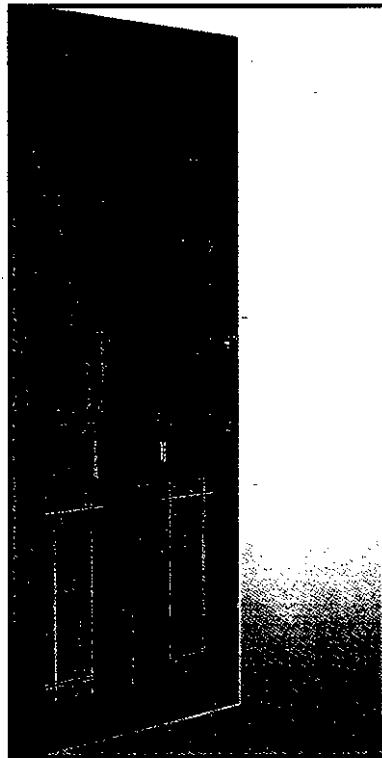


434169



The way forward



RNID

THE ROYAL NATIONAL INSTITUTE FOR DEAF PEOPLE

Financial Report 1 April 1994 - 31 March 1995

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THE ROYAL NATIONAL INSTITUTE FOR DEAF PEOPLE FINANCIAL REPORT 1 APRIL 1994 TO 31 MARCH 1995

PATRON

HRH The Duke of Edinburgh KG, KT

PRESIDENT

The Rt. Hon. Lord Ashley of Stoke CH

VICE PRESIDENTS

Lord Balfour of Burleigh

The Rt. Hon. Lord Campbell of Croy PC, MC, DL

The Rt. Hon. Lord Chalfont OBE, PC, MC

The Rt. Hon. Lord Jenkins of Hillhead PC

Sir Peter Parker LVO

Lady Beatrice Wright

Air Vice-Marshal P. F. King CB, OBE

Professor A. Kelly CBE

Mr M. Reed OBE

Dr K. Murphy

Mr J. Shapiro

Dr E. Simpson

The Reverend Canon T. Sutcliffe

Mrs W. Tumim OBE

Mr J. Whitney

Chairman

Brigadier J. F. M. Gear OBE

Vice Chairman

J. Wilmot

Honorary Treasurer

Mr A. G. K. Hamilton

Chief Executive and Secretary

Mr D. Alker

Registered Office

105 Gower Street

London WC1E 6AH

Auditors

BDO Stoy Hayward

8 Baker Street

London W1M 1DA

Company No. 454169

The Board of Trustees presents its annual report, together with the accounts of the RNID, for the year ended 31 March 1995.

The Royal National Institute for Deaf People (RNID) is registered as a charity (No. 207720) in accordance with the National Assistance Act of 1948 and the Charities Act 1993, and is a company limited by guarantee (Company No. 454169). The RNID is concerned with deaf people of all ages and works to promote and encourage the prevention and mitigation of deafness; the better treatment, education, training, employment and welfare of people with all degrees of deafness, and generally to promote, safeguard and protect their interests.

REVIEW OF ACTIVITIES

As we approach the 21st century, the RNID has started to ask important questions about the kind of organisation it wants to be. We need to reinforce and adapt what we do well at the same time as address the challenges of the future. We have restated our Vision with a clearer and more valid meaning for the times we live in and for the years ahead. This is the keystone upon which our activities are built and guides the work of the RNID.

We have also been looking at strategic options for the RNID up to the year 2000 and beyond and have been examining likely changes in deaf people's lives during this period – in science, technology and medicine, as well as social and political factors. This will enable us to seize new opportunities and align our activities with the changing needs of deaf and hard of hearing people.

This year we launched a major Customer Care Initiative to measure the satisfaction of customers with our services and involve them in how they are developed and delivered. Customer satisfaction and quality of service underpins the

future success of the RNID as a major service provider, so it is vital that we listen to customers' comments and act upon them.

CAMPAIGNS

Work on anti-discrimination legislation has been at the forefront of RNID campaigning this year. Together with other disability organisations in the *Rights Now!* campaign, we have been working hard to raise awareness of deaf and hard of hearing people's needs as the Government's Disability Discrimination Bill has progressed through Parliament. It is expected to receive Royal Assent in November.

The RNID has also devoted considerable energy to influencing governmental thinking on a range of issues relevant to deaf people. These include significant contributions to:

- a Department of Health proposal on Incapacity Benefit;
- a White Paper on the future of the BBC and access to broadcasting for deaf and hard of hearing people;
- the Tomlinson Committee of Inquiry into the Educational Needs of People with Disabilities and Learning Difficulties, set up by the Further Education Funding Council;
- the Judicial Studies Board's Human Awareness Group on how to ensure equal access to justice for deaf and hard of hearing people.

We have also completed the first phase of a major research project on Human Aids to Communication. The aim is to identify the needs of deaf and hard of hearing people in relation to human and technical support, and to collect data on the cost of deafness.

WORKING IN PARTNERSHIP

This year we consolidated the initial success of our *Louder than Words* campaign and are delighted by the support and commitment shown by the companies who have now

signed the Charter committing themselves to making their services and products more accessible to deaf people; a significant number of others are working towards endorsement. In November the campaign won a commendation in the PR Week Public Relations Awards, confirmation that, when communicated in a positive way, deaf issues have a valid role to play on the national stage.

Our partnerships with Social Services and Health Authorities also continue to bear fruit, enabling us to develop many new and exciting initiatives. In Northern Ireland we are working with Habinteg Housing Association on the first residential unit in the province for deaf people with special needs. Our work with Hyde Housing Association also continues to flourish with a new community-based unit in Surrey. Both homes are due to open during 1995.

In Northern Ireland we also set up the Londonderry Sensory Support Service in partnership with the RNIB, Guide Dogs for the Blind Association and the Western Health and Social Services Board. The service offers information, training and communication support, including the RNID's first Irish Sign Language interpreter. This exciting and innovative project is an excellent example of collaborative work by statutory social services providers and voluntary organisations and has given us an opportunity to establish a strong presence in the North West of the province.

We are grateful to the Leopold Muller Estate, one of our many longstanding supporters, for their help in financing a new Occupational Development Unit at Richardson House in Blackburn. At RNID Poolemead in Bath we are building a new Music, Communication and Education Centre with funding from The Clothworkers' Foundation. Both

facilities will enable us to expand the range of vocational training and activities for deaf and deafblind people.

SERVICES

Four of our core services were delivered through our six United Kingdom regional offices. Our two other core services, Typetalk, the national telephone relay service, and Sound Advantage, which provides assistive devices on a one-shop basis, are based in Liverpool and Peterborough respectively.

Residential Care

During the year we operated 16 residential units offering specialist care and training to deaf and deafblind people with special needs. Ninety-five people were cared for on a long-term basis and 139 were provided with rehabilitation and vocational training. Our policy is to continue the move towards smaller community-based homes. Fees continue to come under pressure as a result of the constraints on local authority budgets.

Communication Support

Our network of RNID Communication Support Units (CSUs) is growing steadily as a result of the generous funding of £300,000 from BT to support the service and provide training for sign language interpreters. This year new contracts were agreed with statutory agencies from as far apart as Durham and West Sussex.

In Scotland we received £90,000 over three years from the Scottish Office to develop a regional network of CSUs, the first of which opened in Glasgow in May. Units in London, Cambridge, Reading, Sheffield, Wolverhampton and Merseyside have also come on stream, bringing the total of CSUs in the United Kingdom to 19.

Growing awareness of the government's Access to Work Scheme is likely to increase future demand for

the service. We have already negotiated contracts with local Placing, Assessment and Counselling Teams (PACTs) within the Employment Service to provide sign language interpreters, lipspeakers and other kinds of communication support, and many more are in the pipeline.

Deaf Awareness Training

The provision of deaf awareness training has been one of our major successes. This year we delivered over 820 days' training to more than 13,000 staff in companies and public authorities including Vauxhall Motors, IBM, the Benefits Agency and Inland Revenue, an increase of 52% over last year. Regional Training Officers expanded their services with the introduction of hard of hearing awareness training. Our range of sign language interpreting and other specialist courses was broadened, with professional development programmes for sign language interpreters in England and Wales and the first ever training event in Dublin.

Information

Information is our most widely dispersed service and represents the biggest point of contact between the RNID and the general public. The GP scheme and the Audiology Leaflet Scheme have proved an excellent way of introducing deaf and hard of hearing people to relevant information and to the organisation as a whole. Information racks are now up and running in 240 audiology clinics, many of them sponsored by regional electricity companies. The GP scheme is available in over 4,000 surgeries. Last year over 670,000 leaflets were distributed through the schemes.

Specialist Telephone Services

In March we opened a second unit at Typetalk, offering customers a more efficient service and the first direct link with the emergency services for textphone users. The

development marks the latest stage in our long and fruitful partnership with BT who have given £14 million to the service for the current three-year period ending in March 1996. This year the number of subscribers increased from 11,850 to 14,400, with over 285 trained operators handling more than 25,000 calls a week.

Assistive Devices

Sound Advantage continued to expand with turnover reaching £1,861,000, an increase of 20% over last year. Growth in the private sector, through marketing in audiology clinics and in the business world through the *Louder than Words* campaign, has resulted in the installation of loops and other devices in public places. This year we introduced two new products, the Uniphone and the Crystal multi-purpose personal listener. Others are in the pipeline.

During the year the RNID's information fulfilment service was transferred to Sound Advantage management, adding some £102,000 to the operating costs at Peterborough.

FINANCIAL PERFORMANCE

Income and Expenditure

The Income and Expenditure Account is set out on page 8 showing a surplus of £109,000 for the year which has been transferred to the General Fund. This is a reduction of £524,000 as compared with the previous year. However, the underlying financial position continues to remain stable.

The most notable feature of the Income and Expenditure Account is the drop in legacy income of £713,000 (15%) compared with the previous year. This has been partially offset by an increase of £93,000 in other voluntary income and a reduction of £195,000 in fundraising costs. Investment income and interest received has

improved by 9% to £362,000 reflecting improvements in both dividends and interest rates. Overall income generated through service provision has increased from £13,974,000 to £16,642,000, whilst expenditure has increased from £18,278,000 to £20,344,000 resulting in a reduction in the overall net deficit from those services of 14% to £3,702,000.

Expenditure on the provision of residential care has risen by 16% representing both growth in the service and inflation, whilst income has increased by 11%. The reduction of £241,000 in net contributions is due in part to vacancies and a revision in overhead allocations, as well as to the continuing pressure on fee income.

The deficit from other services has been reduced by £876,000 due mainly to cost savings in Quality and Research and Public Affairs.

The textphone service, Typetalk, which is fully funded by BT, has grown by 35%.

The supply of assistive devices operated close to break-even during the year. However, the integration of information fulfilment into the operation at Peterborough contributed to a small increase in the deficit.

The reported increase in central finance and administration costs is due principally to the change in application of overhead allocation explained under the Accounting Policies note on page 12. The increase in gross cost was £156,000, an addition of 5% compared with the previous year. The preceding year's allocations have not been recalculated and, whilst there is an impact on the comparison with the preceding year, it is not sufficient to affect the substance of the explanations.

Capital expenditure during the year

totalled £2,659,000 consisting mainly of £1,288,000 for the acquisition of the new head office premises at Featherstone Street and £653,000 for fitting out the second unit at Typetalk.

Cash Flow

The Cash Flow Statement is set out on page 11. This shows how the surplus for the year translates to a decrease in cash and cash equivalents of £3,100,000. The main feature of this statement is the cash outflow for the purchase of property of £2,043,000 consisting mainly of the acquisition of the new Featherstone Street Head Office and for the second Typetalk unit at Liverpool.

INCOME BASE

The services provided by the RNID continue to grow and fee income plays an increasingly important part in its financial structure. Great care is exercised through project control procedures to ensure that fee income and subsidies are clearly identified and controlled. A model is used to assist the prediction of legacy income for budgeting purposes and we are engaged in studies with other charities to improve our understanding of the future for legacy income.

EXPENDITURE CONTROL

The controls introduced in recent years, principally those relating to new initiatives and new posts, continue to be effective and are being refined when appropriate. The overall control environment has been further enhanced with the development of performance monitoring and the continuing evolution of management information. The value of these controls will be enhanced with the introduction of strategic planning models which are presently under development.

SIGNIFICANT CHANGES IN TANGIBLE FIXED ASSETS

The movement in tangible fixed assets is set out in note 7 of the

financial statements.

PROPERTY VALUES

In the opinion of the Board of Trustees, the open market value of certain of the freehold properties is significantly less than the net book value. However, as described in note 7 to the financial statements, as most of these properties are expected to be occupied by the RNID for the foreseeable future, their value to the RNID is not necessarily affected by changes in the property market.

STAFF

The number of deaf and hard of hearing people employed by the RNID continues to grow and at the end of the financial year there was a total of 70, representing 7% of all employees. We are also constantly concerned to maintain an efficient ratio of administrative staff to other staff and our central administration and finance staff presently comprise 5% of the total. At the end of the financial year the RNID employed 977 staff, excluding temporary or casual employees. Our staff are the primary asset of the RNID and continue to carry an increasing workload.

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

EMPLOYMENT OF DISABLED PERSONS

The RNID is an equal opportunities employer and 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 RNID. 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 RNID.

TRUSTEES

Effective partnership between the trustees and staff has always contributed significantly to the success of the RNID.

During the year, payments were made in respect of the insurance of officers, directors and trustees against liabilities in relation to the affairs of the RNID.

TRUSTEES' RESPONSIBILITIES

Charity law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period. In preparing those financial statements, the trustees are required to:

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

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

THE WAY FORWARD

We have a sound financial basis upon which to build for the future. However, external pressures on both our fee and voluntary income present an ever-increasing challenge. In the year ahead we will not lose sight of the things we do well, but will broaden our work to enable deaf people to play their full part in society. The way forward is to promote cooperation between the private, statutory and voluntary sectors and create strong links between deaf and hearing people. We believe we are well placed to meet whatever challenges the future may bring.

BOARD OF TRUSTEES

Chairman

Brigadier J. F. M. Grear OBE

Vice Chairman

J. Wilmot

Honorary Treasurer

Mr A. G. K. Hamilton

Mr D. Adams

Mrs W. Daunt

Ms M. Davis (from 19.10.94)

Mr W. B. Harding

Mrs A. Heath

Miss E. M. Kennedy

Mr D. Livermore

Mr C. S. Mayo

Mr J. Shapiro

Miss S. M. Turner

Mr W. H. Ward

Mr G. Wilcock (until 19.10.94)

Miss C. M. Williams

Adviser

Miss J. White

COMMITTEE CHAIRMEN

External Relations

Mr C. S. Mayo

Finance Committee

Mr A. G. K. Hamilton

Human Resources Committee

Miss S. M. Turner

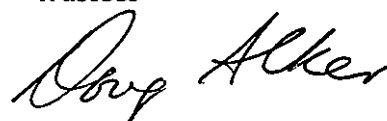
Policy and Research Committee

J. Wilmot

Services Committee

Mrs W. Daunt

By order of the Board of Trustees



Doug Alker
Secretary

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

20 September 1995

AUDITORS' REPORT TO THE MEMBERS OF THE ROYAL NATIONAL INSTITUTE FOR DEAF PEOPLE

We have audited the financial statements on pages 8 to 22 which have been prepared under the accounting policies set out on page 12.

Respective responsibilities of trustees and auditors

As described on page 6 the trustees are responsible for the preparation of the financial statements. It is our responsibility to form an independent opinion, based on our audit, on those statements and to report our opinion to you.

Basis of opinion

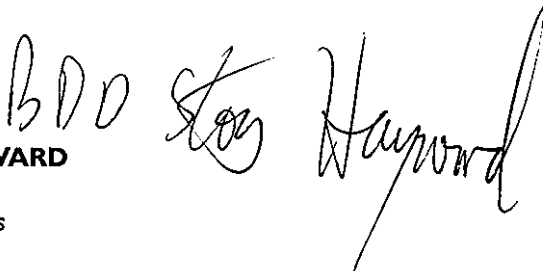
We conducted our audit in accordance with Auditing Standards issued by the Auditing Practices Board. An audit includes an examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatements, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Opinion

In our opinion the financial statements give a true and fair view of the state of the company's affairs as at 31 March 1995 and of its surplus for the year then ended and have been properly prepared in accordance with the Companies Act 1985.

BDO STOY HAYWARD
Chartered Accountants
and Registered Auditors
London

A large, stylized handwritten signature in black ink, appearing to read 'BDO Stoy Hayward', is written over the printed name of the firm.

20 September 1995

INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 1995

	Note	1995			1994		
		Income	Expend.	Net	Income	Expend.	Net
		£'000	£'000	£'000	£'000	£'000	£'000
Legacies	2	4,050	—	4,050	4,763	—	4,763
Other voluntary income		1,556	—	1,556	1,463	—	1,463
Fundraising costs		—	766	(766)	—	961	(961)
Investment and other income	3	362	—	362	332	—	332
Residential services		7,364	7,038	326	6,652	6,085	567
Textphone services		5,506	5,494	12	4,117	4,081	36
Other services		1,911	5,755	(3,844)	1,662	6,382	(4,720)
Assistive devices and information distribution		1,861	2,057	(196)	1,543	1,730	(187)
Central finance and administration costs		—	1,680	(1,680)	—	986	(986)
		<u>22,610</u>	<u>22,790</u>	(180)	<u>20,532</u>	<u>20,225</u>	307
Interest payable	4			(62)			(77)
Net surplus on the sale of investments and fixed assets				361			667
Provision for permanent diminution in the value of freehold properties	4			(10)			(264)
Surplus for the year transferred to general fund	4, 13			<u>109</u>			<u>633</u>

All amounts relate to continuing activities.

The notes on pages 12 to 22 form part of these financial statements, within which note 13 gives details of income and expenditure for restricted funds.

The above figure of central finance and administration costs has increased in the year primarily due to the change in the allocation of overhead and support costs referred to in the introductory paragraph to note 1—"Accounting Policies".

Further details of other voluntary income, residential services and other services are provided in the unaudited statements within pages 24 to 27.

STATEMENT OF TOTAL RECOGNISED GAINS AND LOSSES FOR THE YEAR ENDED 31 MARCH 1995

	Note	1995	1994
		<u>£'000</u>	<u>£'000</u>
Surplus for the financial year	4, 13	109	633
Unrealised deficit on revaluation of properties	4	10	264
Total recognised gains and losses		<u>119</u>	<u>897</u>

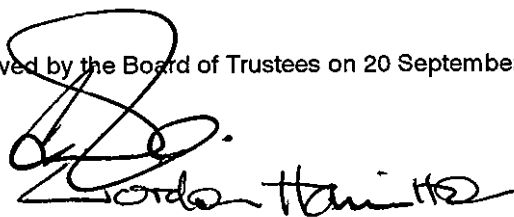
The notes on pages 12 to 22 form part of these financial statements, within which note 13 gives details of income and expenditure for restricted funds.

BALANCE SHEET AS AT 31 MARCH 1995

	Note	1995		1994	
		£'000	£'000	£'000	£'000
Fixed assets					
Tangible assets	7		10,229		8,392
Investments	8		5,304		4,416
			<u>15,533</u>		<u>12,808</u>
Current assets					
Stocks	9	151		146	
Debtors	10	1,826		1,874	
Short term deposits		699		3,915	
Cash at bank and in hand		43		36	
		<u>2,719</u>		<u>5,971</u>	
Creditors					
Amounts falling due within one year	11	2,877		3,196	
Net current (liabilities) / assets			(158)		2,775
Total assets less current liabilities			<u>15,375</u>		<u>15,583</u>
Creditors					
Amounts falling due after more than one year	12		234		339
			<u>15,141</u>		<u>15,244</u>
Funds	13				
Unrestricted funds					
General fund			11,869		11,730
Designated funds			49		73
			<u>11,918</u>		<u>11,803</u>
Restricted funds			<u>3,223</u>		<u>3,441</u>
			<u>15,141</u>		<u>15,244</u>

These financial statements were approved by the Board of Trustees on 20 September 1995.

Brigadier Jim Grear, *Chairman*
Gordon Hamilton, *Honorary Treasurer*



The notes on pages 12 to 22 form part of these financial statements, within which details of the administered fund are shown in note 16.

CASH FLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 1995

	Note	1995		1994	
		£'000	£'000	£'000	£'000
Net cash (outflow) / inflow from operating activities	18		(229)		377
Restricted and designated funds					
Net cash (outflow) / inflow (from) / to restricted funds		(218)		1,556	
Net cash inflow / (outflow) to / (from) designated funds		6		(5)	
Net cash (outflow) / inflow (from) / to restricted and designated funds			(212)		1,551
Returns on investments and servicing of finance					
Interest paid		(22)		(36)	
Interest received		127		119	
Interest element of finance lease and hire purchase rental payments		(40)		(41)	
Dividends received		226		204	
Net cash inflow from returns on investments and servicing of finance			291		246
Investing activities					
Purchase of investments		(3,308)		(3,665)	
Purchase of property		(2,043)		(321)	
Purchase of other fixed assets		(506)		(467)	
Proceeds on sale of investments		3,107		3,538	
Proceeds on sale of property and other fixed assets		162		600	
Net cash outflow from investing activities			(2,588)		(315)
Net cash (outflow) / inflow before financing			(2,738)		1,859
Financing					
Bank loans		(152)		(310)	
Capital element of finance lease and hire purchase rental payments		(210)		(204)	
Net cash outflow from financing			(362)		(514)
(Decrease) / increase in cash and cash equivalents	20		<u>(3,100)</u>		<u>1,345</u>

The notes on pages 12 to 22 form part of these financial statements.

I. 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". It is the intention of the Board of Trustees to comply with the revised Charity Statement of Recommended Practice when it has been implemented.

The apportionment of overhead costs has been developed to better allocate support costs and central finance and administration costs with the delivery of services. No adjustment has been made to the comparative figures for the year ended 31 March 1994.

The following principal accounting policies have been applied: -

Income and expenditure

Cash donations, gifts, legacies and collections are treated as income in the year in which they are received with the exception of restricted fund income which is matched with expenditure in the year in which it is incurred.

Income from investments, including appropriate tax credits and covenanted income, is accounted for on a receivable basis.

All revenue expenditure is accounted for when incurred.

Charitable donations made by the Institute are accounted for when the payment is made.

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.

Depreciation

Depreciation is provided to write off the cost, less estimated residual values, of all fixed assets, except original purchases of freehold and

long leasehold properties, over their expected useful lives at the following annual rates:

Improvements to freehold and long leasehold properties	-4% straight line
Short leasehold properties	-over lease term
Fixtures, fittings & furniture	-20% reducing balance
Computer equipment	-20% straight line
Other equipment	-20% reducing balance
Motor vehicles	-20% straight line

With the exception of short leaseholds, no depreciation is provided on the original purchase cost of properties since it is the Institute's practice to maintain such properties in a continual state of sound repair and any depreciation would not be material. At each balance sheet date, provision is made should any permanent diminution in value occur, such provision being based on prices prevailing at the time of acquisition.

Investments

Investments are shown in the balance sheet at cost, or net probate value when acquired without consideration, less provision for any diminution in value.

Surpluses or deficits on sales of investments are credited or charged to the income and expenditure account.

Restricted funds

In order to match restricted income with relevant expenditure, money transferred to restricted funds will be treated as income in the year's income and expenditure account in which it is expended.

Stocks

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

Net realisable value is based on estimated selling price less further costs to completion and disposal.

Deferred taxation

There is no provision in these

financial statements for deferred taxation.

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 the income and expenditure account on a straight line basis over the lease term.

Pension costs

Contributions to the Institute's defined 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 Institute.

2. LEGACIES

	1995	1994
	£'000	£'000
Cash	3,587	4,474
Investments	463	289
	<u>4,050</u>	<u>4,763</u>

3. INVESTMENT AND OTHER INCOME

	1995	1994
	£'000	£'000
Income from listed investments	226	204
Interest received	127	119
Rents and sundry income	9	9
	<u>362</u>	<u>332</u>

4. SURPLUS FOR THE YEAR IS AFTER CHARGING :

	1995	1994
	£'000	£'000
Interest payable – bank loans and overdrafts wholly repayable within five years	22	36
– finance leases and hire purchase contracts	40	41
Depreciation	787	634
Provision for permanent diminution in the value of freehold properties	10	264
Payments under operating leases		
– land and buildings	295	232
– other	324	82
Auditors' remuneration		
– audit	24	23
– other services	8	22

5. EMPLOYEES

	1995	1994
	Nos.	Nos.
The average weekly number of employees during the year was as follows :		
Residential centres	354	367
Textphone services	275	196
Other services	221	166
Central finance and administration	55	65
	<u>905</u>	<u>794</u>
	£'000	£'000
Staff costs consist of :		
Wages and salaries	10,703	9,400
Social security costs	894	823
Pension costs	466	506
	<u>12,063</u>	<u>10,729</u>

None of the members of the Board of Trustees received any remuneration during this year or last year. The reimbursement of non-private travel and subsistence expenditure to Trustees totalled £19,856 (1994 - £14,727).

6. TAXATION

There is no need for a provision in these financial statements for deferred taxation (1994 - £ nil).

7. TANGIBLE ASSETS

	P R O P E R T Y				O T H E R F I X E D A S S E T S					
	Freehold	Long leasehold	Short leasehold	TOTAL Property	Fixtures, fittings & furniture	Computer equipment	Other equipment	Motor vehicles	TOTAL Other	GRAND TOTAL
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Cost or valuation										
At 1 April 1994	6,143	48	792	6,983	1,338	1,237	1,238	495	4,308	11,291
Additions	1,390	—	653	2,043	174	132	133	177	616	2,659
Disposals	(22)	—	—	(22)	—	—	—	(34)	(34)	(56)
Permanent diminution in year	(10)	—	—	(10)	—	—	—	—	—	(10)
Assets fully depreciated now written off	—	—	—	—	—	(483)	—	—	(483)	(483)
At 31 March 1995	<u>7,501</u>	<u>48</u>	<u>1,445</u>	<u>8,994</u>	<u>1,512</u>	<u>886</u>	<u>1,371</u>	<u>638</u>	<u>4,407</u>	<u>13,401</u>
Depreciation										
At 1 April 1994	106	—	128	234	987	786	700	192	2,665	2,899
Charge for year	110	—	96	206	105	179	150	147	581	787
Disposals	—	—	—	—	—	—	—	(31)	(31)	(31)
Assets fully depreciated now written off	—	—	—	—	—	(483)	—	—	(483)	(483)
At 31 March 1995	<u>216</u>	<u>—</u>	<u>224</u>	<u>440</u>	<u>1,092</u>	<u>482</u>	<u>850</u>	<u>308</u>	<u>2,732</u>	<u>3,172</u>
Net Book Value										
At 31 March 1995	<u>7,285</u>	<u>48</u>	<u>1,221</u>	<u>8,554</u>	<u>420</u>	<u>404</u>	<u>521</u>	<u>330</u>	<u>1,675</u>	<u>10,229</u>
At 31 March 1994	<u>6,037</u>	<u>48</u>	<u>664</u>	<u>6,749</u>	<u>351</u>	<u>451</u>	<u>538</u>	<u>303</u>	<u>1,643</u>	<u>8,392</u>

The net book value of tangible fixed assets includes an amount of £381,000 (1994 – £430,000) in respect of assets held under finance leases and hire purchase contracts. Total depreciation charged on these assets during the year amounted to £118,000 (1994 – £121,000).

As a result of current market conditions, and following a portfolio valuation of all freehold and leasehold properties by Messrs Erdman Lewis on 4 July 1994, the trustees believe that the market values of certain of the freehold properties are significantly less than their book values. However, as most of the properties are intended to be occupied by the Institute for the foreseeable future, their value to the Institute is not necessarily affected by changes in the property market, especially as they are kept in a continuing state of sound repair. There has consequently been no permanent diminution in their value.

Major non-cash transactions

During the year, the Institute entered into finance leases and hire purchase arrangements in respect of assets with a total capital value at inception of £110,000 (1994 – £247,000).

8. FIXED ASSET INVESTMENTS

	Listed		Unlisted	Total
	General fund	Sinking fund (note 12)		
	£'000	£'000	£'000	£'000
Cost				
At beginning of year	4,408	6	2	4,416
Additions	3,771	—	—	3,771
Disposals	(2,883)	—	—	(2,883)
At end of year	<u>5,296</u>	<u>6</u>	<u>2</u>	<u>5,304</u>

	1995			1994		
	General fund	Sinking fund	Total	General fund	Sinking fund	Total
	£'000	£'000	£'000	£'000	£'000	£'000
Market value of listed investments	<u>5,209</u>	<u>8</u>	<u>5,217</u>	<u>4,764</u>	<u>8</u>	<u>4,772</u>

9. STOCKS

	1995	1994
	£'000	£'000
Consumable stores	5	6
Assistive devices and publications	146	140
	<u>151</u>	<u>146</u>

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

10. DEBTORS

	1995	1994
	£'000	£'000
Debtors – including residential fees	1,533	1,770
Prepayments	293	104
	<u>1,826</u>	<u>1,874</u>
Included above are amounts receivable after more than one year : Loans to local deaf societies	<u>88</u>	<u>94</u>

11. CREDITORS : AMOUNTS FALLING DUE WITHIN ONE YEAR

	1995	1994
	£'000	£'000
Bank loans and overdraft (secured)	371	632
Creditors for taxation and social security	563	576
Obligations under finance leases and hire purchase contracts	190	185
Other creditors	716	995
Accruals and deferred income	1,037	808
	<u>2,877</u>	<u>3,196</u>

The bank loans and overdraft are secured by fixed and floating charges over the assets of the Institute.

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

	1995	1994
	£'000	£'000
Obligations under finance leases and hire purchase contracts	119	224
Long term loan	115	115
	<u>234</u>	<u>339</u>

Details of the long term loan are as follows :

In 1981, with the consent of the Charity Commissioners, funds amounting to £114,929 from the Tower House and the 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 8).

Obligations under finance leases and hire purchase contracts are due as follows :

	1995	1994
	£'000	£'000
Within 1 – 2 years	119	156
Within 2 – 5 years	—	68
	<u>119</u>	<u>224</u>

13. FUNDS

	General fund	Restricted funds	Designated funds
	£'000	£'000	£'000
At beginning of year	11,730	3,441	73
Surplus for year	109	—	—
Transfer from designated fund to general fund	30	—	(30)
Funds received in year	—	5,816	6
Expenditure in year	—	(6,034)	—
At end of year	<u>11,869</u>	<u>3,223</u>	<u>49</u>

Restricted funds are subject to specific conditions imposed by the donor and binding on the Institute. Sufficient resources are held by the Institute in cash deposits and investments to enable the funds to be applied in accordance with any restrictions imposed.

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 which can alter the designation whenever it wishes or reallocate the funds as required. The Institute has not set aside specific resources for the designated funds.

Summary of restricted funds movement :

	£'000	£'000
Balance at 1 April 1994		3,441
Receipts during the year :		
Government grants	449	
Other	5,367	
		5,816
Expenditure during the year :		
Government grants	(378)	
Other	(5,656)	
		(6,034)
Balance at 31 March 1995		<u>3,223</u>

13. FUNDS (continued)

The year end balance includes £2,406,000 (1994 – £2,844,000) in respect of *Typetalk* and the *Text Users' Rebate Scheme* which provide access to the telephone network for deaf people.

Government grants include £40,000 (1994 – £56,000) received from the Department of Health under Section 64 of the Health Services and Public Health Act 1968 and £58,726 (1994 – Enil) from the Scottish Office under Section 10(1) of the Social Work (Scotland) Act 1968.

Further details of restricted funds are set out on page 27 in the unaudited statements.

14. CAPITAL COMMITMENTS

	1995	1994
	£'000	£'000
Contracted but not provided	4	644
Authorised but not contracted	<u>1,332</u>	<u>–</u>

The total of £1,332,000 authorised but not contracted in the current year relates to a single building contract to convert premises at Featherstone Street, London, EC1 to become the Institute's new headquarters. The total of £644,000 contracted but not provided in the previous year related to a single building contract to convert premises at Harrington Dock, Liverpool into a second operating centre for the *Typetalk* national telephone relay service which is now in operation.

15. COMMITMENTS UNDER OPERATING LEASES

As at 31 March 1995, the company had annual commitments under non-cancellable operating leases as set out below :

	1995		1994	
	Land and buildings	Other	Land and buildings	Other
	£'000	£'000	£'000	£'000
Operating leases which expire :				
Within one year	16	7	15	–
In two to five years	147	227	119	43
After five years	144	137	132	199
	<u>307</u>	<u>371</u>	<u>266</u>	<u>242</u>

16. ADMINISTERED FUND – TELEVISION FOR THE DEAF

	£'000
Income : investment and other income	4
Expenditure	14
	<hr/>
Deficit for the year	(10)
Balance of funds brought forward at 1 April 1994	85
	<hr/>
Balance of funds carried forward at 31 March 1995	<u>75</u>
Represented by :	
Debtors	2
Cash and bank balances	74
	<hr/>
	76
Creditors	(1)
	<hr/>
Net assets	<u>75</u>

17. PENSIONS

The Institute pays contributions to a defined benefit 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 attained age funding method. The most recent formal valuation at 1 October 1992 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 5% per annum.

Contributions to the scheme by employees and the Institute have been maintained in accordance with the recommendations of the actuaries in their most recent formal valuation. The Institute paid 9% of members' salaries. Members contribute 5% of salary. The pension cost charge for the year is shown in note 5 of these financial statements.

At 31 March 1995 the trustees were :

Mr J.Shapiro
Mr B.Grover
Mr D.A.King
Mr R.Warren

**18. RECONCILIATION OF OPERATING SURPLUS TO NET CASH
(OUTFLOW) / INFLOW FROM OPERATING ACTIVITIES**

	1995	1994
	£'000	£'000
Surplus for the year transferred to general fund	109	633
Interest paid	22	36
Interest received	(127)	(119)
Interest element of finance lease rental payments	40	41
Dividends received	(226)	(204)
<i>Operating (deficit) / surplus for year</i>	<u>(182)</u>	<u>387</u>
Depreciation charge for year	787	634
Provision for permanent diminution in value of freehold properties	10	264
Surplus on sale of investments	(224)	(575)
Surplus on sale of fixed assets	(137)	(92)
Legacy income received as investments	(463)	(289)
Increase in stocks	(5)	(42)
Decrease / (increase) in debtors	48	(594)
(Decrease) / increase in creditors	(63)	684
Net cash (outflow) / inflow from operating activities	<u>(229)</u>	<u>377</u>

19. ANALYSIS OF CHANGES IN CASH AND CASH EQUIVALENTS DURING THE YEAR

	1995	1994
	£'000	£'000
At beginning of year	3,661	2,316
Net cash (outflow) / inflow	(3,100)	1,345
At end of year	<u>561</u>	<u>3,661</u>

**20. ANALYSIS OF THE BALANCES OF CASH AND CASH EQUIVALENTS AS SHOWN IN THE
BALANCE SHEET**

	1995	1994	Change in Year
	£'000	£'000	£'000
Cash at bank and in hand	43	36	7
Short term deposits	699	3,915	(3,216)
Bank overdraft	(181)	(290)	109
	<u>561</u>	<u>3,661</u>	<u>(3,100)</u>

THE PAGES WHICH FOLLOW DO NOT FORM PART OF THE
STATUTORY ACCOUNTS OF THE INSTITUTE

1. OTHER VOLUNTARY INCOME

	1995		1994	
	£'000	£'000	£'000	£'000
Corporate and trusts				
Received in year	618		529	
Less : transferred to restricted funds and other departmental income	(100)		(140)	
		518		389
Direct marketing				
Received in year	1,038		1,004	
Less : transferred to restricted funds and other departmental income	-		(7)	
		1,038		997
Agency fundraising				
Received in year		-		77
Totals per income and expenditure account (see page 8)		<u>1,556</u>		<u>1,463</u>

In order to match restricted income with relevant expenditure, money transferred to restricted funds will be treated as income in the year's income and expenditure account in which it is expended.

2. RESIDENTIAL SERVICES

	1995		1994	
	Income	Expend	Income	Expend.
	£'000	£'000	£'000	£'000
Centres for deaf and deafblind people in longer term support :				
Roper House, Canterbury	682	752	622	650
Laxton Way, Canterbury	65	65	43	20
Wilbury Gardens, Hove	226	329	215	276
Ferndale Road, Hove	108	123	104	123
Basingfield Court, Basingstoke	160	140	164	144
Weatherly Close, Rochester	109	111	85	96
Cliffe Avenue, Margate	141	194	30	73
Pendean Court, Liskeard	188	173	147	152
Hostels for deaf people of working age :				
Old Oak Road, Acton	122	165	118	145
Rehabilitation centres to provide social, occupational and vocational programmes for deaf and deafblind people with special needs :				
Court Grange, Newton Abbot	588	738	721	772
Richardson House, Blackburn	887	858	855	789
Mulberry House, Walsall	190	207	171	148
North West London project at Brondesbury Road, Kilburn	141	167	132	144
Ransdale House, Middlesbrough	239	223	86	86
Olive Lane, Halesowen	72	106	—	—
Long term support and rehabilitation centre :				
Poolemead, Bath, including supported housing at Pennard Court	3,053	2,687	2,734	2,323
Central residential services				
	—	—	—	144
Transitional Special Needs Management Allowance				
	393	—	425	—
Totals per income and expenditure account (see page 8)	7,364	7,038	6,652	6,085

The changes in the above expenditure figures are mainly due to the change in the allocation of overhead and support costs referred to in the introductory paragraph to note 1 – "Accounting Policies".

The surplus for the current year of £326,000 contributes to the establishment of new residential homes and the costs of central finance and administration.

FURTHER INCOME AND EXPENDITURE ANALYSIS – UNAUDITED

3. OTHER SERVICES

	1995		1994	
	Income	Expend	Income	Expend.
	£'000	£'000	£'000	£'000
Operations				
Regional directorates, regional information and regional training	413	1,901	610	2,025
Communication Support Units	1,188	1,658	664	1,066
	<u>1,601</u>	<u>3,559</u>	<u>1,274</u>	<u>3,091</u>
Quality and research				
Directorate	–	–	26	147
Quality assurance	–	–	–	190
Policy and research	–	167	24	261
Central information	20	195	16	334
Central training	12	242	19	242
Science and technology	127	496	144	707
Medical research	–	163	17	156
	<u>159</u>	<u>1,263</u>	<u>246</u>	<u>2,037</u>
Public affairs				
Directorate	–	21	–	132
<i>See Hear!</i> magazine	119	193	110	177
Other publications	32	155	32	269
Campaigns	–	58	–	140
Publicity	–	51	–	124
Marketing	–	361	–	350
European division	–	94	–	62
	<u>151</u>	<u>933</u>	<u>142</u>	<u>1,254</u>
Totals per income and expenditure account (see page 8)	<u>1,911</u>	<u>5,755</u>	<u>1,662</u>	<u>6,382</u>

The changes in the above expenditure figures are mainly due to the change in the allocation of overhead and support costs referred to in the introductory paragraph to note 1 – "Accounting Policies".

FURTHER INCOME AND EXPENDITURE ANALYSIS – UNAUDITED

4. RESTRICTED FUNDS

	GOVERNMENT GRANTS				OTHER INCOME				TOTAL
	Balance			Balance	Balance			Balance	Balance
	1 Apr 1994	Income	Expend.	31 Mar 1995	1 Apr 1994	Income	Expend.	31 Mar 1995	31 Mar 1995
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Advocacy projects	—	—	—	—	2	—	—	2	2
Agnes Lack memorial fund	—	—	—	—	6	—	—	6	6
Belfast Contract – BIFHE	—	—	—	—	17	7	22	2	2
Brondesbury Road, Kilburn	—	—	—	—	7	—	—	7	7
BT – CSU training funds	—	—	—	—	100	100	100	100	100
BT – Text Users' Rebate Scheme	—	—	—	—	314	961	1,053	222	222
BT – Typetalk	—	—	—	—	2,530	4,003	4,349	2,184	2,184
Cleveland County Council – Ransdale House	6	—	6	—	—	—	—	—	—
Communication Support Unit – Belfast	—	40	40	—	—	—	—	—	—
Communication Support Unit – Berkshire	—	9	—	9	—	—	—	—	9
Communication Support Unit – Buckinghamshire	16	6	20	2	—	—	—	—	2
Communication Support Unit – Northamptonshire	—	9	—	9	—	—	—	—	9
Communication Support Unit – Rampton	—	4	1	3	—	—	—	—	3
Communication Support Unit – Rotherham	9	—	—	9	—	—	—	—	9
Communication Support Unit – Sheffield	10	—	10	—	—	—	—	—	—
Communication Support Unit – West Sussex	25	—	24	1	—	—	—	—	1
Communication Support Unit – Wolverhampton	—	8	2	6	—	—	—	—	6
County of York fund	—	—	—	—	37	—	—	37	37
Deaf students' project	—	—	—	—	8	—	—	8	8
Ethnic minority liaison project	—	—	—	—	1	—	1	—	—
European Social Fund – ADEPT project	—	27	27	—	—	—	—	—	—
European Social Fund – Northern Ireland	—	9	9	—	—	—	—	—	—
Harlow, P.G. trust fund	—	—	—	—	114	6	15	105	105
Isle of Wight equipment project	—	2	2	—	—	—	—	—	—
Kirklees Metropolitan Council	3	—	—	3	—	—	—	—	3
Liskeard	—	—	—	—	50	—	—	50	50
London Weekend Television	—	—	—	—	5	—	—	5	5
Lord Ashdown charitable trust	—	—	—	—	1	—	1	—	—
Merseyside Development Corp re Harrington Dock	—	—	—	—	—	194	—	194	194
N Ireland Electricity – Lipspeaking Course	—	—	—	—	—	6	—	6	6
N Ireland – DSS Interpreter Training	6	7	2	11	—	—	—	—	11
N Ireland – EHSSB – Palantype Equipment	—	7	5	2	—	—	—	—	2
N Ireland – EHSSB – Sign Language Brochure	—	5	—	5	—	—	—	—	5
N Ireland – Irish Football Association – interpreters	—	—	—	—	3	—	—	3	3
N Ireland – WHSSB – Furniture	—	10	—	10	—	—	—	—	10
Nicholas Wilding annexe	—	—	—	—	17	—	—	17	17
Nottingham County Council – leaflet translation	5	—	—	5	—	—	—	—	5
One Stop Shop – Rotherham	—	22	—	22	—	—	—	—	22
Open University	19	101	71	49	—	—	—	—	49
Poolemead House – activity board	—	—	—	—	1	—	—	1	1
QE II Video – South West Region	—	—	—	—	—	3	—	3	3
RACE / telecommunity project	—	—	—	—	23	76	99	—	—
Ransdale House – minibus	25	—	25	—	—	—	—	—	—
Richardson Bequest	—	—	—	—	7	—	—	7	7
School leavers' course	—	—	—	—	5	—	2	3	3
Section 10 (Scotland) – Comm.Supp.Unit (CSU)	—	59	38	21	—	—	—	—	21
Section 64 (England) – CSU in Healthcare	—	40	40	—	—	—	—	—	—
Sensory Resources – Londonderry	—	79	37	42	—	—	—	—	42
Smoke Alarm – North region	—	5	5	—	—	—	—	—	—
Specific donations and legacies	—	—	—	—	15	2	—	17	17
Swindon deaf link project	10	—	—	10	—	—	—	—	10
Textphone replacement scheme	—	—	—	—	10	—	—	10	10
Textphone replacement scheme – Northern Ireland	—	—	—	—	10	9	14	5	5
Textphones – South Yorkshire	20	—	14	6	—	—	—	—	6
Training manager – Midlands	4	—	—	4	—	—	—	—	4
Totals (see page 19)	158	449	378	229	3,283	5,367	5,656	2,994	3,228



THE ROYAL NATIONAL INSTITUTE FOR DEAF PEOPLE

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QUALITY SERVICES FOR DEAF PEOPLE

Registered Charity No. 207720

454169



The way forward

RNID

THE ROYAL NATIONAL INSTITUTE FOR DEAF PEOPLE

Annual Report 1994-95

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This report shows the progress made towards the target of 2000. It has been prepared by the RNID's Marketing and Publicity and Finance Departments, with input from the other departments. It is a summary of the achievements of the RNID in the year 1999/2000.

RNID Vision

Deaf people have the right

- to realise their full potential as individuals, enjoying respect, dignity and freedom from discrimination;
- to fully participate in, and share responsibility for, the social, political and economic structures of society, with equal access to goods and services.

The RNID holds these to be the rights to full citizenship, to be exercised by deaf people using the communication of their choice.

Our Mission

The RNID will earn the recognition of deaf people as the key organisation promoting their access to society by campaigning for equal rights and by delivering services.

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This report covers the period 1 April 1990 to 31 March 1991. It is the first annual report of the RNID, which was established in 1989. The report is published in two parts: the first part contains the Chairman and Chief Executive's Report, and the second part contains the Financial Review.

RNID Vision

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Our Mission

The RNID will earn the recognition of deaf people as the key organisation promoting their access to society by campaigning for equal rights and by delivering services.

What is the RNID?

The RNID is the largest voluntary organisation in the United Kingdom representing the needs of deaf, deafened, hard of hearing and deafblind people. We aim to improve their quality of life through a range of services, enabling them to gain greater independence and an opportunity to play a full part in society.



Our nationwide activities focus on:

- **Communication Support Units:** a booking service for sign language interpreters, lipspeakers, notetakers, speech to text facilitators, deafblind interpreters and technical support.
- **Residential Care** – long- and short-term care, rehabilitation and training for deaf people with special needs.
- **Deaf Awareness Training** – courses to improve communication between deaf and hearing people.
- **Specialist Telephone Services:** Tynetalk, the national telephone service run by the RNID and funded by BT, which enables deaf people to communicate with hearing people over the telephone.
- **Assistive Devices:** Sound Advantage, which sells high quality products for deaf and hard of hearing people.
- **Information:** a Regional Information Service

which offers a range of literature on deafness and local and national services for deaf people. The RNID Library in London is an important information resource on deafness and communication disorders. We also run a Tinnitus Helpline which gives advice and support to people with tinnitus.



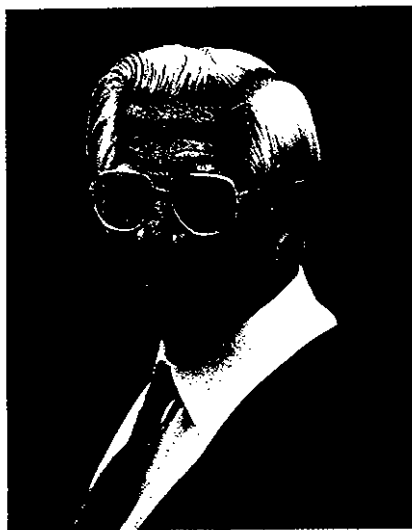
Other Activities

- **Campaigning:** The RNID increases awareness and understanding of deafness and deaf people's needs by raising issues in the media and promoting debate in Parliament.
- **Research:** We undertake specialist research on products and applications of new technology, maintaining close links with deaf people, professionals and equipment manufacturers. We also conduct a range of medical research activities, with particular emphasis on the needs of people with tinnitus.

- 7.5 million people in the UK have a hearing loss – almost one in six
- 50,000 people use sign language as their preferred means of communication
- 400,000 people rely on lipreading
- 98,000 people are both deaf and blind
- one in 10 people has tinnitus

President's Message

Crispin Hughes



The past year has been notable for some changes of great significance to the RNID. The appointment of Doug Alker as Chief Executive means that for the first time in the history of the

Institute it has a deaf person as its head. We are moving with the times! Doug's appointment has been warmly welcomed and I wish him every success. I would also like to thank his predecessor, Stuart Etherington, for his fine work at the Institute, and send him every good wish for his future at the National Council for Voluntary Organisations (NCVO).

One of the primary aims of the RNID – equal rights for deaf and hard of hearing people – has been vigorously debated in Parliament. The Disability Discrimination Bill is due to be enacted shortly and will result in greater opportunities for deaf and hard of hearing people. The Bill, criticised for lacking enforcement procedures, is nevertheless a major step forward in providing human rights for all disabled people, including those with a hearing loss. MPs and peers intend to build on its provisions to ensure that full and equal rights are guaranteed and enforced for all those who are disabled.

Further progress has been made on our *Louder*

than Words campaign during the year.

Designed to break down barriers, it is winning widespread support from more and more organisations which are developing practical, positive policies. As a result, thousands of deaf and hard of hearing people are being given opportunities which were previously denied to them.

The RNID has renewed its commitment to full citizenship for all deaf and hard of hearing people and stated its clear goals in the Vision Statement. Everyone in the Institute can take pride in these ideals and work enthusiastically towards them. Already in the past year there has been an encouraging response to these efforts.

The basis for this success has been the dedication and hard work of all involved at the RNID, the growing partnership between the Institute and the corporate sector, and the generous involvement of major companies, trusts, local authorities and individual donors. I would like to express my warm appreciation to them all.

The Rt. Hon. Lord Ashley of Stoke CH



Jim Grear



Doug Alker

Chairman and Chief Executive's Report

Changing Attitudes

Work on anti-discrimination legislation has been at the forefront of RNID campaigning this year. Together with other disability organisations we have raised awareness of deaf and hard of hearing people's needs as the Government's Disability Discrimination Bill has progressed through Parliament.

The RNID has devoted considerable energy to influencing governmental thinking on a range of issues of relevance to deaf people. These include significant contributions to:

- a Department of Health proposal on Incapacity Benefit;
- a White Paper on the future of the BBC and access to broadcasting for deaf and hard of hearing people;
- the Tomlinson Committee of Inquiry into the Educational Needs of People with Disabilities and Learning Difficulties, set up by the Further Education Funding Council;
- the Judicial Studies Board's Human Awareness Group on how to ensure equal access to justice for deaf and hard of hearing people.



We also completed the first phase of a major research project on Human Aids to Communication. The aim is to identify the needs of deaf and hard of hearing people in relation to human and technical support, and to collect data on the cost of deafness.

As we approach the 21st century, the RNID has started to ask important questions about the kind of organisation it wants to be. We need to reinforce and adapt what we do well at the same time as address the challenges of the future. The first step has been to produce a redefined Vision Statement – one with a clearer and more valid meaning for the times we live in and for the years ahead. Our Vision is the keystone on which all our activities are built and guides the work of the RNID.

We have also been looking at strategic options for the RNID up to the year 2000 and have been examining likely changes in deaf people's lives during this period – in science, technology and medicine, as well as social and political factors. This work will enable us to seize new opportunities and align our activities with the changing needs of deaf and hard of hearing people.

This year we launched a major Customer Care Initiative – a 'first' for the voluntary sector – to measure the satisfaction of customers with our services and involve them in how they are developed and delivered. Customer satisfaction and quality of service underpins the future success of the RNID as a major service provider, so it is vital that we listen to customers' comments and act upon them.

Working in Partnership

This year we consolidated the initial success of our *Louder than Words* campaign and are delighted by the support and commitment shown by the companies who have now signed the Charter. In November the campaign won a commendation in the PR Week Public Relations Awards.

Our partnerships with Social Services and Health Authorities also continue to bear fruit, enabling us to develop many new and exciting initiatives. In Northern Ireland we are working with Habinteg Housing Association on the first residential unit for deaf people with special needs in the province. We have also set up the Londonderry Sensory Support Service with the RNIB, Sense, Guide Dogs for the Blind Association, and the Western Health and Social Services Board. The service offers information, training and communication support, including the RNID's first Irish Sign Language interpreter. This is an excellent example of collaborative work by statutory social services providers and voluntary organisations and has given us an opportunity to establish a strong presence in the region.

We are grateful to the Leopold Muller Estate for their help in financing a new Occupational Development Unit at Richardson



House in Blackburn. And at RNID Poolemead in Bath work has begun on a new Music, Communication and Education Centre with funding from The Clothworkers' Foundation. Both facilities will enable us to expand the range of vocational training and activities for deaf and deafblind people.



In March we opened a second unit at Typetalk, offering customers a more efficient service and the first direct link with the emergency services for textphone users. The development marks the latest stage in our long and fruitful partnership with BT who have given £14 million to Typetalk over the past three years. This year the number of subscribers increased from 11,850 to 14,400, with over 285 trained operators handling well over 25,000 calls a week.

A Growing Network

Our network of Communication Support Units (CSUs) continues to grow following the generous funding of £300,000 from BT to support the service and provide training for sign language interpreters. This year new contracts were agreed with statutory agencies from as far apart as Durham and West Sussex. In Scotland we received £90,000 over three years from the



Scottish Office to develop CSUs there; the first one opened in Glasgow in May. Units in London, Cambridge, Reading, Sheffield, Wolverhampton and Merseyside have also come on stream, bringing the total to 19.

Raising Awareness

Deaf Awareness Training has been one of our major successes. This year we delivered over 820 days' training to more than 13,000 staff in companies and public authorities, including Vauxhall Motors, IBM, the Benefits Agency and Inland Revenue – an increase of 52% over last year.

Information is our most widely dispersed service and represents the biggest point of contact between the RNID and the general public. The GP scheme and the Audiology Leaflet Scheme have proved an excellent way of introducing deaf and hard of hearing people to relevant information and to the organisation as a whole. Last year over 670,000 leaflets were distributed through the schemes.

Product Development

Sound Advantage (RNID) continued to expand with turnover reaching £1.8 million – an increase of 20% over last year. Growth in the private sector, through information in audiology clinics and in the business world through the *Louder than Words* campaign, has resulted

in the installation of loops and other devices in public places. This year we introduced two new products – the Uniphone and the Crystal multi-purpose personal listener – and others are in the pipeline.

Dedication

We would like to acknowledge the devotion and skill of all those who contribute to the work of the RNID. Without the dedication of the Board of Trustees and its Committees and Working Groups, and staff at every level, we would be unable to operate effectively and efficiently.

The Way Forward

We have now established a sound financial basis upon which to build for the future. However, external pressures on both our fee and voluntary income present an ever increasing challenge. In the year ahead we will not lose sight of the things we do well, but we must broaden our work if we are to be true to our Vision – to enable deaf people to play their full part in society. The way forward is to forge true partnerships between the private, statutory and voluntary sectors, and create strong links between deaf and hearing people. We believe we are well placed to meet whatever challenges the future may bring.

Jim Grear
Chairman

Doug Alker
Chief Executive

Caring for Customers

Our Customer Satisfaction Survey, launched in January, has given customers a chance to say how our services are run. It also allows us to see how well our services are meeting customer needs. National Opinion Poll (NOP), who undertook the research, targeted over 5,000 corporate and individual customers across the country asking them to comment on key aspects of our services and suggest ways of improving them.

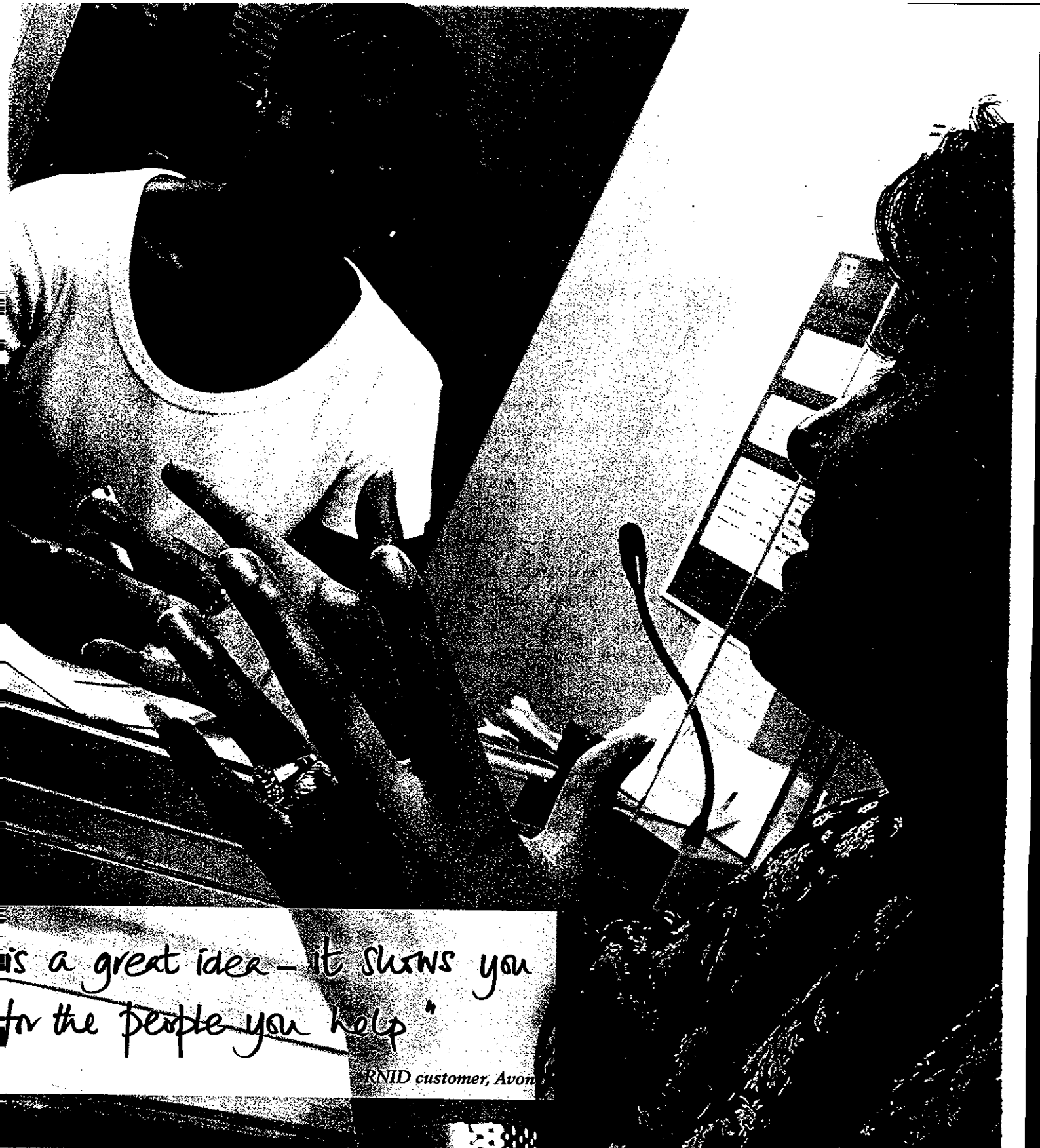
We were overwhelmed with the response. Some customers praised the professional service they had received from the RNID, while others drew attention to areas that could be improved.

Customer Care Teams, comprising staff who come into regular contact with customers and are responsible for actually delivering services, have now drawn up action plans and recommendations based on customers' views. These are designed to strengthen existing services and develop them in line with customer needs.

Seventy-five per cent of our income is generated from the sales of RNID products and services, so keeping customers satisfied is vital. The Customer Care Initiative will be an ongoing programme and questionnaires will be sent out regularly to monitor progress.

Photo taken at the Benefits Agency, London





is a great idea - it shows you
for the people you help "

RNID customer, Avon

Customer satisfaction goes hand in hand with staff satisfaction – without happy staff we do not have happy customers. Our recent Climate Survey across the whole of the RNID has been an extremely worthwhile exercise in this respect. It will help us to increase employee satisfaction which, in turn, will improve the quality of services we can offer.

Equal Rights for All

Campaigning for equal rights for deaf and hard of hearing people has dominated our parliamentary work this year. Few Bills have evoked such fierce controversy as the Government's Disability Discrimination Bill which is set to become law later this year. The Bill will make it illegal, in most circumstances, to discriminate against individuals on the grounds of disability and offers the hope of equal citizenship for 7.5 million deaf and hard of hearing people.

More than 50 disability organisations, including the RNID, have joined forces in the *Rights Now!* campaign to press for civil rights legislation, tabling amendments and lobbying the Government as the Bill passed through the House of Commons and the House of Lords. The Government's Bill will provide greater access in such areas as information, the public telephone network, broadcasting, communication support, employment, education and transport.

Once anti-discrimination legislation is passed, endorsement of the RNID's *Louder than Words* Charter could become less of an option and more of a necessity for many organisations. Over the past two years the award-winning campaign, which sets out guidelines to make organisations and their services more accessible to deaf and hard of hearing people, has attracted widespread support. Nearly everyone who deals with the public has to communicate with a deaf person at some time, so providing for their needs makes good business sense.



LOUDER *than* WORDS
Action for Access to Information for Deaf People

Many organisations realise that making simple changes to their working environment can have lasting benefits for deaf and hard of hearing people, and need not be difficult or expensive. For example, installing a textphone or a loop system in a reception area, or arranging Deaf Awareness Training for staff, are all positive and invaluable steps towards giving equal



The Rt. Hon. Alf Morris MP (second from left) discusses the Government's Disability Discrimination Bill

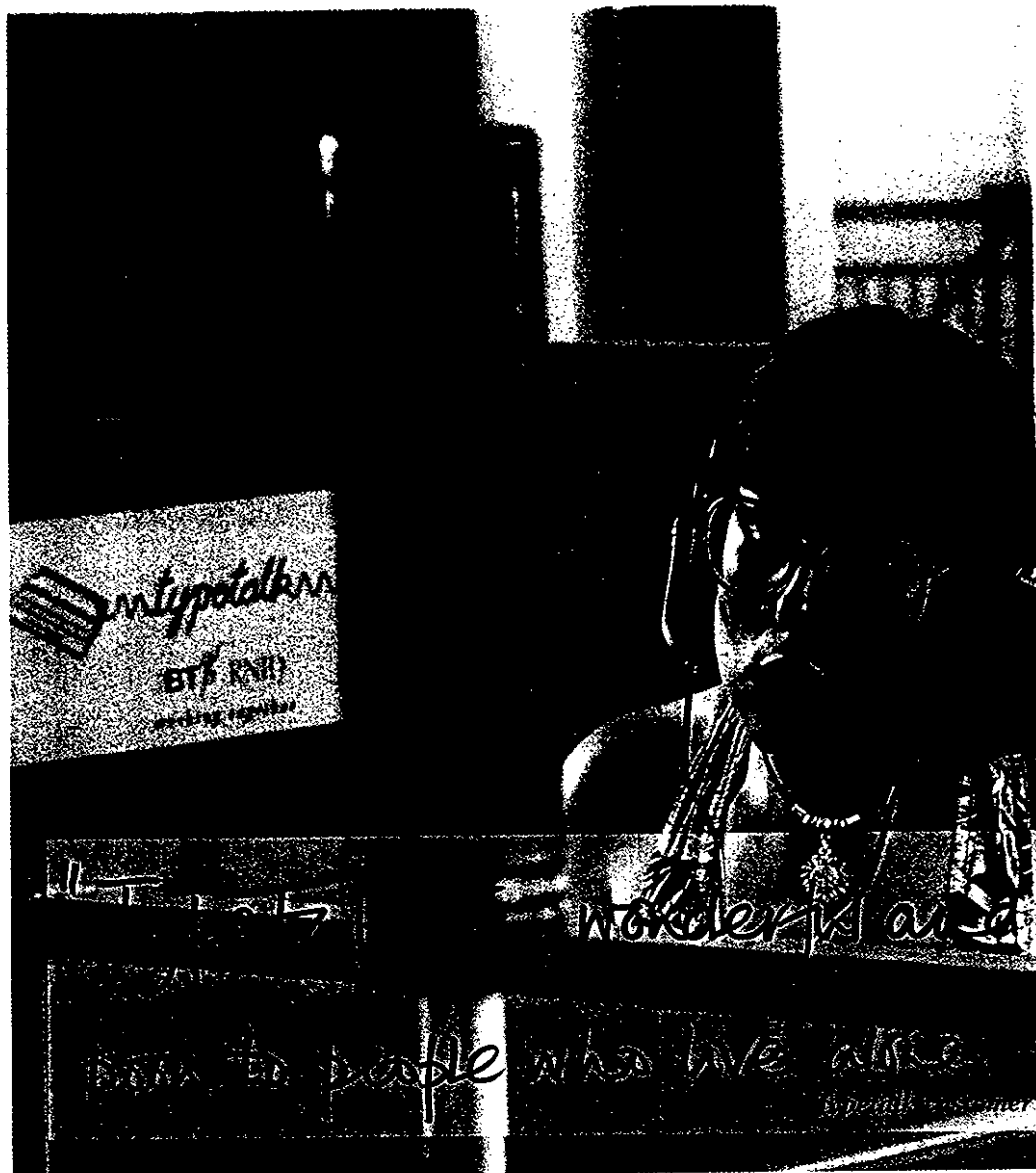
access to deaf and hard of hearing customers. And deaf people are much more likely to use a service or business if it is accessible to them.

This year several companies endorsed the 10-point Charter, including Vauxhall Motors, Post Office Counters, Severn Trent Water Authority and the Northern Ireland Housing Executive. Many others have also pledged their support. The Benefits Agency, the largest organisation to have signed up nationally, has now asked its 150 districts to draw up action plans for

implementing the Charter.

To acknowledge the commitment of those companies already on board, the RNID joined forces with Carlton to add a new category to its annual Communicator of the Year Award. The RNID and Carlton *Louder than Words* Award was presented to the company which has had the greatest impact in making its services accessible to deaf and hard of hearing people. The winner, BT, was announced at a special ceremony in July.

Service Developments



Flashing lights have been installed to indicate incoming emergency calls



One of the most important events of the year was the opening of a second Typetalk unit in Liverpool and the launch of the first-ever national Text Users' Emergency Service. This enables people with textphones to contact the police, fire, ambulance and coastguard services quickly in an emergency. Calls are relayed through the service to the relevant emergency control room and are handled in the same way as a relay call. Emergency calls take priority and more staff have been taken on to handle the extra demand for the service.



This exciting development marks another step forward in our longstanding and successful partnership with BT. It has also allowed us to draw on the technical expertise of staff in our Science and Technology Unit who developed the software.

Since its launch in 1990, Tynetalk has revolutionised the lives of thousands of deaf, hard of hearing, deafblind and speech-impaired people, giving them equal access to the telephone network. The service has 14,400 subscribers and handles more than 130,000 calls a month. Many companies now recognise the enormous benefits of registering with Tynetalk: not only does it enable deaf staff to work independently,

it also gives hearing people access to deaf customers who use textphones. And that must be good for business.

Tynetalk is continually being improved in line with customers' needs: this year we modified the relay software, making the service easier and quicker to use, and introduced new access codes to reduce the cost of calls.

SOUND ADVANTAGE

A QUALITY SERVICE FROM THE **RNID**

This year Sound Advantage (RNID) expanded its product range with the introduction of a new personal listening device. Tested and developed by our Science and Technology Unit, the Crystal has been well received, particularly by private purchasers who find it easy to use and of a high quality.

Successful marketing of the *Solutions* catalogue through audiology clinics has increased awareness of products among deaf and hard of hearing people, with a growth of 43% in sales to this group alone. The latest edition of the catalogue, which has been completely updated, has been supported by Barclays. Around 220,000 copies have been distributed this year.



BARCLAYS

Sound Advantage (RNID) also improved access for thousands of people by installing loop systems in courts, hospital reception areas and many other public places.

Training

More and more businesses are waking up to the fact that if they don't provide commercial facilities for deaf and hard of hearing people, those consumers – one out of every six people in the UK – will take their business elsewhere. A trip to the shops or speaking on the telephone can be extremely difficult and frustrating for a deaf person if staff are not trained to communicate effectively. Deaf Awareness Training should therefore be an integral part of any company's customer care policy.

In the long-term, the benefits for companies can be far-reaching. Not only are staff more confident when dealing with a deaf or hard of hearing person, they are more likely to keep their customers happy.

Recognising the need for further training in this area, the RNID has developed a range of Deaf Awareness Training courses. These include Telephone Techniques, particularly for hard of hearing people, and a course in Work-Based Sign Language.

This year we introduced hard of hearing awareness training to help companies who deal with the public on a regular basis. Regional Training Officers up and down the country are now working with a diverse range of customers – from utility companies to Age Concern Insurance Services and Vauxhall Motors.

Vauxhall was the first motor company to endorse the *Louder than Words* Charter. It has a strong commitment to customer care and is now making its dealerships more accessible to hard of hearing customers. Their excellent video, made with the help of the RNID, shows how hard of hearing awareness training and a few simple, yet important, changes to a working environment can have lasting benefits for customers and companies alike. This includes installing textphones in sales and service areas, fitting induction loops and providing quiet areas for meetings. Vauxhall is also recommending that key staff in its 550 retail facilities have hard of hearing awareness training.



VAUXHALL



Vauxhall dealerships are making their services accessible to hard of hearing customers

Information

The RNID is improving the way it talks to its customers. Our *Grapevine* and *Communiqué* newsletters, now in their third year, bring the latest news, service developments and up-to-date information on campaigns and sponsorship issues to both the general public and purchasing organisations. With a combined distribution of over 100,000, they attract around 10,000 requests for further information. This has proved to be the most

effective way of communicating with a large and diverse audience.

Our Audiology Leaflet Scheme, now up and running in 240 clinics, has also been a huge success. The service provides audiology and related out-patient clinics with information about hearing loss and other related topics.

Last year our Regional Information Officers received over 40,000 requests for information and distributed over 250,000 pieces of literature.



*I love coming here and
meeting all my friends"*

RNID resident



Residential Care

Very often deaf people with special needs have to move far away from their home to find appropriate care and training. Now, through the RNID, many of them can enjoy a high quality of life in small community-based units, close to family and friends.

The RNID runs 19 residential establishments in partnership with local authorities and housing associations. We are now expanding our residential care programme into Northern Ireland and will soon be opening the first-ever residential unit for deaf people there.

Based in Londonderry, RNID Harkness Gardens will offer care

and support to six deaf people with special needs in a family environment. Residents are taught how to cook, do the shopping, use public transport and manage their money – all the skills they need to live independently as active members of the community. And they will be encouraged to pursue their own hobbies and interests outside the home.

A major fundraising drive is now under way to raise money for refurbishment and conversion of Harkness Gardens, all of which comes from voluntary contributions. The operating costs will be met by fees from health and social services trusts. Once up and running, the project will help the RNID establish a greater presence in Northern Ireland and will also allow us to increase awareness of our other services for deaf people, such as communication support, information and assistive products.

Communication Support

Deaf people may often feel isolated at work – perhaps they can't always follow what is being said at meetings or they may not have the proper tools to carry out their job effectively. As a result they lose confidence and their work begins to suffer. Communication support helps deaf people make the most of their talents and enhances their chances of promotion.



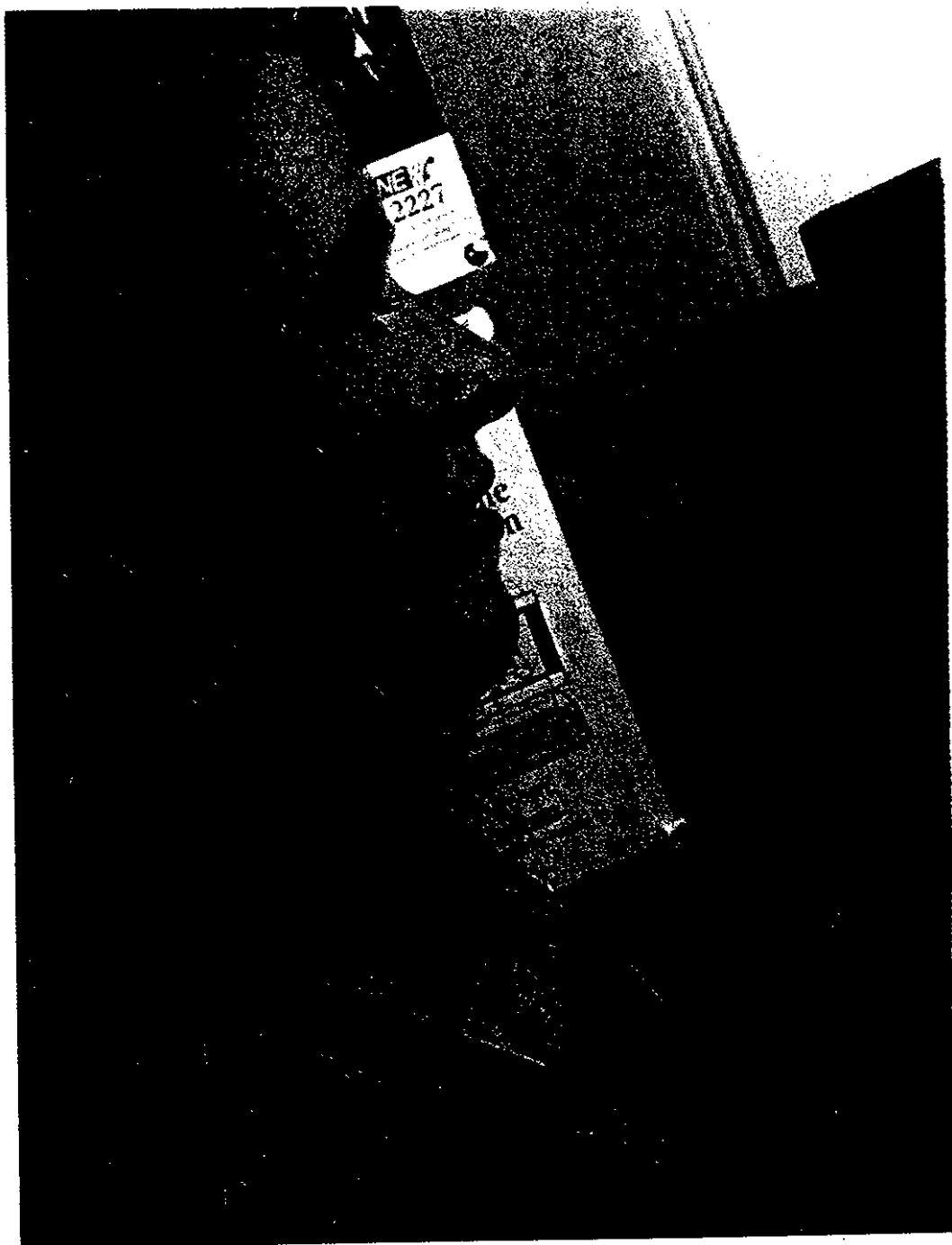
The Government's *Access to Work Scheme* marks an important step forward in achieving equal access to employment and opportunities for deaf and hard of hearing people. Under the scheme, deaf people can now claim up to £21,000 over five years for communication support at work or when attending job interviews, or for installing special equipment such as textphones and induction loops.

Anyone wanting to apply should contact the Disability Employment Adviser (DEA) at their local Jobcentre. DEAs are members of the Placing, Assessment and Counselling Team (PACT) and can put deaf people and employers in touch with their local RNID Communication Support Unit (CSU).

Although the scheme has been slow to get off the ground, public awareness is now growing rapidly. The RNID is working closely with PACTs all over the country, providing sign language and deafblind interpreters, lipspeakers, and speech to text transcription services.

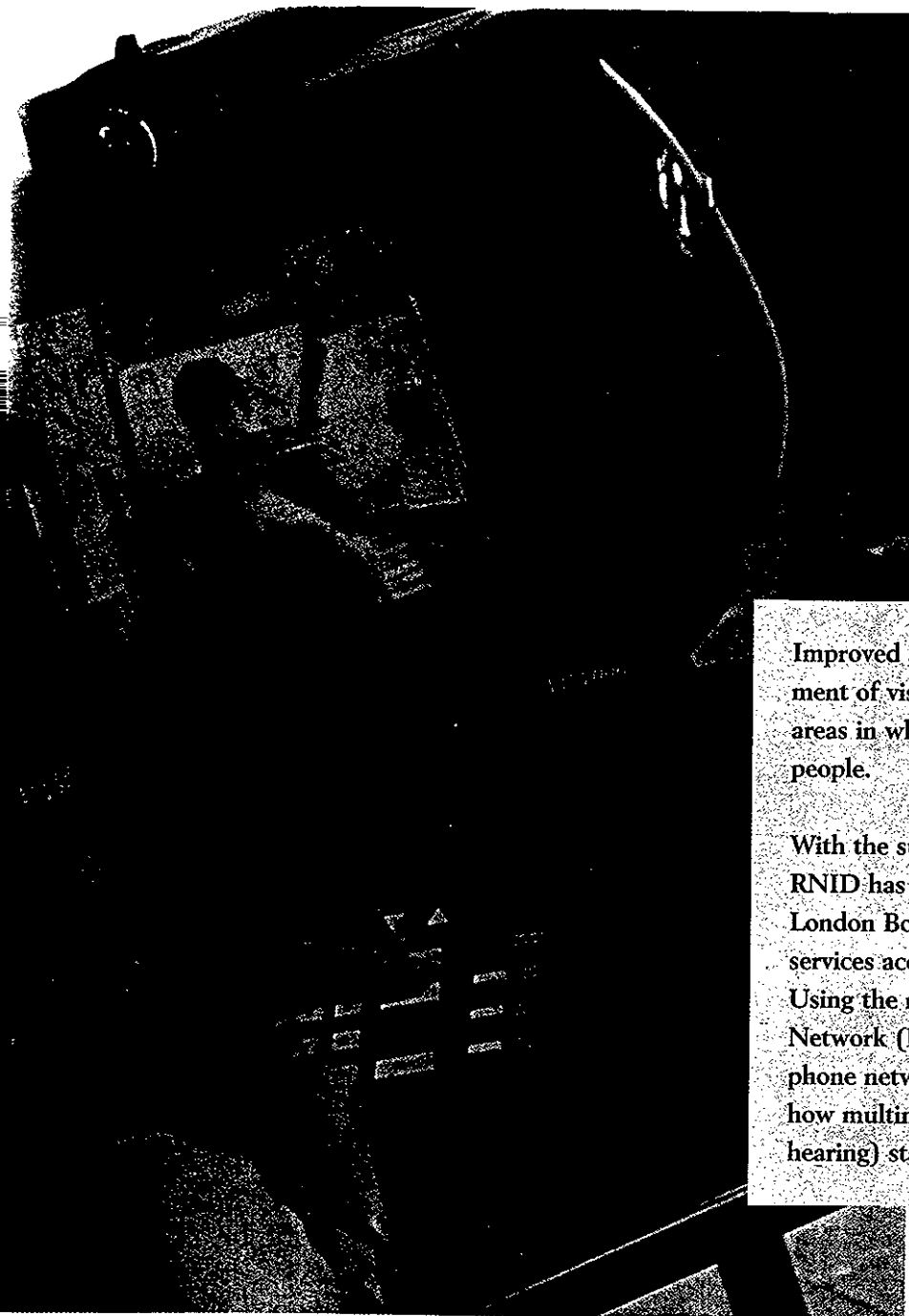
Access to Work is likely to expand considerably the work of our 19 CSUs. Last year the service handled over 12,000 assignments; this is expected to increase by a further 15% in 1996.

Looking to the Future



What kind of future can the growing numbers of deaf and hard of hearing people look forward to? What issues are likely to affect them? What services will they expect from the RNID? These are some of the questions the RNID's Futures Group has been addressing over the past 12 months.

Deaf people are likely to face more changes in their lives in the next 10 years than have taken place in the entire post-war period. The rate of technological change is accelerating and it has the potential to transform the lives of those who have been excluded from access to information, goods and services. The RNID must therefore anticipate the future as well as address



Improved access to information and the development of visual ways of presenting it are crucial areas in which new technology can benefit deaf people.

With the support of the European Union, the RNID has been working closely with the London Borough of Camden to make Council services accessible to deaf people by videophone. Using the new Integrated Services Digital Network (ISDN) to connect to the public telephone network, the RNID is now investigating how multimedia systems might enable deaf (and hearing) staff to work together at a distance.

The Videophone Information Service for deaf people run by Camden Libraries, London

the present, and it must plan carefully to ensure continuing good use of its limited resources.

Key issues identified by the Futures Group are:

- the pace of technological change, especially the convergence of information and communications technologies;
- the impact of the ageing of our population on the prevalence of hearing loss;
- the status of deaf people in education, training and employment;
- the provision of quality hearing-related

health services;

- the changing position of deaf people, and of all "disabled" people in society (especially as a result of anti-discrimination legislation) and of their expectations of organisations like the RNID.

Over the coming year the RNID will be developing responses to each of these issues and ensuring that its services develop in line with the future needs of deaf and hard of hearing people.

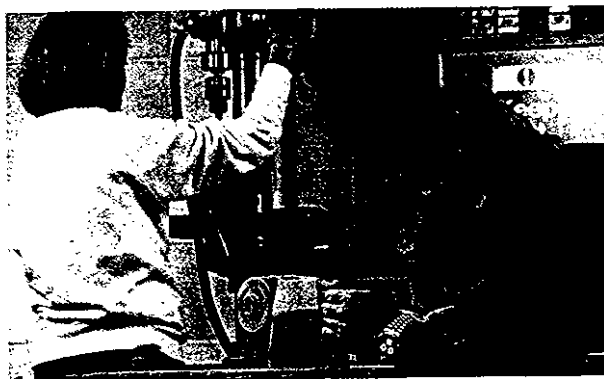
Fundraising Activities

Providing high quality services for deaf and hard of hearing people costs money.

It is also vital. Charitable trusts and foundations, companies and individual donors provide a significant proportion of the RNID's income and strong partnerships have been built up over the years. Last year we received £1,556,000 in this way. This support is invaluable to us – without it we could not continue our vital work and plan for the future.

Corporate and Trust Partners

Here are just some of the ways our major supporters have helped us:



- the Leopold Muller Estate gave £85,000 towards building costs for a new Occupational Development Unit at Richardson House, our residential home in Blackburn. This will give deaf people with mental and emotional difficulties a chance to learn new skills, such as woodwork, pottery, printing and handicrafts. Individual donors also contributed £51,022 to equip the training and craft workshop.

- At RNID Poolemead work has begun on a new Music, Communication and Education Centre thanks to a donation of £52,000 from The Clothworkers' Foundation, many generous



Caroline Penn

gifts from other charitable trusts and over £65,000 from donors. The Centre will help deaf people with special needs understand musical rhythms and patterns of communication through vibration and movement.

- Liverpool Victoria, the UK's largest friendly society, awarded £10,000 to the RNID from the proceeds of the Liverpool Victoria Charity Snooker Challenge.
- Our major annual fundraising event, the RNID Ball, raised a grand total of £18,000. This year many corporate sponsors took tables to raise money and join in the fun!

Regular sponsors continue to support our work including Barclays, BT, GMB, Lloyds, Abbey National plc, Sun Alliance Group plc, the Dorothy Burns Charity and the John Ellerman



Lord Ashley, Jan Walsh, BT's Head of Consumer Relations, and Nigel Walmsley, Chairman of Carlton UK Television, at the Communicator of the Year Awards

Foundation. We were also delighted to welcome on board

CARLTON

many new organisations and trusts including Carlton, which sponsored the RNID's 1995 Communicator of the Year Awards, Rothmans International, Kelloggs and the Laurence Goldman Charitable Trust.

Over the coming year we will be expanding our national and regional services even further, opening new CSUs, information offices and residential centres. We have already approached companies and trusts in the relevant areas asking them to support these new and exciting initiatives.

Donor Support

Thanks to the generosity of our many donors we raised considerable funds to carry out some important projects:

- £66,908 to provide specialist training for staff in CSUs and residential homes.
- £51,180 towards our *Keep in Touch Appeal* to buy equipment, stationery and other essential items for six new CSUs.

• £110,000 towards our *Action '95 Appeal* which will benefit over four million deaf and hard of hearing people. With

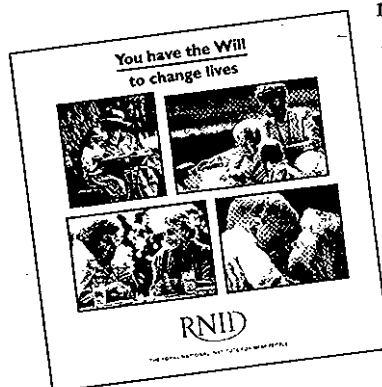


the money from the first two appeals we have been able to buy new minibuses for some of our residential homes and keep our Tinnitus Helpline running. By the end of 1995/96 we hope to achieve our target of £500,000.

Legacies

Around 80% of the RNID's voluntary income comes from legacies. Deaf and hard of hearing people can benefit enormously from the generosity of those who leave legacies to the RNID. This year we received just over £4

million through donations of this kind. A *Guide to Making and Changing Your Will* is available to those who want to help in this way.



Special Thanks

We should like to thank everyone who helped us to meet the financial challenges we faced. Your support has enabled us to develop many exciting and innovative projects, all of which will give deaf people greater independence, choice and a chance to play their full part in society.

If you would like to receive further information on ways of supporting the RNID, please complete the reply coupon at the back of this report.

Corporate and Trust Supporters

We should like to thank our many corporate and trust supporters, and individual donors, whose kindness has helped us to achieve so much this year.

Major Supporters – giving £5,000 or more

Abbey National plc
Association of Inner Wheel Clubs of
G. B. & Ireland
Barclays Bank
BT
The Dorothy Burns Charity
The Clothworkers' Foundation
Eastern Electricity
The John Ellerman Foundation...
GMB - Britain's General Union
The Laurence Goldman Charitable Trust
Kelloggs
The Leopold Muller Estate
Liverpool Victoria - The Friendly Society
Lloyds Bank Charitable Trust
The National Power Charitable Trust
The P. F. Charitable Trust
Rothmans International plc
Sun Alliance Group plc

Key Supporters – giving between £1,000 and £4,999

The Alchemy Foundation
Anderson Consulting
Barclay Loan Direct
B. A. T. Industries plc
Mrs B. M. Bendixson's 1967 Settlement
The Charles Boot Trust
The Bothwell Charitable Trust
The David Brooke Charity
The Burden Trust
The Cazenove Charitable Trust
Commercial Union plc
The Coward Trust
Cubex

Customs & Excise, Edinburgh
The Mrs C. T. M. Dunn Foundation
The W. E. Elkes Charitable Foundation
Financial Times Profile
The Jill Franklin Trust
Fulwell Golf Club
The Gamma Trust
General Accident Fire & Life Corporation plc
The Lady Virginia Grant-Lawson Charitable Trust
The G. B. Greenwood Charitable Trust
The Gresham Charitable Trust
The Katharine Hackney Trust
William Harding's Charity
Harrisons & Crosfield Charitable Trust
The Albert Hunt Trust
The Kingsmill Charitable Trust
The Sir Cyril Kleinwort Charitable Trust
The Ernest Kleinwort Charitable Trust
The Beatrice Laing Trust
Lilly Industries Ltd.
The Lloyd-Everett Trust
Lloyds Bank – Isle of Man
The Lloyds Charitable Fund
London & Scandinavian Ltd.
The M. & D. Trust
Manchester University Students Charities Appeal
The Leonard Matchan Fund Ltd.
The Maxwell Family Foundation
The Mayor of Harrogate
Midland Bank Care Card
Midlands Electricity
The Murphy-Neumann Charity Company Limited
National Westminster Bank plc
Nationwide Building Society

The S. Peake Charitable Trust
P&O European Ferries Ltd.
Racal Electronics Charitable Trust
Rollins Hudig Hall Ltd.
Rotary Club of Bath
The Peter Samuel Charitable Trust
The Save & Prosper Educational Trust
Schroder Charity Trust
Shell UK Ltd.
The Sobell Foundation
Southern Electric plc
St Boniface RC Primary School
The Stiftung Zur Unterstutzung Trust
The Charles and Elsie Sykes Trust
Tennants Consolidated Ltd.
Thompson Corporation plc
Transport Development Group plc
The Ulverscroft Foundation
The Albert Van den Bergh Charitable Trust
The Mary Webb Trust
Witan Investment Company plc
Yorkshire Electricity

Individual supporters

Our special thanks go to:

Lady Delves Broughton
Mr J. Cornyn
Mr & Mrs H. Ellis
Miss A. K. E. Foy
Mrs J. Goodger
Mrs K. Jensen
Mr F. A. Jones
Miss R. A. Lye
Mrs G. W. Morton
Mr J. C. Pringle
Mr F. D. Rushbrooke
Miss J. Rushton
Mr H. J. Smith

Financial Challenges

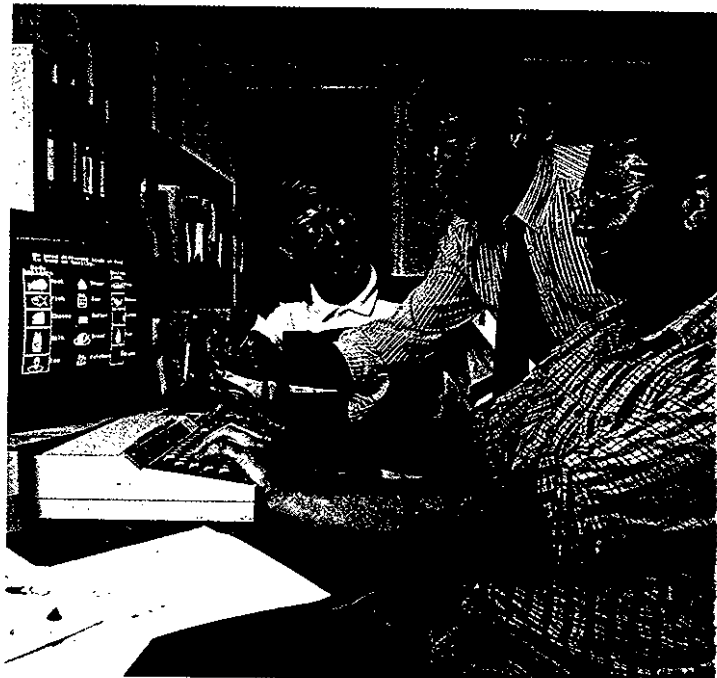
Government and society continue to rely ever more heavily on the voluntary sector to provide care, rehabilitation and other specialist services. The RNID is meeting this challenge by actively working with purchasers in the public sector to deliver high-quality, cost-effective services that meet the needs of deaf and hard of hearing people.

Operating in a non-profit-making environment, our services demand a large fixed-cost base. We constantly review this and impose tight financial control in order to support development. Pressure on public authority budgets continues to constrain fees and threaten our residential care programme.

Some RNID activities do not attract fees and our voluntary income base is crucial if we are to continue providing services for deaf and hard of hearing people. It is also essential for the management and administration of the RNID. We continue to rely heavily on sponsorship for key development projects, such as our commitment to develop a national network of CSUs. The economic environment is placing pressure on voluntary income, both on the amount that regular donors give and in attracting new supporters to the RNID. Whilst we see the National Lottery as an exciting new opportunity, there is also concern about its impact on discretionary giving.

The Need for Public Support

Public support and voluntary income is vital if the RNID is to meet its objectives and improve the quality of life for deaf and hard of hearing people. We will continue to plan



Adrian Franklin

Computer studies at RNID Court Grange College

carefully and control expenditure tightly. We will continue to negotiate with our partners in the local and health authorities for fair fees. However, without the support of the public, trusts and corporate sponsors we are unable to develop services in line with our customers' needs, or provide the quality of management essential to their success.

Taxation


Like other leading charities, the RNID is unable to reclaim significant sums of VAT which would otherwise be recoverable by a commercial business operation. We are working closely with other charities through the Charities Tax Reform Group to have this remedied and continue to encourage all those who can to urge their MPs and others to put pressure on the Treasury to correct this clearly unfair situation.

Financial Summary

Where the money came from and how it was spent?


Income 1994-95

Total: £22,610,000

Residential Services	(33%)		£7,364,000
Communication Support	(5%)		£1,188,000
Assistive Devices	(8%)		£1,861,000
Specialist Telephone Services	(24%)		£5,506,000
Voluntary Income	(25%)		£5,606,000
Other Services	(3%)		£723,000
Investment and Other Income	(2%)		£362,000

Expenditure 1994-95

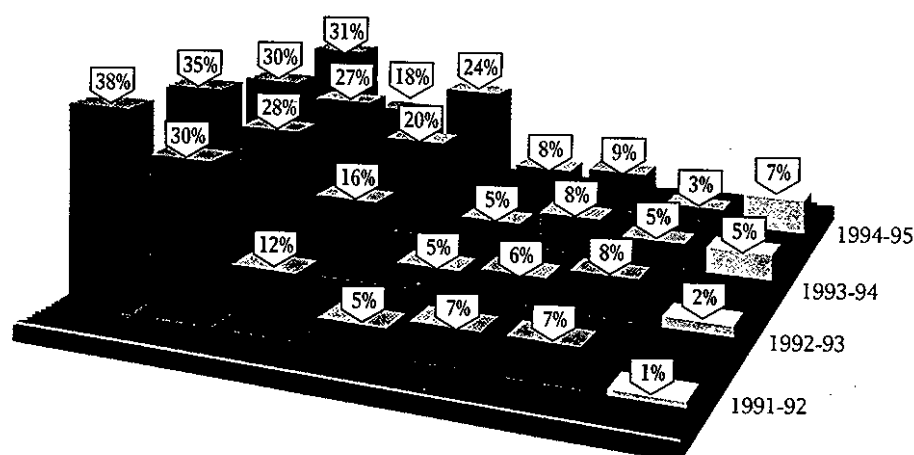
Total: £22,790,000

Residential Services	(31%)		£7,038,000
Communication Support	(7%)		£1,658,000
Assistive Devices	(9%)		£2,057,000
Specialist Telephone Services	(24%)		£5,494,000
Other Services	(18%)		£4,097,000
Fundraising Costs	(3%)		£766,000
Central Finance & Admin	(8%)		£1,680,000

The diagrams on pages 24 and 25 are for illustrative purposes only and do not form part of the audited accounts. Copies of the full Financial Report are available from the RNID.

Services to Deaf People

How we used each £1 over the last four years



- Residential Services
- Other Services
- Specialist Telephone Services
- Central Finance and Administration
- Assistive Devices
- Fundraising Costs
- Communication Support

Treasurer's Statement

The RNID operates tight planning and budgetary control procedures to support the development and provision of services to deaf and hard of hearing people. Whilst good management technique enables the RNID to optimise its use of resources, this cannot protect it from the impact of the pressure on fee income resulting from the constraints on public sector expenditure.

The pressure on fees places even greater emphasis than before upon our voluntary income, which is essential to support the development of services and the infrastructure of the RNID. Voluntary income is itself coming under pressure from the changing economic environment which is reducing both the capacity for direct giving and the sums available from legacies.

The RNID performs a vital role creating access and opportunities for deaf and hard of hearing people so that they can play their full part in society. Your help is even more necessary than before. Please continue to give us whatever help you can.

Gordon Hamilton
Honorary Treasurer

Charity No. 207720

Bankers: National Westminster Bank plc, 104 Tottenham Court Road, London W1A 3AW

Account No. 00732265

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

RNID Officers and Committees

Patron

HRH The Duke of Edinburgh KG, KT

President

The Rt. Hon. Lord Ashley of Stoke CH

Vice Presidents

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The Rt. Hon. Lord Chalfont OBE, PC, MC

The Rt. Hon. Lord Jenkins of Hillhead PC

Sir Peter Parker LVO

Lady Wright

Air Vice-Marshal P. F. King CB, OBE

Professor A. Kelly CBE

Mr M. Reed OBE

Dr K. Murphy

Mr J. Shapiro

Dr E. Simpson

The Reverend Canon T. Sutcliffe

Mrs W. Tumim OBE

Mr J. Whitney

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Chairman: Brigadier J. F. M. Grear OBE

Vice Chairman: J. Wilmot

Honorary Treasurer: Mr A. G. K. Hamilton

Board of Trustees

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Mr G. Wilcock (until 19.10.94)

Miss C. M. Williams

Adviser: Miss J. White

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External Relations: Mr C. Mayo (until 10.11.94)

Mr D. Adams (from 10.11.94)

Finance Committee: Mr A. G. K. Hamilton

Human Resources Committee: Miss S. M. Turner

Policy and Research Committee: J. Wilmot

Services Committee: Mrs W. Daunt

Executive Officers

Chief Executive: Mr S. Etherington (to 31.10.94)

Mr D. Alker (from 1.11.94)

Director of Group Services: Mr B. Hindson

Director of National Services and Public Affairs:

Mr K. Holweger

Director of Finance: Mr J. Taylor

Director of Operations: Ms E. Sola

Director of Research and Development: Mr D. Alker (to 31.10.94) Mr K. Fishenden (Acting Head from 1.11.94 to 30.6.95) Mr J. Edwards (from 1.7.95)

Appeal Committee

Chair: Mrs W. Tumim OBE

Members:

Lady Balfour of Burleigh (Writer, Non-Executive

Director, Cable & Wireless and W. H. Smith)

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Mr D. Livermore (Managing Director, RAC)

Mr N. Pantling (Deputy Head, Corporate Finance, Hambros Bank)

Mr O. Prenn

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Dr S. Gregory (Faculty of Social Sciences, Open University)

Mr A. Cheesman (Medical Director, Royal National Throat, Nose and Ear Hospital)

Mr V. Kumar

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RNID Midlands

117 Hagley Road, Edgbaston, Birmingham B16 8LB
Tel: 0121 455 6835 (Voice/Minicom)
0121 455 8663 (Voice/Minicom - Information only)
0121 452 1071 (Text)
0121 454 1320 (Fax)

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RNID North East

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01642 324853 (Voice - Information only)
01642 300630 (Minicom)
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01232 312033 (Minicom Answerphone, 5pm-9am)
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RNID Library

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0171 915 1443 (Fax)

RNID Medical Research Unit

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3rd Floor, Cleveland Street, London W1P 5FD
Tel: 0171 380 9308 (Voice)
0171 580 6726 (Fax)

RNID Technology, Research and Development Division

105 Gower Street, London WC1E 6AH
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0171 383 3154 (Minicom)
0171 388 2346 (Fax)
(until 1.2.96)

RNID Tinnitus Helpline

Unit 2, Pelham Court, Pelham Road,
Nottingham NG5 1AP
Tel: 0345 090210 (Voice/Minicom)

Sound Advantage (RNID)

1 Metro Centre, Welbeck Way, Peterborough PE2 7UH
Tel: 01733 361199 (Voice)
01733 238020 (Text)
01733 361161 (Fax)

Typetalk

John Wood House, Glacier Building, Harrington Road
Brunswick Business Park, Liverpool L3 4DF
Tel: 0151 709 9494 (Voice)
0151 709 8119 (Fax)
0800 592 600 (Technical help)
0800 592 593 (Billing and rebate inquiries)
0800 500 888 (Registration)

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