



Royal Association for Deaf people



Annual Report and Accounts 2023/2024

Charity no: 1081949

Our vision

A future of opportunity, achievement and equality for deaf people

Our mission

- Working in collaboration to innovate and deliver the services that deaf people want and need
- Celebrating deaf culture and community

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Chair of Trustees

A message from our Chair



Welcome to our 2023/ 24 Annual Report & Accounts

Against the challenging conditions of a charitable environment managing uncertainties of funding, continued impact from cost-of-living crisis and other world events, I am proud of how TeamRAD have managed challenging times, and through adversity, a restructure.

We welcomed RAD's first ever deaf CEO, Mark Wheatley, and together, the executive team have risen to the challenge to support us to grow from strength to strength, outlining a new way forward for RAD and its work, and as always, TeamRAD colleagues remain committed to delivering against the objectives of the organisation, to ensure that deaf people continue to receive support.

We reflect on the previous strategic period, 2021 – 2024, and the testing of new services which we invested in via our reserves and as we wrap up this year, we are confident that we have positioned ourselves to not only offer a broader range of services for deaf people, but through the diversifying of income, a more reliable and sustainable way of achieving this. New work and income streams include Consultancy services, a DeafAdvance Training Centre, and Commercial Services to ensure organisations and companies can be more equitable when it comes to deaf people and their access, and lastly, an investment into Signapse brings a new and innovative way of protecting our future.

It is clear that our work has paved the way for the new strategic direction as we look ahead from 2024 to 2029, and we will unveil our new strategic ambitions to support this. The past six months have seen us prepare to purchase RAD's new London headquarters, and client hub, which we are all excited about.

As I step down at the AGM, I would like to say a thank you to our new CEO, executive team, and all colleagues that form TeamRAD, including our trustees for their contribution, and for their vision and commitment to the work ahead, as we begin the next chapter of RAD's journey. Thanks also go to the former colleagues who played their role in shaping RAD over the years.

With very best wishes,

Thomas Mulloy

Report of the Trustees

- To year ended 31 March 2024

Trustee report

- FOR THE YEAR ENDED 31 MARCH 2024



Report

The Trustees are proud to present their report and the audited financial statements for the year ended 31 March 2024.

This report meets the requirements for a directors' report for Companies Act purposes.

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The Trustees also include a summary which concludes the previous strategic period 2020 – 2024.

Aims and objectives of the organisation:

RADs objects are to promote the social and general welfare of all deaf people.

Our organisational values:

Community

As part of the Deaf Community we respect deaf language, identity, heritage, and diversity, delivering services that our community wants and needs.

Progressive

We are committed to continuous improvement. We are proactive in our approach; receptive to change, responsive and believe that reflective practice informs our ongoing development.

Positive

We celebrate successes, take a positive and encouraging attitude towards work, each other, our organisation and all those who connect with us and give credit to people's ideas and achievements.

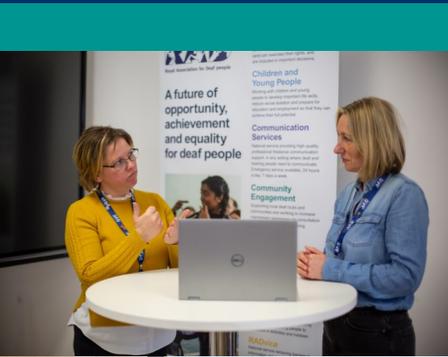
Collaborative

Working together with colleagues, partners and other stakeholders in order to achieve the best outcomes for deaf people – celebrating successes and recognising contribution.

Integrity

We will be authentic, honest, respectful and mindful of our self, others and our environment; challenging and receiving feedback, promoting fairness and treating people with an unbiased approach.

Our people - TeamRAD



TeamRAD colleagues

We are incredibly proud of our TeamRAD colleagues. Everyone works so hard to carry out extraordinary work that supports the lives of deaf people. No matter which department our colleagues work in, from the services team, to finance, interpreting to marketing, everyone is valued for the contribution they make to keeping RAD healthy, and functioning so that deaf people can receive the services they want and need.

Chief Executive Officer

For the first time in RAD's long history, we have appointed a CEO who is deaf himself, representing the importance of supporting deaf communities. He brings a wealth of experience from the European Union of the Deaf (EUD), with a background in advocacy, strategic leadership, and innovation. His appointment supports RAD's ambitions to thrive and expand into new and innovative working methods.

Trustees

We are fortunate to have a board of trustees who give their time to help govern the organisation. We currently have 8 trustees, 7 of whom are deaf, and we are actively recruiting more to ensure we incorporate the knowledge required from the skills gap audit to further complement the boards existing skill level and RADs growth plans.

Recognition and reward

We consider the RAD community and our colleagues to ensure that recognition and reward is at the heart of how we manage our people and services. We take the time to celebrate successes. We supported the professional development of our colleagues so that they achieve and thrive in the workplace, and develop the confidence and skills to have a meaningful career.

We were proud to hold our Reconnecting TeamRAD conference, and introduced the much enjoyed Colleagues Awards, to help us celebrate achievements. With 105 nominations received, we were able to appreciate and celebrate all of TeamRAD, and recipients of the awards received prizes.

Wellbeing and EDI

At RAD, we recognise that wellbeing is fundamental to maintaining a strong and happy workforce.

The past year has been financially challenging for many with rising inflation and world events impacting living standards.

Following the 2% cost of living pay increase that we gave to staff in April 2023, we also provided bonus voucher payments in December, and gave a summer Costa Coffee voucher in recognition of external financial pressures and to say thank you for their continued hard work, loyalty and commitment.

The introduction of RADs Wellbeing and EDI group saw regular newsletters and initiatives sent to the staff which included Time to Talk Day, Tech Time Out, Positive Ways to Detach from Work and paid time off to support good causes.

We drafted, approved and shared RADs Wellbeing Charter – a document to show RADs commitment and provide an overview of our aims and expectations.

RAD have been committed to continuously reviewing our consideration of EDI in all our behaviours, operations and work. We have appointed an EDI Champion, revised our recruitment procedures and ensure representation is considered across all our activity.

Training and Initiatives

We work really hard to ensure colleagues receive training in order to carry out RADs business, but we also recognise when training is important for CPD.

We provided access to 43 Leadership and Management (ILM) courses which 36 colleagues attended, at level 1 and 3, with 7 managers competing their level 5.

We were proud to introduce our Menopause policy, and to date, over 50% of staff have completed this training, and 90% of the organisation completed safeguarding training.

2023/2024 In numbers



- Recruited **1** new CEO into the organisation
- May **3**, the date His Majesty King Charles III became our Royal Patron
- TeamRAD welcomed **28** new employees
- Our services worked with **29** local authorities
- We provided **43** places for internal staff to undertake ILM courses
- **58%** of RAD's workforce are deaf or hard of hearing
- RADs conference and awards saw **105** nominations and **9** special winners
- **120** fantastic staff and volunteers supporting our work
- We delivered **146** days worth of BSL translation services, to 41 organisations
- Celebrated **183** years of RAD and our work supporting deaf people
- **362** learners accessed our DeafAdvance Training Centre
- Provided **434** sessions to people needing complex Advocacy support
- Managed **1033** enquiries through our Live Chat
- Our Communications team facilitated **2620** bookings to provide BSL Interpreters
- Provided **4965** hours of Advice services and community outreach
- We provided **8210** hours of interpreting and communication support
- Independent Living team delivered **9029** befriending and one to one sessions
- Independent Living Service delivered **32,918** Community Support hours
- Our website and Info Hub welcomed **90,000** views and interactions
- Committed to invest **£100,000** into Signapse, part of an innovative growth plan
- Our social media and website information reached **446,300** people
- Committed **£1,512,000** to the purchase of our new London headquarters
- Came to the end of the strategic period which saw us commit to internally invest **£3,100,000** into testing new services and developing evidence of need, eventually spending around £2m before analysing the findings



What we did in 2023 - 2024

Core Services 2023 - 2024

Our general services have been delivered in line with expectations and we have performed well against our current contracts for this last financial year. Our core focus has been to actively seek new funding to sustain our general services, particularly for the Advice and Advocacy service, and to work to increase the income into the Communication and Interpreting area of RAD, which has seen great improvement.

We have not been without challenges such as restructure, changes to staffing and increased competition for funding, but we have been able to demonstrate our ability to adapt and thrive despite internal and external challenges.

Independent Living

Our largest service saw an income of £1,036,614 this year which includes some specialist advocacy. Due to the complexities of delivering community support services and activities, as typically seen in the sector, the team have experienced challenges in respect of securing new client rates, longer wait times for client reviews impacting care packages that an individual may be entitled to.

Despite this, the Team Leads and Coordinators have worked hard to ensure that operations run as smooth as they can, and that clients are supported. This year, our colleagues delivered 8651 appointments in the home and the community, with 32,918 of support received. The team also ran 8 group events, with 50 clients attending, and this remains an area of growth for the service.

We continue to focus on geographical growth, and a new rolling recruitment approach to ensure we can maximise provision of support hours to existing and new clients.

Advocacy

Our advocacy service has exceeded expectations, taking on 198 clients and delivering 434 support sessions this year.

Due to the significant increase in demand, we secured new contracts with leading providers such as Rethink, The Advocacy People, Cloverleaf, Voiceability, ASSIST, and POHWER. We also received direct funding from local authorities, including Camden and Islington Council. Our service areas include Essex, London, Hertfordshire, Norfolk, and Derbyshire, complementing the regions where we already operate.



Communication Services

We had a very successful year, consistently exceeding our monthly KPI hours. We provided Language Service Professionals to 589 deaf people, delivering 8210 hours of interpreting and communication support, and transitioned our Out of Hours On Call service in-house to reduce costs and improve quality.

Despite the sudden increase in interpreter fees following the NUBSLI fee guidance revision, we managed expectations, renegotiated contract rates, and received positive feedback from interpreters. We successfully secured new contracts with NHS Trust, North of England Procurement in Partnership, Kent County Council framework and the out of hours direct award. We also renewed agreements with organisations such as Ares Management, North Central London CCG's and DWP Job Centre Plus.

Interest in our Translation service has steadily improved, leading to more bookings and support requests without marketing. We established strong relationships with organisations such as Transport for London and the University of Aberdeen, resulting in repeat work. This year, we provided BSL translation services to 41 organizations, delivering approximately 146 days worth of services. To further enhance our service, we developed partnerships with accessible communications providers like I C Works and Dogma Films, enabling us to offer an extended portfolio of services, including editing, subtitling, voice-over, and easy-read services.

Advice

Our Advice service continued to support people under funded contracts, but also for individuals where there is no existing provision of a deaf advice service in their area. We have worked in partnership with City Lit, London, to provide a free service for those who need it, open to all residents.

We proudly promoted our GLA funded Voter ID project, and secured funding for the provision of our flagship HMRC tax advice service.

We were grateful to secure funding to deliver specialist advice services in Croydon, Lambeth, RBKC, Brent Health Matters and from the DWP for employment support.

Strategic period 2021 - 2024



Strategic Plans 2021 to 2024

Our strategic ambitions for 2021-24 were a collection of special areas to focus on with commitments to help us achieve this.

These were;

Finances

Manage our resources to maximise opportunity | ensuring financial resilience and sustainability

Our people

Secure our future | develop our colleagues to thrive and achieve

Collaboration and growth

Collaborate | innovating services that meet the changing needs of deaf people, improving access and reach

Policy

Increase social awareness | influencing change on a national level

Equality and representation

Ensure equal representation | making sure RAD is diverse, fair, and inclusive and means something to every deaf person

Outcome

At RAD, we feel that the last year has been a solid period of assessing the last three years of the operations of the organisation and its service delivery, all whilst navigating various challenges such as the Covid-19 pandemic, the cost of living crisis and having to adapt the way we deliver services to ensure we were able to meet demand and continue to be accessible.

Highlights

During this period, some key highlights include;

- ◇ Internally committed to invest £3.1m to develop, launch and deliver new services that consultations told us were needed, spending approx. £2m.
- ◇ Rolled out 4 new services for a test period and conducted research and analysis.
- ◇ Recruited a Policy Officer who participated in wider initiatives such as the DWP's Reasonable Adjustments forum and the NHS BSL Commissioning Review, advising on best practices and accessibility.
- ◇ Introduced 8 new job roles to support the investment activity in this period.
- ◇ Supported a total of 6692 cases across the tested services during this period.
- ◇ Established RADs Live Chat function via our website to improve accessibility and response times.
- ◇ DeafAdvance and Consultancy will become part of RADs core services.

Internal investment



Internal release of funds

Preliminary internal investment plan approved by Trustees in June 2019

Plan involved the implementation of four new services within RAD; TalkMore, DeafAge, RADvice and DeafAdvance (Training Centre).

Initial plan

- ◆ Navigated the implementation of the strategy through the Covid 19 pandemic and its associated challenges.
- ◆ Initial scoping was undertaken across England and followed by 'Roadshow' events to showcase RAD in targeted locations.
- ◆ Recruited 4 Regional Coordinators into the Business Development team in May 2021.
- ◆ Established Task Force groups which included other RAD colleagues to assist with outreach and roadshow events.
- ◆ Engaged with deaf clubs, deaf organisations and deaf communities to identify gaps in local provision.
- ◆ Engaged with mainstream professionals to highlight gaps, raise awareness and support consultations in the deaf community—seeking funding from NHS Healthwatch, DWPs, and Local authorities and their sensory teams.
- ◆ Invested in RADs workforce to enhance staff training to be ready to deliver specialist advice and to deliver additional training where compliance was compulsory.

Key milestones achieved

- Information hub established on RADs website
- Recruited and developed the right people to take forward RADs ambitions, creating job opportunities.
- 36 RAD colleagues trained in specialist areas to deliver support, advice and training courses.
- Established a Consultancy service – a new area of business for RAD.
- Webinar engagement – over 1000 attendances and 3000 views of our webinar event page.
- Laid the groundwork for future engagement ie; mapping of services, understanding gaps in the landscape and/ or poor existing provision.
- Achieved over £470k of service income as a result of our outreach, engagement and/ or evidence gathering.
- Developed a strong portfolio of working and active partnerships.
- Gathered evidence of need from providing;
 - Delivery of 3250 hours of support over 4000 appointments with RADvice
 - 500 events delivered under DeafAdvance to support employment issues and training
 - TalkMore provided 2850 hours of support and 4800 enquiry responses and/ or appointments.

What we tested



Investment in new services (2021 – 2024)

Tested Services and what we learned

We introduced 4 new service projects at RAD and delivered them over a 3 year period. This last year saw us conclude some of those services, and create plans to expand on the ones that had growth potential within RADs capabilities. These services were;

- DeafAdvance** - Training and Employment Support
- DeafAge** - Support for older people
- RADvice** - National Advice service
- TalkMore** - Wellbeing and Live Chat service

We piloted these services both remotely, and face to face across multiple locations in England by way of a special series of events called RAD Roadshows.

After a period of preparation throughout 2020, we moved into project implementation, but unfortunately, we were still navigating the Covid -19 pandemic, and therefore refocused our energy during these months to transition core funded services to online provision and to support existing service users during this difficult time. We also saw staff furloughed, so we streamlined our provision to priority services and critical support and we called this the lost year in respect of potential development activity and community engagement, as we worked to ensure funded services were reconfigured and managed. One good positive is that we were able to launch our Live Chat BSL service to reach and support so many more people who were also struggling during this time, significantly increasing the number of people registering for RAD services.

From early 2021, and into the year, we refocused our efforts by recruiting four Regional Coordinator roles across England to support business development.

These coordinators researched deaf service provision in key locations, identified gaps, and reassured organisations of our complementary ambitions to be able to offer specialist support where there were existing deaf services and to work collaboratively.

Based on the their feedback, we launched test events across England to engage with the deaf community and mainstream professionals, which led to new business opportunities and pockets of contracts spread geographically.

Simultaneously, we delivered various services, including employment appointments, peer support groups, advice sessions, and befriending support - this led to identifying further staff training needs. This became a priority in order for us to deliver specialist advice, enhancing our credibility and ensuring our advisors were not only providing support in first language, but had access to training so they would be appropriately trained to do so.

We also took the time to develop new partnerships, collaborating with organisations open to working together to co-deliver programmes, such as with Deaf Vibe to deliver accessible Advice services in Stoke and Staffordshire for all residents.

Challenges

We faced some tough challenges as we looked to officially establish services where there was clear evidence of need. Unfortunately, upon submission, a few funders viewed our ringfenced reserves as excessive, therefore we were not eligible for some funding. In some locations, local deaf organisations were providing limited services but still viewed us as a potential threat to their local funding. Despite our reassurances, this led to some reluctance from others to engage with us, although around 70% did support us and welcome our provision in their area.

Statutory commissioners often don't distinguish between deaf BSL users, other types of hearing loss, or individuals with other disabilities. Consequently, tender opportunities are frequently awarded to standardised providers. Our experience shows this approach does not effectively serve the deaf community, so we seek subcontracting opportunities to ensure better service delivery.

What we tested

Investment in new services (2021– 2024)

DeafAdvance Training and Employment

Employment:

There is a high demand for employment support, but DWP contracts are challenging due to the payment of contracts often based on securing hard job outcomes. However, during this time, we supported 272 unique clients over 1184 appointments, and handled 807 new cases. Despite transitioning the work of the employment team to an ad-hoc service under general advice, we continued to support employability, job interviews, confidence-building, and life skills, resulting in job offers, apprenticeships, and redundancy avoidance.

Committed to this cause, we have formally moved employment support under our general advice service, and to ensure financial viability, DeafAdvance now focuses solely on the activities of the training centre.

DeafAdvance Training Centre:

We collaborated with an external provider and our deaf managers co-developed and designed a Level 3 leadership and management program, successfully testing it with 10 managers who all passed, leading to our registration with ILM. We now offer ILM courses up to Level 5, with unique advantages such as allowing assignments to be filmed and submitted in BSL, instead of in written English.

All RAD training courses were integrated into the service and new ones developed, to cater to an external audience, offering affordable course options, bespoke training packages and providing access to government funded courses, in partnership with Professional Training Solutions, who are working with us to identify opportunities.

Additionally, we expanded to offer a variety of BSL courses after registering with Signature, and in development for nine months, a virtual learning platform is now set to launch in late 2024.

Policy and Influence

We recruited a new Policy Officer who helped advocate for beneficial policy changes, ensuring compliance with regulations, and informed strategic decisions to support our growth and impact.

Whilst this is no longer a role held at RAD, the aims of this role and responsibilities of this activity pass to our CEO and select colleagues to continue this work.

DeafAge:

This service was introduced to understand the impact of loneliness in deaf older people and to work towards outcomes that recognise the impact of social isolation and support efforts to reduce risk and/or impact. The commitment was to enable people to access mainstream community activities to improve social engagement and receive appropriate support or adjustments. Additionally, the service aimed to support participants to engage in physical or social activities to develop networks and improve their physical and emotional wellbeing.

The team were able to recruit 26 volunteers to support the service which delivered 400 events, including home visits, support groups, 1-2-1 remote wellbeing sessions online, community outreach, coffee mornings and workshops. We measured outcomes across 1345 attendances at our programmes, and overall, 1611 outcomes were met, with specific achievements relating to supporting people to recognise what their own needs are and to make choices, how to access support using technology, reconnecting friends and family, participating more independently in physical activity, and improved personal wellbeing.

While there was good attendance at our sessions, it was determined that these activities could be supported through other services and did not require standalone funding, our work continues.

RADvice

A very well attended and popular service. Due to the advice service becoming a triage and umbrella service for many areas, the brand name has been removed and is now simply RADs Advice service and continues to grow.

TalkMore

Our bids to the health sector were unsuccessful given we were seen primarily as a social prescribing organisation, making it unsustainable to fund the service.

We are incredibly proud of the staff who supported the Live Chat Line, but recognising that mental health is not our area of expertise beyond supporting the referral process during the long wait times, and to protect staff wellbeing, we decided to gradually close this service because it had evolved into an unexpected crisis line, which was not its original intention. Despite efforts to collaborate with other deaf organisations, there was a collective preference for us all to continue raising concerns to appeal to the NHS to improve access and response times for deaf people. Consequently, we decided to focus on ensuring accessibility within our primary areas of expertise.

Conclusion and the future



Conclusion of the 2021 - 2024 strategic period.

We have now completed our three year strategy period and over the last year, have been able to assess and evaluate the successes and learning which has helped set the direction for the organisation going forward.

We remained operating in difficult economic circumstances as we tested the new services that were introduced. It has been evident that to secure funding for services such as TalkMore and DeafAge from the health sector was too much of a hard challenge whilst operating in a competitive environment, therefore TalkMore and DeafAge were safely closed as standalone services and both low level wellbeing support and support for older people have been absorbed under RADs advice services, and we do continue to support deaf people by appointment and by referring into accessible services.

We concluded that DeafAdvance and RADs Training Centre showed huge potential beyond its original concept, and through dialogue with other businesses and organisations who were looking to become more equitable for deaf people, the official development of Consultancy was born.

Following this action was the subsequent implementation of RADs Commercial Services during August 2023 with a much broader scope than previously planned.

We have developed a strong catalogue of training options for deaf and hearing learners, registered with Signature to include the delivery of British Sign Language (BSL) courses, enhanced the type of offer for Deaf Awareness training to be tailored and are moving forward with plans to redevelop RADs Marketing team, including the use of Hub Spot and automation, to ensure we are ready for the growth of income generation activity.

It was identified that the need for Advice services and Advocacy was too great to ignore, and the volume of clients seeking our support determined that RAD should expand into new geographical areas and bid for specialist contracts that enable us to work with mainstream partners to ensure services remain accessible to the deaf community, and that they know how to access them. As a result of our work, we have taken Advocacy from an income of £114,000 in 2022/2023, to securing new contracts in 2023/2024 to the value of £840,000 which will be delivered over the next three to eight years. With more work being secured - this is clearly an area of growth for RAD.

We invested in training TeamRAD colleagues in specialist areas such as Immigration, Energy, and other areas of specialist advice so that we are ready to be a market leader in our offer, and able to provide the best possible support and advice to deaf people.

Financial sustainability must continue to be a priority, as will our determination to reach and serve more people in larger geographical areas now that we are recognised as a national charity. By expanding the Commercial Services offer, and diversified income by exploring alternative solutions to sustainability, we were able to make an investment into Signapase, and commit to the purchase of a London office, giving us headquarters and a client hub from where to deliver services and see a return on the rental of work space and Translation/Film studio.

To conclude, we have a clear idea of where we should continue to invest and why. We understood what should be reconsidered, and moved forward to ensure changes were implemented. We continue to work on how best to achieve this over the exciting next strategic period of growth and sustainability.

Setting the scene

- for new strategic objectives

Strategic planning

With the board, we held strategic away days on 14th September and 4th November 2023.

We discussed a financial framework and forecast for 2024 – 2029 and outlined a strategic plan, and asked the question ‘where are we going?’

We were able to analyse the performance of all RADs key delivery areas, and the review of the internal investment phase, to debate the viability of what we were committing to.

It has been felt that RAD has many areas of focus and therefore, we took decisions to streamline our approach to only prioritise services where we would be able to cover costs and see a steady income. We evaluated new areas of business that would be complementary to traditional service delivery, and help contribute to RADs overall running costs and redefine our Interpreting and Translation services, marketing our Consultancy offer and doubling our targeted income for Training within DeafAdvance, having seen a huge amount of interest.

In addition, we discussed how we can secure income in alternative ways and considered technology, and the advancements expected in the future. RAD do not want to be left behind, and will commit to new and innovative ways of working such as increasing the investments we make.

The next 5 years

Over the next 5 years of our strategy, we will commit to continuing to build on our existing expertise to enable us to provide services and engage in other areas that are essential for the development of deaf people, such as young deaf people to lead fulfilling lives, and ensuring access to training, wellbeing initiatives and employability projects – to be active members of the community with raised aspirations and increased opportunities.



We will proactively support those who are;

- Deaf people in need of specialist advice/ advocacy and employability.
- Young people who would like to access career guidance, life skills, employability support and leadership qualifications.
- Deaf people who are looking to take their first steps in career progression.
- Deaf professionals looking to advance their leadership and management skills
- Mainstream professionals who want to improve access for deaf people.
- Corporates who want to meet their social responsibilities and understand what they can do to improve and make an impact.

After considering the contributions and analysing the proposed strategy, we can now outline our proposal for RADs new strategic ambitions for 2024 - 2029 which is subject to continuous board involvement and change.

Our Income Approach

- Looking to the future and how we will achieve this:

Business Development

We strengthened our business development team this past year by introducing a new role of Business Development Manager, who is tasked with engagement and networking as we look to increase the number of partnerships we have.

Our charity's business development priorities will balance pursuing traditional funding bids with expanding partnerships in the corporate sector.

While securing grants and donations through traditional channels remains essential, diversifying funding sources by engaging with corporate partners can significantly enhance our financial stability and impact.

Developing strategic alliances with businesses not only provides additional funding to us but also opens up more opportunities for skill-sharing, marketing our commercial offer and at times, co-branded initiatives. We also aim to do this alongside other deaf organisations.

By blending traditional funding approaches with innovative corporate partnerships, and new ways of generating income, we can create a robust support network that can realise long-term growth, resilience, and a greater reach as we expand nationally.

Corporate Donations

Following a series of successful webinars this past year, we have developed a good understanding of what corporate businesses are looking to achieve, and we have also provided guidance and support to other organisations that were unsure how to meet their corporate social responsibilities (CSR), looking to learn more about our work.

Whilst we will continue to seek and encourage donations into the organisation to help our unrestricted fund raising efforts, we have developed a way of working which will have far lasting positive impact and help RADs sustainability plan.

We will support companies taking active steps to contribute positively to society, because for RAD, engaging in a genuine partnership with corporations requires moving beyond financial donations and into a collaborative working relationship where everyone benefits. We will provide key and valuable insights into the needs of the deaf community, and their rights, to help shape meaningful CSR initiatives, ensuring our partnership drives substantial social change. By doing so, the arrangement becomes mutually beneficial and impactful, avoiding tokenism and promoting a shared commitment to inclusivity, accessibility and social welfare.

To further strengthen this, we are setting a new standard of expectation. RAD will launch our Deaf Aware Standards of Excellence trust badge which will be given to organisations who engage with us and undertake training, and these will be valid for display for 3 years.



Statutory Funding, Grants and Trusts

We have introduced the new role of Bid Writer into the team who will support our Strategic Development Manager to oversee the income of statutory funding, grants and trusts which has always played a crucial role in ensuring steady income into the organisation, and enables us to provide vital services to the deaf community.

By effectively giving focus to this area of income, we can ensure that essential services and projects, such as advice, advocacy and communication support are adequately funded, which will always be important for the deaf community, who often face unique challenges in accessing mainstream services. To build relationships with those obligated to provide accessible services, will also open opportunities to connect to our commercial offer, to further enhance the quality of access for deaf individuals.

In addition to this, we will extensively explore opportunities to bid for funding from grant makers and trusts to deliver not only an offer that aligns with their priorities, but to provide projects and services that people want and need - particularly those that improve access to information, advancement and healthier environments.

The importance of having a business development team is underscored by the need for continuous and reliable funding to meet the evolving needs of the deaf community, and our teams expertise in navigating the complex landscape of grants and foundations ensures that RAD remains competitive in securing necessary funds, and in turn, will enable the provision of consistent services.

Statutory Independent Living Services

Funded in a slightly different way, our Independent Living Team Leads are actively working every day to secure new individual agreements on behalf of individuals that need care packages, and support to live independently.

We are working with 27 local authorities to ensure their residents receive the support they need in first language, in addition to community support services, which includes specialist advocacy, befriending and special events or trips. We are proactive in our approach to expand into new geographical and aim to meet the needs and wishes of all those we work with.

Our Income Approach

- Looking to the future and how we will achieve this cont:



Commercial Services

We are incredibly proud to have developed a new service with a designated manager during 2023/24 which evolved to incorporate areas of RAD that focuses on generating income by selling services from our commercial offer.

Naturally, RAD have always secured funding from statutory bodies, trusts and foundations, with deaf awareness training as part of that strategy. However, we identified many viable opportunities to repackage the way we can offer our expertise, not only for our financial advantage, but to support mainstream businesses to be open to being more equitable for deaf people.

Services include our DeafAdvance Training Centre with a suite of courses, Deaf Awareness training courses and a new Virtual Learning Platform. We also offer bespoke and standard BSL courses, an Interpreting and Translation service, and our Consultancy with assessment services.

Investments

RAD are committed to exploring every viable opportunity where potential collaborations align with our values and innovative growth plans.

Outside of RADs usual investing, we were determined to identify opportunities that not also mark positive change for all deaf individuals in the future, but where ideas are cutting edge, solutions focused and innovative.

We were very proud to invest in Signapse, a company of working researchers and experts building technology for tomorrow, we look forward to seeing how they develop.

We will continue to work with successful entrepreneurs, tech experts and other professionals to ensure RAD take brave but considered decisions in investing in its future.

Consultancy

Recognising the need to always ensure equity for deaf individuals, we established a dedicated consultancy service to support organisations to create accessible and inclusive environments.

Our Accessibility Audits support businesses to understand and address the barriers deaf people face as customers and of employees. By conducting in-depth analysis of current systems and customer journeys, we provide tailored recommendations to enhance accessibility. These audits are designed for all types of corporations, ensuring they are well-equipped to provide equitable opportunities and services for deaf people.

London Hub

It is RADs intention to not only have a central London office space, but also a place that we can call a community hub where deaf people can come along and seek support and access services.

We anticipate the potential rental of our space, whether this is our film studio, translation suite or general desks for hire.

Communication Services

British Sign Language (BSL) has been officially recognised as a language for over 90,000 deaf people in the UK, spotlighted now by the passing of the BSL Act 2022.

This legislative milestone underscores the increasing need for access to interpreting, and as one of the leading charities working with and providing services to deaf people, we pride ourselves on being experts in advising on and providing specialist communication support when it matters.

However, we are taking our work further, expanding beyond statutory funded contracts, proactively working to drive quality and access to communication support for deaf people where and when they require it.

Initiatives will include developing communication services for deaf students as we recognise the need for access to improved communication provision and to reduce the pressure to arrange their own communication support whilst managing their educational commitments. We are developing comprehensive communication services which includes the registration of our service as non-medical helpers, enabling us to provide support via the Disabled Student Allowance, to ensure that deaf students have the necessary support to advance and thrive in their academic pursuits.

We are committed to the continuous professional development of our registered Language Service Professionals through our Virtual Learning Platform and other specialist training such as Mental Health First Aid. This investment enhances the skills and knowledge of our interpreters and other communication professionals, but also establishes a sense of professional camaraderie and commitment. In return, we have experienced an increase in registration requests, therefore, anticipate an increased capacity to fulfil more bookings.

RAD is dedicated to expanding services and enhancing the quality and reach of our communication services. This approach ensures that we can meet the growing demand for communication support, driven by the recognition of BSL and the needs of the deaf community.

Strategic Ambitions 2024 - 2029

What will be our strategic ambitions

We recognise that RAD has been through a time of learning and evolving, and this year, after a period of restructure and settlement, RAD is now ready to start its new journey.

At RAD, deaf people in the community are at the core of everything we do. Our strategic commitments ensure that deaf people are at the heart of our decision making.

To support this new direction, we have renewed our strategy and outlined a five-year plan for our new strategic ambitions for 2024 – 2029.

Our strategic ambitions identify the four main areas of focus that will help realise the ambitions into reality, to ensure that RAD is thriving, growing and operating a high-level service for the benefit of all deaf people and key stakeholders.

What will be our strategic commitments

Our strategic ambitions may evolve with input from the new board, reflecting our ongoing commitment to innovation and serving the deaf community. Success will depend on setting clear measures, communicating clearly with all colleagues and stakeholders, and then implementing necessary changes identified from our previous period.

Carefully underpinning RADs strategy with clear goals and objectives will ensure the safe and monitored implementation of new services and activity to ensure long-term impact and sustainability, and by aligning resources and efforts, it will allow us to continuously address issues to further enhance existing provision.

We commit to mitigating risk, being transparent about our progress and working in line with our strategic roadmaps - but most importantly, always making decisions in the best interest of the charity, and the people we serve.



Growth and Longevity:

Explore opportunities to maximise income generation | Ensure services evolve to meet changing needs | Empower deaf people to be independent and informed | Work in partnership with mainstream organisations to ensure deaf people are heard and acknowledged



Finance and Sustainability:

Manage our resources to ensure financial resilience and maximise opportunities to ensure financial and operational sustainability



Collaboration and Influence:

Increase awareness and influence change by working with partners and the deaf community to secure our future | Work in collaboration with other likeminded organisations to ensure equitability and accessibility for deaf people



Community and Inclusivity:

Develop and innovate services that benefit deaf people | Ensure RAD is diverse and inclusive | Improve access to services that deaf people want and need

Strategic Commitments 2024 - 2029

Growth and longevity

Focus will be given to RADs new commercial services development, and a strategic marketing plan to help automate the way we manage our output and better manage income generation opportunities. Targeted fundraising and the development of corporate relationships to expand our outcome streams and exploit opportunities to sell RADs commercial offer. We will develop enhanced and robust partnerships with deaf organisations to maximise opportunities for deaf people and look to co-deliver services, share ideas and work collaboratively. Engage in consultation with the deaf community to help shape new and innovative service strands which will help inform funding applications and develop new sales proposals in order that mainstream bodies can be more equitable.

Finance and Sustainability

At RAD, we have built a comprehensive financial strategy for sustained growth and success which will be closely monitored via robust procedures and operated in tandem with the strategic business development plan. We will ensure we consider diversification of revenue streams by innovating and expanding our commercial service offer, catering to much broader audiences, exploring new markets and developing complementary services to opt in to. We will ensure operational efficiencies by implementing cost saving measures, improving resource allocation and review processes to enhance profitability.

This may involve streamlining operations, investing in technology and automation where practical, and renegotiating supplier contracts for better rates-working fairly to represent value for money for quality services.

We will carefully manage and allocate resources towards investments, innovation and nurture long term revenue streams.

Community and inclusivity

We take a proactive approach to our work to ensure inclusivity is at the forefront of our activity when representing deaf people and their associated barriers and challenges. We continuously learn, adapt and implement positive change because we understand that equality and diversity is important.



We will ensure fairness, inclusion and recognise the full potential of all individuals to promote social justice, equitable opportunities and a sense of belonging.

To carry out consultation initiatives with the deaf community only strengthens diverse perspectives and ensures voices are heard. We encourage contributions to problem solving and cultivate a supportive environment which leads to innovative solutions and evidence of need - to empower, and see an enriched community who have trust and confidence in RAD.

Collaboration and influence

We will develop mainstream strategic partnerships and alliances as we recognise that collaboration with other businesses will provide access to new opportunities, reducing costs through shared resources and will support innovation through the sharing of knowledge and expertise.

This will amplify our brand reach and broaden the partners who see RAD to be the provider of choice.

We will work with deaf organisations and attend events to ensure representation of RAD and our work, and to join in group initiatives which support the exchange of information, leading to solutions that will address complex issues more effectively. We feel this approach will allow us to stay informed, meet evolving needs within the deaf community and to work together to campaign on national issues.

Our executive leadership team and wider business development colleagues will aim to work with key partners to influence change, engage stakeholders and conduct research to build coalitions leverage advocacy efforts. We will work towards initiatives that address pressing issues which frequently effect the deaf community, uphold values, and promote a more equitable, prosperous and sustainable future for all deaf people.

ACKNOWLEDGEMENTS

RAD would like to say THANK YOU to all who we work with;

Funded and/or supported by:

Care Quality Commission
Government of Jersey
Greater London Authority
Home Office
HMRC
Office of National Statistics
Transport for London

The Advocacy People
ASIST Advocacy
Cloverleaf Advocacy
Groundworks
Healthwatch
POHWER
Rethink
SWAN advocacy
Voiceability

Barking and Dagenham Council
Brent Council
Bristol Council
Camden Council
Colchester City Council
Croydon Borough Council
Derbyshire County Council
East Sussex County Council
Eastleigh Council
Essex County Council
Hackney Council
Hammersmith Council
Hertfordshire County Council
Hounslow Borough Council
Lambeth Council
Medway Council
Newham Council
Southend Council
Surrey County Council
Redbridge Council
Royal Borough of Greenwich Council
Royal Borough Kensington
and Chelsea
Southwark Council
Suffolk County Council
Thurrock Council
Wandsworth Council
Westminster City Council
Wokingham Borough Council
Worcestershire County Council

AGE UK Lambeth
Citizens Advice Southend
City Lit
DWP
Ixon

Anglian Water
Cadent Gas
Electricity North West
National Grid
Northumbria Water LTD
Scottish and Southern Energy Networks
Wales and West Utilities
Wessex And Bristol Water

EE
Havas Play
The FA
TUI

City & Guilds
Kingston University
Mike Long Associates
Professional Training Solutions
University of Essex

Pendrels Trust
Peter Cruddas Foundation
Wilberforce Trust

ASLI
Ares Management
Association of Lipspeakers
Association of Notetaking Professionals
NRCPD
RBSLI

The Duke of Edinburgh Award

MHFA England
Older People's Commissioner for Wales
NHS Foundation Trust
NHS Kent and Medway ICB
NHS Mid and South Essex ICB
National Centre for Suicide Prevention,
Education and Training (NCSPET)
Royal London Audiology
SW London and St George's Mental Health

Arthur J Gallagher
Haines Watts
Plan Money Limited

Purple Tech
Yellow Belly

Earzz

Fairwill
JDA
Sight for Surrey
Scoloudi
Young Enterprise

Durham Police

Ethos Farm -
(Battersea Power Station)
Lyst
McDonalds
Richmond Aid

CAMHS
Deaf CAMHS

Essex Cares LTD
Hearability
Hearing Help Essex

Heathlands School
Oak Lodge School
The Study Prep School

Black Deaf UK
Deaf Rainbow UK

CommPlus
Dogma Films
IC Works
Let's Sign BSL (Cath Smith)
Sarona Training
Signature
SignLive
SignVideo
Weald BSL

What our clients told us

RADs overall client satisfaction rating for the year is 98.8%.

Thank you to all the people who use our services and for trusting RAD to support you. Here are some things that our clients and learners told us.

“ Thank you so much for your time, I feel much more knowledgeable and aware. I could tell the group felt very comfortable asking questions and feeling they were in a safe space, and that was very much because how patient, open and engaging you were.”

“ Excellent session, really insightful. I thought I had good deaf awareness but now realise I'm only scratching the surface, I learned lots in just 2 hours.”

“ I cannot rate this workshop highly enough. There was so much helpful information, and it was delivered really well. I realised how little I know, but I have been inspired to find out more! This was absolutely brilliant- thank you so much.”

“ Grateful for RAD support with an employment issue which another disability support service could not. I had faced barriers for 3 years, but now I feel I can ease my stress knowing RAD will support me, and will signpost the right services for me.”

“ The course has given me lots to think about in terms of deaf inclusivity and how we can make our company more inclusive. 10/10, best training course I've been to.”

“ Wonderfully presented course, our trainer was excellent and the material was expertly delivered.”

“ I would wholeheartedly recommend this basic introduction to signing and definitely recommend the trainer, he was brilliant. Our sessions were fun, relevant and enjoyable. It's made me feel less afraid of trying to sign even the basics.”

“ We appreciate the support you have provided for Jersey dDeaf islanders. Your collaboration has been important in our efforts to create a more inclusive environment for the dDeaf community. Together, we have made progress in promoting and facilitating independent living for dDeaf community members. The improvements in inclusion and accessibility reflect your dedication and hard work.

Thank you for being a key part of this journey. The Government of Jersey will continue making improvements in the future.”

“ Thank you for helping me. I would be lost without support. Look forward to a new start to live independently and not rely too much on my friends I can smile a little bit more knowing have support from RAD. Thank you so much.”

“ I had nowhere to go for support with my PIP assessment. A friend said RAD gives the best PIP support and in International Sign Language too! Thank you RAD.”

“I want to say big thank you to RAD staff for ongoing support with my housing issues. Without them I would be lost and not know where to go for support. I used to be depressed but now I am starting to feel better with hope. Looking forward to 2024 and things getting better for me, thanks again.”

“ Wow! RAD advisor is expert. Useful information and supportive. I will tell my friends to use RAD.”

“ I've been looking for support with PIP appeal and was relieved that RAD can help. They are professional and understand how to fight my case. Very grateful.”

Auditors Report and Accounts - To year ended 31 March 2024

Structure, Governance and Management

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

The organisation is incorporated in England and Wales and is governed by a Board of Trustees who constitute the membership in terms of the Companies Act.

The organisation was founded in 1841 and registered in accordance with the Charities Act 1960, with the registered number 207358. The activities, assets and liabilities of the Association were transferred to this charitable company with effect from 1 October 2000.

The charitable company is limited by guarantee, incorporated on 11 April 2000 and registered as a charity on 9 August 2000, with the new registered number 1081949.

The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.

Organisational structure and management

Management is delegated to an executive team. The executive team is responsible for the full range of RAD's activities. The executive team during the start of the year comprised a Director of Operations along with three joint Chief Executives. From May 2024, two interim roles joined the ELT. Early 2024 saw the appointment of the permanent CEO. We have an agreed scheme of delegation and during the year, the team consisted of the following:

Amanda Casson Webb: Joint CEO/Director of Communications and Community (Resigned 30/5/23)

Lesley Frearson: Joint CEO/ Director of Finance and Business Support (Resigned 30/5/23)

Sue Evans: Joint CEO/ Director of Services (Resigned 30/5/23)

Julie Ratcliffe: Director of Operations

Andrew Dewey: Interim Chief Executive - started 02.05.23 - ended 31.12.23

Anna Hughes: Interim Director of Finance - started 02.05.23 - ended 12.11.2023

Julie Ratcliffe: Chief Operating Officer - started 05.05.23

Daniel Clements: Director of Independent Living - started 01.09.23

Claire Woods: Chief Finance Officer - started 06.11.23

Mark Wheatley: Chief Executive Officer - started 02.01.24

Decision making

RAD makes decisions through a collaborative process involving its board, staff, and stakeholders, guided by its values, mission and strategic goals. This process includes evaluating data, assessing community needs, and considering the impact on our beneficiaries to ensure informed and effective decision-making.

Structure, Governance and Management

Related parties

The organisation has a wholly owned trading subsidiary, tRADe LTD. This subsidiary did not trade during 2023/2024.

Public benefit

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the organisation's aims and objectives and in planning future activities and setting the grant making policy for the year.

Grantmaking

From time to time, when resources and other commitments permit, the Trustees and/or the ELT make small discretionary grants or donations (usually not more than £3000) to deaf individuals or groups to encourage and develop community activities or sponsor special work such as research or an event.

Risk management

The Trustees have a risk management strategy that comprises of:

- A major risk register for the organisation
- A quarterly operational risk review prepared by the leadership team, with associated mitigations;
- Whilst an annual review of the principal risks and uncertainties facing RAD is recommended, the Trustees consider that a quarterly review is more robust and allows the board to be more responsive to any issues that may arise
- The establishment of policies, systems, and procedures to mitigate these risks. This includes the use of external expertise where appropriate

The Trustees confirm that the above risk management strategy is in operation.

We continue to feel the effects of tightening public expenditure and expect that this will intensify over the forthcoming years. With these factors in mind, the major risks facing RAD are as follows:

- a) Failure of all services to achieve budgeted income targets especially in a period of reduced and more tightly controlled public expenditure
- b) Failure to achieve legacy income targets
- c) Failure to secure future funding to sustain services
- d) Failure to see a return on investments

Recruitment and appointment of new trustees

Trustees are appointed for a three-year term at an AGM and are allowed to stand for a second consecutive term (subject to invitation from the Chair). Trustees can stand subsequently for re-appointment but must leave the board for a period of one year. When new Trustees are needed, members of the existing board are reviewed, and any skills gap identified.

New trustees undertake an induction with the CEO, supported by the ELT, and a board induction with the Chair. The board undertake governance training periodically and any individual training needs of trustees who are new to their role are agreed with the Chair, and in line with any recommendations from the ELT in respect of compliance.

Members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2024 was 9 (2023: 8). The Trustees have no beneficial interest in the charitable company.

Structure, Governance and Management

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
03973353 (England and Wales)

Registered Charity Number
1081949

Registered office
Block F, Parkside Office Village,
Nesfield Road, Colchester, Essex, CO4 3ZL

Patron
His Majesty King Charles III

President
The Most Revd and Rt Hon Justin Welby Archbishop
of Canterbury

The Trustees
Trustees, who are also directors under company law, who
served during the year and up to the date of this report
were as follows:

Mr Thomas J Mulloy (Chair)
Ms Semhar Beyene (Vice Chair)
Mr Lyndon J Borrow
Ms Hannah B Brennan
Mr Rolf Choutan
Ms Laura J C Eadsforth
Ms Masami Fenesan (resigned 02.11.2023)
Ms Melissa Scacco Mudawi (Honorary Treasurer)
Mrs Katherine O'Grady Bray (appointed 08.08.2023)

Company Secretary
Ms M Scacco Mudawi

Auditors
Haines Watts
Statutory Auditors
Town Wall House
Balkearne Hill
Colchester
Essex
CO3 3AD

Solicitors
Fisher Jones Greenwood
Charter Court, Newcomen Way
Severalls Business Park
Colchester
Essex
CO4 9YA

Bankers
National Westminster Bank FLO
Park Royal Branch
1 Abbey Road
London
NW10 7RA

Financial Advisors
Plan Money LTD
Bentley House
Forge Lane
Great Bentley
Colchester
Essex
CO7 8GD

Financial review including policies

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, 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 (FRS 102) (effective 1 January 2019).

Financial performance

Securing financial sustainability and resilience is one of RAD's strategic ambitions.

2023/24 saw continued significant planned investment into future services whilst at the same time, incurring deficits in all major areas of RAD's service delivery, resulting in an overall deficit of £600k (2022/23: £1,430k), analysed as follows:

- £387k invested into future service delivery via designated reserves (2022/23: £628K);
- The remaining unrestricted operations made a deficit of £215k (2022/23: £682k), which includes an increase in the value of investments of £145k (2022/23: loss of £149k) and a realised gain on the sale of investments of £170k. RAD benefitted from £152k of donations and legacies in the year (2022/23: £223k);
- Operations funded via restricted funds made a surplus of £2k (2022/23: deficit of £120k).

The funding sources and descriptions of their purpose are detailed in note 20 to the financial statements. The charity is not dependent upon any one principal funder, indeed a number of funders contribute to our overall mission and objectives.

Overall, income from charitable activities (our operations) increased over the previous year by 3% (2022/23: 2%), analysed as follows:

- RADvice - increase of 77% (2022/23: decrease of 39%);
- DeafAdvance - increase of 2% (2022/23: 40%);
- Independent Living Services - decrease of 5% (2022/23: increase of 21%);
- Other projects and funding - decrease of 67% (2022/23: 36%);
- Communication services - increase of 25% (2022/23: 5%);
- Other services - decrease of 76% (2022/23: 67%).

Expenditure decreased by £293K (2022/23: increase of £436k), a reduction of 8% (2022/23: increase of 13%) which was mainly due to the reduced expenditure on investment activities from designated funds (2022/23: included was also the reorganisation and restructure exceptional costs of £165k).

Reserves policy

The reserves policy is determined by the Trustees. The policy for the General Funds is, as far as prudently possible, to maintain a level of working capital of four months' operating expenditure, allowing the charity to meet its contractual obligations and respond to short-term financial challenges. As at 31 March 2024, this equates to £1.1m (based on current estimated expenditure).

Financial Review - continued

Total reserves of the charity at 31 March 2024 were £4,592k (2022/23: £5,191k) (see the balance sheet on page 33), to be used as follows:

	£000
Restricted Funds to be spend in accordance with the wishes of the donor	122
Net Book Value of tangible fixed assets essential to run the organisation	528
Future spending commitments for specific projects by the Board of Trustees	178
Reinvestment in services for deaf people	1,060
Property purchase fund	1,822
Total reserves committed to specific projects	3,710
General reserves (four months' operating expenditure (per policy above)	1,100
Remaining free reserves	(218)

The level of our current free reserves is £882k which is therefore slightly below our agreed minimum reserves policy. A new office has been purchased in London which has been funded via the property purchase fund, this has left a balance of around £300k in the fund which will be transferred back into the free reserves – this will mean that we are holding funds in agreement with our minimum reserves policy. We consider our policy level to be reasonable, given the uncertain economic future and the more competitive funding environment we now experience.

Investment policy and performance

The investment policy is determined by the Trustees, with the benefit of external advice, after considering income requirements, risk profile and stock market prospects in the short and long term. It is a requirement that any fund manager has ESG (environmental, social and governance) embedded within the investment philosophy and process to ensure that RAD's investments are held with corporate entities exhibiting high levels of corporate responsibility.

RAD completed a full review of the investment policy and strategy during the year and established the following approach: short term investments are held to provide financial security and may be required to meet unanticipated cash flow needs. These funds need to be readily available with little or no threat to invested capital. This fund is safety first and return second as there can be no risk of losing anything from this fund

Long term investments are held with a view to a longer-term gain with an understanding that the value of these investments is likely to fluctuate over the short to medium term. The aim is to at least protect these funds against the risk of inflation over the long term, understanding the risk that this may not be achieved short term. RAD aims to achieve CPI + 3% (net of fees) over a rolling period of 5 years.

For the long-term investments, the board's intention is to always invest in a fund that is well diversified across asset categories.

Some stocks which were inherited are being held until the price improves before disposal.

REPORT OF THE TRUSTEES

- FOR THE YEAR ENDED 31 MARCH 2024

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of The Royal Association For Deaf People for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

In so far as the trustees are aware:

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

AUDITORS

The auditors, Haines Watts, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 30th July 2024 and signed on its behalf by:



T J Mulloy - Trustee

REPORT OF THE INDEPENDENT AUDITORS

- TO THE MEMBERS OF THE ROYAL ASSOCIATION FOR DEAF PEOPLE

Opinion

We have audited the financial statements of The Royal Association For Deaf People (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 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; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

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

REPORT OF THE INDEPENDENT AUDITORS

- TO THE MEMBERS OF THE ROYAL ASSOCIATION FOR DEAF PEOPLE

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; 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 exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

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

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

REPORT OF THE INDEPENDENT AUDITORS

- TO THE MEMBERS OF THE ROYAL ASSOCIATION FOR DEAF PEOPLE

Our responsibilities for the audit of the financial statements

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We obtained an understanding of the legal and regulatory framework applicable to both the charitable company itself and the sector in which it operates. We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience and through discussion with the directors/trustees and management. The most significant were identified as the Companies Act 2006, The Charities Act 2011, UK GAAP including Charity SORP (FRS 102) and relevant tax legislation.

We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. Our audit procedures included:

- We considered the risk of fraud through management override and in response, we incorporated testing of manual journal entries into our audit approach throughout the financial year.
- We also considered the risk of fraud through assumptions and judgements used within the accounting estimates and in response, reviewed and scrutinised these estimates in order to detect possible management bias.
- We also considered the risk of fraud associated with the preparation of the financial statements and in response, tested the disclosures prepared against relevant supporting documentation.

Our audit did not identify any significant matters relating to the detection of irregularities including fraud. However, despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and by their very nature, any such instances.

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

REPORT OF THE INDEPENDENT AUDITORS - TO THE MEMBERS OF THE ROYAL ASSOCIATION FOR DEAF PEOPLE

The Royal Association for Deaf People

Use of our report

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

Haines Watts

Melinda Simpson (Senior Statutory Auditor)
for and on behalf of Haines Watts
Statutory Auditors
Town Wall House
Balkerne Hill
Colchester
Essex
CO3 3AD

Date: *30.7.2024*

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	4	148,786	3,000	151,786	223,075
Charitable activities					
RADvice	6	-	331,913	331,913	187,674
DeafAdvance		95,017	69,968	164,985	161,583
Independent Living Services		1,012,070	24,544	1,036,614	1,085,659
Other Projects and Funding		-	43,908	43,908	131,436
Communication Services		650,909	-	650,909	520,374
Other Services		1,465	-	1,465	5,981
Investment income	5	119,749	-	119,749	127,787
Other income – loss on sale of fixed assets		-	-	-	(15,482)
Total		2,027,996	473,333	2,501,329	2,428,087
EXPENDITURE ON					
Charitable activities					
RADvice	7	301,861	317,327	619,188	402,267
DeafAdvance		351,118	44,253	395,371	567,842
Independent Living Services		1,421,011	58,982	1,479,993	1,430,706
Other Projects and Funding		56,027	50,899	106,926	331,423
Communication Services		814,743	-	814,743	601,267
Other Services		-	-	-	203,211
Deaf Centres and Community Engagement		-	-	-	6,909
Other – exceptional item	13	-	-	-	165,454
Total		2,944,760	471,461	3,416,221	3,709,079
Net gains/(losses) on investments		315,389	-	315,389	(149,253)
NET INCOME/(EXPENDITURE)		(601,375)	1,872	(599,503)	(1,430,245)
Transfers between funds	20	(647)	647	-	-
Net movement in funds		(602,022)	2,519	(599,503)	(1,430,245)
RECONCILIATION OF FUNDS					
Total funds brought forward		5,071,169	119,841	5,191,010	6,621,255
TOTAL FUNDS CARRIED FORWARD		4,469,147	122,360	4,591,507	5,191,010
CONTINUING OPERATIONS					
All income and expenditure has arisen from continuing activities					

The notes form part of the financial statements

BALANCE SHEET 31 MARCH 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
FIXED ASSETS					
Tangible assets	15	527,918	-	527,918	530,081
Investments	16	<u>3,607,867</u>	<u>-</u>	<u>3,607,867</u>	<u>3,792,478</u>
		4,135,785	-	4,135,785	4,322,559
CURRENT ASSETS					
Debtors	17	389,313	-	389,313	607,206
Cash at bank		<u>224,869</u>	<u>122,360</u>	<u>347,229</u>	<u>644,997</u>
		614,182	122,360	736,542	1,252,203
CREDITORS					
Amounts falling due within one year	18	<u>(280,820)</u>	<u>-</u>	<u>(280,820)</u>	<u>(383,752)</u>
NET CURRENT ASSETS		<u>333,362</u>	<u>122,360</u>	<u>455,722</u>	<u>868,451</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>4,469,147</u>	<u>122,360</u>	<u>4,591,507</u>	<u>5,191,010</u>
NET ASSETS		<u>4,469,147</u>	<u>122,360</u>	<u>4,591,507</u>	<u>5,191,010</u>
FUNDS					
Unrestricted funds	20			4,469,147	5,071,169
Restricted funds				<u>122,360</u>	<u>119,841</u>
TOTAL FUNDS				<u>4,591,507</u>	<u>5,191,010</u>

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

The financial statements were approved by the Board of Trustees and authorised for issue on 30th July 2024 and were signed on its behalf by:



T J Mulloy - Trustee

The notes form part of the financial statements

CASH FLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(908,664)</u>	<u>(1,436,912)</u>
Net cash used in operating activities		<u>(908,664)</u>	<u>(1,436,912)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(2,798)	-
Sale of fixed asset investments		500,000	-
Interest received		7,433	9,154
Dividends received		<u>106,261</u>	<u>108,070</u>
Net cash provided by investing activities		<u>610,896</u>	<u>117,224</u>
Change in cash and cash equivalents in the reporting period			
		<u>(297,768)</u>	<u>(1,319,688)</u>
Cash and cash equivalents at the beginning of the reporting period			
		<u>644,997</u>	<u>1,964,685</u>
Cash and cash equivalents at the end of the reporting period			
		<u><u>347,229</u></u>	<u><u>644,997</u></u>

The notes form part of the financial statements

NOTES TO THE CASH FLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2024

1. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024	2023
	£	£
Net expenditure for the reporting period (as per the Statement of Financial Activities)	(599,503)	(1,430,245)
Adjustments for:		
Depreciation charges	4,961	4,031
(Gain)/losses on investments	(315,389)	149,253
Loss on disposal of fixed assets	-	15,482
Interest received	(7,433)	(9,154)
Dividends received	(106,261)	(108,070)
Decrease/(increase) in debtors	217,893	(190,029)
(Decrease)/increase in creditors	<u>(102,932)</u>	<u>131,820</u>
Net cash used in operations	<u>(908,664)</u>	<u>(1,436,912)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23	Cash flow	At 31.3.24
	£	£	£
Net cash			
Cash at bank	<u>644,997</u>	<u>(297,768)</u>	<u>347,229</u>
Total	<u>644,997</u>	<u>(297,768)</u>	<u>347,229</u>

The notes form part of the financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1. CHARITY INFORMATION

The Royal Association for Deaf people is a private company limited by guarantee incorporated in England and Wales. Members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up.

The registered office and principal place of business is Block F, Parkside Office Village, Knowledge Gateway, Nesfield Road, Colchester CO4 3ZL.

The charity owns 100% of the share capital of tRADe Limited (company number 2693994), this company has not traded since the year ended 31 March 2018 and has reserves of £(864). Consolidated accounts have not been prepared on the basis that the subsidiary company is not material for the purposes of giving a true and fair view.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, as modified by the revaluation of certain assets.

For the purposes of presentation, the financial statements are rounded to the nearest Pound Sterling (£).

Going Concern

At the time of approving the accounts, the trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the accounts.

Income

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

Voluntary income is received by way of donations and gifts and is included in full in the statement of financial activities when receivable. Volunteer time is not included in the financial statements.

Income from government and other grants is recognised when the Charity has entitlement to the fund, 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.

Legacy income is recognised when entitlement to the income is probable. Receipt of legacy income, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution.

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

2. ACCOUNTING POLICIES - continued

Expenditure

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

Expenditure includes attributable VAT which cannot be recovered.

Redundancy costs are charged to the Income statement in the year in which an irrevocable commitment is made to incur the costs.

Holiday entitlement earned but not taken at 31 March is accrued based on rates of pay effective at that date.

Expenditure is allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function is apportioned based on the direct cost of the activity.

Other expenditure represents those items not falling into any other heading.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold Property	2% Straight Line Basis (Excluding Land)
Leasehold Property	Evenly over the shorter of the outstanding portion of the lease or 50 years
Furniture, Fittings and Equipment	20% Straight Line Basis
Computer and Office Equipment	33% Straight Line Basis

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities.

Impairment

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Fixed Asset Investments

Listed and current asset investments are stated at market value at the balance sheet date. The gain or loss for the period is taken to the statement of financial activities.

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

2. ACCOUNTING POLICIES - continued

Cash at Bank

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.

Basic Financial Instruments

Basic financial instruments are initially recognised at transaction value and subsequently measured at amortised cost. Financial assets comprise cash at bank and in hand, together with trade and other debtors. A specific provision is made for debts for which recoverability is in doubt. Cash at bank and in hand is defined as all cash held in instant access bank accounts and used as working capital. Financial liabilities held at amortised cost comprise all creditors except social security and other taxes, deferred income and provisions.

Taxation

The charity is exempt from corporation tax on its charitable activities.

The charity is an exempt organisation for VAT purposes and consequently input tax on its purchases are not fully recoverable.

Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund together with a fair allocation of management and administration costs.

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

The costs of generating funds relate to the costs incurred in raising funds for the charitable work.

Operating Leases

Rentals payable under operating leases, where substantially all the risks and rewards of ownership remain with the lessor, are charged to the statement of financial activities in the year in which they fall due.

Pension costs and other post-retirement benefits

The Charity has a group personal pension plan that is available to all employees. Defined contributions are paid into the scheme on a monthly basis. All pension costs are charged to the statement of financial activities as incurred.

In accordance with FRS 102 the Charity accounts for pension costs on the basis of contributions to the Scheme in the year.

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

3. CRITICAL ACCOUNTING JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY

In the application of the charity's accounting policies, the trustees 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 where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

4. DONATIONS AND LEGACIES

	2024	2023
	£	£
Donations	20,618	11,915
Legacies	<u>131,168</u>	<u>211,160</u>
	<u>151,786</u>	<u>223,075</u>

5. INVESTMENT INCOME

	2024	2023
	£	£
Rents received	6,055	10,563
Dividends receivable	106,261	108,070
Deposit account interest	<u>7,433</u>	<u>9,154</u>
	<u>119,749</u>	<u>127,787</u>

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

6. INCOME FROM CHARITABLE ACTIVITIES

	Grants	Fee income	Total 2024	Total 2023
	£	£	£	£
RADvice	329,693	2,220	331,913	187,674
DeafAdvance	32,384	132,601	164,985	161,583
Independent Living Services	24,544	1,012,070	1,036,614	1,085,659
Other Projects and Funding	41,006	2,902	43,908	131,436
Communication Services	-	650,909	650,909	520,374
Other Services	-	1,465	1,465	5,981
	<u>427,627</u>	<u>1,802,167</u>	<u>2,229,794</u>	<u>2,092,707</u>

Grants received, included in the above, are as follows:

	2024	2023
	£	£
Government grants	211,673	230,612
Other grants	<u>215,954</u>	<u>185,553</u>
	<u>427,627</u>	<u>416,165</u>

A breakdown of the government grants and purposes for their use is detailed in note 20 to the financial statements.

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8)	Support costs (see note 9)	Totals
	£	£	£
RADvice	461,095	158,093	619,188
DeafAdvance	294,424	100,947	395,371
Independent Living Services	1,102,117	377,876	1,479,993
Other Projects and Funding	79,625	27,301	106,926
Communication Services	<u>606,721</u>	<u>208,022</u>	<u>814,743</u>
	<u>2,543,982</u>	<u>872,239</u>	<u>3,416,221</u>

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2024	2023
	£	£
Staff costs	2,279,824	2,556,958
Rent and rates	12,113	22,498
Light and heat	9	154
Insurance	-	245
Repairs and maintenance	4,338	5,576
Telephone	35,315	34,458
Printing, postage and stationery	3,554	3,792
Travel and subsistence	133,000	138,032
Legal and professional fees	2,996	1,156
Fundraising and publicity cost	229	1,557
IT costs	31,980	23,306
General expenses	-	2,395
Bad debts	938	(2,367)
Charitable project costs	3,931	6,317
Events expenditure	6,325	9,537
Bank Charges	14	24
Depreciation	-	4,031
Payments to partner organisations	29,416	45,255
	<u>2,543,982</u>	<u>2,852,924</u>

9. SUPPORT COSTS

	Management	Finance	Governance	Totals
	£	£	costs £	£
RADvice	154,368	301	3,424	158,093
DeafAdvance	98,567	192	2,188	100,947
Independent Living Services	368,970	718	8,188	377,876
Other Projects and Funding	26,657	52	592	27,301
Communication Services	203,119	395	4,508	208,022
	<u>851,681</u>	<u>1,658</u>	<u>18,900</u>	<u>872,239</u>

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

9. SUPPORT COSTS - continued

	RADvice £	DeafAdvance £	Independent Living Services £	
Staff costs	99,611	63,605	238,092	
Caretaking and cleaning	853	545	2,039	
Rent and rates	5,614	3,585	13,419	
Light and heat	1,186	758	2,836	
Insurance	4,802	3,066	11,478	
Repairs and maintenance	2,149	1,372	5,137	
Telephone	1,695	1,082	4,051	
Printing, postage and stationery	812	518	1,941	
Travel and subsistence	3,698	2,361	8,840	
Legal and professional fees	1,794	1,146	4,289	
Fundraising and publicity cost	2,255	1,440	5,390	
IT costs	27,069	17,284	64,701	
General expenses	892	570	2,130	
Bad debts	-	-	-	
Charitable project costs	1,037	662	2,478	
Bank charges	301	192	718	
Audit and accountancy fees	3,426	2,187	8,188	
Depreciation	899	574	2,149	
	<u>158,093</u>	<u>100,947</u>	<u>377,876</u>	
	Other Projects & Funding £	Communication Services £	Total 2024 £	Total 2023 £
Staff costs	17,202	131,070	549,580	279,109
Caretaking and cleaning	147	1,122	4,706	4,214
Rent and rates	969	7,387	30,974	19,986
Light and heat	205	1,561	6,546	3,208
Insurance	829	6,319	26,494	25,169
Repairs and maintenance	371	2,828	11,857	8,729
Telephone	293	2,230	9,351	11,193
Printing, postage and stationery	140	1,069	4,480	8,713
Travel and subsistence	639	4,866	20,404	5,708
Legal and professional fees	310	2,361	9,900	50,864
Fundraising and publicity cost	389	2,968	12,442	16,353
IT costs	4,675	35,618	149,347	203,736
General expenses	154	1,173	4,919	24,715
Bad debts	-	-	-	7,414
Charitable project costs	179	1,364	5,720	7,942
Bank charges	52	395	1,658	3,748
Audit and accountancy fees	592	4,507	18,900	9,900
Depreciation	155	1,184	4,961	-
	<u>27,301</u>	<u>208,022</u>	<u>872,239</u>	<u>690,701</u>

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

10. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2024	2023
	£	£
Depreciation - owned assets	4,961	4,031
Loss on disposal of fixed assets	-	15,482
Auditors remuneration	12,000	9,900
Accountancy fees	<u>6,900</u>	<u>-</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

Trustees reimbursed travelling expenses of £47 were paid to one trustee during the year ended 31 March 2024. No trustees were reimbursed expenses during the year ended 31 March 2023.

12. STAFF COSTS

	2024	2023
	£	£
Wages and salaries	1,954,761	2,047,492
Social security costs	157,310	170,515
Other pension costs	<u>111,996</u>	<u>120,154</u>
	2,224,067	2,338,161
Freelance, temp and agency staff, training and recruitment costs	<u>605,337</u>	<u>497,916</u>
	<u>2,829,404</u>	<u>2,836,067</u>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2024	2023
£60,001 - £70,000	<u>1</u>	<u>3</u>

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

12. STAFF COSTS - continued

The key management personnel of the Company during the year were the joint leadership team of three joint Chief Executive Officers, the interim Chief Executive Officer and interim Director of Finance and People along with the Chief Operating Officer (previously Director of Operations), the Chief Finance Officer, the Chief Executive Officer and the Director of Independent Living – Support Services and Programmes.

Employee benefits of key management personal totalled £308,655 (2023 - £282,978)

During the year to 31 March 2024 there were 110 individuals on average (2023: 113) employed on a full and part-time basis.

The average monthly number of employees (full time equivalents) during the year was as follows:

	2024	2023
Community engagement	1	1
RADvice	13	14
DeafAdvance	6	7
Other services	1	5
Independent Living services	42	42
Communication services	4	2
Governance	1	1
Fundraising and publicity	<u>3</u>	<u>3</u>
	<u><u>71</u></u>	<u><u>75</u></u>

13. EXCEPTIONAL ITEMS

During the year ended 31 March 2023 a review of the organisational structure of the charity took place which included legal costs of £52,983 and employment costs of £112,471.

These costs, which totalled £165,464, were expended from the Infrastructure and Special Equipment Fund.

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

14. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	206,130	16,945	223,075
Charitable activities			
RADvice	2,819	184,855	187,674
DeafAdvance	45,335	116,248	161,583
Independent Living Services	1,066,024	19,635	1,085,659
Other Projects and Funding	13,983	117,453	131,436
Communication Services	511,559	8,815	520,374
Other Services	-	5,981	5,981
Investment income	127,787	-	127,787
Other income – loss on sale of fixed assets	(15,482)	-	(15,482)
Total	<u>1,958,155</u>	<u>469,932</u>	<u>2,428,087</u>
EXPENDITURE ON			
Charitable activities			
RADvice	216,639	185,628	402,267
DeafAdvance	376,711	191,131	567,842
Independent Living Services	1,363,425	67,281	1,430,706
Other Projects and Funding	201,575	129,848	331,423
Communication Services	592,452	8,815	601,267
Other Services	197,231	5,980	203,211
Deaf Centres and Community Engagement	5,367	1,542	6,909
Other – exceptional item	165,454	-	165,454
Total	<u>3,118,854</u>	<u>590,225</u>	<u>3,709,079</u>
Net gains/(losses) on investments	(149,253)	-	(149,253)
NET INCOME/(EXPENDITURE)	(1,309,952)	(120,293)	(1,430,245)
RECONCILIATION OF FUNDS			
Total funds brought forward	6,381,121	240,134	6,621,255
TOTAL FUNDS CARRIED FORWARD	<u>5,071,169</u>	<u>119,841</u>	<u>5,191,010</u>

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

15. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Totals £
COST			
At 1 April 2023	612,712	149,224	761,936
Additions	<u>-</u>	<u>2,798</u>	<u>2,798</u>
At 31 March 2024	<u>612,712</u>	<u>152,022</u>	<u>764,734</u>
DEPRECIATION			
At 1 April 2023	82,631	149,224	231,855
Charge for year	<u>4,029</u>	<u>932</u>	<u>4,961</u>
At 31 March 2024	<u>86,660</u>	<u>150,156</u>	<u>236,816</u>
NET BOOK VALUE			
At 31 March 2024	<u>526,052</u>	<u>1,866</u>	<u>527,918</u>
At 31 March 2023	<u>530,081</u>	<u>-</u>	<u>530,081</u>

Freehold properties includes land of £400,023 (2023: £400,023). These are shown at trustees' valuation made in 1952 together with the cost of subsequent additions.

All property and equipment are held for charitable purposes and therefore no valuations have been carried out.

16. FIXED ASSET INVESTMENTS

	Shares in subsidiary undertakings £	Listed investments £	Totals £
MARKET VALUE			
At 1 April 2023	2	3,792,476	3,792,478
Disposals	-	(500,000)	(500,000)
Revaluations	<u>-</u>	<u>315,389</u>	<u>315,389</u>
At 31 March 2024	<u>2</u>	<u>3,607,865</u>	<u>3,607,867</u>
NET BOOK VALUE			
At 31 March 2024	<u>2</u>	<u>3,607,865</u>	<u>3,607,867</u>
At 31 March 2023	<u>2</u>	<u>3,792,476</u>	<u>3,792,478</u>

There were no investment assets outside the UK.

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

16. FIXED ASSET INVESTMENTS - continued

At 31 March 2024 the charity owned 100% of the share capital of tRADe Limited (company number 2693994) which was established to undertake the commercial activities of the Association. At 31st March 2024, the aggregate of the share capital and reserves of tRADe Limited was £(864) (2023: £(864)). The company has not traded since the year ended 31 March 2018.

Cost or valuation at 31 March 2024 is represented by:

	Shares in subsidiary undertakings £	Listed investments £	Totals £
Accumulated revaluation gains	-	1,424,981	1,424,981
Cost	<u>2</u>	<u>2,182,884</u>	<u>2,182,886</u>
	<u>2</u>	<u>3,607,865</u>	<u>3,607,867</u>

17. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade debtors	248,612	324,546
Amounts due from subsidiary undertakings	864	864
Other debtors	4,377	2,300
Prepayments and accrued income	<u>135,460</u>	<u>279,496</u>
	<u>389,313</u>	<u>607,206</u>

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade creditors	72,884	83,939
Social security and other taxes	29,823	35,813
Other creditors	43,842	159,740
Accruals and deferred income	<u>134,271</u>	<u>104,260</u>
	<u>280,820</u>	<u>383,752</u>

Accruals and deferred income includes deferred income of £38,328 (2023: £9,275) which comprises income received or invoiced in advance of work carried out.

19. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2024	2023
	£	£
Within one year	16,607	14,783
Between one and five years	<u>20,758</u>	<u>4,152</u>
	<u>37,365</u>	<u>18,935</u>

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

20. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
Designated funds:				
Property and Equipment Fund	530,082	(4,962)	2,798	527,918
Property Refurbishment Fund	3,798	-	-	3,798
Investment in New Services for Deaf People	1,447,351	(386,860)	-	1,060,491
Property Purchase Fund	1,821,516	-	-	1,821,516
Infrastructure and Special Expenditure Fund	248,494	(69,954)	-	178,540
	<u>4,051,241</u>	<u>(461,776)</u>	<u>2,778</u>	<u>3,592,263</u>
General fund	<u>1,019,928</u>	<u>(139,599)</u>	<u>(3,445)</u>	<u>876,884</u>
	5,071,169	(601,375)	(647)	4,469,147
Restricted funds				
The Drapers Company	610	(610)	-	-
Brent Mental Health Matters	6,991	(6,991)	-	-
UK Power Networks and Other Energy Providers:				
SSEN	3,019	(3,019)	-	-
Wessex Water	3,607	(3,607)	-	-
Cadent Gas	3,500	(112)	-	3,388
Bristol Water	1,675	(1,675)	-	-
Electricity North West	-	22,999	-	22,999
Realising Ambition Fund	1,433	-	-	1,433
Restricted Legacies:				
Leicestershire Legacy	38,144	(38,144)	-	-
Mike Webster Legacy	16,802	-	-	16,802
Other	142	-	(142)	-
Trust Funding:				
Peter Cruddas Foundation	6,262	(239)	-	6,023
AR Jolly Trust - Scotland	5,857	3,000	-	8,857
DofE - Co-op	1,029	-	-	1,029
Scouloudi	5,000	-	-	5,000
Other	142	-	(142)	-
John Came Charity	780	-	-	780
Catalyst Respite	289	-	-	289
Holiday Fund	326	-	-	326
Catalyst Equipment Pool Fund	333	-	-	333
Legal Advice Interpreting	3,140	-	-	3,140
Mid Surrey Valuing People Projects	1,191	-	-	1,191
London Client Holiday	5,300	-	-	5,300
Surrey Client Holiday	783	-	-	783
Southend IT Training Project	1,000	-	-	1,000
	<u>107,213</u>	<u>(28,398)</u>	<u>(142)</u>	<u>78,673</u>
Balance carried forward	107,213	(28,398)	(142)	78,673

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

20. MOVEMENT IN FUNDS - continued

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Restricted funds - continued				
Balance brought forward	107,213	(28,398)	(142)	78,673
Clapham Modification Fees	8,935	-	-	8,935
2Deaffoot	3,551	-	-	3,551
Havas Play/EE	-	13,338	-	13,338
Rethink - Springfield Advocacy	-	4,909	-	4,909
Rethink Advocacy Training	-	(594)	931	337
Care Quality Commission	-	9,967	-	9,967
SignLive	-	2,650	-	2,650
	<u>119,841</u>	<u>1,872</u>	<u>647</u>	<u>122,360</u>
TOTAL FUNDS	<u>5,191,010</u>	<u>(599,503)</u>	<u>-</u>	<u>4,591,507</u>

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

20. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
Designated funds:				
Property and Equipment Fund	-	(4,962)	-	(4,962)
Investment in New Services for Deaf People	-	(386,860)	-	(386,860)
Infrastructure and Special Expenditure Fund	-	(69,954)	-	(69,954)
	-	(461,776)	-	(461,776)
General fund	<u>2,027,996</u>	<u>(2,482,984)</u>	<u>315,389</u>	<u>(139,599)</u>
	2,027,996	(2,944,760)	315,389	(601,375)
Restricted funds				
London Borough of Lambeth	9,223	(9,223)	-	-
Southend Borough Council	15,000	(15,000)	-	-
Croydon CAB	22,000	(22,000)	-	-
Royal Borough of Kensington and Chelsea	7,005	(7,005)	-	-
Essex County Council – Sensory Grants	42,850	(42,850)	-	-
Oaklodge School	16,943	(16,943)	-	-
Deaf Rainbow UK	8,731	(8,731)	-	-
Frank Barnes and Heathlands School	2,902	(2,902)	-	-
Hearability Sensory Grant	32,275	(32,275)	-	-
Home Office EU Settlement Scheme	3,500	(3,500)	-	-
The Drapers Company	-	(610)	-	(610)
Brent Mental Health Matters	-	(6,991)	-	(6,991)
Big Lottery/European Social Fund	3,768	(3,768)	-	-
Jersey Government	24,580	(24,580)	-	-
DWP East Anglia	8,640	(8,640)	-	-
UK Power Networks and Other Energy Providers:				
SSEN	-	(3,019)	-	(3,019)
Wessex Water	-	(3,169)	-	(3,169)
Cadent Gas	121,000	(121,112)	-	(112)
Bristol Water	-	(1,675)	-	(1,675)
Electricity North West	37,000	(14,001)	-	22,999
National Grid	2,262	(2,700)	-	(438)
Restricted Legacies:				
Leicestershire Legacy	-	(38,144)	-	(38,144)
Balance carried forward	<u>357,679</u>	<u>(388,838)</u>	-	<u>(31,159)</u>

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

20. MOVEMENT IN FUNDS - continued

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Restricted funds - continued				
Balance brought forward	357,679	(388,838)	-	(31,159)
Trust Funding:				
Peter Cruddas Foundation	-	(239)	-	(239)
AR Jolly Trust - Scotland	3,000	-	-	3,000
Havas Play/EE	16,000	(2,662)	-	13,338
Rethink - Springfield Advocacy	24,545	(19,636)	-	4,909
Rethink Advocacy Training	-	(594)	-	(594)
Care Quality Commission	9,967	-	-	9,967
SignLive	2,650	-	-	2,650
DWP West London	12,000	(12,000)	-	-
Southend Healthwatch	189	(189)	-	-
Hounslow IAG	11,006	(11,006)	-	-
Jewish Deaf Association - IAG	2,030	(2,030)	-	-
GLA Voter ID Awareness	34,267	(34,267)	-	-
	<u>473,333</u>	<u>(471,461)</u>	-	<u>1,872</u>
TOTAL FUNDS	<u>2,501,329</u>	<u>(3,416,221)</u>	<u>315,389</u>	<u>(599,503)</u>

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

20. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
Designated funds:				
Property and Equipment Fund	549,595	(19,513)	-	530,082
Property Refurbishment Fund	3,851	-	(53)	3,798
RAD IT Infrastructure	52,495	(67,495)	15,000	-
Investment in New Services for Deaf People	2,075,325	(627,974)	-	1,447,351
Property Purchase Fund	1,821,516	-	-	1,821,516
Colchester and North Essex Fund	1,285	(1,338)	53	-
Infrastructure and Special Expenditure Fund	393,683	(295,189)	150,000	248,494
	4,897,750	(1,011,509)	165,000	4,051,241
General fund	1,483,371	(298,443)	(165,000)	1,019,928
	6,381,121	(1,309,952)	-	5,071,169
Restricted funds				
Essex County Council – Sensory Grants	9,331	(9,331)	-	-
Frank Barnes and Heathlands School	725	(725)	-	-
Hearability Sensory Grant	12,414	(12,414)	-	-
Right to Thrive	3,302	(3,302)	-	-
Big Potential	25,507	(25,507)	-	-
The Drapers Company	2,151	(1,541)	-	610
Brent Mental Health Matters	4,136	2,855	-	6,991
Postcode Lottery	2,276	(2,276)	-	-
Covid 19 Emergency Funding	8,948	(8,948)	-	-
Barnet and Southgate College	13,227	(13,227)	-	-
Jersey Government	3,242	(3,242)	-	-
UK Power Networks and Other Energy Providers:				
SSEN	-	3,019	-	3,019
Wessex Water	-	3,607	-	3,607
Cadent Gas	-	3,500	-	3,500
Bristol Water	-	1,675	-	1,675
Realising Ambition Fund	11,856	(10,423)	-	1,433
CRF Norfolk and Wyre Forest	9,004	(9,004)	-	-
Restricted Legacies:				
Leicestershire Legacy	85,789	(47,645)	-	38,144
Mike Webster Legacy	-	16,802	-	16,802
	-	142	-	142
Balance carried forward	191,908	(115,985)	-	75,923

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

20. MOVEMENT IN FUNDS - continued

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Restricted funds - continued				
Balance brought forward	191,908	(115,985)	-	75,923
Trust Funding:				
Peter Cruddas Foundation	8,231	(1,969)	-	6,262
AR Jolly Trust - Scotland	6,000	(143)	-	5,857
DofE - Co-op	3,367	(2,338)	-	1,029
Scouloudi	5,000	-	-	5,000
Other	-	142	-	142
John Came Charity	780	-	-	780
Catalyst Respite	289	-	-	289
Holiday Fund	326	-	-	326
Catalyst Equipment Pool Fund	332	-	-	332
Legal Advice Interpreting	3,140	-	-	3,140
Mid Surrey Valuing People Projects	1,192	-	-	1,192
London Client Holiday	5,300	-	-	5,300
Surrey Client Holiday	783	-	-	783
Southend IT Training Project	1,000	-	-	1,000
Clapham Modification Fees	8,935	-	-	8,935
2Deaffoot	3,551	-	-	3,551
	<u>240,134</u>	<u>(120,293)</u>	<u>-</u>	<u>119,841</u>
TOTAL FUNDS	<u>6,621,255</u>	<u>(1,430,245)</u>	<u>-</u>	<u>5,191,010</u>

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

20. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
Designated funds:				
Property and Equipment Fund	(15,484)	(4,029)	-	(19,513)
RAD IT Infrastructure	-	(67,495)	-	(67,495)
Investment in New Services for Deaf People Colchester and North Essex Fund	-	(627,974)	-	(627,974)
Infrastructure and Special Expenditure Fund	-	(1,338)	-	(1,338)
	-	(295,189)	-	(295,189)
	(15,484)	(996,025)	-	(1,011,509)
General fund	<u>1,973,639</u>	<u>(2,122,829)</u>	<u>(149,253)</u>	<u>(298,443)</u>
	1,958,155	(3,118,854)	(149,253)	(1,309,952)
Restricted funds				
London Borough of Lambeth	9,222	(9,222)	-	-
London Borough of Camden	12,601	(12,601)	-	-
Southend Borough Council	15,000	(15,000)	-	-
Croydon CAB	21,500	(21,500)	-	-
Royal Borough of Kensington and Chelsea	7,204	(7,204)	-	-
Essex County Council/Action for Children Short Breaks	9,015	(9,015)	-	-
Essex County Council – Sensory Grants	27,994	(37,325)	-	(9,331)
Oaklodge School	19,139	(19,139)	-	-
Deaf Rainbow UK	11,269	(11,269)	-	-
Frank Barnes and Heathlands School	3,188	(3,913)	-	(725)
HMRC	22,664	(22,664)	-	-
Hearability Sensory Grant	37,240	(49,654)	-	(12,414)
Right to Thrive	486	(3,788)	-	(3,302)
Home Office EU Settlement Scheme	13,952	(13,952)	-	-
Big Potential	-	(25,507)	-	(25,507)
The Drapers Company	-	(1,541)	-	(1,541)
Brent Mental Health Matters	9,996	(7,141)	-	2,855
Big Lottery/European Social Fund	96,138	(96,138)	-	-
Postcode Lottery	-	(2,276)	-	(2,276)
Covid 19 Emergency Funding	-	(8,948)	-	(8,948)
North London ESF - Groundworks	6,112	(6,112)	-	-
Barnet and Southgate College	-	(13,227)	-	(13,227)
Jersey Government	32,123	(35,365)	-	(3,242)
DWP Employment Work and Assessments	<u>2,916</u>	<u>(2,916)</u>	-	-
Balance carried forward	357,759	(435,417)	-	(77,658)

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

20. MOVEMENT IN FUNDS - continued

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Restricted funds - continued				
Balance brought forward	357,759	(435,417)	-	(77,658)
UK Power Networks and Other Energy Providers:				
SSEN	4,859	(1,840)	-	3,019
Wessex Water	6,954	(3,347)	-	3,607
Cadent Gas	3,500	-	-	3,500
Bristol Water	2,346	(671)	-	1,675
Electricity North West	7,305	(7,305)	-	-
Yorkshire Water	5,123	(5,123)	-	-
Northern Powergrid	7,305	(7,305)	-	-
Wandsworth and Richmond Independent				
Advocacy Services	19,635	(19,635)	-	-
Realising Ambition Fund	5,500	(15,923)	-	(10,423)
CRF Norfolk and Wyre Forest	5,582	(14,586)	-	(9,004)
Restricted Legacies:				
Leicestershire Legacy	-	(47,645)	-	(47,645)
Mike Webster Legacy	16,802	-	-	16,802
Other	142	-	-	142
Trust Funding:				
Peter Cruddas Foundation	-	(1,969)	-	(1,969)
AR Jolly Trust - Scotland	-	(143)	-	(143)
DofE - Co-op	26,977	(29,315)	-	(2,338)
Other	142	-	-	142
	<u>469,932</u>	<u>(590,225)</u>	<u>-</u>	<u>(120,293)</u>
TOTAL FUNDS	<u>2,428,087</u>	<u>(3,709,079)</u>	<u>(149,253)</u>	<u>(1,430,245)</u>

Restricted funds

The London Borough of Lambeth, Southend Borough Council, Croydon CAB, Royal Borough of Kensington and Chelsea, Jewish Deaf Association and Essex County Council provide for an information and advice service to Deaf people in the respective areas.

Oaklodge School provide funding for the provision of careers advice, wellbeing and mentoring support, family liason and family days for it's students.

Deaf Rainbow UK provides funding to improve the health and wellbeing of Deaf LGBT+ people from young to old by providing them with accessible information in British Sign Language.

Frank Barnes and Heathlands School provide funding for careers and wellbeing support to their students.

Hearability Sensory Grant provides funding for sensory support. RAD provide management support for this contract with their partner organisation.

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

20. MOVEMENT IN FUNDS - continued

Home Office EU Settlement Scheme is a grant to support Deaf EU citizens in the UK to apply for settled status and raise awareness of the need to do so due to Brexit.

Funding was received from the Drapers Company towards a project for IT training for Deaf elderly people.

Brent Health Matters provided funding to support the mental health and wellbeing of deaf people in that area.

Big Lottery/European Social Fund provides funding for the Building Better Opportunities project where RAD worked in partnership with Ixion. The project supports those furthest from the workplace to gain skills and employment.

The Jersey government funded RAD to support them with a review of their deaf services provision, to engage the community and to provide advice and wellbeing support to deaf people.

Employment guidance and support work was funded by DWP East Anglia and DWP West London.

Cadent Gas, SSEN, Wessex Water, National Grid, Bristol Water, Electricity North West and Anglian Water provide funding for information and advice services in their respective areas in relation to utilities provided to Deaf and hard of hearing people.

Realising Ambition Fund supported RAD's Talkmore investment funded service, through the Essex Community Foundation funding, to provide support groups for deaf people suffering with mental health issues in Colchester and Clacton.

Restricted legacies include those received in previous years to provide services in the Leicestershire area and one to support the Talkmore service.

Funding was received from the Peter Cruddas Foundation to support the activities for children and families.

Funding was received from the AR Jolly trust to provide services to deaf people in the west of Scotland.

DofE Co-op and Scouloudi Foundation provide funding to support the development and independence of your deaf people who use British Sign Language.

John Came Charity represents donations to selected Deaf people.

The Catalyst Respite fund is for the provision of respite for carers in North East Essex.

The holiday fund is to be used in the following way:

- (a) one part for the maintenance of the fabric of St Francis Church & Institute at Redhill
- (b) one part distributed in gifts of £10 to deserving old age Deaf pensioners of Redhill
- (c) the remaining third for providing holidays to Deafblind of Redhill district

The Catalyst Equipment Pool represents funds to maintain a pool of equipment available to anyone in North East Essex to borrow free of charge.

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

20. MOVEMENT IN FUNDS - continued

Legal Advice Interpreting provides funds to cover interpreting for advice clients receiving legal advice.

Mid Surrey Valuing People Projects is funding for several projects run for Surrey County Council.

London Client Holiday is a fund to provide communication support to Learning Disability clients in the London area for holidays and outings.

Surrey Client Holiday is a fund to provide communication support to Learning Disability clients in the Surrey area for holidays and outings.

The Southend IT training project is a grant received from The Rosca Trust towards an IT training project for elderly Deaf people.

Clapham Modification fees relate to donations given for the provision of premises for the Deaf clubs meeting at St Bede's.

2Deaf Foot was a fundraising walk from John O'Groats to Lands' End by two deaf men to raise funds to support deaf individuals requiring mental health support. These funds contributed to the development of TalkMore in previous years.

Havas Play provided funding to support the EE British Sign Language campaign "Support. It's in Your Hands" to deliver content consultancy, PR and marketing support and BSL and deaf awareness training.

Advocacy services were provided at Springfield hospital working with Rethink Mental Illness Limited to deliver Wandsworth and Richmond independent advocacy service.

The Care Quality Commission provided funding for RAD to provide advice on improvements via an accessibility audit, to distribute campaign content, make suggestions for campaign content and provide media quotes.

Signlive provided funding for a staff member to undertake suicide prevention training.

The London Borough of Hounslow provided funding for a counselling service to support deaf residents with cost of living, debt management, employment and other issues resulting from cost-of-living crisis/Covid 19.

The GLA provided Voter ID Awareness funding to raise awareness of the democratic process and the importance of voting, to share information about how the process works including registering to vote, how to obtain a Voter Authority Card, how to use a polling station and to support deaf people through registration and application processes, particularly those who lack skills or confidence in their English, digital skills or form-filling.

Designated funds

The property and equipment fund represents the net book value of tangible fixed assets, less those financed by restricted funds. A transfer is made to or from the General Fund equal to the tangible fixed asset additions or disposals arising in the year.

NOTES TO THE FINANCIAL STATEMENTS continued FOR THE YEAR ENDED 31 MARCH 2024

20. MOVEMENT IN FUNDS - continued

The property refurbishment fund includes funds set aside towards the estimated cost of property maintenance and refurbishment required over the next few years.

RAD IT Infrastructure represents funds set aside to upgrade the RAD's infrastructure.

Investment in new services for Deaf people is a fund set aside to invest in new services under four key themes.

Property purchase fund sets aside funds for the purchase of a centrally located office space in London.

Colchester and North Essex fund and Deaf dub relocation funds represent funds available to support Deaf clubs.

Infrastructure and special expenditure are funds designated from the 2020/21 surplus on unrestricted funds to support planned expenditure during 2021/22 on a major upgrade to RAD's IT infrastructure and other one-off special expenditure projects.

General fund

The fund represents the accumulated surpluses of the charity and is available for general purposes.

21. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.

22. CAPITAL COMMITMENTS

At the Balance Sheet date the charity had contracted to invests £100,000 to purchase a minority stake in the issued share capital of a limited company specialising in translation and interpretation activities.

23. NON-ADJUSTING POST BALANCE SHEET EVENT

On 30 July 2024 the charity purchased a leasehold property at a cost of £1,519,652 which has been entirely funded from the charity's unrestricted Property Purchase Fund.

We are Royal Association for Deaf People. (RAD).

RAD is a national charity standing with deaf people, their networks and families.

We started in 1841, and have become a movement for change through the provision of services and working with collaborators.

We believe every deaf person has the right to be themselves and realise their rights to an accessible world.

We champion rights, create opportunities and support campaigns for change.



Royal Association for Deaf people



RAD | Contact information

-  Telephone: 0300 688 2525
-  Email: info@royaldeaf.org.uk
-  Website: www.royaldeaf.org.uk
-  Crystal Wharf, 36 Graham Street, London, N1 8GH



Patron: His Majesty King Charles III | Founded 1841 |
Registered Charity No. 1081949 | Company registered in England No.

