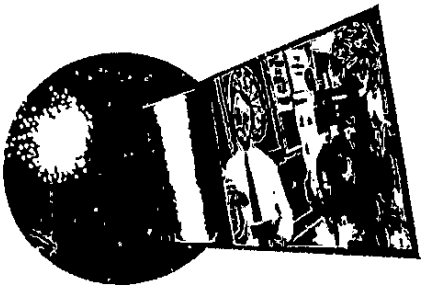
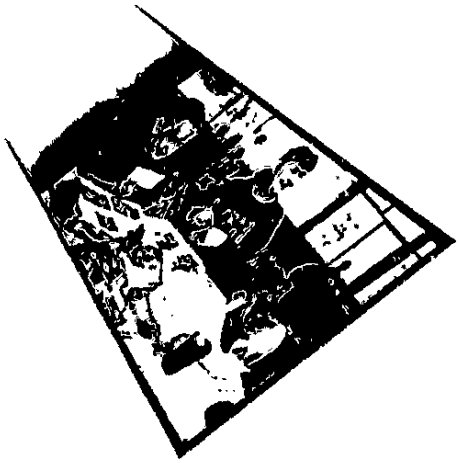
ACHIEVING THE RNID'S VISION





THE ROYAL NATIONAL INSTITUTE FOR THE DEAF

ANNUAL REPORT 1990–1991

ACHIEVING THE RNID'S VISION

The RNID's vision is to enable deaf people to exercise their right to full citizenship. Last year the Institute formulated a Vision Statement setting out its understanding of citizenship, including eight specific goals to pursue. This annual report shows what steps the RNID has taken to achieve these goals and improve the quality of life for all deaf people.

ACHIEVING THE RNID'S VISION

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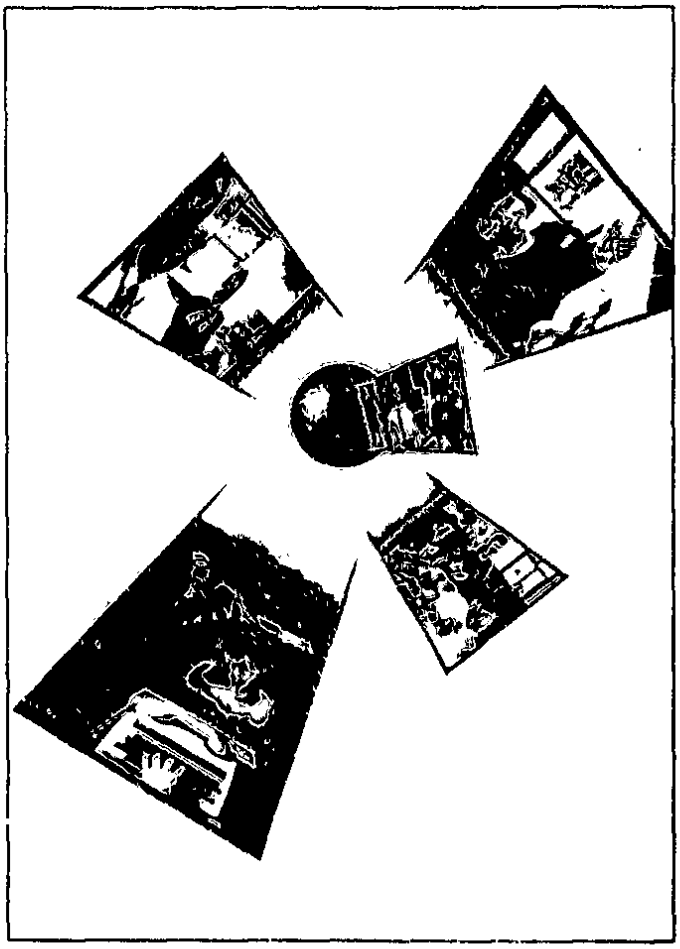
The Royal National Institute for the Deaf
Annual Report 1990 – 1991



This report covers the period
1 April 1990 to 31 March 199

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This report has been prepared by the RNID's Publications Division with the assistance of Evans-May Partnership. Photography by Adrian Franklin.

A MESSAGE FROM THE RNID'S PRESIDENT

The Rt Hon Jack Ashley CH, MP

Deaf people should be allowed to exercise their right to full citizenship. This is the overriding message in the RNID's Vision Statement which sets the theme for this year's annual report.

As we move further into the 1990s a period of immense change is taking place in the lives of deaf people. They are becoming more confident and assertive, and are beginning to fight for what they want.

This report illustrates the RNID's ability not only to formulate a vision, but also to go ahead and achieve it.

The RNID is not just a 'talking shop'; it is an action orientated body which engages in innovative research and development, service provision and campaigns to achieve its goals.

The eight case studies in this report bear testimony to the RNID's success.

Chairman and Chief Executive's Report

The 1980s saw a period of unprecedented growth in voluntary sector activity; this was mirrored at the Royal National Institute for the Deaf (RNID). Our revenue base increased from £5m to over £11m and the level of service that we were able to offer grew in tandem with this.

The 1990s has already seen a decline in charitable giving and a reduction in the number of grants made available by local government to voluntary sector activity. The coming decade will be a more cautious one for voluntary organisations and it is unlikely that the substantial growth which has characterised the late 1980s will be repeated. However, this does not mean that the RNID will abandon its vision - a vision which provides the theme for this annual report.

The growth in the RNID's activities in the late 1980s was in many ways made possible by the entrepreneurial spirit of its then Chief Executive, Mike Whitlam. Mike left the Institute in December and we are all indebted to him for the high profile which he gave to the RNID and to deafness.

The characteristics of the 1990s are likely to force the RNID to consolidate its core services - interpreting, training, residential care, information and advice, and practical products for deaf and hard of hearing people - and concentrate on what it does well. It has begun to collaborate more openly with other organisations working in the field of deafness and it is hoped that this trend will continue throughout the decade.

What then has the RNID been doing in relation to its core services?

This year we finalised a contract with British Telecom (BT) under which it will give us a £4 million grant over three years to run Typetalk, the new national telephone relay service. This innovative service results from the RNID's research and development work over the last 10 years and will enable deaf, deaf-blind, and speech impaired people to communicate with hearing people via the national telephone network. Based in Liverpool, the service will be the first of its kind in Europe and will be launched to the public in early 1992.

Quality of Life

The RNID has a long tradition of providing high quality residential care for deaf people with additional needs. Whilst we have maintained our existing residential establishments to the highest standards, we have also started to develop new smaller homes where deaf people with special needs can enjoy a high quality of life in the community close to where they live. In undertaking this work we have benefited greatly from collaboration with housing associations. Working with Hyde Housing Association, a network development around Roper House in Canterbury is now under way, and a four-place unit is being negotiated in association with Habinteg Housing Association in Rochester. New development plans around St Nicholas in Wembley are taking place as a result of collaboration with Family Housing Association, and preliminary discussions have begun with a housing association to develop a small unit in Cornwall.

The development of interpreting and communication support units has also been a priority for the RNID over the last year. We have seen the development of the Greater Manchester Interpreters Unit which provides a high quality interpreting service to deaf people in the Greater Manchester area in partnership with 10 local authorities. Building on this experience the Institute has negotiated an interpreter unit in East

Sussex, and discussions have also begun into providing interpreting services in the west country and in Rampton Hospital.

Provision of high quality environmental aids for deaf and hard of hearing people has also been declared a priority. While our test and development section has been responsible for ensuring that all products sold by the RNID are of an acceptable quality, our wholly owned subsidiary, Sound Advantage plc, has obtained many local authority contracts for environmental aids. The first stage of Sound Advantage's business plan is proceeding well; this was witnessed by the extent to which local authorities were prepared to use their end of year budgets to purchase environmental aids through the company.

Development of general awareness training has also moved apace in the last year. A Regional Training Officer has been appointed in the south and training materials continue to be developed in collaboration with local authorities in the west country.

The development of advice and information services is another core area of work for which the RNID is recognised as being a high quality service provider. In the past much of this work has been concentrated in London, but during the last year information officer posts have been created within the regions. This development, which is likely to continue in the coming year, places information and advice closer to our consumers.

Advocacy Schemes

One problem which the RNID has faced in developing its high quality services is that deaf consumers have not always been in a position either to understand their needs or to make them known. This has led to the development of local advocacy schemes in Birmingham, and more recently in Nottingham and East Anglia, which are designed to equip deaf people to argue for local services. Thus the RNID can both assist deaf people in articulating their demands and also provide the services which will characterise the 1990s following the implementation of the National Health Service and Community Care Act.

But the RNID does not operate in a vacuum. Last year was characterised by a clear effort to collaborate with other organisations, in particular with Friends for the Young Deaf to develop a scheme whereby young deaf leaders receive work experience within the Institute. This gives them access to a work environment and provides the RNID with a vigorous source of new young deaf people within its workforce. Similarly, the RNID is working closely with the British Deaf Association (BDA) to establish advocacy schemes, and with the National Deaf Children's Society to develop a career placement service.

Partnership between staff and members within the RNID is crucial. The changes in charity law which are likely within the next year will clearly define the role of trustees, particularly in relation to accountability and scrutiny. It is important for trustees to ensure that the RNID's services are provided to a high quality and give value for money. To this end the RNID has identified trustee training as an important component of its overall training plans

During the year we were pleased to appoint two new Vice Presidents: Air Vice-Marshal Peter F. King CB, OBE, FRCS(E) and the Reverend Canon Tom Sutcliffe. We were also saddened by the news of the death of Lord Elwyn-Jones of Llanelli and Newham.

Many organisations have shown their confidence in the RNID as a result of our higher profile and pioneering work. Government has illustrated this by giving the Institute Section 64 grants to fund three new development projects: work with deaf people from black and ethnic minority groups; the development of advocacy schemes; and the development of deaf-blind services. These projects are now under way and will provide valuable development information for the Institute to continue its work in these areas.

Government is not alone in showing confidence in the RNID. Many companies have given grants to assist us in our work and these are detailed elsewhere in this report. However, particular mention should be given to Mercury Communications which has given us £50,000 to promote and run a Tinnitus Helpline for one year, and the Baring Foundation which has granted £50,000 to assist with the development of Roper House in Canterbury. These are just two examples of the many corporations which assist us in our work.

Fundraising

In addition to our valuable role as a service provider the RNID continues to require money to develop its services. Increased investment in legacy promotion, which constitutes 75% of our voluntary income, was established this year and we hope it will bear fruit in the coming decade. Fundraising and public relations are, of course, closely linked and last October saw the first *Communicator of the Year Awards*, sponsored by Alcatel Business Systems Ltd - a splendid occasion at the Fishmongers Hall in London. The award winners were Jill Morrell, founder of the Friends of John McCarthy, in the general category, and BDA Chairman Jock Young in the deaf category. It was very apt that Jock received this award during the BDA's centenary year.

As the RNID moves into the 1990s we are confident that we will continue to provide high quality services for deaf people and maintain our national advocacy and fundraising base so as to achieve our vision and improve the quality of life for all deaf people.

Winifred Tumim
Chairman

Stuart Etherington
Chief Executive

STATEMENT OF THE RNID'S VISION

The RNID's vision is to enable deaf people to exercise their right to full citizenship.

Our understanding of citizenship is guided by the RNID's four principles:

- Deaf people are full members of society. They have equal rights, should be afforded equal respect, and must be able to exercise equal opportunities;
- Deaf people have a right to the language and mode of communication of their choice;
- Deaf people have a right to equality of access to information and full participation in society; and
- In providing services, full account must be taken of deaf people and other consumers, their experiences, their values, their rights and their opinions.

The RNID operates primarily in the United Kingdom but will draw upon international perspectives to guide its work and will use its influence to achieve its vision in international fora.

The RNID will achieve its vision by pursuing the following goals:

- Providing direct services to deaf people
- Raising awareness
- Campaigning to secure the rights of deaf people
- Providing advice and information
- Undertaking research and development
- Providing skills based training
- Developing models of good practice
- Raising money to assist its work

The RNID prides itself on providing these services to the highest quality. This quality is sustained by:

- Ensuring a partnership between staff and members in setting and pursuing corporate objectives
- Helping staff to have pride in their work and the work of the Institute as a whole
- Motivating and involving staff and members
- Using and generating resources wisely
- Ensuring that staff have exemplary communication skills
- Making sure that quality is monitored and evaluated

The RNID will provide a working environment within which this can happen.

GOAL ONE

PROVIDING DIRECT SERVICES TO DEAF PEOPLE

The facts

At around 7.5 million people in the United Kingdom have some degree of hearing loss, yet because very few hearing people have sufficient knowledge, understanding and skills associated with deafness, service provision both locally and nationally varies enormously both in terms of quantity and quality.

Our aim

To develop high quality services to fill gaps in public and private sector provision focusing on five core areas: training, interpreting, residential care, information and advice, and practical products for deaf and hard of hearing people.

The strategy

For the last 80 years the RNID has been working to improve facilities for deaf, deaf-blind and hard of hearing people by increasing public awareness and providing direct services to deaf people and their families. Through its close links with the deaf community it is in an ideal position to work in partnership with local authorities, carrying out surveys on current services among deaf consumers and suggesting ways of improving them.

Services are offered nationally by the RNID's headquarters in London, and regionally through a network of seven offices which provide the Institute's presence within the community.

"Interpreters never 'take over' the situation," says Eileen Hosie (right)

Developing interpreter units

Some 50,000 deaf people in Great Britain use sign language as their first language and around half a million depend on it for access, yet the provision of interpreter services is extremely patchy. There are currently only 76 qualified interpreters in the whole of the UK, many of whom have other full-time occupations.

For many years interpreter services have been based in local social services departments or voluntary agencies; the number of interpreters was extremely limited and invariably they had heavy demands on their time. Very often deaf people continued to rely on their family, friends or social workers to translate information for them. This situation inevitably reduced deaf people's independence and opened the way to discrimination.

To counterbalance this the RNID is developing interpreting units around the country, one of which is in Salford, Manchester.

Following the arrest of a deaf man in Manchester just over two years ago, the police had difficulties finding an interpreter and realised that the problem had to be addressed. This was the catalyst for taking a closer look at services for deaf people in the area. Representatives from 10 local authorities in Greater Manchester eventually agreed to pool resources for three years to fund a centre for interpreters in partnership with the RNID.

Launched in October 1990, the Greater Manchester Interpreters Unit (GMIU) offers an independent, professional interpreting and monitoring service to deaf people in the area and gives local authorities direct access to interpreters so that they can respond quickly in any eventuality.

To maintain a high quality service the RNID ensures that interpreter skills are matched to the client's particular needs and has established its own consumer feedback mechanisms and a complaints procedure. Everyone who uses the GMIU has to complete a questionnaire saying whether they were happy with the service and outlining any problems. It is hoped that the GMIU will eventually be used as one of several 'models' when setting up other interpreting services around the country.

Sign language interpreters give deaf people equal access to information and provide communication support in simple everyday situations which hearing people take for granted, such as a hospital appointment or a meeting with the solicitor.

Eileen Hosie from Wigan has used the GMIU several times, from a visit to the doctor to a parents' evening. Like so many other deaf people Eileen used to ask a friend or relative to interpret for her. But it was always the same: before she knew it her illness and her body were being discussed by two people as if she didn't exist. Now all that has changed, thanks to the GMIU. "Sometimes my experience of doctors and hospitals has been a nightmare," she says. "The GMIU has given me a tremendous feeling of independence because I am involved in everything from the start. It offers a first-class service and its professional, friendly manner gives me great confidence."

The cost

The GMIU is free to deaf people living in Greater Manchester or if the referrer is based in a local authority department. It is managed by the RNID, and each authority pays a contribution towards running costs depending on the size of its population. By pooling resources in this way the annual cost of the project is around £80,000; had each authority employed its own interpreter, the figure would be nearer £200,000.

The RNID also provides career progression for interpreters: it costs the Institute around £18,000 a year to employ an interpreter, and a further £2,000 to £3,000 to train them.

Main photo: Interpreters provide communication support in everyday situations such as a visit to the doctor

GOAL TWO

RAISING AWARENESS

STRENGTHENING REGIONAL LINKS

"Have you ever seen a 16ft tall, 8 tonne, red and white hearing aid?" This catchy slogan was used to publicise an exhibition bus which toured the country in January to raise awareness about deafness and the RNID's services. The brightly painted red, white and grey double-decker visited shopping centres and deaf clubs in over 20 towns, from as far apart as Exeter and Sunderland, and covered 1,500 miles in three weeks.

The tour was launched at Westminster by the Speaker of the House of Commons, The Rt Hon Bernard Weatherill MP. Other well-known personalities from public life and television also attended, including John Hannam MP, Secretary of the All Party Disablement Group, Ieuan Wyn Jones MP, and deaf actress Elizabeth Quinn.

Despite the appalling weather about 200 people a day passed through the bus – many had travelled long distances to seek advice. At Richardson House, the RNID's residential centre in Blackburn, the bus was greeted by coachloads of people from deaf clubs in the area.

Staff handled over 2,000 requests for information and advice. The majority of visitors were elderly – many were worried that their hearing was deteriorating and wanted to know what help was available. Others needed information on employment rights, hearing aids, tinnitus, text telephones, and the RNID's services in general.

On board there were exhibition panels and leaflets with details of the RNID's information and communication services and its recent campaigns for the rights of deaf and hard of hearing people. Visitors also had a chance to see a new signed and subtitled video, *Completing the Connection*, which highlighted some of the Institute's achievements over the years. Regional Officers, information staff and a sign language interpreter were on hand throughout the tour to answer questions and offer advice. Sound Advantage plc, the RNID's marketing company, sent a representative to demonstrate the company's wide range of environmental aids such as TV loops and vibrating alarm clocks. Of particular interest to visitors was the TouchTalk 45, a new pocket-sized text telephone designed in the USA and now available in Britain.

The tour proved to be an ideal way of strengthening contacts with deaf and hard of hearing people in the regions and reaching those who would not normally have had access to RNID information or on-the-spot advice. "I learned a lot from my visit and found it a very interesting and worthwhile 30 minutes," said one visitor from Newbury. "I'm hoping to go to college next year and found the exhibition had some useful advice on communication support for students in further education," said another.

Although the RNID had not undertaken an awareness-raising campaign on a nationwide scale before, the tour went very well thanks to the hard work and dedication of the staff involved. Everyone certainly learned a great deal from the experience.

Strengthening regional contacts - the RNID exhibition bus

THE NEED

Very often deaf and hard of hearing people simply don't know where to go for advice and information on issues related to deafness and are unaware that help is available. And because deafness is invisible hearing people find it difficult to know how to make their information accessible. Raising awareness about deafness and about the needs of deaf people is an integral part of the RNID's campaigning strategy.

THE GOAL

- To raise awareness of the needs and rights of deaf people.
- To promote a positive image of deafness in the hearing community.
- To generate awareness of the work and services offered by the RNID.
- To increase the RNID's membership base.

THE STRATEGY

The RNID raises awareness through effective and prominent advertising campaigns, working closely with its London advertising agency, Ogilvy and Mather.

It organises special events, such as the annual Communicator of the Year Awards, which help to raise awareness of deafness as well as enhance the RNID's profile.

It creates awareness among decision-makers, tries to influence policy, and highlights the need for changes in legislation.

THE COST

The tour was funded from the RNID's central budget and cost in the region of £20,000. This included the bus hire, publicity, staff accommodation, and general administrative expenses.

Main photo. Friendly RNID staff offer a comprehensive advice and information service on all aspects of deafness

GOAL THREE

CAMPAIGNING TO SECURE THE RIGHTS OF DEAF PEOPLE

TELEVISING OF PARLIAMENT

Access to the televising of parliament for deaf and hard of hearing people was high on the campaigning agenda this year. The RNID believed that this would have a significant effect on the way the public perceives and understands the workings of the House of Commons, yet there were [illegible] subtitles and British Sign Language (BSL) interpretation for deaf and hard of hearing viewers.

According to a recent survey [illegible] people have difficulty understanding the television [illegible] subtitles would benefit from subtitles. [illegible] there are some 50,000 deaf people in the UK who use BSL as their first language. Access for these people to essential news information in English, whether in subtitles or in BSL, is inaccessible. The same applies to radio programmes. Television therefore is the only media accessible to British sign language users.

The RNID approached the Select Committee on Televising of Proceedings of the House [illegible] 20 MPs set up [illegible] experiment [illegible] and permission [illegible] deaf people [illegible] Bill [illegible] MPs. The RNID responded [illegible]

[illegible] Mr Michael Jabez Lake, Labour MP for East Hull, who [illegible] a letter from the [illegible] Tony Moore. Mr Moore wrote: "[illegible] access to the televised Parliament [illegible] interpreter and BSL [illegible] money. Please will

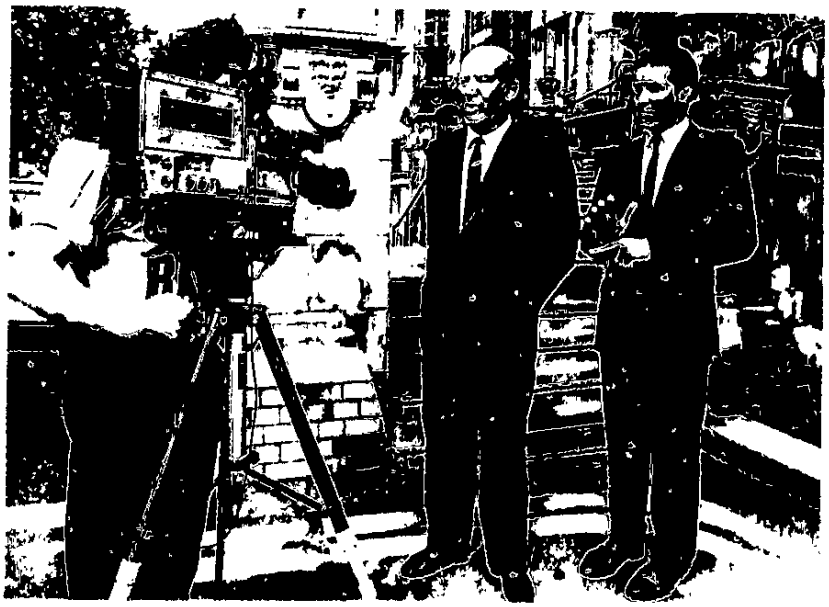
you support deaf people's demands for sign language interpretation and subtitles." Mr Leighton was keen to assist and, with the help of an RNID interpreter, sent a BSL video letter back to Mr Moore.

Following this interest and support the Select Committee held two closed circuit trials of Prime Minister's Question Time with signing and subtitles and asked the RNID to gather initial reactions to them from deaf and hard of hearing people. The RNID coordinated a national survey: videotapes of the trials were sent to deaf clubs and societies throughout the country and the findings were submitted to the Committee.

When the RNID was invited to give oral evidence to the Select Committee in October 1990 it reached an impasse. While the BBC and the Independent Television Commission felt that the trials had been extremely useful, they were unwilling to proceed with public broadcasting of the access provisions. The Select Committee's powers are limited to persuasion and encouragement and, despite strong support from its members, it is unable to force the broadcasters to transmit any material to which they object. This includes the use of subtitles and sign language.

The RNID has now submitted a new proposal to the Select Committee addressing and challenging the broadcasters' concerns. At a press conference to publicise the Committee's first report of the 1990-1991 Session, Chairman John MacGregor MP said there was unanimous support for the section on assistance for deaf people. The Committee is expected to discuss the access provisions again when Parliament resumes in the autumn. In the meantime, the RNID continues its fight for access.

Ron Leighton, assisted by an RNID interpreter, was one of the first MPs to send a sign language video letter back to a constituent



THE NEED

Deaf, deafened, hard of hearing and deaf-blind people should have equal access to information. Although 7.5 million people have some degree of hearing loss the barriers to access are not instantly recognised by those unfamiliar with deafness. As a result deaf people's needs are overlooked when public bodies formulate policy or when legislation is drafted.

THE GOAL

– To raise awareness of deafness and to change public attitudes towards it.
– To ensure that deaf people's rights and needs are fully considered at local and national level.
– To give deaf people an opportunity to be consulted on issues which affect their lives.

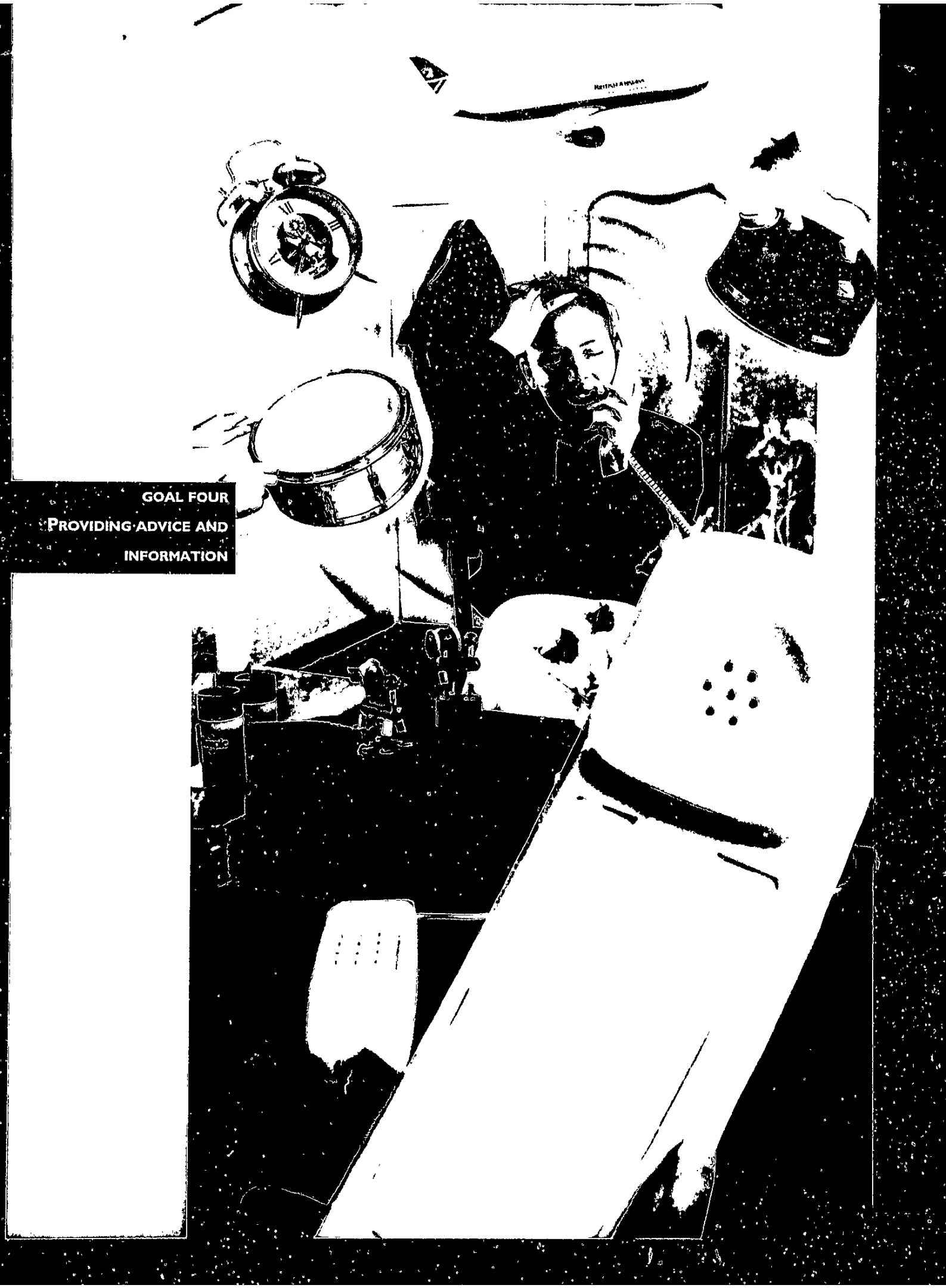
THE STRATEGY

The RNID campaigns for the rights of deaf people by raising issues and promoting debate in the press and media; and through advertising, broad-based campaigns, and specific parliamentary initiatives.

THE COST

Democracy costs money and not all deaf people can afford to meet the cost out of their own pocket. So the RNID offered free use of camera equipment, operators, and interpreters to deaf people who wanted to send video letters to their MPs.

Main photo The RNID visited over 30 deaf clubs and filmed deaf people signing video letters to their MPs



GOAL FOUR
PROVIDING ADVICE AND INFORMATION

Tinnitus Helpline

During the year the RNID continued to highlight the problem of tinnitus - the sensation of ringing or buzzing in the ears not caused by any appropriate external sound. Tinnitus affects around 17% of the population - that is, one in six - yet many people do not understand what causes it or how it can be controlled, and tinnitus counselling services are rarely available locally.

Last year the RNID designed a fundraising mailshot describing the traumatic effects of tinnitus and illustrating the urgent need for a telephone helpline. The mailshot was hardhitting and controversial. It raised just over £40,000, and highlighted the nationwide support for such an initiative. An initial grant of £10,000 was made by Barclays Bank, and in October 1990 the Tinnitus Helpline opened in Nottingham for a trial period of six months.

Trained counsellors and volunteers give advice on the nature, treatment and management of tinnitus, complementing local tinnitus services and self-help groups. Many of the volunteers have tinnitus themselves, and so are able to listen and understand as fellow sufferers.

Response to the helpline has been overwhelming: during its first six months it handled over 2,000 calls from all over the country - 75% were from people in their 50s or over; 60% were from women.

To coincide with the trial run the RNID's advertising agency, Ogilvy and Mather, produced the first-ever audible advertisement designed to convey the plight of people with tinnitus. The noisy double page spread appeared in *The Spectator* magazine last December. When the centre pages were opened, the movement produced a high pitched buzzing noise simulating the effect of tinnitus.

The enormous success of this 'pilot' phase led to the RNID securing £50,000 from Mercury Communications to fund the helpline for another year and to promote it nationally. Over half the money was used for a high profile publicity campaign which attracted widespread media coverage.

Mercury COMMUNICATIONS

Mercury's generous contribution reaffirmed its commitment to supporting disadvantaged areas of the community, and followed the launch of its own Special Needs Programme. Zena Marchington, Mercury's Special Needs Programme Manager, was keenly aware of the need for the helpline and of the benefits involved: "We hope that by supporting the helpline, awareness of the symptoms will increase and enable sufferers to take practical steps to self-help and not allow the problem to control them. We also hope others will become more aware of what their friends and colleagues are experiencing."

The need

Access to general information about deafness and about issues which affect the lives of deaf people is not always available through social service departments or GPs, and often deaf people don't know where to go for help. In 1990 alone the RNID handled over 30,000 requests for advice and information from all sections of the community - deaf consumers, professionals, students carrying out research, and the general public.

The goal

- To act as a 'bridge' between deaf people, the professionals who serve them, and the wider public.
- To provide a comprehensive information service both centrally and regionally.

The strategy

The RNID is developing a network of Regional Information Officer posts throughout the country. Its offices in Manchester and Bath are now linked into a central Information Database in London and other regions are expected to follow shortly. The database provides the latest information on services for deaf people, social workers, speech therapists and deaf clubs.

Daiv Sizer

Brian Hopkin, a helpline volunteer, offers confidential and sympathetic advice to fellow sufferers

Brian Hopkin, one of the helpline's volunteers, has had tinnitus for 10 years. He first heard about the helpline through the tinnitus clinic in Nottingham and was keen to be involved. "I never realised there were so many people with tinnitus, so when my name was put forward as a volunteer I was very happy to help. At the helpline we simply listen, offer support and advise people how to help themselves. It may mean adjusting your lifestyle a little bit, but it's a mental thing. Approach it correctly and you can overcome it."

The cost

To date the helpline has been run entirely by voluntary income raised via direct mail and corporate fundraising. In April 1992 Mercury's sponsorship will come to an end and alternative funding of £50,000 will have to be found either from the RNID or from other voluntary sources.

Main photo: The constant sound of noises in the head and ears can cause great anxiety and stress

GOAL FIVE

UNDERTAKING RESEARCH AND DEVELOPMENT

The need

High quality technical and medical innovations do not appear overnight. Behind each new product and service lies extensive research, development and testing of consumer responses. This is costly but essential work.

The goal

- To engage in technical and medical research, and development.
- To act as a catalyst, offering advice and expertise on how new technology can be adapted to meet the needs of deaf and hard of hearing people.

The strategy

The RNID is the only UK charity working for deaf people which undertakes internationally recognised research. It supports research and development projects with universities, colleges and hospitals worldwide, and takes part in European Community research programmes. The RNID's Technical and Scientific Division tests and develops environmental aids for deaf and hard of hearing people and associated professionals.

Typetalk

Some projects can take many years before they reach fruition. One example is Typetalk, the new national telephone relay system. Work on this project began in 1980 when the RNID mounted a pilot trial of a 'Voice Bureau', allowing deaf people to communicate with hearing people who only had access to an ordinary telephone. The hearing person's speech was transcribed by a central operator and appeared on a screen in front of the deaf person.

Several years' intensive research led to the opening in 1984 of a Telephone Exchange for Deaf People (TED). British Telecom (BT) supplied technical equipment and the RNID ran the exchange from a small basement office in Gower Street. A second exchange was later opened in Glasgow with funding from Strathclyde Regional Council.

...And, 20 minutes later, the pizza arrives at her home

At least 200,000 people in the UK have a hearing loss which makes it impossible for them to use an ordinary telephone, even with amplification; TED was therefore a major breakthrough, although its limited funds meant it could only cater for around 400 subscribers with restricted operating hours. It was clear that if TED was to become a national service it would need long-term support and further refinement.

In 1988 BT agreed to fund a research project to look into ways of improving operator conditions and equipment and to examine the possibilities of establishing a national telephone relay service.

Now an exciting new era in the field of deaf telecommunications is about to begin with the launch of Typetalk. Based in Liverpool, Typetalk will enable deaf, deaf-blind, hard of hearing, and speech impaired people to communicate with hearing people anywhere in the world over the public telephone network. It will be available 24 hours a day, seven days a week, all year round, and by the end of 1993 will cater for at least 4,000 customers. A major public opening is planned for early next year.

In 1990 BT gave the RNID £4 million over three years to fund the new service, and Liverpool City Council awarded an additional £200,000 grant towards set-up costs. Trials of the new system are now taking place, and when TED closed at the end of june all subscribers were transferred onto Typetalk. During the first month of the trial Typetalk handled 4,500 calls, 72% of which were answered within 15 seconds.

An independent consumer panel of Typetalk users from all over the country has been set up so that their views can be taken into account when developing the new service. One deafened member, Christine Maddern, was a TED subscriber for five years and has a vested interest in ensuring the success of the relay service. Christine is a higher executive officer at the Department of Education and Science in London and uses the telephone regularly. Having access to the outside world through the telephone has helped her to develop her work considerably. "Some hearing people get impatient but most are quite happy to communicate in this way. I don't believe I could have undertaken this job without the telephone," she says. "A considerable amount of forethought and planning has gone into Typetalk and the result is a triumph for the RNID and for deaf people."

The cost

Typetalk will cost £1.3 million a year to run, and this is likely to increase next year depending on the level of demand. During its second year there will be a major review of the service including the question of future funding and whether there will be contributions from other telecommunications companies to keep the service operating on a permanent basis.

Main photo: Typetalk saves time! Christine Maddern orders a takeaway pizza over the telephone...

GOAL SIX
PROVIDING SKILLS BASED TRAINING

Set up in April 1990 the Training Division targets its courses in two ways: Foundation Deaf Awareness and Communication Skills. Foundation Deaf Awareness courses are aimed at those with little or no knowledge of deafness and are designed to give clients a better understanding of deaf people's needs. The course includes an introduction to deafness, basic communication skills, and information on technical equipment available for deaf and hard of hearing people, such as text telephones and flashing doorbells.

The Communication Skills course concentrates on sign language skills, using facial expressions, gesture, and body language. These courses can be specially designed to include language and terminology relevant to a client's particular area of work.

THE BODY SHOP

One company renowned for taking staff training very seriously is The Body Shop. The company runs a wide range of awareness courses and staff undergo regular training sessions for one hour every week. Last year its Field Training Officer, Charlotte Pace, asked the RNID to produce a paper for shop managers on deaf awareness and the needs of deaf customers. Interest in the RNID training courses gradually gained momentum and in April the company organised a one-day 'pilot' course on deaf awareness. This was attended by staff from its London branches and included people from all levels of management. One of them was Heather Stelling, manager of the Piccadilly Circus branch, who has worked for The Body Shop for the past two and a half years.

When Heather heard about the training day she jumped at the chance to take part. She had always found sign language fascinating and saw the training course as an ideal opportunity to make her branch more accessible to deaf people.

As part of its customer care policy The Body Shop encourages staff to greet customers on arrival and offer assistance. This is not meant to be a hard sell, just a way of creating a friendly and relaxed atmosphere. "I realise it must be very difficult for a deaf customer to communicate with someone who has no knowledge of deafness. But it's just as frustrating for the staff as it is for the customer, because you want to help and can't," says Heather. "The RNID course was brilliant - extremely interesting and very well structured. We tried on various types of hearing aids but found it very hard to understand each other because background noises were amplified. It certainly made us all more aware of the difficulties deaf people must face," said Heather. "Now I feel much more confident about communicating with a deaf person, and am keen to take a course in sign language."

After training, the group relayed what they had learned to staff in their own branches. Feedback has been extremely positive and Charlotte plans to organise a further course in London in the autumn. She hopes that deaf awareness training will eventually spread to other branches throughout the country. "I want to encourage staff to treat deaf customers the same as they would someone who does not speak the same language, rather than as people with a disability."

THE NEED

Communication difficulties and a lack of understanding of deaf people's needs can lead to frustration and limited employment opportunities. But through a high quality deaf awareness training programme employers and staff alike can overcome some of the barriers created by deafness, and thereby develop a highly motivated and efficient workforce.

THE GOAL

- To offer professional training courses on issues relating to deaf people and deafness, and a consultancy service to local authorities, government departments, trade unions, and employers.
- To develop systems for monitoring and improving quality.

THE STRATEGY

The RNID enters into competition for contracts in areas where no training services exist or where it feels it can deliver a better quality of service. It is currently developing a network of deaf Regional Training Officers throughout the country, backed up by freelance trainers and other professionals, both deaf and hearing. To maintain a high quality service, all trainers undergo a special RNID training programme followed by regular monitoring and evaluation.

Heather Stelling (right) uses her sign language skills to assist a deaf customer

THE COST

As one of the RNID's five core services, training is funded from the Institute's central operations budget. However, fees are charged for all training courses, packages, and consultancy services.

Main photo: This Body Shop branch is now more accessible to deaf people

GOAL SEVEN

DEVELOPING MODELS OF GOOD PRACTICE

Collage time at the playgroup

A CENTRE OF EXCELLENCE

Poolemead Centre near Bath is the largest of the RNID's residential homes and is unique in its provision for deaf-blind people and deaf people with additional disabilities. It caters for around 120 residents of all ages, and employs 175 staff, all highly trained in residential care practices and deafness, and in all forms of manual communication. This is extremely important to personal development because by overcoming the language barrier residents can express themselves through a range of creative activities.

Like all the RNID's centres, Poolemead is geared towards supporting human relationships and all residents are assigned a 'special person' - a member of staff who works with them on a one-to-on. basis and is charged with the deaf person's care and development. This provides a safe environment in which residents can grow in confidence and self-esteem.

Poolemead is based on the 'core and cluster' model of service development: this means that residents who are unable to fend for themselves and need a higher level of care and support live within the main complex at Poolemead; those who need less help can live independently or semi-independently in supported housing, or in staffed and unstaffed group homes in Bath. This structure gives residents the advantage of integrating within a close-knit community, as well as within the community outside, while still maintaining regular contact with staff at the centre.

Julie Webster moved to Poolemead in 1983 from her family home in Kent. She is profoundly deaf from maternal rubella and since leaving school in 1980 had received no occupational training. Julie began to rely heavily on her mother and it became clear that a specialised training programme at Poolemead might encourage her emotional growth and independence, and enable her to overcome a history of low self-confidence and poor motivation.

THE NEED

Deaf people with additional needs require very special care and intensive training if they are to develop their abilities to the full and make their own way in life. Very often such facilities are not available locally and in many cases deaf people with special needs have to move away from their family and friends to receive appropriate care.

THE GOAL

- To develop high standards of residential care for deaf and deaf-blind people with additional social, educational or emotional problems.
- To create homely and supportive environments where the emphasis is on effective communication and personal development.
- To provide models of good practice for local authorities and others to emulate.

THE STRATEGY

The RNID is expanding its work with local authorities and housing associations and is gradually moving away from large residential centres to developing its network of smaller units, enabling residents to live in semi-independent accommodation within the community, close to their families and friends.

Julie spent three years' rehabilitation in the Working Age Group where she received 'special person' support, and eventually moved into a semi-independent flat in Poolemead's supported housing complex. Greater demands were placed on Julie's personal resources and less dependence on staff, although she continued to received 'special person' support. The move enabled her to develop her living skills and encouraged her to focus towards the local community for facilities and general life experiences.

Julie's progress was further enhanced when she formed a relationship with another deaf resident, Jerry Allsop. Jerry's lively and extrovert personality helped to nurture Julie's sociability and interaction skills, as well as her self-esteem and confidence.

Julie began assisting Poolemead's special needs instructor providing play activities to some of the centre's less able clients. This work highlighted her caring personality and natural sensitivity towards others and she became keen to use this experience to work with children in a more formal capacity.

Last autumn Julie began training as a playgroup helper with the Jack and Jill Playgroup in Bath. Since January she has been taking a pre-school playgroup leader course for one evening a week, and will soon have completed the first part of this. By finding something she enjoys and for which she has a natural aptitude, Julie has become far more confident and is an asset to the playgroup. "I'm happy now, and I hope in the future to be able to find a job working with deaf children."

THE COST

Poolemead's main source of funding comes from fees charged to local authorities. These are individually negotiated according to the number of staff required for each resident and can vary from between £360 and £1,100 a week. During 1990/91 the total cost of running Poolemead was £1.8 million.

Main photo: Julie Webster lends a helping hand to children from the Jack and Jill Playgroup

GOAL EIGHT

RAISING MONEY TO ASSIST ITS WORK

FUNDRAISING WITH CHILDREN

Soundabout is an innovative way of raising funds and increasing understanding of deafness in the local community. Aimed at children between the age of four and 11, Soundabout involves collecting 50 different sounds and getting sponsorship for each one.

The sounds vary from 'a kettle boiling' and 'wind in the trees' to 'a fizzy drink being opened'. Some are summer sounds, some winter ones; others can only be heard in the town or in the country. When the child hears a particular sound it is ticked off on the list.

One girl points to 'the wind in the trees' while an RNID fundraiser offers a helping hand

Soundabout can be played anywhere at any time and is fun as well as educational. By making children more aware of what is going on around them they realise what life is like for a deaf person and the differences it makes to everyday experiences.

Staff visit schools all over the country to talk about the RNID's work and how the pupils can help. The discussions are often extremely lively: children learn about deafness and take part in practical sessions attempting to use sign language and lipreading, or perhaps learn how a textphone works.

Parents are asked to encourage their child to take part in Soundabout and to help them find sponsors. Each child is given a week to collect the sounds and sponsors before the forms are collected by the RNID. Once they have been marked they are returned to the children indicating how much money they have raised, with a letter to the head of the school giving the total amount promised.

One fundraiser from South Yorkshire visited some 30 schools in the past year as part of her work and raised over £10,000 from this one project.

At Limpsfield School in Meadowhall, near Sheffield, around 80 children took part in Soundabout and brought in an impressive £650 for the RNID - some of the pupils collected more than £20 each.

Soundabout made a lasting impression on one little boy from Limpsfield School: "I really enjoyed collecting all the different sounds. It was hard work, but worth it. I can't imagine what it must be like not to hear the birds and the fire engines."

THE NEED

The voluntary income secured by the RNID's fundraising staff accounts for a significant proportion of the Institute's total revenue. It is used to finance both the ongoing work of the RNID and 'one-off' projects. Without this voluntary income the RNID would be unable to maintain and develop its many and varied services for deaf and hard of hearing people. Fundraising is therefore crucial to the continued success of the RNID.

THE GOAL

- To raise awareness of deaf people's needs and the RNID's services.
- To attract new members and donors and to involve them in its work.

THE STRATEGY

The RNID has three fundraising divisions whose activities focus upon companies and grant-making trusts, individual donors, and local communities. These divisions raise money for the RNID's work in a variety of ways:

- Appeal letters: to existing donors or to attract new donors are a cost-effective fundraising method.
- Legacy promotions: to encourage will-making and solicit bequests to the RNID.
- Special events: the RNID organises two or three major events each year, such as the RNID Ball, and around six smaller ones.
- Specific project funding: companies, trusts and foundations support projects relevant to their particular area of work.
- Corporate sponsorship: companies can benefit greatly from this by having their logo on all publicity material related to the project, thus enhancing th[illegible] image.
- Joint promotions [illegible] companies: the RNID lends its [illegible] logo to help sell a product or imp[illegible] image and in return receives considerable income.
- General fundraising: raises both money and awareness of the work of the RNID.

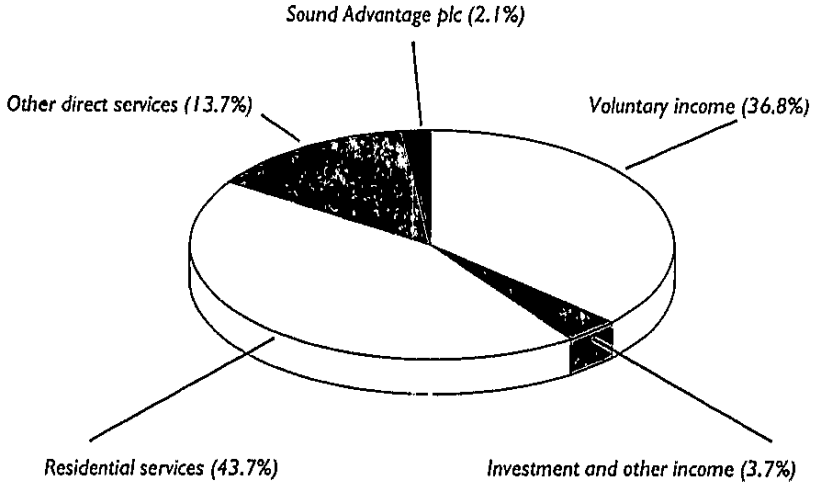
THE COST

More than 300 schools throughout the country have taken part in Soundabout since it began in January 1990, raising a grand total of £75,000.

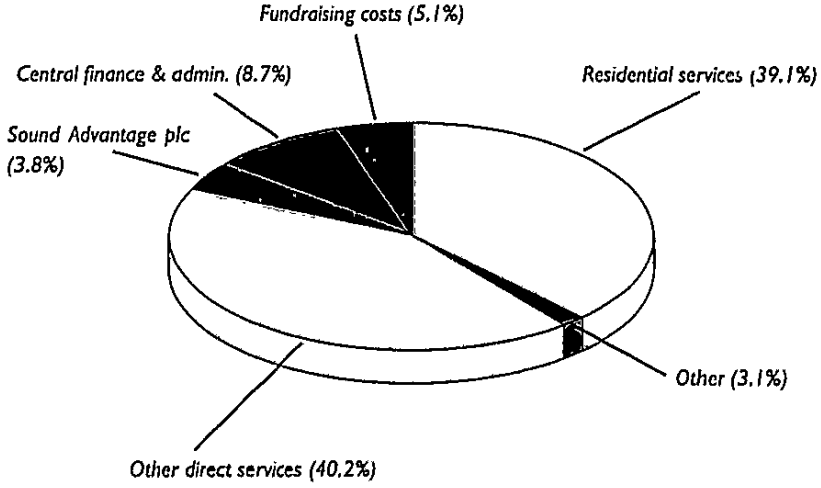
Main photo: Children at Limpsfield School play Soundabout. This group have just heard 'a fizzy drink being opened'.

FINANCIAL SUMMARY 1990/91

INCOME
Where each £1 came from in 1990/91



EXPENDITURE
How we used each £1 in 1990/91



EXPLANATORY NOTES

1. RESIDENTIAL SERVICES
The RNID provides highly specialised long-term care and support for deaf people with additional disabilities. Seven centres in the UK provide staff-intensive services.

Many residents need one-to-one care which often takes the form of an individual communication and development programme.

2. OTHER DIRECT SERVICES
These include community services such as sign language interpreter units, technical research, information and advisory services (incorporating tinnitus support) and deaf awareness training for hearing people. Again, many of these are staff intensive.

3. SOUND ADVANTAGE PLC
The RNID's marketing company, in its second year of operation, provides aids to daily living for deaf and hard of hearing people such as flashing fire alarms and text telephones.

4. VOLUNTARY INCOME AND FUNDRAISING
Made up of income from the general public, companies and trusts, it is received in the form of legacies, covenants, donations and sponsorship. With a cost-to-income ratio of 1:7, fundraising is essential for the long term financial security of the RNID.

5. CENTRAL FINANCE AND ADMINISTRATION
Responsible for controlling issues relating to staff, accounting, general management and maintenance procedures, these areas are fundamental to the efficient running of the RNID.

6. INVESTMENT AND OTHER INCOME
This consists of income on listed investments from our portfolio together with interest receivable on bank deposit accounts.

CONSOLIDATED INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 1991

	1991			1990		
	Income £'000	Expend. £'000	Net £'000	Income £'000	Expend. £'000	Net £'000
Legacies	3,009	-	3,009	2,935	-	2,935
Other voluntary income	1,073	-	1,073	912	-	912
Fundraising costs	-	599	(599)	-	577	(577)
Investment and other income	409	-	409	428	-	428
Residential services	4,859	4,612	247	4,052	3,774	278
Other direct services	1,517	4,744	(3,227)	584	3,279	(2,695)
Sound Advantage plc	228	450	(222)	-	-	-
Grants to individuals and outside bodies	-	102	(102)	-	118	(118)
Central finance and administration	-	1,027	(1,027)	-	964	(964)
Unrecovered debts	-	192	(192)	-	-	-
Cancelled Eastbourne conference	-	79	(79)	-	-	-
	11,095	11,805	(710)	8,911	8,712	199
Surplus on the sale of investments and fixed assets			59			264
(Deficit)/surplus for the year transferred (from)/to general fund			(651)			463

CONSOLIDATED STATEMENT OF SOURCE AND APPLICATION OF FUNDS FOR THE YEAR ENDED 31 MARCH 1991

	1991		1990	
	£'000	£'000	£'000	£'000
Operating (deficit)/surplus for the year		(651)		463
Items not involving the movement of funds				
Depreciation	389		296	
Surplus on sale of investments	(66)		(260)	
Deficit/(surplus) on sale of fixed assets	7		(4)	
Legacy income received as investments	(88)		(97)	
		242		(65)
Total (consumed by)/generated from operations		(409)		398
Other sources of funds				
Restricted and designated funds received not expensed	221		493	
Sale of other fixed assets	3		18	
		224		511
		(185)		909
Application of funds				
Purchase of property	(116)		(627)	
Purchase of other fixed assets	(750)		(368)	
		(866)		(995)
		(1,051)		(86)
(Increase)/decrease in stocks	(71)		19	
Increase in debtors	(381)		(128)	
Increase in creditors	333		490	
Decrease/(increase) in intercompany loans	51		(37)	
		(68)		344
		(1,119)		258
Movement in investments, bank balances and deposits				
Proceeds on sale of investments		(1,220)		(1,213)
Purchase of investments		423		949
		(797)		(264)
(Decrease)/increase in cash, bank balances and deposits		(322)		522
		(1,119)		258

Consolidated balance sheet as at 31 March 1991

	1991		1990	
	£'000	£'000	£'000	£'000
Fixed assets				
Tangible assets		6,309		5,842
Investments		3,042		3,736
		9,351		9,578
Current assets				
Stocks	99		28	
Debtors	1,155		774	
Short term deposits	606		1,009	
Cash at bank and in hand	164		83	
	2,024		1,894	
Creditors				
Amounts falling due within one year	1,485		1,174	
Net current assets		539		720
Total assets less current liabilities		9,890		10,298
Creditors				
Amounts falling due after more than one year		465		443
		9,425		9,855
Funds and reserves				
General fund		3,478		4,245
Property fund		5,104		4,988
Restricted funds		721		518
Designated funds		122		104
		9,425		9,855

The foregoing statements are extracts from the complete audited financial report which is available separately.

Treasurer's Statement

The RNID's vision is the theme of this report and it is a worthwhile and heart-warming one. It is, nevertheless, an ambitious vision, particularly in the austere climate today where charitable donations are seen as the most vulnerable of discretionary expenditure. The RNID should remain ambitious in vision, albeit tempered by prudence in its financial affairs.

Your donations and legacies remain the cornerstone of the prudent pursuit of our ambitious vision. Please help in any way you can.

Mark Nicholls
Honorary Treasurer

Companies and trusts who gave £1,000 or over between April 1990 and March 1991

AKAI UK Ltd.
Alcatel Business Systems Ltd.
Anglia Television Telethon Trust
The Lord Ashdown Charitable Settlement
B.A.T. Industries plc
Bank of England
Bank of Scotland
Barclays Bank plc
The Baring Foundation
Boots Charitable Trust
British Petroleum Co. plc
The David Brooke Charity
Bunzl plc
Central Telethon Trust Ltd.
Clydesdale Bank plc
Combined Charities Trust
Commercial Union Assurance Co. plc
The Cotton Trust
Crutes Solicitors
Dalgety plc
Duphar Ltd.
Ecclesiastical Insurance Group
Esso UK plc
Eynon Charitable Trust
The Esmée Fairbairn Charitable Trust
Fishergate Charitable Trust
Joseph Strong Frazer Trust
The Gamma Trust
Glaxo (1972) Charity Trust
Granada Telethon Trust
The G.B. Greenwood Charitable Trust
Gresham Charitable Trust
Guinness plc
Robert Hart's Trust
The Albert Hunt Trust
IBM United Kingdom Ltd.
The Inman Charity
Institute of Directors
John Lewis Partnership
The Joicey Trust
The Laird Group
Lever Brothers Ltd.
The Members of Lloyd's & Lloyd's Brokers
London & Edinburgh Trust plc
London & Scandinavian Metallurgical Co. Ltd.
The Maxwell Family Foundation
John Menzies plc
The Mirror Group Newspapers Ltd.
The Moorgate Trust Fund
Morgan Grenfell Group plc
Murphy-Neumann Charity Co. Ltd.
National Westminster Bank
NFC plc
Suzanna Peake Trust
Proctor & Gamble Ltd.
Racal Electronics Charitable Trust
Redfern Charitable Trust
Reed International
Rolls-Royce plc
N.M. Rothschild & Sons Ltd.
The Royal Bank of Scotland
Christopher Rowbotham Charitable Trust
Peter Samuel Charitable Trust
Sears Foundation
Shell UK
M. Shepherd Plant Ltd.
Smith's Charity
The Starkie Bence Charitable Trust
Stoy Hayward
Société Générale Strauss Turnbull Securities Ltd.
T & N plc
The TSW Telethon Charitable Trust
The TVS Telethon Trust
Tennants Consolidated
Thomson International plc
TSB Bank plc
Tyne Tees Television Telethon Trust
Unilever plc
United Newspapers plc
Van den Bergh Charitable Trust
The George Wimpey Charitable Trust
Witan Investment Co. plc
Rudolf Wolff & Co. Ltd.
W.A. Young Charitable Trust

Our thanks also go to the Co-operative Wholesale Society for making our promotion with Lever Brothers possible.

Charity Number 207720

Bankers:
The National Westminster Bank plc
95 Tottenham Court Road
London W1A 3AJ

Account No: 00732265

Auditors:
Stoy Hayward
8 Baker Street
London W1M 1DA

ACHIEVING THE RNID'S VISION

The RNID's vision is to enable deaf people to exercise their right to full citizenship.

As a registered charity we are very dependent on donations and legacies in order to continue our work with and on behalf of deaf people.

Will you help us to achieve our vision?

If you would like to make a donation or to receive further information, please complete this form:

NAME.....

ADDRESS.....

.....

.....POSTCODE.....

My donation of £.....
is by
- Cheque ☐
- Postal Order ☐
- Barclaycard ☐
- Access ☐

Credit card no. | | | | | | | | | | | | | | | |

Expiry date

Signature

Please send me information on:

Tax effective giving
- Covenants ☐
- Payroll giving ☐
- Gift aid ☐

How to help the RNID in your Will ☐

Please send me a banker's order form ☐

Simply cut out this self-mailing coupon and return to:

The Royal National Institute for the Deaf
105 Gower Street
London WC1E 6BR

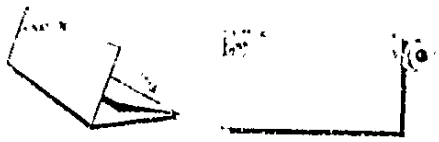
The use of a stamp will save the charity money

THE ROYAL NATIONAL INSTITUTE FOR THE DEAF
FREEPOST
105 GOWER STREET
LONDON WC1E 6BR

2nd fold

1st fold

Folding Instructions



Checklist

1. Have you included your full postcode?
   (this will save us money in the future)

2. If you are enclosing a cheque, please ensure this envelope is fully sealed with clear tape.

Seal this envelope with some clear tape.

Executive Officers 1990-1991

Chief Executive
Stuart Etherington (from January 1991)
Mike Whitlam (to 31 December 1990)

Director of Administration
Brian Hindson
Administrative Services, Council/Committee Services, Conference Administration, Estates Services, Grants Administration, Legal Services, Personnel Services, Registered Membership, Communication Support Services, Typetalk

Director of Communications
Mike Martin OBE
Hearing Advisory Service, Language and Communications, Medical Division, Services to Scotland, Scientific and Technical Services, Telecoms Support

Director of Public Affairs
Karl Holweger (from April 1991)
Stuart Etherington (to 31 December 1990)
Campaigns and Public Relations, Corporate Fundraising, Legacy Promotion, Direct Marketing, Information and Library Services, Publications, Regional Fundraising

Director of Community Services
Doug Alker
Education Division, Employment, Division, Regional Offices, Tinnitus Support Services, Training Division, Weald College

Director of Finance
John Taylor (from September 1990)
Allan Purves (to July 1990)
Audit, Computer Services, Financial Services, Management Accounts, Legacy Administration

Director of Residential Services
Elaine Sola
Residential Services, Project Development Team

The Royal National Institute for the Deaf 1990-1991

PATRON

HRH The Duke of Edinburgh KG, KT

PRESIDENT

The Rt Hon Jack Ashley CH, MP

VICE PRESIDENTS

Lord Armstrong of Ilminster GCB, CVO
Sir Peter Baldwin KCB (until 17th October 1990)
Lord Balfour of Burleigh
The Rt Hon Lord Campbell of Croy PC, MC, DL
The Rt Hon Lord Chalfont OBE, PC, MC, FRSA
The Rt Hon Lord Jenkins of Hillhead PC
Professor A Kelly CBE, FRS
Air Vice-Marshal P F King CB, OBE, FRCS(E) (from 16th May 1990)
Sir Peter Parker LVO
Mr Michael Reed OBE, BSc
Mr Jack Shapiro
Dr Esther Simpson
The Reverend Canon Tom Sutcliffe (from 17th October 1990)
Mr John Whitney
Lady Beatrice Wright

HONORARY OFFICERS

Chairman: Mrs W Tumim JP, MA (Oxon), Dip. Soc. Studies, Dip. Linguistics

Vice Chairman: J Wilmot BA, Dip. Lib.
Honorary Treasurer:
Mr Mark Nicholls MA, MBA
Immediate Past Chairman:
Mr Michael Reed OBE, BSc

COUNCIL OF MANAGEMENT

Elected Members

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Mr C Ashmore (from 17th October 1990)
Mr P Bishop
Mr G M Chapman
Mrs W Daunt
Mrs M G Davis BA, B.Ed, Dip BATOD
Dr J Denmark M. Psy. Med, FRCS Psych, DPM (until 17th October 1990)
Mr D E Downs JP
Mr G Drewry (from 17th October 1990)
Dr A Franks BSc, PhD, DSC, FInstP
Brigadier J F M Grear, OBE
Mr A G K Hamilton MA, FCA (from 7th November 1990)
Mr K R Hartley
Mrs A Heath MA(Oxon), ALA
Mr E Huntington MSc, FIS, Grad. IMA
Miss E M Kennedy
Air Vice-Marshal P F King CB, OBE, FRCS(E)
Dr N Kitson MB, BS, MRC, Psych
Dr J J Knight OBE, PhD, CPhys, FInstP, FIOA
Dr F R Lawson MSc, PhD CEng, FIAS, MCIBS, MInstE, MIEH (until 8th September 1990)
Mr A Macdonald
Mr C Mayo MA (Cantab), Dip/FE (Lond)
Ms K Meador
Dr G W G Montgomery BA, MEd, PhD, HDip.Ed
Dr K P Murphy PhD
Mrs R Myers

Mr C D Nelson BA(Hons), AICSA
Mr M P Nicholls MA, MBA
Ms E Nicholson MP
Mr R North FCA (from 7th November 1990)
Mr D A Palmer JP, FCA, ATII (until 17th October 1990)
Mr C Powell
Mr G Reynolds
Mr G Rumsey
Mr J Shapiro
P Shaw FInstTT, MCIM, FRGS
Mr R Trotter BA, ALA
Mrs W Tumim JP, MA (Oxon), Dip. Soc. Studies, Dip. Linguistics
Miss S M Turner MA, DipEd, FISW
Mr W H Ward CQSW, CSWD
Mr P Wilby (until 17th October 1990)
Miss C M Williams FRCS
J Wilmot BA, Dip. Lib.
Miss D Woodford (from 17th October 1990)

REPRESENTATIVE MEMBERS

Midland Regional Association for the Deaf
Canon J Clarke

North Regional Association for the Deaf
Cllr S Mercer (until 17th October 1990)
Cllr A Matthews (from 17th October 1990)

Scottish Association for the Deaf
Mrs M Moodie

South East Regional Association for the Deaf
Mr D Fleet (until 17th October 1990)
Mr J Holt (from 17th October 1990)

Ulster Institute for the Deaf
Mr B Symington

Wales Council for the Deaf
Miss C M Watkins

West Regional Association for the Deaf
Mr W B Harding

COMMITTEE CHAIRMEN

Executive Committee
Mrs W Tumim JP, MA (Oxon), Dip. Soc. Studies, Dip. Linguistics

Grants Sub Committee
Mrs W Tumim JP, MA (Oxon), Dip. Soc. Studies, Dip. Linguistics

Advocacy and Information Services Committee
Mr C S Mayo MA(Cantab), Dip/FE(Lond)

Committee of Regional Associations and Affiliated Bodies
J Wilmot BA, Dip. Lib.

Communications Services Committee
Miss C M Williams

Medical and Scientific Sub-Committee
Dr A Franks BSc, PhD, DSc, FInstP

Community Services Committee
Mr K R Hartley (until 17th October 1990)
Ms K Meador (from 28th November 1990)

Employment, Training and Education Services Committee
Dr K P Murphy PhD

Finance Committee
Mr M Nicholls MA, MBA

Fundraising Committee
P Shaw FInstTT, MCIM, FRGS

Residential Services Committee
Mr D E Downs JP

THE RNID AROUND THE COUNTRY

HEAD OFFICE
105 Gower Street
London WC1E 6AH
Tel: 071 387 8033 (Voice)
071 383 3154 (Minicom)
071 388 6038 (Qwerty)
071 388 2346 (Fax)

REGIONAL OFFICES

RNID South East
135a High Street
Acton, London W3 6LY
Tel: 081 993 4748 (Voice/Minicom)
081 993 4691 (Qwerty)

RNID North West
30 Broad Street
Salford
Manchester M6 5BY
Tel: 061 745 7875 (Voice/Minicom)
061 745 7879 (Qwerty)
061 745 8443 (Fax)

RNID North East
Dene House
Seaham Road
Ryhope
Sunderland SR2 ONP
Tel: 091 523 7647 (Voice)
091 523 7648 (Minicom/Qwerty)

RNID West
North Parade House
North Parade
Bath BA2 4AL
Tel: 0225 446305 (Voice/Minicom)
0225 446553 (Qwerty)

RNID East
Unit 2
Pelham Court
Pelham Road
Nottingham NG5 4AP
Tel: 0602 603010 (Voice/Minicom)
0602 608374 (Qwerty)

RNID Midlands
4 Church Road
Edgbaston
Birmingham B15 3TD
Tel: 021 455 6835 (Voice/Minicom)
021 452 1071 (Qwerty)

RNID Services in Northern Ireland
Wilton House
5 College Square North
Belfast BT1 6AR
Tel: 0232 239619 (Voice/Minicom)

Services to Scotland
9 Clairmont Gardens
Glasgow G3 7LW
Tel: 041 332 0343 (Voice)
041 332 5023 (Minicom/Qwerty)

OTHER SERVICES MENTIONED IN THIS REPORT

Greater Manchester Interpreters Unit
c/o RNID North West
Tel: 061 745 7128 (Voice)
061 745 7872 (Minicom)

Tinnitus Helpline
c/o RNID East
Tel: 0345 090210 (Voice/Minicom)

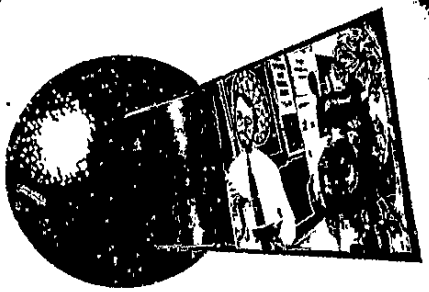
Typetalk
The National Telephone Relay Service
Pauline Ashley House
Ravenside Retail Park
Speke Road
Liverpool L24 8QB
Tel: 051 494 1000 (Voice)
051 494 1085 (Text inquiries)
051 494 1022 (Fax)

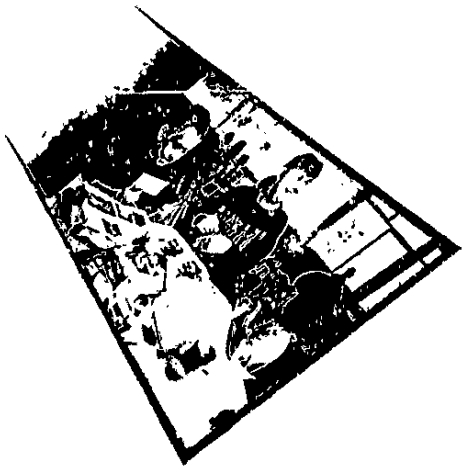
Sound Advantage plc
1 Metro Centre
Shrewsbury Avenue
Peterborough PE2 0UH
Tel: 0733 361199 (Voice)
0733 238020 (Minicom/Qwerty)
0733 361161 (Fax)

ACHIEVING THE RNID'S VISION

FINANCIAL REPORT

1 APRIL 1990–31 MARCH 1991





THE ROYAL NATIONAL INSTITUTE FOR THE DEAF

Achieving the RNID's vision

Financial Report

1 April 1990–31 March 1991

The Royal National Institute for the Deaf

THE ROYAL NATIONAL INSTITUTE FOR THE DEAF
FINANCIAL REPORT
1 APRIL 1990
- 31 MARCH 1991

Patron
HRH The Duke of Edinburgh KG, KT

President
The Rt Hon Jack Ashley CH, MP

Vice Presidents
Lord Armstrong of Ilminster GCB, CVO
Sir Peter Baldwin KCB (until 17th October 1990)
Lord Balfour of Burleigh
The Rt Hon Lord Campbell of Croy PC, MC, DL
The Rt Hon Lord Chalfont OBE, PC, MC, FRSA
The Rt Hon Lord Jenkins of Hillhead PC
Professor A Kelly CBE, FRS
Air Vice-Marshal P F King CB, OBE, FRCS(E) (from 16th May 1990)
Sir Peter Parker LVO
Mr Michael Reed OBE, BSc
Mr Jack Shapiro
Dr Esther Simpson
The Reverend Canon Tom Sutcliffe (from 17th October 1990)
Mr John Whitney
Lady Beatrice Wright

Chairman
Mrs W Tumim JP, MA(Oxon), Dip. Soc. Studies, Dip. Linguistics

Vice Chairman
J Wilmot BA, Dip. Lib.

Honorary Treasurer
Mr Mark Nicholls BA, MBA

Chief Executive and Secretary
Mr Stuart Etherington MA, BSc (Hons) (from 1st January 1991)
Mr Michael Whitlam (to 31st December 1990)

Registered office
105 Gower Street,
London WC1E 6AH

Auditors
Stoy Hayward,
8 Baker Street,
London W1M 1DA

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REPORT OF THE COUNCIL OF MANAGEMENT FOR THE YEAR ENDED 31 MARCH 1991

The Council presents its annual report, together with the accounts of the Institute for the year ended 31 March 1991.

The Royal National Institute for the Deaf is registered as a charity (No. 207720) in accordance with the National Assistance Act of 1948, and the Charities Act 1960 and is a company limited by guarantee (Company No. 454169). The Institute is concerned with deaf people of all ages and is established to promote and encourage the prevention and mitigation of deafness; the better treatment, education, training, employment and welfare of people with all conditions and degrees of deafness, and generally to promote, safeguard and protect their interests.

REVIEW OF ACTIVITY

1990 has generally seen a decline in charitable giving and a reduction in the number of grants made available by local government to voluntary sector activity. The coming decade will be a more cautious one for voluntary organisations and it is unlikely that the substantial growth which characterised the late 1980s will be repeated. However, this does not mean that the RNID will abandon its Vision nor the achievement of the four principles outlined in last year's report.

The characteristics of the 1990s are likely to force the RNID to consolidate its core services: residential care, interpreting, environmental aids for deaf people, training, and advice and information. This financial year saw the beginning of that consolidation and enabled the RNID to begin to concentrate on what it does well.

- The RNID has a long tradition of providing high quality residential care for deaf people with additional needs. During the year we have maintained our existing residential establishments to the highest standards and have set in train plans to replace one large home with new smaller homes where deaf people with special needs can enjoy a high standard of life in the community close to where they live. In undertaking this work we plan collaboration with housing associations.
- The development of interpreting and communication support units has been a priority for the RNID over the last year. The year saw the development of the Greater Manchester Interpreters Unit which provides an efficient interpreting service to deaf people in the Greater Manchester area in partnership with local authorities. Building on this experience the Institute has negotiated to establish an interpreter unit in East Sussex and discussions have also begun on providing interpreting services in the west country and in Rampton Hospital.
- The provision of high quality environmental aids for deaf people has been declared a priority. Our test and development section has been responsible for ensuring that all products sold by our wholly owned subsidiary, Sound Advantage plc, are of an acceptable quality, and many local authority contracts for environmental aids have been obtained.
- The development of general awareness training has moved apace during the last year. A Regional Training Officer has been appointed in the south and training materials continue to be developed in collaboration with local authorities in the west country.
- The development of advice and information services is another core area of work for which the RNID is recognised as being a high quality service provider. In the past much of this work has been concentrated in London, but during the last year Information Officer posts have been created within the regions. This development, which is likely to continue in the next year, places information and advice closer to our customers.

The RNID is particularly grateful to British Telecom plc for its generous support in agreeing to provide a grant of £4m over three years to run Typetalk the new national telephone relay service. This innovative service results from the RNID's research and development work over the last 10 years. Based in Liverpool, the service will be the first of its kind in Europe and will open in 1991.

The year was also characterised by greater collaboration between the RNID and other deaf organisations, in particular with Friends for the Young Deaf, to develop a scheme whereby young deaf leaders receive work experience within the Institute. This gives them access to a work environment and provides the RNID with a source of new, vigorous, young deaf people within its workforce. Similarly, the RNID is working closely with the British Deaf Association to establish advocacy schemes, and with the National Deaf Children's Society to develop a career placement service.

The Institute continues to invest in a marketing strategy targeted at local authorities to market its services in the wake of the NHS and Community Care Act. We believe that the Institute can become a major service provider on behalf of local and health authorities, generating sufficient income to cover the running costs of these services in the years to come.

FINANCIAL PERFORMANCE

INCOME DEFICIT:

The Consolidated Income and Expenditure Account is set out on page 7 showing a deficit of £651,000 for the year which has been transferred from general funds. The underlying financial position, however, remains sound.

CASH FLOW:

It became clear during this financial year that the growth of the Institute could not be sustained without the use of reserves. The Consolidated Statement of Source and Application of Funds is set out on page 10. This shows how the deficit for the year

translates to a net outflow of funds of £1,119,000 mainly comprised of £409,000 in support of operations, £866,000 for the purchase of fixed assets, offset by £221,000 retained restricted and designated funds.

ASSETS:
The reported group net worth has diminished by £430,000 during the year.

FINANCIAL COMMENTARY

The level of income from legacies and other voluntary income has been sustained, whilst investment income has dropped reflecting the reduction in the investment portfolio. Residential services continue to be a significant stable feature of the Institute accounting for some 40% of income and expenditure and yielding a surplus of £247,000 arising mainly at the Pooiemead Centre. The deficit on other direct services of £3,227,000 is £532,000 higher than last year due mainly to £303,000 increased cost of regional services, £104,000 cost of library database support, £93,000 increased cost of publications and £128,000 increased cost of advocacy and campaigns, offset by telephone exchange operations which have improved by £159,000, yielding a small surplus. The figures include £289,000 expenditure on the relay phone service covered by income from the supporting British Telecom plc grant.

The £222,000 net trading loss from the first period of operations of Sound Advantage plc has been consolidated into these accounts.

Grants, fundraising costs, and central finance and administration costs all remain stable. Improved financial controls have identified £192,000 of debtors which have been written off as have the costs of the cancelled Eastbourne conference.

Capital expenditure during the year totalled £866,000, the main components of which are £281,000 for the relay phone, £132,000 for motor vehicles, £92,000 on property at Roper House and £86,000 for computer equipment.

INCOME BASE

Fees are expected to become an increasingly significant part of the income base of the Institute, providing greater stability. Voluntary income will continue to play a major part in stimulating new initiatives. The Institute invested quite substantially in fundraising activity over the last three to four years and it is clear that legacy income, which has remained stable, and income from corporations and trusts is providing a substantial proportion of the funds that the Institute requires.

Investment in direct marketing, however, needs to be reviewed as does our investment in regional fundraising. These will be addressed in 1991/92.

We particularly wish to thank the London Special Events Committee for their voluntary support in fundraising activities.

EXPENDITURE CONTROL

The Institute has already taken steps to reduce its deficit to a breakeven position by the end of 1992/93. We have become more systematic in introducing project planning procedures and are reviewing all vacancies as they fall due.

We will continue to apply effective financial control in the next financial year and also begin to consider the shape of the RNID strategy as it enters the challenging decade of the 1990s.

STAFF

The number of deaf and hard of hearing people employed by the Institute continues to grow. We are also constantly concerned to maintain an efficient ratio of administrative staff to other staff and our central administration finance staff presently comprise 10% of the total. At the end of the financial year the Institute employed 545 staff excluding temporary or casual employees. Our staff are the primary asset of the Institute and continue to carry an increasing workload.

During the year the policy of providing employees with information about the Institute has been continued through regular staff meetings and newsletters to which staff have been encouraged to present their suggestions and views on the Institute's performance.

EMPLOYMENT OF DISABLED PERSONS

The group is committed to a policy of recruitment and promotion on the basis of aptitude and ability without discrimination of any kind. Management actively pursues both the employment of disabled persons whenever a suitable vacancy arises and the continued employment and retraining of employees who become disabled whilst employed by the group. Particular attention is given to the training, career development and promotion of disabled employees with a view to encouraging them to play an active role in the development of the group.

TRANSFERS OF FUNDS AND RESERVES

£497,000 has been transferred to restricted funds having been treated as deferred income in the accounts for the year to 31 March 1990. £116,000 (1990-£627,000) has been transferred from the general fund to the property fund representing the purchases less disposals at book value of property during the year.

SIGNIFICANT CHANGES IN TANGIBLE FIXED ASSETS

The movement in tangible fixed assets is set out in note 9 of these financial statements.

PROPERTY VALUES

In the opinion of the Council the market value of the properties is in excess of the net book value but in view of the specialised nature of the use of these properties, a current revaluation is considered inappropriate.

TRUSTEES

Partnership between staff and members within the RNID is crucial. Changes in charity law which are likely within the next year will clearly define

the role of trustees particularly in relation to accountability and scrutiny. It is important for trustees to ensure that the RNID's services are provided to a high quality and give value for money. To this end the RNID has identified trustee training as an important component of its overall training plans. Within this financial year a weekend course for trustees took place particularly to examine their role.

This led directly to the establishment of a Constitutional Working Party to review the position of trustees and ways in which they can function more effectively within the Institute.

MEMBERSHIP OF THE COUNCIL OF MANAGEMENT

The names of the people who are presently members of the Council of Management or were at any time during the financial year ended 31 March 1991 are as follows:

Elected Members

Mr D Adams FRCS
Mr C Ashmore (from 17th October 1990)
Mr P Bishop
Mr G M Chapman
Mrs W Daunt
Mrs M G Davis BA, B.Ed, Dip BATOD
Dr J Denmark M.Psy.Med, FRCS Psych, DPM (until 17th October 1990)
Mr D E Downs JP
Mr G Drewry (from 17th October 1990)
Dr A Franks BSc, PhD, DSC, FInstP
Brigadier J F M Grear OBE
Mr A G K Hamilton MA, FCA (from 7th November 1990)
Mr K R Hartley
Mrs A Heath MA(Oxon), ALA
Mr E Huntington MSc, FIS, Grad. IMA
Miss E M Kennedy
Air Vice-Marshal P F King CB, OBE, FRCS(E)
Dr N Kitson MB, BS, MRC, Psych
Dr J J Knight OBE. PhD, CPhys, FInstP, FIOA
Dr F R Lawson MSc, PhD CEng, FIAS, MCIBS, MInst[illegible] MIEH (until 8th September [illegible])
Mr A Macdonald
Mr C Mayo MA (Cantab), Dip/FE (Lond)
Ms K Meador
Dr G W G Montgomery BA, MEd, PhD, HDip.Ed
Dr K P Murphy PhD
Mrs R Myers
Mr C D Nelson BA(Hons), AICSA
Mr M P Nicholls MA, MBA
Ms E Nicholson MP
Mr R North FCA (from 7th November 1990)
Mr D A Palmer JP, FCA, ATII (until 17th October 1990)
Mr C Powell
Mr G Reynolds
Mr G Rumsey
Mr J Shapiro
P Shaw FInstTT, MCIM, FRGS
Mr R Trotter BA, ALA
Mrs W Tumim JP, MA (Oxon), Dip.Soc Studies, D'p.Linguistics
Miss S M Turner MA, DipEd, FISW
Mr W H Ward CQSW, CSWD
Mr P Wilby (until 17th October 1990)
Miss C M Williams FRCS
J Wilmot BA, Dip. Lib
Miss D Woodford (from 17th October 1990)

Representative Members

Midland Regional Association for the Deaf
Canon J Clarke

North Regional Association for the Deaf
Cllr S Mercer (until 17th October 1990)
Cllr A Matthews (from 17th October 1990)

Scottish Association for the Deaf
Mrs M Moodie

South East Regional Association for the Deaf
Mr D Fleet (until 17th October 1990)
Mr J Holt (from 17th October 1990)

Ulster Institute for the Deaf
Mr B Symington

Wales Council for the Deaf
Miss C M Watkins

West Regional Association for the Deaf
Mr W B Harding

By order of the Council of Management

Stuart Etherington
Secretary

The Royal National Institute for the Deaf
105 Gower Street
London WC1E 6AH

25 September 1991

THE ROYAL NATIONAL INSTITUTE FOR THE DEAF

CONSOLIDATED INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 1991

	Note	1991			1990		
		Income £'000	Expend. £'000	Net £'000	Income £'000	Expend. £'000	Net £'000
Legacies	2	3,009	-	3,009	2,935	-	2,935
Other voluntary income	3	1,073	-	1,073	912	-	912
Fundraising costs		-	599	(599)	-	577	(577)
Investment and other income	4	409	-	409	428	-	428
Residential services		4,859	4,612	247	4,052	3,774	278
Other direct services		1,517	4,744	(3,227)	584	3,279	(2,695)
Sound Advantage plc	5	228	450	(222)	-	-	-
Grants to individuals and outside bodies		-	102	(102)	-	118	(118)
Central finance and administration		-	1,027	(1,027)	-	964	(964)
Unrecovered debts		-	192	(192)	-	-	-
Cancelled Eastbourne conference		-	79	(79)	-	-	-
		11,095	11,805	(710)	8,911	8,712	199
Surplus on the sale of investments and fixed assets				59			264
(Deficit)/surplus for the year transferred (from)/to general fund	6			(651)			463

- The notes on pages 11 to 24 form part of these financial statements.
- Note 17 gives details of income and expenditure for restricted funds.
- Further details of residential services and other direct services are provided in the unaudited statements on pages 28 to 30.

THE ROYAL NATIONAL INSTITUTE FOR THE DEAF

CONSOLIDATED BALANCE SHEET AS AT 31 MARCH 1991

	Note	1991		1990	
		£'000	£'000	£'000	£'000
Fixed assets					
Tangible assets	9		6,309		5,842
Investments	11		3,042		3,736
			9,351		9,578
Current assets					
Stocks	13	99		[illegible]	
Debtors	14	1,155		7,[illegible]	
Short term deposits		606		1,009	
Cash at bank and in hand		164		83	
		2,024		1,894	
Creditors					
Amounts falling due within one year	15	1,485		1,174	
Net current assets			539		720
Total assets less current liabilities			9,890		10,298
Creditors					
Amounts falling due after more than one year	16		465		443
			9,425		9,855
Funds and reserves	17				
General fund			3,478		4,245
Property fund			5,104		4,988
Restricted funds			721		518
Designated funds			122		104
			9,425		9,855
Administered funds	19				

These financial statements were approved by the Council of Management on 25 September 1991.

Mrs Winifred Tumim, *Chairman*
Mr Mark Nicholls, *Honorary Treasurer*

The notes on pages 11 to 24 form part of these financial statements.

THE ROYAL NATIONAL INSTITUTE FOR THE DEAF

BALANCE SHEET AS AT 31 MARCH 1991

	Note	1991		1990	
		£'000	£'000	£'000	£'000
Fixed assets					
Tangible assets	9		6,241		5,842
Investments	11		3,413		3,736
			9,654		9,578
Current assets					
Stocks	13	66		28	
Debtors	14	1,044		774	
Short term deposits		606		1,009	
Cash at bank and in hand		119		83	
		1,835		1,894	
Creditors					
Amounts falling due within one year	15	1,380		1,174	
Net current assets			455		720
Total assets less current liabilities			10,109		10,298
Creditors					
Amounts falling due after more than one year	16		443		443
			9,666		9,855
Funds and reserves	17				
General fund			3,719		4,245
Property fund			5,104		4,988
Restricted funds			721		518
Designated funds			122		104
			9,666		9,855
Administered funds	19				

These financial statements were approved by the Council of Management on 25 September 1991.

Mrs Winifred Tumim, *Chairman*
Mr Mark Nicholls, *Honorary Treasurer*

The notes on pages 11 to 24 form part of these financial statements.

THE ROYAL NATIONAL INSTITUTE FOR THE DEAF

CONSOLIDATED STATEMENT OF SOURCE AND APPLICATION OF FUNDS FOR THE YEAR ENDED 31 MARCH 1991

	1991		1990	
	£'000	£'000	£'000	£'000
Operating (deficit)/surplus for the year		(651)		463
Items not involving the movement of funds				
Depreciation	389		296	
Surplus on sale of investments	(66)		(260)	
Deficit/(surplus) on sale of fixed assets	7		(4)	
Legacy income received as investments	(88)		(97)	
		242		(65)
Total (consumed by)/ generated from operations		(409)		398
Other sources of funds				
Restricted and designated funds received not expensed	221		493	
Sale of other fixed assets	3		18	
		224		511
		(185)		909
Application of funds				
Purchase of property	(116)		(627)	
Purchase of other fixed assets	(750)		(368)	
		(866)		(995)
		(1,051)		(86)
(Increase)/decrease in stocks	(71)		19	
Increase in debtors	(381)		(128)	
Increase in creditors	333		490	
Decrease/(increase) in intercompany loans	51		(37)	
		(68)		344
		(1,119)		258
Movement in investments, bank balances and deposits				
Proceeds on sale of investments		(1,220)		(1,213)
Purchase of investments		423		949
		(797)		(264)
(Decrease)/increase in cash, bank balances and deposits		(322)		522
		(1,119)		258

The comparative figures for the year to 31 March 1990 have been restated for two reasons; firstly to treat £497,000 Text Users Help Scheme income as restricted funds received in that year and not as deferred income, and secondly to recognise funds movement as being the change in bank balances and deposits together with the net cash movement in respect of investments.

The notes on pages 11 to 24 form part of these financial statements.

1. ACCOUNTING POLICIES

The financial statements have been prepared under the historical cost convention and are in accordance with applicable accounting standards and Statement of Recommended Practice No.2 "Accounting by Charities". The following principal accounting policies have been applied:

Basis of consolidation

The consolidated accounts incorporate the financial statements of The Royal National Institute for the Deaf together with its subsidiary undertaking Sound Advantage plc made up to 31 March 1991. The Institute's other subsidiary undertaking, RNID Cards Limited, has not been included in the consolidated accounts on the basis of immateriality.

The parent company has taken advantage of Section 230 of the Companies Act 1985 not to publish its own income and expenditure account.

Income and expenditure

Legacies are treated as income when received.

Expenditure includes non-recoverable Value Added Tax.

Turnover

Turnover of the subsidiary undertaking Sound Advantage plc represents the invoiced amount of goods sold to outside customers in the United Kingdom and is stated net of Value Added Tax.

Tangible fixed assets

Properties are valued at cost, or valuation at the time of receipt when acquired without consideration, less sale proceeds of part disposals plus expenditure of a capital nature.

Expenditure on additions or improvements to properties vested in the official custodian of charities is capitalised.

The capitalised value of properties of whatever nature is represented by an equivalent transfer from the general fund to the property fund.

Depreciation

Depreciation is provided to write off the cost, less estimated residual values, of all fixed assets, except properties, over their expected useful lives at the following annual rates:

Parent company - The Royal National Institute for the Deaf

Fixtures, fittings and furniture	-20% reducing balance
Computer equipment	-20% straight line
Other equipment	-20% reducing balance
Motor vehicles	-20% straight line

At the start of the year, the group began a national telephone relay service, Typetalk, to enable deaf and hard of hearing people to communicate with hearing people. This project is initially funded by a grant from British Telecom plc for three years. Accordingly a depreciation rate of 33.33% has been applied to the related fixed assets.

No depreciation is provided on properties as it is the group's policy to maintain its properties in good condition so as to prolong their useful lives and therefore any depreciation involved would not be material.

Subsidiary undertaking - Sound Advantage plc

Fixtures fittings and furniture	-10/14.2% straight line
Other equipment	-10/20% straight line
Motor vehicles	-33.33% straight line

Investments

Investments are shown in the balance sheet at cost, or net probate value when acquired without consideration.

Profits or losses on sales of investments are credited or charged to the income and expenditure account.

Stocks

Stocks are valued at the lower of cost and net realisable value.

Net realisable value is [illegible] estimated selling price less [illegible] costs to completion and disposal.

Deferred taxation

There is no provision in these financial statements for deferred taxation (see note 8).

Leasing and hire purchase commitments

Assets obtained under finance leases and hire purchase contracts are capitalised in the balance sheet and are depreciated over their useful lives.

The interest element of the rental obligations is charged to the income and expenditure account over the period of the lease and represents a constant proportion of the balance of capital repayments outstanding.

Rentals paid under operating leases are charged to revenue on a straight line basis over the lease term.

Research and development

Expenditure on pure and applied research is charged to the income and expenditure account in the year in which it is incurred.

Development costs are also charged to the income and expenditure account in the year of expenditure, except when individual projects satisfy the following criteria: the project is clearly defined and related expenditure is separately identifiable; the project is technically feasible and commercially viable; current and future costs will be exceeded by future sales; and adequate resources exist for the project to be completed.

In such circumstances the costs are carried forward and amortised over a period not exceeding five years commencing when the group begins to benefit from the expenditure.

Pension costs

Contributions to the group's defined contribution benefit pension scheme are charged to the income and expenditure account so as to spread the cost of pensions over employees' working lives within the group (see note 20).

2. LEGACIES

	1991	1990
	£'000	£'000
Cash	2,921	2,838
Investments	88	97
	3,009	2,935

3. OTHER VOLUNTARY INCOME

	1991		1990	
	£'000	£'000	£'000	£'000
Voluntary donations and covenants		1,045		895
Special events and appeals				
Total income	63		44	
Total expenditure	(35)		(27)	
		28		17
		1,073		912

4. INVESTMENT AND OTHER INCOME

	1991	1990
	£'000	£'000
Income from listed investments	252	272
Interest received	150	143
Rents and sundry income	3	7
Covenanted donations from RNID Cards Limited (note 12)	4	6
	409	428

5. PROFIT AND LOSS ACCOUNT SUMMARY - SOUND ADVANTAGE PLC

The results of Sound Advantage plc have been consolidated for the period 27 October 1989 to 31 March 1991, the company's first period of trading.

	1991
	£'000
Turnover (note 1)	228
Cost of sales	183
Gross profit	45
Distribution and administrative expenditure	263
	(218)
Interest payable on loans to be repaid within five years	4
Net trading loss	(222)

6. (DEFICIT)/SURPLUS FOR THE YEAR IS AFTER CHARGING:

	1991	1990
	£'000	£'000
Interest payable - long term loans	38	24
- finance leases	32	21
Depreciation	389	296
Payments under operating leases		
- land and buildings	140	85
- other	59	20
Research and development	2	-
Auditors' remuneration		
- current year audit	25	27
- prior year audit	-	2
- other services	8	4

7. EMPLOYEES

	1991	1990
	Nos.	Nos.
The average weekly number of employees during the year was as follows:		
Residential centres	340	320
Other services	189	144
Central finance and administration	57	50
	586	514

	1991	1990
	£'000	£'000
Staff costs consist of :-		
Wages and salaries	5,812	4,617
Social security costs	497	376
Pension costs	329	263
	6,638	5,256

None of the members of the Council of Management received any remuneration during this year or last year.

8. TAXATION - SOUND ADVANTAGE PLC

Corporation Tax

In view of the trading loss there is no liability to Corporation Tax. There is a loss for tax purposes available to carry forward against future trading profits of approximately £249,000 subject to the approval of the Inland Revenue.

Deferred Taxation

There is no provision in these financial statements for deferred taxation as the amount involved is covered by losses carried forward.

9. TANGIBLE ASSETS

Group

	Freehold property	Leasehold property	Vested property	TOTAL property	Fixtures, fittings, furniture	Computer equipment	Other equipment	Motor vehicles	TOTAL Non-property	GRAND TOTAL
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Cost										
At 1 April 1990	2,510	48	2,430	4,988	982	594	432	267	2,275	7,263
Additions	116	-	-	116	388	86	144	132	750	866
Disposals	-	-	-	-	-	(9)	-	(14)	(23)	(23)
Transfers	(33)	-	33	-	-	-	-	-	-	-
At 31 March 1991	2,593	48	2,463	5,104	1,370	671	576	385	3,002	8,106
Depreciation										
At 1 April 1990	-	-	-	-	629	401	244	147	1,421	1,421
Charge for year	-	-	-	-	183	73	64	69	389	389
Disposals	-	-	-	-	-	(2)	-	(11)	(13)	(13)
At 31 March 1991	-	-	-	-	812	472	308	205	1,797	1,797
Net book value										
At 31 March 1991	2,593	48	2,463	5,104	558	199	268	180	1,205	6,309
At 31 March 1990	2,510	48	2,430	4,988	353	193	188	120	854	5,842

The net book value of tangible fixed assets includes an amount of £318,516 (1990 - £210,536) in respect of assets held under finance leases.

Total depreciation on these assets amounted to £113,354 (1990 - £72,677).

9. TANGIBLE ASSETS (continued)

Company

	Freehold property	Leasehold property	Vested property	TOTAL property	Fixtures, fittings, furniture	Computer equipment	Other equipment	Motor vehicles	TOTAL Non-property	GRAND TOTAL
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Cost										
At 1 April 1990	2,510	48	2,430	4,988	982	594	432	267	2,275	7,263
Additions	116	-	-	116	362	86	108	112	668	784
Disposals	-	-	-	-	-	(9)	-	(14)	(23)	(23)
Transfers	(33)	-	33	-	-	-	-	-	-	-
At 31 March 1991	2,593	48	2,463	5,104	1,344	671	540	365	2,920	8,024
Depreciation										
At 1 April 1990	-	-	-	-	629	401	244	147	1,421	1,421
Charge for year	-	-	-	-	180	73	60	62	375	375
Disposals	-	-	-	-	-	(2)	-	(11)	(13)	(13)
At 31 March 1991	-	-	-	-	809	472	304	198	1,783	1,783
Net book value										
At 31 March 1991	2,593	48	2,463	5,104	535	199	236	167	1,137	6,241
At 31 March 1990	2,510	48	2,430	4,988	353	193	188	120	854	5,842

The net book value of tangible fixed assets includes an amount of £268,220 (1990 - £210,536) in respect of assets held under finance leases.

Total depreciation on these assets amounted to £100,341 (1990 - £72,677).

10. CAPITAL COMMITMENTS

	Group		Company	
	1991	1990	1991	1990
	£'000	£'000	£'000	£'000
Contracted but not provided	883	37	859	37
Authorised but not contracted	126	180	126	180
	1,009	217	985	217

The above is comprised of the following :

£'000	
213	- Purchase and refurbishment of West Place Cottages financed by long term secured bank loan.
174	- Typetalk building costs fully financed by British Telecom plc.
598	- Replacements for the St Anthony residence.
24	- Purchase of fixed assets under finance leases by subsidiary undertaking Sound Advantage plc.
1,009	

11. FIXED ASSET - INVESTMENTS

Group

	Listed		Unlisted	Other loans	Subsidiary undertakings	Total
	General fund	Sinking fund (note 16)				
	£'000	£'000	£'000	£'000	£'000	£'000
Cost or as valued at date of receipt						
At beginning of year	3,563	4	4	110	55	3,736
Eliminated on consolidation	-	-	-	-	(51)	(51)
Additions	510	1	-	-	-	511
Disposals	(1,150)	-	(2)	(2)	-	(1,154)
At end of year	2,923	5	2	108	4	3,042

11. FIXED ASSET - INVESTMENTS (continued)

Company	Listed		Unlisted	Other loans	Subsidiary undertakings (note 12)	Total
	General fund	Sinking fund (note 16)				
	£'000	£'000	£'000	£'000	£'000	£'000
Cost or as valued at date of receipt						
At beginning of year	3,563	4	4	110	55	3,736
Additions	510	1	-	-	320	831
Disposals	(1,150)	-	(2)	(2)	-	(1,154)
At end of year	2,923	5	2	108	375	3,413

	1991			1990		
	General fund	Sinking fund	Total	General fund	Sinking fund	Total
	£'000	£'000	£'000	£'000	£'000	£'000
Market value of listed investments	3,363	7	3,370	3,711	7	3,718

Other loans totalling £108,000 have been made to local societies to assist in the purchase of freehold property for their use. These loans are secured by a first legal mortgage and are repayable within a maximum period of 25 years. Interest on one of these loans for £30,000 will only arise if and when the property is sold.

12. INVESTMENT IN SUBSIDIARY UNDERTAKINGS

	1991	
	£'000	£'000
Cost of shares at beginning and end of year		13
Loans at beginning of year	42	
Additional loans	320	
		362
Total at end of year		375

The following subsidiary undertaking at the end of the financial year has been consolidated:

Name	:	Sound Advantage plc
Country of registration	:	England
Proportion of voting rights and ordinary share capital held	:	100%
Nature of business	:	Sale of environmental aids to deaf and hard of hearing people

At 31 March 1991, the RNID had made interest free loans of £358,211 to Sound Advantage plc. Subsequent to 31 March 1991 a further £105,000 was advanced. On 16 July 1991, these loans were converted to share capital by satisfying a call of £37,500, being the remaining 75p per share on the 50,000 £1 shares already held, and by acquiring a further 425,711 £1 shares fully paid. The RNID therefore now holds 475,711 fully paid £1 shares in Sound Advantage plc.

Sound Advantage plc was incorporated on 27 October 1989. The first accounts covered the period from incorporation to 31 March 1991.

The Institute also holds 100% of the equity share capital of RNID Cards Limited, a company registered in England, which publishes and sells Christmas cards and related items. The surplus for the year is covenanted to the Institute (see note 4). Consistent with prior years, this subsidiary has not been consolidated owing to its immateriality. Included within loans to subsidiary undertakings is £4,349 advanced to RNID Cards Limited.

13. STOCKS

	Group		Company	
	1991	1990	1991	1990
	£'000	£'000	£'000	£'000
Consumable stores	18	17	18	17
Special aids and publications	81	11	48	11
	99	28	66	28

The replacement cost of stock is not materially different from that stated above.

14. DEBTORS

	Group		Company	
	1991	1990	1991	1990
	£'000	£'000	£'000	£'000
Debtors - including residential fees	1,095	755	1,007	755
Prepayments	56	15	33	15
Amounts due from administered funds (note 19)	4	4	4	4
	1,155	774	1,044	774

15. CREDITORS : AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group		Company	
	1991	1990	1991	1990
	£'000	£'000	£'000	£'000
Creditors for taxation and social security	163	133	157	133
Obligations under finance leases	153	108	134	108
Other creditors	817	516	776	516
Accruals and deferred income	352	417	313	417
	1,485	1,174	1,380	1,174

The accruals and deferred income for 1990 has been adjusted in respect of £497,000 which is now included in restricted funds (see note 17).

16. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	Group		Company	
	1991	1990	1991	1990
	£'000	£'000	£'000	£'000
Obligations under finance leases	100	78	78	78
Long term loans	365	365	365	365
	465	443	443	443

Details of the long term loans are as follows :

In 1981 with the consent of the Charity Commissioners funds amounting to £114,929 from Tower House and Bath Homes for the Deaf were used to finance a project at Poolemead. This amount, which is non interest bearing, is repayable after 60 years. To finance this repayment a sinking fund has been set up in which an amount of £427 is invested annually in accumulative shares of the Charities Official Investment fund (see note 11).

A loan of £250,000 from National Westminster Bank plc is repayable over a period of 15 years at an interest rate of 1% above the bank's base rate (minimum 6%). There is a capital repayment holiday for the first two years and thereafter a minimum annual repayment of £20,000. This loan is secured by a first legal mortgage over Unit 2, Pelham Court, Pelham Road, Nottingham. The loan was advanced on 28 March 1990.

Obligations under finance leases are due as follows :

	Group		Company	
	1991	1990	1991	1990
	£'000	£'000	£'000	£'000
Within 1-2 years	66	73	55	73
Within 2-5 years	34	5	23	5
	100	78	78	78

17. FUNDS AND RESERVES

Group	General fund	Property fund	Restricted funds	Designated funds
	£'000	£'000	£'000	£'000
At beginning of year	4,245	4,988	21	104
Restricted funds included as deferred income last year (see note 15)	-	-	497	-
	4,245	4,988	518	104
Result for year as per Income and Expenditure Account	(651)	-	-	-
Transfer from general fund to property fund, equal to the net capital expenditure on properties in year	(116)	116	-	-
Funds received in year	-	-	1,773	115
Expenditure in year	-	-	(1,570)	(97)
At end of year	3,478	5,104	721	122

Company	General fund	Property fund	Restricted funds	Designated funds
	£'000	£'000	£'000	£'000
At beginning of year	4,245	4,988	21	104
Restricted funds included as deferred income last year (see note 15)	-	-	497	-
	4,245	4,988	518	104
Result for year as per Income and Expenditure Account	(410)	-	-	-
Transfer from general fund to property fund, equal to the net capital expenditure on properties in year	(116)	116	-	-
Funds received in year	-	-	1,773	115
Expenditure in year	-	-	(1,570)	(97)
At end of year	3,719	5,104	721	122

The property fund represents the book value of the properties in which the Institute has an interest. The consent of the Charity Commissioners is required if they were to be sold.

Designated funds consist of amounts which have been allocated or designated for specific purposes by the Institute itself. The use of these funds will remain at the discretion of the Institute.

17. FUNDS AND RESERVES (continued)

Restricted funds are subject to specific conditions imposed by the donor and binding on the Institute.

Summary of restricted funds movements:

	£'000	£'000
Balance at 1 April 1990 (non-government funds only)		518
Receipts during the year:		
Local government	173	
Central government	509	
Other grants	1,091	
		1,773
Expenditure during the year:		
Local government	(168)	
Central government	(504)	
Other grants	(898)	
		(1,570)
Balance at 31 March 1991		721

Details of restricted funds are set out on page 31 in the unaudited statements.

18. COMMITMENTS UNDER OPERATING LEASES

As at 31 March 1991, the group had annual commitments under non-cancellable operating leases as set out below:

	1991		1990	
	Land and buildings	Other	Land and buildings	Other
	£'000	£'000	£'000	£'000
Operating leases which expire:				
Within one year	-	-	-	10
In two to five years	-	59	-	6
After five years	140	-	117	4
	140	59	117	20

19. ADMINISTERED FUNDS

	Opportunities for Volunteering	Television for the deaf
	£'000	£'000
Income:		
Grant from Department of Social Security	131	-
Donations	2	-
Investment and other income	1	14
	134	14
Expenditure	133	2
Surplus for the year	1	12
Balance of funds brought forward 1 April 1990	(2)	94
Balance of funds carried forward 31 March 1991	(1)	106
Represented by:		
Cash and bank balances	5	109
Due to RNID	(4)	-
Creditors	(2)	(3)
Net (liabilities)/assets	(1)	106

20. PENSIONS

The pension scheme is only applicable to employees of the parent company.

The Institute pays contributions to a defined contribution pension scheme established under an irrevocable Deed of Trust for its employees. The scheme is managed by trustees accountable to the pension scheme members.

The scheme is valued every three years by independent consulting actuaries using the aggregate funding method. The most recent valuation, 1 October 1989, indicated that, on the basis of service to date and current salaries, the scheme's assets were sufficient to meet its liabilities. It was assumed that the investment return would be 9% per annum, that salary increases would average 8% per annum and that present and future pensions would increase at the rate of 3% per annum.

Contributions to the scheme by employees and the Institute have been maintained in accordance with the recommendations of the actuaries in their previous valuation. The Institute is committed to pay 10% of members' salaries for the next three years. Members contribute 5% of salary.

At 31 March 1991 the trustees were:

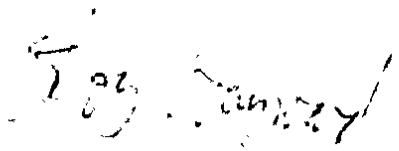
Mr J Shapiro
Mr D E Downs JP
Mr G Fraser MA, BM, BCL
Mr B Grover
Mr R Warren

REPORT OF THE AUDITORS

To the members of
The Royal National Institute for the Deaf

We have audited the financial statements on pages 7 to 24 in accordance with Auditing Standards.

In our opinion the financial statements give a true and fair view of the state of affairs of the Institute and the group at 31 March 1991 and of the result and source and application of funds of the group for the year then ended and have been properly prepared in accordance with the Companies Act 1985.



Stoy Hayward,
Chartered Accountants,
8 Baker Street,
London WIM 1DA

25 September 1991

THE PAGES WHICH FOLLOW DO NOT FORM PART OF THE STATUTORY FINANCIAL STATEMENTS OF THE INSTITUTE.

FURTHER INCOME AND EXPENDITURE ANALYSIS

1. RESIDENTIAL SERVICES

	1991		1990	
	Income £'000	Expend. £'000	Income £'000	Expend. £'000
Centres for deaf and deaf-blind people in longer term support :				
Roper House, Canterbury	460	491	405	455
St Anthony, Crowborough	533	559	511	511
Wilbury Gardens, Hove	-	2	-	-
Ferndale Road, Hove	-	1	-	-
Basingfield Court, Basingstoke	-	1	-	-
Hostels for deaf people of working age:				
St Nicholas, Wembley	260	230	237	205
Old Oak Road, Acton	8	25	4	20
Rehabilitation centres to provide social, occupational and vocational programmes for deaf and deaf-blind people with special needs:				
Court Grange, Newton Abbott	651	627	580	580
Richardson House, Blackburn	582	589	561	515
Mulberry House, Walsall	60	74	-	-
Development project, Margate	16	21	-	-
Long-term support and rehabilitation centre:				
Poolemead, Bath, including supported housing at Pennard Court	2,181	1,830	1,754	1,488
Central residential services	108	162	-	-
Totals	4,859	4,612	4,052	3,774

2. OTHER DIRECT SERVICES

	1991		1990	
	Income £'000	Expend. £'000	Income £'000	Expend. £'000
Education and employment services	146	401	147	415
Community services and tinnitus support services				
Regional services	236	878	183	575
Tinnitus support services	36	76	7	47
Deaf-blind services	19	48	-	43
Central community services	-	92	3	82
	291	1,094	193	747
Communication services				
Scientific and technical services				
London	3	407	2	363
Glasgow	39	167	42	156
Hearing advisory services				
London	5	105	-	96
Glasgow	2	38	1	39
Human communication services	4	340	4	301
Telephone exchanges	891	886	48	202
Medical and tinnitus research	2	107	-	94
Whittingham Hospital	40	41	35	33
	986	2,091	132	1,284
Advocacy and information services				
Library and information	4	394	8	290
Publications (including *Soundbarrier*)	90	348	104	255
Central advocacy services	-	241	-	179
Campaigns	-	175	-	109
	94	1,158	112	833
Totals	1,517	4,744	584	3,279

3. FEES, CONTRIBUTIONS AND GRANTS - ANALYSIS OF INCOME BY SOURCE

	1991	1990
	£'000	£'000
Fees and contributions - residential care and training schemes:		
Local authority fees and Department of Social Security contributions	4,725	3,912
Manpower Services Commission	128	156
	4,853	4,068
Central government grants:		
Manpower Services Commission	11	8
Department of Social Security	33	4
Other government grants	157	97
Other grants - trusts, companies and other organisations	1,053	178
Other income for services to deaf and hard of hearing people	269	281
Total income	6,376	4,636
Made up as follows:		
Residential services (see page 28)	4,859	4,052
Other direct services (see page 29)	1,517	584
	6,376	4,636

FURTHER INCOME AND EXPENDITURE ANALYSIS

4. RESTRICTED FUNDS

	GOVERNMENT GRANTS								OTHER GRANTS				TOTAL
	Balances 1 Apr 1990		Grant Income		Grant Expend.		Balances 31 Mar 1991		Balances 1 Apr 1990	Income	Expend.	Balances 31 Mar 1991	Balances 31 Mar 1991
	Local £'000	Central £'000	Local £'000	Central £'000	Local £'000	Central £'000	Local £'000	Central £'000	£'000	£'000	£'000	£'000	£'000
Advocacy projects	-	-	-	-	-	-	-	-	-	7	3	4	4
Agnes Lack memorial fund	-	-	-	-	-	-	-	-	6	-	-	6	6
COAST project	-	-	23	-	23	-	-	-	-	12	3	9	9
Court Grange	-	-	-	11	-	10	-	1	-	10	10	-	1
Deaf students project	-	-	-	-	-	-	-	-	-	8	-	8	8
East Lancashire organisers project	-	-	-	-	-	-	-	-	-	16	16	-	-
Employment project (pilot) - Birmingham	-	-	-	14	-	14	-	-	-	-	-	-	-
Employment project (pilot) - Liverpool	-	-	-	14	-	14	-	-	-	-	-	-	-
ESSO grant for an education publication	-	-	-	-	-	-	-	-	-	4	-	4	4
Ethnic minority liaison project	-	-	-	-	-	-	-	-	-	10	7	3	3
Greater Manchester Interpreters Unit	-	-	22	-	22	-	-	-	-	-	-	-	-
Harlow, P.G. trust fund	-	-	-	-	-	-	-	-	-	102	-	102	102
Hostel deficit grant	-	-	-	108	-	108	-	-	-	-	-	-	-
Lord Ashdown charitable trust	-	-	-	-	-	-	-	-	-	3	-	3	3
Margate development project	-	-	19	-	19	-	-	-	-	-	-	-	-
Meanings of deafness	-	-	-	-	-	-	-	-	-	33	12	21	21
Midlands volunteer visiting scheme	-	-	-	-	-	-	-	-	-	13	13	-	-
Open University	-	-	-	200	-	200	-	-	-	-	-	-	-
Outreach worker - South East	-	-	-	-	-	-	-	-	-	16	6	10	10
Phoenix project - Bristol Polytechnic	-	-	-	10	-	10	-	-	-	-	-	-	-
Phoenix project - Manchester Polytechnic	-	-	-	10	-	10	-	-	-	-	-	-	-
Phoenix project - Staffordshire Polytechnic	-	-	-	32	-	32	-	-	-	-	-	-	-
Poolemead house	-	-	-	1	-	1	-	-	-	5	5	-	-
Richardson house	-	-	-	1	-	1	-	-	4	10	-	14	14
Section 64 - citizen advocacy	-	-	-	4	-	2	-	2	-	-	-	-	2
Section 64 - deaf-blind services	-	-	-	18	-	17	-	1	-	2	2	-	1
Section 64 - ethnic minorities	-	-	-	14	-	13	-	1	-	2	2	-	1
Section 64 - project monitoring	-	-	-	-	-	-	-	-	-	2	-	2	2
Sound Advice (Isle of Wight equipment project)	-	-	-	-	-	-	-	-	-	11	2	9	9
Specific donation - Poliakoff	-	-	-	-	-	-	-	-	2	-	-	2	2
Specific legacy - Dicks	-	-	-	-	-	-	-	-	2	-	-	2	2
Specific legacy - Northcott	-	-	-	-	-	-	-	-	7	-	-	7	7
Swindon deaf link project	-	-	5	-	-	-	5	-	-	3	-	3	8
Telephone exchange for the deaf - Glasgow	-	-	45	-	45	-	-	-	-	-	-	-	-
Telephone exchange for the deaf - London	-	-	-	-	-	-	-	-	-	153	145	8	8
Telephone relay service - Typetalk	-	-	19	-	19	-	-	-	-	567	289	278	278
Text users help scheme	-	-	-	-	-	-	-	-	497	20	351	166	166
Tinnitus helpline	-	-	-	-	-	-	-	-	-	82	32	50	50
Weald college - RNID training centre	-	-	-	72	-	72	-	-	-	-	-	-	-
Whittingham hospital	-	-	40	-	40	-	-	-	-	-	-	-	-
	-	-	173	509	168	504	5	5	518	1,091	898	711	721