

RNID

Calling out for change

Annual Report & Account



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PATRON

HRH The Duke of Edinburgh KG, KT

PRESIDENT

The Rt. Hon. Lord Ashley of Stoke CH

CHAIRMAN

Mr D. J. Livermore

SECRETARY

Mr D. Alker (to 27.3.97)

Mr J. F. Taylor (from 28.3.97)

EXECUTIVE OFFICERS 1996/97

CHIEF EXECUTIVE

Mr D. Alker (to 27.3.97)

Mr J. Strachan (from 10.4.97)

DIRECTOR OF FUNDRAISING AND MARKETING

Mr A. Gosschalk (from 1.4.97)

DIRECTOR OF NATIONAL SERVICES AND PUBLIC AFFAIRS

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DIRECTOR OF CAMPAIGNS AND NATIONAL SERVICES

Mr J. Saxton (from 1.4.97)

DIRECTOR OF REGIONAL SERVICES

Ms E. Sola

DIRECTOR OF RESOURCES

Mr J. F. Taylor

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The RNID, registered as a charity (No. 207720), is a company limited by guarantee (Company No. 454169) and its governing instruments are its Memorandum of Association and Articles of Association (adopted on 28 October 1992, as amended on 18 October 1995).

I became Chief Executive in April 1997, although my involvement with the RNID goes back over 20 years. As a profoundly deaf person, I am very excited by the challenges we face in the years to the Millennium. There is a real opportunity for us to improve our lives radically. Legislative change, much greater public understanding of deafness, increased and improved service provision and technological progress will all play a part.



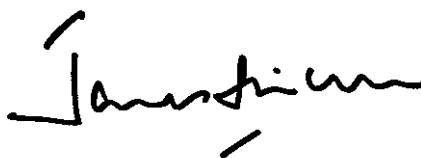
Photo: Michael Harding

We have a tremendously enthusiastic and experienced team at the RNID with a very clear sense of purpose, which has been further strengthened by a number of recent additions. Together we shall be developing those major services we currently provide, to reach more people, more effectively. Moreover, we shall also be expanding our service activities into areas where we currently have little or no presence, such as reducing the unemployment of deaf and hard of hearing people through training and job placement, creating more qualified sign language interpreters and lipspeakers, and helping parents communicate with their deaf children.

However, our service provision alone is not enough. Education and primary health care remain Government responsibilities. We believe that both the education of deaf children and the provision of hearing aids remain woefully inadequate, as is general disability legislation. Over the coming year we shall be working closely with other deafness organisations to create a single, strong campaigning voice for deaf and hard of hearing people to change this.

Advances in technology: high power hearing aids, cochlear implants, videotelephony and, in the future, voice recognition will in many cases help break down barriers and reduce unnecessary isolation. Yet above all we need to break down the barriers which come from lack of understanding. Hearing people often find it difficult to comprehend deafness and we must change that.

All this work requires much effort and resource. We are launching a new membership scheme in the autumn to give all deaf and hard of hearing people and their friends and relatives the opportunity to be part of this work and to benefit from its fruits: by contributing ideas and money, by helping us lobby and by receiving all the information and access to services that we offer. The more people that join us, the greater our chances of success.

A handwritten signature in dark ink, appearing to read 'James Strachan'.

James Strachan

BROADCASTING

This year we successfully pressed the Independent Television Commission (ITC) to improve its targets for subtitling and sign language interpretation of digital television programmes, which led to some improvements in the interim targets. In 10 years, 50% of programmes will be subtitled and 5% will have sign language.

We have also cooperated with the ITC on a subtitled and sign language version of the Code on Subtitling, Sign Language and Audio Description for Digital Terrestrial Television services.

◀ *Campaigning for equal rights outside Parliament*

Dudley Health Authority has greatly improved its services to deaf and hard of hearing people.

Health service staff have received Deaf Awareness Training, and induction loops have been installed in consulting rooms and reception areas. Five sites now have textphones and there are flashing fire alarms in the waiting areas of the main out-patients department.

“The benefits of serving deaf and hard of hearing people are plain to see,” says Moira McClean, Commissioning Manager for Public Health (*pictured left*). “We work closely with local service users and find it to be an excellent way of ensuring an ongoing two-way dialogue.”

Paul Vine, a former Court Grange student, left in 1996 after gaining his NVQ Level 1 Certificate in Amenity Horticulture. After returning to his home in Bath, staff helped him to find a suitable job.

“The College listened to me when it was time to choose a career, and gave me lots of support and encouragement,” says Paul. “I’m now working at the Royal Victoria Parks and really enjoy it here. I’m learning such a lot.”

Paul uses sign language, lipreads well and communicates easily with his colleagues. “Court Grange gave me the confidence to mix with other people. I’m much more independent now, but it’s always nice to know they are there if I need any help in the future.”

Raising Awareness

THIS YEAR REGIONAL TRAINING OFFICERS DELIVERED 620 DAYS' TRAINING TO OVER 250 ORGANISATIONS.

Our Deaf Awareness courses are still proving extremely popular and demand for general Disability Training is expected to increase. This year we have been working with the Disability Charities Consortium to develop a new training module covering all groups of disabled people, while still focusing on deafness and communication skills.

INSTALLATION SERVICE

Sound Advantage (RNID) continues to work with individuals, professionals and organisations alike. Many of them require technical assistance when installing equipment such as induction loops and we have expanded the service to address this need.

At the Royal Mail in Manchester, we were called in to run Deaf Awareness Training to help managers communicate with deaf and hard of hearing employees. "The courses brought many issues to light and made us realise the difficulties deaf people face," says Manager Lea McGowan. "Some managers didn't realise that English isn't the first language for some deaf people and that they may find it difficult to understand our written materials. We're now organising a seminar for deaf staff to explain our procedures in more detail — things like special leave and

HEAR FOR ALL AWARDS

Over the next 12 months Sound Advantage will be working closely with BT on a major new project called *Hear for All*, which will provide nationwide access to deaf and hard of hearing people through technology.

The project involves the installation of induction loops and other technical equipment in over 90 arts venues, museums and theatres. It will be accompanied by a fundraising and educational project in selected theatres and schools across the country and the launch of a new set of *Hear for All* Awards.

sick pay. An interpreter will be there, so staff will have a chance to iron out any problems they may have."

Geraldine O'Donnell, who is deaf and works with Lea, says: "Communication has improved a lot since the training. We now have three managers who can use sign language."



Barbara Hills first discovered our Information Service when she picked up a leaflet at her local hospital. Her hearing was deteriorating, and she had difficulty hearing the telephone. The leaflet prompted her to call one of our RIOs to see if they could help.

“I had no idea that you could get this kind of advice from the RNID,” she says. “The woman who helped me was courteous and knowledgeable but, above all, listened to me.”

Two days later Barbara received all the information she needed and within a week had bought a telephone amplifier which has made a tremendous difference to her life. “There should be far more publicity about this valuable service — I’ll certainly use it again.”

Charles Turrell is profoundly deaf and has Usher syndrome. A former draughtsman, he took early retirement in 1994. Shortly afterwards he went back to college to take a computer studies course — something he has been able to achieve with the help of a sign language interpreter.

“I always feel confident when there’s an interpreter around because I have access to the same information as the hearing students and can ask questions like everyone else,” says Charles. “I took my exams recently and had an interpreter there in case I needed anything or if there was an emergency.”

“I always book interpreters through the RNID. It’s quite easy, and the staff really understand the needs of people with Ushers.”

to the financial statements, as most of these properties are expected to be occupied for the foreseeable future, their value to the RNID is not necessarily affected by changes in the property market.

RESERVES

Each year the Board reviews the value of reserves it requires to be held in investments, cash and cash equivalents, which is not restricted to any particular purpose. It considers the RNID's exposure to significant loss of income and unforeseen expenditure, which cannot be offset by executive action, and the degree of risk ascribed to each such event is assessed. During the year to 31 March 1997 the requirement was established as a band from £3.25 million to £3.75 million. At the end of the year the level of these reserves was within this band.

STAFF

The number of deaf and hard of hearing people employed by the RNID remains stable and at the end of the financial year there was a total of 75, representing 7% of all employees, excluding temporary or casual employees. We are concerned to maintain an

efficient ratio of administrative staff to other staff and our central administration and finance staff presently comprise 6% of the total. Our staff are the RNID's primary asset and continue to carry an increasing workload.

During the year the policy of giving employees information about the RNID has continued through regular staff meetings and newsletters. Staff were encouraged to present their suggestions and views on the RNID's performance. In addition, a monthly staff magazine was developed this year, encouraging the flow of information in the regions.

EMPLOYING DISABLED PEOPLE

The RNID is working towards equal opportunities and is committed to a policy of recruitment and promotion on the basis of aptitude and ability without discrimination. Management pursues both the employment of disabled people 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 developing the organisation.

THE TRUSTEES

Effective partnership between trustees and staff continues to contribute significantly to our success. To ensure that the roles and responsibilities of the trustees are carried out effectively, trustees have portfolio interests which require them to have an understanding and a responsibility for specific aspects of the RNID's work.

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

TRUSTEES' RESPONSIBILITIES

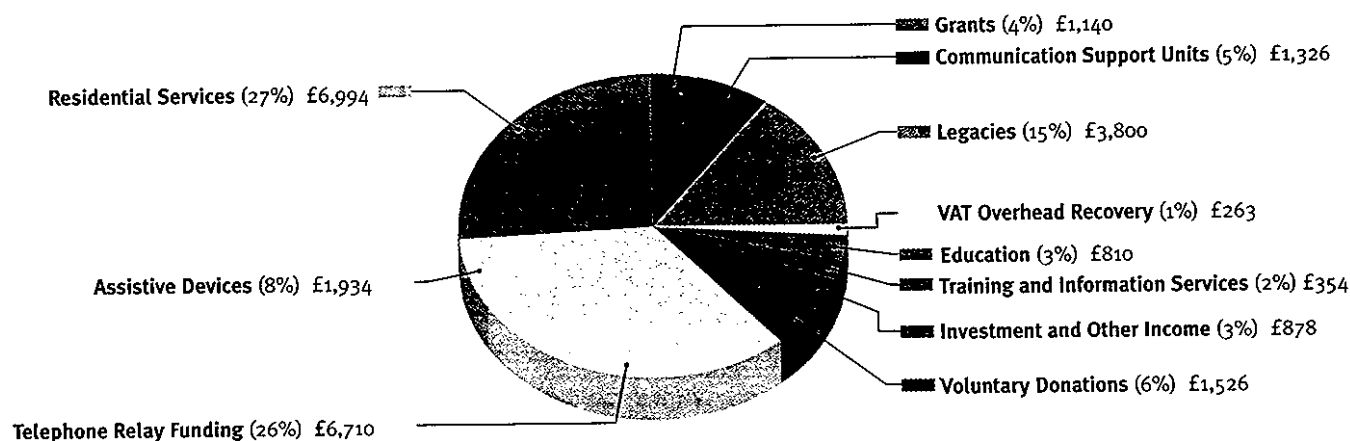
As the charity's trustees, we are responsible for the preparation of financial statements for each financial year which give a true and fair view of the charity's incoming resources and application of resources during the year and of its state of affairs at the end of the year. In preparing those financial

WHERE OUR MONEY CAME FROM AND HOW IT WAS SPENT

THE RNID RELIES HEAVILY ON VOLUNTARY INCOME TO SUPPORT ITS VITAL WORK. A SIGNIFICANT AMOUNT COMES FROM CHARITABLE TRUSTS AND FOUNDATIONS, COMPANIES AND INDIVIDUAL DONORS, AND AROUND 15% COMES FROM LEGACIES.

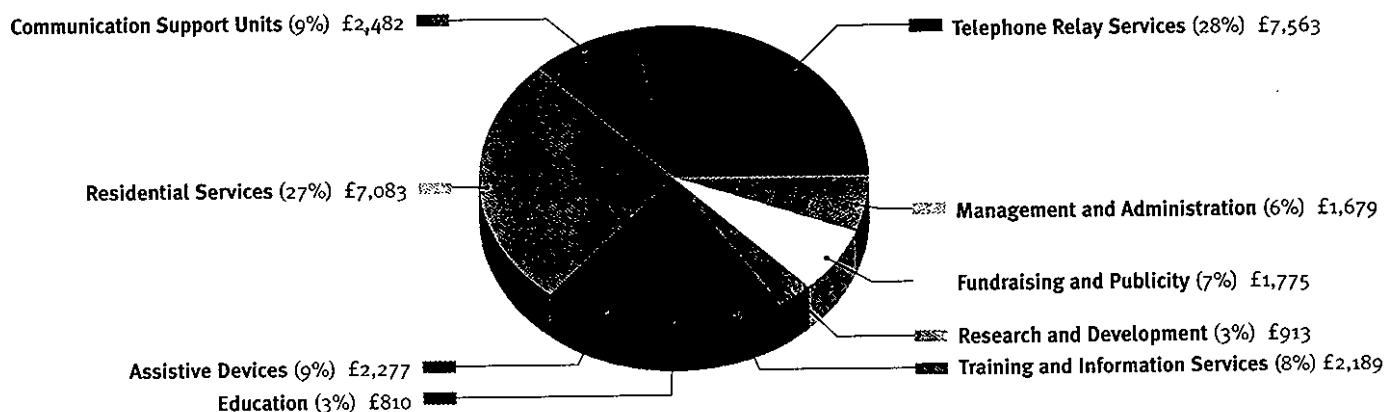
INCOME 1996/97 £'000

TOTAL: £25,735



EXPENDITURE 1996/97 £'000

TOTAL: £26,771



STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 1997



	Note	Unrestricted Funds £'000	Restricted Funds £'000	Total Funds 1997 £'000	Total Funds 1996 £'000
Income and expenditure					
Incoming resources					
Legacies		3,800	-	3,800	4,443
Voluntary donations		1,203	323	1,526	2,033
Grants		607	533	1,140	888
Telephone relay funding		-	6,710	6,710	5,533
Equipment sales - assistive devices		1,934	-	1,934	2,190
Fees - residential services		6,994	-	6,994	6,848
- communication support units		1,326	-	1,326	1,151
- education		810	-	810	629
- training		263	-	263	295
- information services		91	-	91	12
Investment and other income	2	666	212	878	1,285
VAT overhead recovery		263	-	263	-
Total incoming resources		17,957	7,778	25,735	25,307
Resources expended					
Direct charitable expenditure					
Telephone relay services	4	145	7,418	7,563	6,787
Equipment sales - assistive devices	4	2,277	-	2,277	2,356
Residential services	4	7,047	36	7,083	7,664
Communication support units	4	1,996	486	2,482	2,187
Education	4	810	-	810	713
Training	4	896	101	997	426
Information services	4	1,050	142	1,192	482
Research and development	4	896	17	913	1,284
		15,117	8,200	23,317	21,899
Other expenditure					
Fundraising and publicity	4	1,762	13	1,775	1,731
Management and administration	4	1,258	421	1,679	2,128
		3,020	434	3,454	3,859
Total resources used		18,137	8,634	26,771	25,758
Net outgoing resources for year	3	(180)	(856)	(1,036)	(451)
Other recognised gains and losses					
Gains and losses on investments - realised		36	-	36	191
- unrealised		244	-	244	641
		100	(856)	(756)	381
Net movement in funds					
Balances brought forward at beginning of year					
As previously reported		13,151	2,284	15,435	15,141
Prior year adjustment	14	-	-	-	(87)
As restated		13,151	2,284	15,435	15,054
Balances carried forward at end of year		13,251	1,428	14,679	15,435

All amounts relate to continuing activities.

All recognised gains and losses are included in the statement of financial activities.

The notes on pages 26 to 38 form part of these financial statements.

**CASH FLOW STATEMENT FOR THE
YEAR ENDED 31 MARCH 1997**

RNID

	Note	1997		1996	
		£'000	£'000	£'000	£'000
Net cash outflow from operating activities	19		(831)		(621)
Returns on investments and servicing of finance					
Interest paid		(2)		(9)	
Interest received		121		122	
Interest element of finance lease and hire					
purchase rental payments		(30)		(30)	
Dividends received		249		290	
Net cash inflow from returns on investments and servicing of finance			338		373
Capital expenditure and financial investment					
Purchase of property		(197)		(1,508)	
Purchase of other tangible fixed assets		(414)		(548)	
Sale of property and other tangible fixed assets		203		931	
Purchase of fixed asset investments		(2,588)		(2,655)	
Sale of fixed asset investments		4,016		4,119	
Cash inflow for capital expenditure and financial investment			1,020		339
Net cash inflow before financing			527		91
Financing					
Bank loans		-		(190)	
Capital element of finance lease and hire purchase rental payments		(202)		(243)	
Net cash outflow from financing			(202)		(433)
Increase/(decrease) in cash	21		<u>325</u>		<u>(342)</u>

The notes on pages 26 to 38 form part of these financial statements.

NOTES FORMING PART OF THE FINANCIAL
STATEMENTS FOR THE YEAR ENDED 31 MARCH 1997



2. INVESTMENT AND OTHER INCOME

	1997	1996
	£'000	£'000
Income from listed investments - UK	238	283
- Non UK	11	7
	249	290
Interest received	121	122
Rents and sundry income	20	21
Realised profit on disposal of functional fixed assets	25	202
Typetalk billing income	208	197
Subscriptions - See Hear magazine	107	104
Other fee income	148	349
	878	1,285

3. NET OUTGOING RESOURCES FOR YEAR IS AFTER CHARGING:

	1997	1996
	£'000	£'000
Interest payable:		
- bank loans and overdrafts wholly repayable within five years	2	9
- finance leases and hire purchase contracts	30	30
Depreciation	808	888
Payments under operating leases:		
- land and buildings	234	326
- other	440	416
Auditors' remuneration:		
- audit	27	26
- other services	46	12
- relating to previous year	17	-

The Institute has entitlement to legacies of approximately £300,000 (1996 - £ Nil), of which £139,000 has been received after 31 March 1997. These amounts have not been included in the accounts.

NOTES FORMING PART OF THE FINANCIAL
STATEMENTS FOR THE YEAR ENDED 31 MARCH 1997



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					TOTAL Other	GRAND TOTAL
	Freehold	Long leasehold	Short leasehold	TOTAL Property	Fixtures, fittings & furniture	Computer equipment	Other equipment	Motor vehicles		
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Cost or valuation										
At 1 April 1996	8,265	48	1,485	9,798	1,635	852	1,577	709	4,773	14,571
Additions	153	-	44	197	142	218	54	96	510	707
Disposals	(135)	-	-	(135)	-	(15)	-	(100)	(115)	(250)
Assets fully depreciated now written off	-	-	-	-	(463)	-	(366)	-	(829)	(829)
At 31 March 1997	8,283	48	1,529	9,860	1,314	1,055	1,265	705	4,339	14,199
Depreciation										
At 1 April 1996	361	-	323	684	1,220	487	1,037	373	3,117	3,801
Charge for year	134	-	101	235	115	212	115	131	573	808
Disposals	-	-	-	-	-	(5)	-	(67)	(72)	(72)
Assets fully depreciated now written off	-	-	-	-	(480)	-	(349)	-	(829)	(829)
At 31 March 1997	495	-	424	919	855	694	803	437	2,789	3,708
Net Book Value										
At 31 March 1997	7,788	48	1,105	8,941	459	361	462	268	1,550	10,491
At 31 March 1996	7,904	48	1,162	9,114	415	365	540	336	1,656	10,770

The net book value of tangible fixed assets includes an amount of £279,000 (1996 - £497,000) in respect of assets held under finance leases and hire purchase contracts. Total depreciation charged on these assets during the year amounted to £87,000 (1996 - £168,000).

All freehold and leasehold properties were valued by Messrs Erdman Lewis on 4 July 1994, and the Headquarters, Sound Advantage premises and South East Office were valued by Cotton Thompson Cole in May 1997. The trustees believe that the market values of certain freehold properties may be less than their book values. However, as these properties are intended to be occupied by the Institute for the foreseeable future, their value to the Institute is not necessarily affected by the 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 £96,000 (1996 - £308,000).

NOTES FORMING PART OF THE FINANCIAL
STATEMENTS FOR THE YEAR ENDED 31 MARCH 1997



8. FIXED ASSET INVESTMENTS

	1997	1996
	£'000	£'000
Market value of listed investments	3,965	4,919
UK	3,129	4,045
Non UK	836	874
	3,965	4,919

Included in investments is Treasury 8% Stk 2003 representing more than 5% by value of the total fund.

	1997
	£'000
Cost	
At beginning of year	4,381
Additions	2,782
Disposals	(3,745)
At end of year	3,418

9. STOCKS

	1997	1996
	£'000	£'000
Assistive devices and publications	292	140

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

NOTES FORMING PART OF THE FINANCIAL
STATEMENTS FOR THE YEAR ENDED 31 MARCH 1997



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

	1997	1996
	£'000	£'000
Obligations under finance leases and hire purchase contracts	148	189
Long term loan	115	115
Other creditors	71	-
	<u>334</u>	<u>304</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.

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

	1997	1996
	£'000	£'000
Within 1 - 2 years	77	91
Within 2 - 5 years	63	80
After 5 years	8	18
	<u>148</u>	<u>189</u>

NOTES FORMING PART OF THE FINANCIAL
STATEMENTS FOR THE YEAR ENDED 31 MARCH 1997



15. RESTRICTED FUNDS

	Movement in Funds			
	Balance 1 April 1996	Incoming Resources	Expenditure, Gains and Losses	Balance 31 March 1997
	£'000	£'000	£'000	£'000
BT- Text Users' Rebate Scheme	-	933	(833)	100
BT- Typetalk	1,351	5,777	(6,585)	543
BT- CSU Training	100	-	(100)	-
P.G. Harlow Trust	94	4	(17)	81
Littlewoods Lotteries CSU	38	110	(148)	-
Merseyside Development Corp re Harrington Dock	205	4	(42)	167
Redbridge and Waltham Forest H.A.	-	129	(43)	86
Sensory Resources- Londonderry	48	90	(93)	45
Other	448	731	(773)	406
Totals	2,284	7,778	(8,634)	1,428

Included within "Other" are 63 restricted funds with no individual fund having a balance nor income/expenditure greater than £81,000.

Typetalk and the Text Users' Rebate Scheme are fully funded by British Telecommunications Plc. They provide access to the telephone network for deaf people.

CSU Training is sponsored by British Telecommunications Plc. This was used in funding communication support and interpreter training.

The P. G. Harlow Trust funds the education and training of a deaf student.

Littlewoods Lotteries CSU provides nationwide access to sign language interpreters and lipspeakers, computerised and manual notetaking services, and deafblind interpreter-guides.

Merseyside Development Corporation provided a grant to subsidise the building costs of the second Typetalk unit.

Redbridge and Waltham Forest H.A provided a grant to research and establish a resource centre for deaf and blind people.

Sensory Resources is a collaborated venture between the Institute, RNIB, Guide Dogs for the Blind, Sense and Foyle Health and Social Services Trust to provide sensory services in the north west of Northern Ireland.

18. 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 1995 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 9.5% 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 1997 the trustees were :

Mr J. Shapiro
Mr D. A. King
Mrs L. Tawse
Mrs C. Pamphlett
Mr R. Eldridge

Mr D. A. King was elected by a ballot of pensioners, and Mrs C. Pamphlett and Mrs L. Tawse were elected by members of the pension scheme.

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Account No. 00732265

Solicitors

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Company No. 454169

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from the RNID at the address on the back cover.*