Asset Investments	200,000	-	200,000
Stocks	9,450	-	9,450
Debtors	549,892	-	549,892
Cash at bank and in hand	159,606	103,564	263,170
Creditors falling due within one year	(568,336)	-	(568,336)
Creditors falling due after more than one year	(18,518)	-	(18,518)
	2,153,950	244,565	2,398,515

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

	2024 (£)	2023 (£)
Net (expenditure)/ income for the year (as per the Statement of Financial Activities)	(238,828)	(350,436)
Adjustments for:		
Depreciation charges	74,072	71,245
Dividends, interest and rents from investments	(25,948)	(37,656)
Interest payable	4,530	4,496
(Profit) on disposal of fixed assets	-	(22,616)
(Gain)/Loss on investments	(131,494)	115,979
Decrease/(Increase) in stocks	3,574	(5,599)
(Increase) in debtors	(21,748)	(124,000)
Increase/(Decrease) in creditors	239,382	(88,773)
Net cash (used in) operating activities	(96,460)	(437,360)



27. Analysis of cash and cash equivalents

	2024 (£)	2023 (£)
Cash in hand	153,751	263,170
Total cash and cash equivalents	153,751	263,170

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

Estimate	Basis of estimation
Depreciation & amortisation of fixed assets	Fixed assets are depreciated and amortised over the useful live of the asset. The useful lives of fixed assets are based on the knowledge of senior management, with reference to assets expected life cycle.
Pension valuation	The net present value of contributions is estimated using a discount rate which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.
Allocation of expenditure between activities	Expenditure is allocated between expenditure on raising funds and charitable activities. The split is 5% to raising funds and 95% to charitable activities.



Reference & administration

Principal Office:

49 Albany Street
Edinburgh EH1 3QY

Charity Number SC009898
Company Number SC396876

Independent Auditors:

Wylie & Bisset (Audit) Limited
168 Bath Street, Glasgow, G2 4TP

Bankers:

Bank of Scotland
PO Box 10, St Andrew's Square,
Edinburgh EH2 2YR

Solicitors:

Morton Fraser LLP
Quatermile Two 2 Lister Square
Edinburgh EH3 9GL

Investment:

Brewin Dolphin
7 Drumsheugh Gardens,
Edinburgh EX3 7QH

Trustees

Rosie Addis (Chair) (appointed 1 November 2014)

Sheenagh Adams (appointed 9 March 2022)

Russell Clarke (appointed 15 April 2021, resigned 10 October 2022)

Leslie Banks (appointed 7 March 2024)

Trudi Collier (appointed 29 August 2018, resigned 23 October 2023)

Alison Dines (appointed 15 April 2021)

Nicola Hancock (appointed 14 April 2021, resigned 10 October 2022)

Alyson Miller (appointed 9 March 2022, resigned 10 October 2022)

Andrew Philip (appointed 9 February 2022)

Alison Rogers (appointed 7 March 2024)

Company Secretary Philip Gerrard

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. Board meetings are held quarterly. During those meetings, there is a set agenda including routine conflict of interest declarations. 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 access support are present at every board and sub-committee meeting. Senior management are invited to present quarterly reports, so the board are aware of what is happening on an operational level across all areas. It is a requirement of our constitution that at least 50% of our Board are deaf or have hearing loss. At the moment, 75% of our board members are either deaf, have hearing loss, or have relevant lived experience (for example parent of deaf child). Currently, two members of our Board are Deaf BSL users. We recently filled a vacancy for a Trustee from South England, and we will aim to use their experience to refine and develop our existing services in South England.



Trustee responsibilities

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

1. 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; and
 - They must manage any conflict of interest between the charity and any person or organisation who appoints trustees.
2. Trustees must comply with the Charities and Trustees Investment (Scotland) Act 2005 in the following areas of responsibility:
 - Reporting to OSCR: Making changes to your charity;
 - Financial records and reporting;
 - Fundraising; and
 - Providing information to the public.

Management

The key management personnel consist of the CEO, Deputy CEO, Head of People, Head of Development and Head of Resources. Key management salaries are based on comparative third sector rates. The senior managers are supported by a network of department managers and team leaders.

Action beyond words



Registered company no. SC396876. Registered charity no. SC009898.
Registered address, 49 Albany Street, Edinburgh, EH1 3QY

deafaction.org    