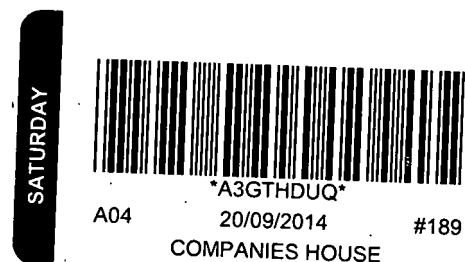


DEAFBLIND UK AND ITS SUBSIDIARIES
ANNUAL REPORT AND FINANCIAL STATEMENTS
31 MARCH 2014



Charity Number 802976

Company Registration Number 02426281

deafblinduk

**about
me**
your care, your way

deafblinduk
trading ltd

i decide
your support, your way

DEAFBLIND UK AND ITS SUBSIDIARIES

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2014

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DEAFBLIND UK AND ITS SUBSIDIARIES

MEMBERS OF THE BOARD AND PROFESSIONAL ADVISORS

YEAR ENDED 31 MARCH 2014

The Board of Trustees

R Sandford (Chair)	deafblind
D Evans	deafblind
S Arnall Henry	deafblind (<i>deceased 28 August 2014</i>)
P Skivington	deafblind
G Lister	
E Bates	
J Greenhalgh	
P Voller	deafblind (<i>appointed 3 October 2013</i>)
J Richards	deafblind (<i>appointed 3 October 2013 and resigned 19 March 2014</i>)

Company Secretary

D Stonehouse

Chief Executive

J Skipp

Registered Office

National Centre for Deafblindness
John and Lucille van Geest Place
Cygnet Road
Hampton
Peterborough
PE7 8FD

Auditor

Baker Tilly UK Audit LLP
Abbotsgate House
Hollow Road
Bury St Edmunds
Suffolk
IP32 7FA

Bankers

Barclays Bank
Peterborough Business Centre
Peterborough
PE1 1XE

DEAFBLIND UK AND ITS SUBSIDIARIES

ANNUAL REPORT OF DEAFBLIND UK AND ITS SUBSIDIARIES

YEAR ENDED 31 MARCH 2014

The Trustees, who are also Directors for the purpose of the Companies Act, have pleasure in presenting the report and the financial statements of the charity and subsidiary companies for the year ended 31 March 2014.

MESSAGE FROM THE CHAIR AND CHIEF EXECUTIVE

We look back on 2013 to 2014 with pride and gratitude. We are extremely proud of all employees and volunteers here at Deafblind UK and our group of organisations. We are immensely grateful to all the individuals, volunteers, Charitable Trusts and Foundations that have supported our work.

Time and again, our members say that we give them something to look forward to – a reason to live. With limited or no vision and limited or no hearing the simple things in life can be an enormous challenge. With the support of many people we improve lives – and we will continue to do so, on a wider scale across the UK, by building on this success in the future.

Our many willing volunteers are supported by a motivated team of Project Officers. People may simply want a companion; they may have a question about their entitlements; or they may be very keen to join a local group and meet other people with combined sight and hearing loss. Deafblind UK is there when people need that support or service, and enables them to access the community around them.

Our subsidiaries, About Me Care and Support Limited (About Me) and I Decide Limited (i-decide) deliver key services to people in their own homes in a way that is personal to them and enables them to live the independent lives they choose. Deafblind UK Trading Limited (Deafblind Trading) has been meeting the needs of other organisations that need places to meet, network and share ideas.

2013 to 2014 was a positive year for us. We built strong relationships with our supporters, other voluntary groups and agencies and have a growing network of volunteers. We look forward to continuing to grow and develop this positive work through 2014 and into 2015.

We are very sad to advise that Sarah Arnull Henry passed away on 28th August 2014. Sarah had been a Trustee since 2001, she brought a range of useful skills, experience and insight to our Charity for which we have been particularly appreciative. Sarah's contribution to the organisation will be greatly missed.

It is with great pleasure that our Board of Trustees present our annual report and financial statements for 2013 to 2014.

Very best wishes

Dr Rosemary Sandford
Chair

Jeff Skipp
Chief Executive

DEAFBLIND UK AND ITS SUBSIDIARIES

TRUSTEES REPORT

YEAR ENDED 31 MARCH 2014

STRUCTURE, GOVERNANCE AND MANAGEMENT

LEGAL STATUS AND GROUP

Founded in 1928 by deafblind people and their carers, Deafblind UK is a registered charity (registration number 802976) and company limited by guarantee and is governed by its Memorandum and Articles which give deafblind people full voting rights as members of the company.

Deafblind UK's Board of Trustees (herein called Directors) have established a group of organisations to support the work of Deafblind UK. These comprise of Deafblind UK Trading (Company No. 5082057), About Me Care and Support Limited (Company No. 7945990) and I Decide Limited (Company No. 08045589).

TRUSTEES' RESPONSIBILITIES

The Trustees are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for the charitable company for each financial year. Charity law requires the Trustees to prepare group financial statements for the charitable company and its subsidiary undertakings. The financial statements must be prepared in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law) and are required to give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources of the group for the year. In preparing the financial statements the Trustees are required to:

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

The Trustees are responsible for keeping accounting records that disclose with reasonable accuracy at any time the financial position of the charity and the group and enable them to ensure that the financial statements comply with the Companies Act 2006, and regulations made thereunder.

They are also responsible for safeguarding the assets of the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of the financial statements and other information included in annual reports may differ from legislation in other jurisdictions.

The Trustees have confirmed that so far as they are aware, there is no relevant audit information of which the charitable company's auditors are unaware, and that they have taken all the steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

DIRECTOR RECRUITMENT, INDUCTION AND TRAINING

The Board of Directors is elected by the deafblind members. The Board must include a minimum of 50% deafblind Directors.

The Board of Directors are responsible for the strategic direction and policy of the organisations and identify priorities through a five year planning process. To summarise, decisions are taken at quarterly Board meetings and through day to day contact with Directors where required. Directors do not receive a salary but may claim

DEAFBLIND UK AND ITS SUBSIDIARIES

TRUSTEES REPORT

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out of pocket expenses for attending meetings.

When recruiting new members to the Board, existing Directors are clear about the charity's purpose and aims. They also understand their broader duties and responsibilities which are clearly defined in their role descriptions, to ensure both that they are acting in the best interests of the Charity, the Group and that they are in a position to explain to new Directors what is required of them. All new Directors follow an agreed induction plan.

Deafblind UK remains committed to ensuring the Board is predominantly made up of people who are deafblind or have a combined sight and hearing loss to ensure as an organisation that the Board reflects the members they serve. A recruitment plan is in place which identifies any Deafblind UK members who may be interested in applying for roles on the Board.

MANAGEMENT

The Chief Executive takes responsibility for the delivery of strategy and policy determined by the Board and has delegated decision making powers agreed in advance by the Directors. The Chief Executive meets regularly with Board members and Directors are called upon if support with individual issues is required. Quarterly Board meetings enable the Board to review the management of the organisation.

The management of specific work areas and departments is further delegated to the Senior Management Team which comprises of a Director of Corporate Services (including Deafblind Trading), Director of Charity, Director of About Me and Director of i-decide. Day to day work is further delegated to Heads of Department.

RISK POLICY

The Directors are responsible for the management of the risks faced by Deafblind UK and the group. Risks are identified, assessed and controls established throughout the year.

The key controls used include:

- formal agenda for Board activity
- comprehensive strategic planning, budgeting and management accounting
- established organisational structure and lines of reporting
- formal written policies
- hierarchical authorisation and approval levels

PUBLIC BENEFIT

In setting our activities and objectives each year we refer to the Charity Commission's general guidance on public benefit. The Directors always ensure that the activities, services or programmes we undertake are in line with our charitable objects and aims.

The activities currently carried out for the public benefit by the charity can be broadly categorised into the following groups of programmes:

Support Services – We provide a portfolio of support services to deafblind people to enable them to live independently and to interact with their local communities.

Specialist Services – We provide training to professionals working with deafblind people to promote deafblind knowledge, skills and professionalism and long term work to enable deafblind people to receive quality services. We provide communication support for deafblind people to attend medical appointments to cut down on waiting time and enable health professionals to fully address deafblind people's health needs.

Community Services – Providing peer support groups to deafblind people in settings outside of their homes and enabling deafblind people to take an active role in their communities. We build a network of volunteers from the

DEAFBLIND UK AND ITS SUBSIDIARIES

TRUSTEES REPORT

YEAR ENDED 31 MARCH 2014

local community to provide support to deafblind people and we work in partnership with local agencies and local authorities to support the sustainability of these peer support groups.

Policy, Information and Advice – We enable carers and family to gain support, respite and improved morale. We help deafblind people to maintain their independence by increasing their access to the information and advice they need and provide them with information in a format they can read, e.g. Braille.

Finally, we monitor the way our services reduce social isolation, increase confidence, improve mental health and well-being and we feed this into our future planning for the growth of our activities, services and programmes. We do this by having regular meetings with service users, satisfaction surveys and group forums.

AIMS AND OBJECTIVES

DEAFBLIND UK

VISION

Deafblind UK's vision is that people who are deafblind or have a combined sight and hearing loss should have equal rights, access and opportunities as all other citizens within society.

The aims and objectives of Deafblind UK as an organisation follow our mission statement.

MISSION STATEMENT

Deafblind UK is an organisation of and for people who are deafblind or have a combined sight and hearing loss. We will champion the rights and interests of all people who are deafblind or have a combined sight and hearing loss and will deliver quality services to support individuals to have autonomy and control over their lives.

We will achieve this by:

- Ensuring our Board of Directors is predominantly made up of people who are deafblind or have a combined sight and hearing loss. We will only invite sighted hearing people to join the Board where we have been unable to recruit the required expertise in a specific area from such people.
- Raising public and professional awareness of the needs of people who are deafblind or have a combined sight and hearing loss.
- Working in partnership with deafblind people, public bodies, other voluntary organisations and the independent sector to provide information, advice and guidance alongside appropriate support and advocacy services to deafblind people and people with a combined sight and hearing loss.
- To directly provide independent living services which promote and enable individuals to have choice and control over their lifestyle and support their need for equality.
- To campaign for legislative or social change to promote and enhance equal access and inclusion for deafblind people and people with combined sight and hearing loss.

The Deafblind UK group structure was set up explicitly to further the above vision and mission with subsidiary aims being mentioned under each specific organisation.

DEAFBLIND UK AND ITS SUBSIDIARIES

TRUSTEES REPORT

YEAR ENDED 31 MARCH 2014

ABOUT ME

Following the set-up of About Me as a separate social enterprise and a subsidiary of Deafblind UK, we have been able to begin to implement our business plan. Within this plan, our overarching aims were set in promises - we promised to develop our services, develop our reputation for excellence and to develop our people. We continue to be compliant under CQC, however, we strive for excellence and have worked hard to go beyond compliance and establish continuity in terms of service delivery with a positive and seamless service for our customers which places them in control.

We are enhancing our training and induction plan for existing and new staff, again, going beyond the expectations of CQC, this will enable us to attract and retain high quality staff. With the introduction of peripatetic staff in our regional areas this has given the service some flexibility and enabled the organisation to develop a more responsive way of delivering a service which is more aligned to the personalisation agenda. Having greater flexibility within our support teams will support About Me to grow and develop new packages of support and care which provides us with a greater degree of confidence about being able to deliver care at short notice. On a day to day basis the peripatetic role will also help us achieve a delivery rate of 100% and reduce the risks of our customers having support altered at short notice when their regular support worker is absent.

With the introduction of a Head of Marketing & Customer Relations and a new Head of Operations, there is more focus on marketing, business development and growth.

I-DECIDE

2013/2014 was a very busy year in i-decide where we established ourselves in the marketplace, whilst continually improving and re-engineering our services. As a start-up, we were under no illusions about the difficulties we faced and the problems we would incur trying to enter a crowded marketplace. However, we have always believed that what we are trying to do is different and our main service objectives were to establish a name for quality and price.

The quality of our services, the commitment we have to support our customers whilst being competitive on price were not only our aims for 2013/2014, but they are at the centre of values and ethics. Individuals receiving social care funding should receive an excellent service at all times and we aim to establish i-decide as one of the key providers across the country over the next five years.

Our key objectives in 2013 to 2014 were to:

- Develop the two areas of Gloucestershire and Wandsworth by working with the local authorities and partner agencies.
- Open a third site, preferably in the North of England.
- Identify two further locations to open services, taking the number of local authority areas in which we operate to five by the end of the financial year.

AUDITOR

A resolution to appoint Baker Tilly UK Audit LLP for the ensuing year was proposed at the Annual General Meeting in accordance with section 385 of the Companies Act 2006.

Approved by the trustees on..... 12 TH SEPTEMBER 2014



D STONEHOUSE
Company Secretary

DEAFBLIND UK AND ITS SUBSIDIARIES

STRATEGIC REPORT

YEAR ENDED 31 MARCH 2014

ACHIEVEMENTS AND PERFORMANCE

DEAFBLIND UK

Deafblind UK offers many services to deafblind people in the community, both via local staff and volunteers and via support from central teams – including accessible information and advice, a magazine for deafblind members and bespoke guidance and advocacy on various individual cases.

WITH OUR THANKS

Deafblind UK's ability to serve deafblind people is reliant on the kind financial support of a wide range of donors. These financial partners have enabled us to provide a positive impact to the lives of deafblind people.

In the last year support from individuals, local community groups, Charitable Trusts and organisations including the Big Lottery Fund and the Department of Health has made possible many services, including some very specific programmes. We greatly appreciate the faith that they show in our organisation, in many cases year after year.

We have also been gratified to benefit from many legacies during the year and pay tribute to those who thoughtfully and generously supported us in this way.

COMMUNITY SERVICES

Our Community Service Teams exist to actively engage with, listen to and support deafblind members and family carers using direct one to one interaction, specialist communication and guiding skills and various forms of technology.

Our teams comprise of local paid staff in many locations countrywide (supporting groups and/or outreach) and paid staff based in Peterborough who provide services across the country to members and teams (delivering volunteer recruitment, training, information technology, guidance and casework support).

All areas are supported by dedicated volunteers – who fulfil a vital range of roles, including telephone advice, befriending, home visits, digital inclusion support, assisting peer support group activity and administration.

OUTREACH, HOME BEFRIENDING AND PEER SUPPORT

Deafblind UK now has 42 peer support groups countrywide which continue to be very popular. They provide much needed company and friendship as well as increasing independence.

The numbers of members attending, and volunteers supporting this service, have steadily increased throughout the year. Currently 15% of our membership is registered with these groups.

NORTHERN IRELAND

In the last year, with thanks to the Big Lottery Fund, we were delighted to start an outreach service for older people in Northern Ireland. Under the Connecting Older People programme the project has established four new groups, in an area where Deafblind UK has previously only had limited presence. Our new team has effectively begun a process of raising awareness, networking and building partnerships locally. Since the project started membership in Northern Ireland has doubled (approx. 30 new members) and existing members are getting levels of support that were not possible in previous years.

WALES

Operating as Deafblind Cymru, our charity now has a significant presence in Wales. We remain very grateful to the Big Lottery Fund for its third year of support for our In Touch Wales Outreach service. This is aimed at supporting older deafblind people in their homes and to access or reconnect to their community and has been very successful.

Over the life of the project (the last 2 ½ years) the service has received 389 referrals – 93% from new members. Of these, 178 members have been matched to a total of 123 volunteers.

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More widely Deafblind Cymru's provision of 12 Deafblind Peer Support Groups continues to be well received by our members, and we are grateful for considerable charitable trust and local community support that has enabled us to maintain this work.

ENGLAND

Essex offers a good example of a longstanding user led peer support service. Criss-crossed over one of the largest counties are 12 social groups that meet monthly for lunch, activities and a chat. Friendships are strong in the groups with many people having attended for a number of years. Smaller 'coffee clubs' that last about an hour also enable a couple of people (or a small group) with dual sensory loss to meet up.

With the kind support of the Big Lottery Fund, our Community In Touch Project continued to be very well received in its second and third year of operating – maintaining nine Peer Support groups in East Anglia, the West Midlands and London. Great efforts have been made to make the groups sustainable and to connect them into wider community outreach in their areas. We are very pleased at the levels of local referral support and good will that has been generated around the groups and the loyalty of many volunteers who have become firmly attached to the life of the projects.

Our London Outreach Project is a befriending project aimed at identifying new members and volunteers, setting up befriending relationships across London. With support from City Bridge Trust one key aspect has been to try to tackle and prevent depression amongst some of the oldest and most vulnerable Londoners there are. The small team of two has been very effective in London in the last year (entering the second year of the project) – making significant impact on the lives of members. 192 visits have been made to vulnerable members in their homes and 17 new befriending relationships have been developed to help members access their community and break the isolation they feel in their own homes.

VOLUNTEERING PROGRAMME

Deafblind UK provides befrienders to people in the community who would like a bit of company; this could be someone like David who visits their home, Jan who calls four people once a week for a chat over the telephone or Michael who corresponds with two deafblind people by email. The recruitment of our Volunteering Programme Manager during the year has helped to move forward the recruitment, training and support of volunteers dramatically. We have been able to take stock, engage with our volunteers and better define those who are with us. It has enabled us to identify the best roles for individuals and improve our matching to members. Our methods of recruitment and placement have improved and our mentoring support for volunteers who give us their time is also improving.

We have also recruited, inducted and trained four administration volunteers to work at our Head Office to help out with the process of volunteer recruitment itself, allowing staff to concentrate on matching and mentoring. Over the last year many deafblind members who have not been able to be supported previously have received some volunteer support. As a result of this we have seen an increase in volunteer numbers, currently standing at 285.

INFORMATION AND ADVICE

The Information and Advice Line is one of Deafblind UK's oldest and most valued services and takes and makes calls to our members, their carers and professionals. The line is staffed by volunteers.

In the last year we have been pleased that we have been able to bring in some changes that have been well received and improved the service for members and the enjoyment and relationships for the volunteers who run the line in their roles. This was achieved by splitting the volunteer team and workload into geographical regions. This means volunteers in Peterborough can link with staff teams in that local area and be part of their team. The volunteers have reported that they feel they are making more of a difference and giving a more consistent service to the members. The Information and Advice Line volunteers increased from 7 to 11 in the last year.

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Our quarterly magazine, Open Hand has continued to receive positive feedback from members and professionals.

DIGITAL INCLUSION

Deafblind UK's Digital Inclusion Project (DI) has made good progress during the last year – in that staff, volunteers and members are all becoming more familiar with the opportunities that may be available via technology. 60 members in the year have undertaken a consultation about DI and indicated interest in pursuing the opportunity to get involved with the project. Work is ongoing to find volunteers to support and help members to make full use of 'off the peg' devices in ways that can benefit their life, e.g. using Skype to communicate with family or zoom technology to read a newspaper. During the year many donors kindly supported the work of our officer and towards a project to set up an accessible Digital Inclusion suite at Rainbow Court in Peterborough for deafblind people.

AWARENESS AND CASEWORK

Our advocacy service provides bespoke one to one high level casework support for deafblind people and covers a wide range of topics. This service can uniquely cater for the full range of needs that an individual may have. Our caseload has grown steadily throughout the year and we opened 21 new cases in the last quarter alone. The feedback from the results of our casework service has been really positive. In the future we will include the provision of welfare benefit support (up to tribunal level) and this will enable more deafblind people to appeal benefits decisions made during the current austerity measures.

The range of casework topics that people require support with are varied and can cover social care provision, benefits, counselling services, bi-directional hearing aid sound, access to medications and child protection issues. Our Caseworker has visited a number of our social groups across the country to discuss and promote casework including the well-received awareness talks. The awareness talks have led to discussions about the Care Act, access to health services and other specific issues people wanted to raise face to face and in a group setting.

We have also delivered awareness sessions about deafblindness that can influence the services being offered to people with sensory loss. These have been particularly successful in Birmingham, Stafford and Camden.

We have focused our campaigns work and responses to formal consultations on welfare reforms and social care – the two main topics that relate most to our members. The introduction of Personal Independence Payments (PIP) has been a significant area of work as our members gain more information about PIP and how it relates to them. We have applied to join the government's DWP PIP implementation group to further our involvement and we will continue to respond to any government consultations about these reforms. The Care Act 2014 will be updated next year and in some instances there will be changes to social care practice. We are involved in several consultations about any changes.

ABOUT ME

About Me provides a range of personalised, community inclusive care and support to people with a sensory impairment (single or dual sensory loss), who may have additional complex needs such as a learning disability or mental health problems.

Our purpose is to expand the opportunities, choice and control that people with a sensory impairment have within social care and ensure that our services meet their individual needs and aspirations. We aim to achieve this by recognising the individual significance of everyone in our service by offering a personalised approach and providing creative and innovative solutions for people to achieve independent living.

DEAFBLIND UK AND ITS SUBSIDIARIES

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YEAR ENDED 31 MARCH 2014

As well as providing 24hr care and support we also offer the following services:

- Communication guiding and training
- Awareness training
- Support for hospital visits
- Specialist assessments
- A supported living service for people with a dual sensory loss

INDEPENDENT LIVING SERVICES

With the ongoing financial climate, austerity measures and budgets being squeezed within local authorities, About Me has certainly felt its challenges. Whilst expecting to deliver quality services at lower prices, we have reviewed our operations and marketing structure and by doing this we have identified that in order to develop the business, a re-structure of operational staffing was necessary. We are confident that in the last three months of the financial year, we are in a better position to take the business forward and reach targets set in our business plan. The implementation of both strategic and tactical marketing plans means that steady growth is forecast over the next year.

Over the coming financial year it is About Me's intention to build on promoting the services with a continued focus on marketing and business development. A marketing toolkit has been developed, with a re-vamped brochure, video and case studies. These will be used for direct marketing to increase the uptake of About Me services. Since January 2014 we have visited over 20 Local Authorities – including social work teams and Commissioners to understand their challenges and work with them to deliver the services they need for local people. Understanding Local Authority challenges and market positioning statements will help us to shape services for the future.

SPECIALIST COMMUNICATION SERVICES

This service has been of great value to our customers, especially where medical appointments are concerned. A survey by Deafblind UK revealed how access to health services is often denied to deafblind people and highlighted several areas of improvement for the NHS and medical professionals. About Me provides a communicator guide to help to break down barriers, enable people to make informed decisions regarding their own health and help them to receive the correct information being given by the medical professional. We have seen a steady increase in the number of referrals over the last year and this will be an area to build on with direct marketing over the coming months.

Specialist training has also continued to thrive with a dedicated Training Officer to support the promotion of services – demand has been high, with 24 days training being completed by external professionals and internal staff across Deafblind UK, About Me and i-decide. About Me has joined with Deafblind UK to deliver free sensory awareness training sessions to social work teams. For lots of Local Authorities there seems a real challenge when trying to identify people who have a single or dual sensory loss particularly for people who may have a learning disability or mental health issue. Therefore, by running the sensory awareness training for these groups we have been supporting them to bridge that gap and enable them (as professionals) to recognise and consider sensory loss when determining services.

SPECIALIST ASSESSMENTS

With the impending Care Act many Local Authorities have been cautious about what they may see as 'contracting out' their responsibility when it comes to specialist assessment. Although we have seen no decline in this service, it is certainly an area that remains high on the agenda in terms of social care provision.

RAINBOW COURT – SUPPORTED HOUSING SCHEME/SERVICE

The service continues to attract attention from across the country as a unique environment for deafblind people to live independently in a secure environment with the appropriate support. About Me provides the services to people living at Rainbow Court and Deafblind UK operates the landlord function.

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At present we have 14 individual tenants, one person resident under a short term license and one couple occupying 16 flats. We have one vacancy which we are promoting through social media and direct marketing.

I-DECIDE

i-decide provide Direct Payment support services throughout the Country operating in 7 Local Authorities, but we are looking to grow and develop throughout the UK. Our services include:

- Information, Advice & Guidance
- Supporting Planning
- PA Recruitment
- Payroll Services
- Managed Accounts
- Employer Support (HR, DBS Checks, Shortlisting, Interviewing, Training, etc.)
- Customer and PA Forums, including virtual forums

Our aim to provide first class services where we put the customer at the centre of our support. We believe i-decide provides a new and innovative offering that really looks to draw on all aspects and opportunities in the community to enable the customer to have control of their support, with i-decide in the background assisting when required.

i-decide uses technology where possible to simplify the process, examples include:

- PA Finder Microsite – with some funding from Skills For Care we have created a microsite attached to the i-decide website that allows employers to search for PAs online and in their own time.
- Electronic Clocking System – with the support of the Deafblind UK Group we have been able to offer a free telephone clocking service for customers to access. This service enables employers to keep track of the hours worked without the need for paper timesheets.
- Skype/Twitter/Facebook/Website – i-decide has a significant online presence with over 550 followers on Twitter. We use Skype wherever possible to talk to customers our staff teams and reduce our costs.

We have been delighted by the development of our services over the last year and regularly receive feedback from customers and professionals praising our ethos. This has affirmed our belief that our model is needed and we intend to continue rolling it out throughout the next few years.

Our service in Gloucestershire has been a great success with 40 customers at the end of this financial year. The numbers are increasing every week and we have a strong presence and reputation which we will build on in 2014/2015.

Our growth in Wandsworth was significantly slower. However; we still managed to establish ourselves as one of the leading Direct Payment support service providers in the Borough and had 11 customers at the end of the year.

i-decide became approved providers in February 2014 for payroll in Bracknell Forest and will commence our first Personal Health Budget Framework in Corby Nene in April 2014.

We were also successful at being approved on the Leicester City framework for services to start in April 2014. This is a good contract to be involved with as Leicester has a high percentage of users receiving Direct Payments and they wish to develop this further to reach 50% by March 2017. As exponents of direct payments we are delighted to be involved at such an exciting stage.

DEAFBLIND UK AND ITS SUBSIDIARIES

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Our first big success was securing the sole provider contract for Direct Payment support services in The London Borough of Redbridge which will commence in April 2014. Redbridge has a high number (1,000) of direct payment recipients and i-decide has been commissioned to support all new and current service users. The contract is for three years with a possible two year extension and we are looking forward to working closely with the authority to develop a quality service for all users.

We have been able to secure very good premises in our new operating areas of Leicester and Redbridge. We are based in community hubs in both locations, Voluntary Action Leicester and The Living Well Resource Centre, Romford. We will continue to look to base i-decide in similar premises as we grow. The partnership opportunities are key to us as we embed ourselves in the local community.

In order to achieve excellent customer service we have had to ensure our recruitment process is rigorous and robust. We are looking for particular individuals who have the passion, drive and ambition to support and enable individuals. We have been very pleased by the staff we have been able to recruit and we are confident that the current small staff team will continue to drive i-decide forward in 2014/2015 and beyond.

SUPPORTING OUR WORK

GROUP CORPORATE SERVICES

Our Group Corporate Services bring together our finance, ICT and HR teams. These teams are key and provide a crucial supportive role to the rest of our group of organisations. Our conference department provides a bespoke event service with purpose built conferencing facilities which meet the needs of other organisations that need to meet, network and share ideas. This not only increases the awareness of Deafblind UK it also brings in valuable funds all gifted back to the charity. This area has recently been reviewed and we look to grow not only income levels over the next 12 months, but also our portfolio of clients.

MARKETING AND COMMUNICATIONS

Our marketing and communications team have continued to work closely with our teams and the other organisations supported by Deafblind UK. The team has continued to develop content for our websites and social media portals. This has raised vital awareness of each organisation and shown the general public, third sector and our supporters the varied work we do and how to support us and engage with us. Our marketing team has also created portfolios of materials such as banners, leaflets, videos, etc., with each organisation to better promote our work.

We have been doing a review of our client and fundraising databases, with the intention of implementing new systems in 2014/2015.

We are continuing to work closely with Deafblind UK teams to develop fundraising and marketing plans to promote the profile of the organisation, our work and our social enterprises.

PLANS FOR THE FUTURE

We believe that the impact of the government spending cuts will continue to have a negative impact on the lives of deafblind people. Significant reductions in welfare spending alongside cuts to local authority budgets will affect deafblind people who are dependent upon benefits and receive social care services. The cuts will also further isolate an already marginalised group within society and have a further negative impact on health and wellbeing. Therefore, our plans as an organisation need to focus on how we can deliver more services to deafblind people within a constrained financial environment. We plan to achieve this as follows:

DEAFBLIND UK

We are committed to enabling people with combined sight and hearing loss to live independent and fulfilling

DEAFBLIND UK AND ITS SUBSIDIARIES

STRATEGIC REPORT

YEAR ENDED 31 MARCH 2014

lives and to overcome the isolation that is so prevalent with the disability through access to information, social interaction and opportunity.

Our aim is to deploy our Community Service Teams (comprising staff and volunteers) in as many areas of England, Wales and Northern Ireland as resources allow. They will continue to serve members via:

- regular home visits
- recruiting and placing volunteer befrienders
- undertaking member need assessments/follow-up
- digital inclusion support
- casework support/input and advising on policy
- information and advice
- local awareness raising

and, as appropriate/funding permitting

- organised social activities
- deafblind peer support groups/coffee groups (we will maintain our Peer Support Group network of approximately 40 across the country)

These services will continue to be supported by our centrally based Digital Inclusion Officer, Volunteering Programme Manager, Information and Advice Line and Advocacy, Rights and Awareness Manager.

All members will continue to be provided with the quarterly members' magazine Open Hand.

In the next year we will:

- maintain our on the ground outreach in London, North Wales, South Wales, Essex and East Anglia
- develop our newly started work in Northern Ireland
- establish new outreach in Yorkshire, NW England and the Midlands

ABOUT ME

We will continue to review and improve our services and use the tools we have developed to promote our services. From our visits to Local Authorities we have listened to their challenges and where the gaps are and we will be responding to those by looking at a more outcomes focused service; developing a tool to measure compliance and outcomes. We also want to explore housing and supported living opportunities within Local Authorities and potentially look at expanding our services to children.

I-DECIDE

i-decide now operates in seven local authority areas and we intend to grow this to a minimum of 10 by the end of 2014/2015. The organisation is still looking to establish ourselves in the North of England, as well as other parts of the UK such as Wales, Scotland and Northern Ireland.

i-decide intend to continue to evolve and perfect our service offering ensuring that we provide Direct Payment services that not only improve the support available to individuals, but are also shaped by our customers to ensure choice and control remain at the centre of our delivery.

DEAFBLIND UK AND ITS SUBSIDIARIES

STRATEGIC REPORT

YEAR ENDED 31 MARCH 2014

FINANCIAL REVIEW

Deafblind UK's finances continue to be healthy in tough economic conditions.

Overall income has remained constant in the year coming in at £3,304,262 compared to £3,332,332 in the previous year. Deafblind UK received almost 48% of its income from voluntary income, which includes an increase of 14% from the previous year. This is mainly due to a significant increase in income from legacies. Income from charitable activities has reduced from last year by 12% on the previous year which indicates a challenging year with regard to contracting services support.

Total expenditure for year is £3,292,960 which is a slight increase on the previous year.

This leaves us with a surplus of £11,302 for the financial year 2013/14. This surplus will increase the accumulated funds brought forward which will help further the charities objectives.

A detailed analysis of income and expenditure is shown in the consolidated Statement of Financial Activities (SOFA) and the Notes 1 to 7 to the accounts.

Our consolidated net assets have increased by £11,302 over the financial year which has resulted in a strong cash/asset position for the Group which falls in line with our investment and reserves policy.

The cumulative effect of the strategies detailed in the plans for the future section and within this report will be to continue to strengthen our organisational effectiveness, improve the profitability of About Me, continue to develop i-decide and maximise income from voluntary and statutory sources.

We will begin the process of further implementing these strategies during the course of the next financial year and expect to be able to continue to achieve the policy, which is a level of reserves in excess of three months operating costs working towards a maximum of six months through the allocation of surplus unrestricted income. In 2013-14 we achieved this target (Note 16) as unrestricted general funds totalled £1,454,165 which represents just over 5 months full running costs.

Approved by the trustees on.....12 TH SEPTEMBER 2014



D STONEHOUSE
Company Secretary

DEAFBLIND UK AND ITS SUBSIDIARIES

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF DEAFBLIND UK AND ITS SUBSIDIARIES

YEAR ENDED 31 MARCH 2014

We have audited the group and parent charity financial statements of Deafblind UK ("the financial statements") for the year ended 31 March 2014 on pages 16 to 33. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

Respective responsibilities of trustees and auditor

As explained more fully in the Statement of Trustees' responsibilities set out on page 3 the Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

We have been appointed auditors under the Companies Act 2006 and section 152 of the Charities Act 2011 and report in accordance with those Acts. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

Scope of the audit of the financial statements

A description of the scope of an audit of financial statements is provided on the Financial Reporting Council's website at <http://www.frc.org.uk/auditscopeukprivate>

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the parent charitable company's affairs as at 31 March 2014 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the Companies Act 2006 and the Charities Act 2011.

Opinion on other requirement of the Companies Act 2006

In our opinion the information given in the Strategic Report and the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Act 2011 requires us to report to you if, in our opinion:

- the parent charitable company has not kept adequate accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Baker Tilly UK Audit LLP

Claire Sutherland (Senior Statutory Auditor)
For and on behalf of
Baker Tilly UK Audit LLP
Statutory Auditor
Abbotsgate House
Hollow Road
Bury St Edmunds
Suffolk
IP32 7FA

17 September 2014

DEAFBLIND UK AND ITS SUBSIDIARIES

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(incorporating an income and expenditure account)

YEAR ENDED 31 MARCH 2014

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
INCOMING RESOURCES					
Incoming resources from generated funds:					
Voluntary income					
Legacies		524,753	-	524,753	356,896
Grants and trusts	1	95,969	815,949	911,918	959,042
Other donations, subscriptions and appeals		131,355	-	131,355	56,096
		<u>752,077</u>	<u>815,949</u>	<u>1,568,026</u>	<u>1,372,034</u>
Activities for generating funds					
Trading income	4	104,249	-	104,249	109,490
Investment income	2	14,483	-	14,483	9,863
Fundraising income		24,551	-	24,551	27,128
		<u>143,283</u>	<u>-</u>	<u>143,283</u>	<u>146,481</u>
Incoming resources from charitable activities					
Contracted services	3	1,428,808	-	1,428,808	1,666,041
Income from property	3	164,145	-	164,145	147,722
Other income		-	-	-	54
	3	<u>1,592,953</u>	<u>-</u>	<u>1,592,953</u>	<u>1,813,817</u>
TOTAL INCOMING RESOURCES		<u>2,488,313</u>	<u>815,949</u>	<u>3,304,262</u>	<u>3,332,332</u>
RESOURCES EXPENDED					
Costs of generating funds	5	152,575	-	152,575	130,232
Trading expenses – subsidiary companies		364,345	-	364,345	113,582
Charitable activities	6	1,850,509	891,448	2,741,957	3,018,683
Governance costs	7	34,083	-	34,083	25,580
		<u>2,401,512</u>	<u>891,448</u>	<u>3,292,960</u>	<u>3,288,077</u>
NET INCOMING RESOURCES FOR THE YEAR		<u>86,801</u>	<u>(75,499)</u>	<u>11,302</u>	<u>44,255</u>
Transfers between funds		-	-	-	-
Total funds brought forward		<u>1,834,436</u>	<u>3,251,422</u>	<u>5,085,858</u>	<u>5,041,603</u>
Total funds carried forward		<u>1,921,237</u>	<u>3,175,923</u>	<u>5,097,160</u>	<u>5,085,858</u>

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

The accounting policies and notes on pages 20 to 33 form part of these financial statements.

DEAFBLIND UK AND ITS SUBSIDIARIES

CONSOLIDATED BALANCE SHEET

31 MARCH 2014

Company number 02426281

Charity number 802976

	Note	2014 £	2013 £
FIXED ASSETS			
Tangible assets	10	<u>3,566,938</u>	<u>3,636,624</u>
CURRENT ASSETS			
Debtors	12	232,154	332,867
Cash at bank and in hand		<u>1,760,976</u>	<u>1,640,716</u>
		1,993,130	1,973,583
CREDITORS: Amounts falling due within one year	13	<u>(462,908)</u>	<u>(524,349)</u>
NET CURRENT ASSETS		<u>1,530,222</u>	<u>1,449,234</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>5,097,160</u>	<u>5,085,858</u>
NET ASSETS		<u>5,097,160</u>	<u>5,085,858</u>
FUNDS			
Restricted	15	3,175,923	3,251,422
Unrestricted	16	<u>1,921,237</u>	<u>1,834,436</u>
TOTAL FUNDS	17	<u>5,097,160</u>	<u>5,085,858</u>

These financial statements were approved and authorised for issue by the Trustees on the 12TH SEPTEMBER 2014 and are signed on their behalf by:



D EVANS (VICE CHAIR)
Trustee

The accounting policies and notes on pages 20 to 33 form part of these financial statements.

DEAFBLIND UK AND ITS SUBSIDIARIES

CHARITY BALANCE SHEET

31 MARCH 2014

Company number 02426281

Charity number 802976

	Note	2014 £	2013 £
FIXED ASSETS			
Tangible assets	10	3,550,149	3,623,743
Investments	11	12	12
		<u>3,550,161</u>	<u>3,623,755</u>
CURRENT ASSETS			
Debtors	12	532,101	500,442
Cash at bank and in hand		1,401,214	1,327,168
		<u>1,933,315</u>	<u>1,827,610</u>
CREDITORS: Amounts falling due within one year	13	<u>(272,006)</u>	<u>(348,212)</u>
NET CURRENT ASSETS		<u>1,661,309</u>	<u>1,479,398</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>5,211,470</u>	<u>5,103,153</u>
NET ASSETS		<u>5,211,470</u>	<u>5,103,153</u>
FUNDS			
Restricted income funds	15	3,175,923	3,251,422
Unrestricted income funds	16	2,035,547	1,851,731
TOTAL FUNDS	17	<u>5,211,470</u>	<u>5,103,153</u>

These financial statements were approved and authorised for issue by the Trustees on the 12 TH SEPTEMBER and are signed on their behalf by: 2014

D Evans

D EVANS (VICE CHAIR)
Trustee

The accounting policies and notes on pages 20 to 33 form part of these financial statements.

DEAFBLIND UK AND ITS SUBSIDIARIES

GROUP CASH FLOW STATEMENT

YEAR ENDED 31 MARCH 2014

	2014	2013	
	£	£	
NET CASH INFLOW FROM OPERATING ACTIVITIES	123,335	206,249	
RETURNS ON INVESTMENT AND SERVICING OF FINANCE			
Interest received	<u>14,483</u>	<u>9,863</u>	
Net cash inflow from returns on investment and servicing of finance	14,483	9,863	
CAPITAL EXPENDITURE			
Payments to acquire tangible fixed assets	<u>(17,558)</u>	<u>(73,475)</u>	
Net cash outflow from capital expenditure	(17,558)	(73,475)	
INCREASE IN CASH	<u>120,260</u>	<u>142,637</u>	
RECONCILIATION OF NET OUTGOING RESOURCES TO NET CASH INFLOW FROM OPERATING ACTIVITIES			
	2014	2013	
	£	£	
Net incoming resources	11,302	44,255	
Interest received	(14,483)	(9,863)	
Depreciation	87,244	86,851	
Decrease in debtors	100,713	32,842	
(Decrease)/Increase in creditors	(61,441)	52,164	
Net cash inflow from operating activities	<u>123,335</u>	<u>206,249</u>	
RECONCILIATION OF NET CASH FLOW MOVEMENT TO MOVEMENT IN NET FUNDS			
	2014	2013	
	£	£	
Increase in cash in the year	120,260	142,637	
Change in net funds	120,260	142,637	
Net funds at 1 April 2013	1,640,716	1,498,079	
Net funds at 31 March 2014	<u>1,760,976</u>	<u>1,640,716</u>	
ANALYSIS OF CHANGES IN NET FUNDS			
	1 April 2013	Cash flow	31 March 2014
	£	£	£
Net cash			
Cash at bank and in hand	1,640,716	120,260	1,760,976

The accounting policies and notes on pages 20 to 33 form part of these financial statements

DEAFBLIND UK AND ITS SUBSIDIARIES

ACCOUNTING POLICIES

YEAR ENDED 31 MARCH 2014

Basis of accounting

The financial statements have been prepared under the historical cost convention and comply with the Companies Act 2006. The financial statements have been prepared in accordance with the Statement of Recommended Practice (SORP), "Accounting and Reporting by Charities", published in March 2005 (revised May 2008) and applicable accounting standards. The Statement of Financial Activities (SOFA) and Balance Sheet consolidate the financial statements of the Charity and its subsidiary undertakings. The results of the subsidiary are consolidated on a line-by-line basis.

The accounts have been prepared on a going concern basis as the Trustees do not believe there are any material uncertainties surrounding the charity's ability to trade in the coming year.

No separate SOFA or Income and Expenditure Account have been presented for the Charity alone as permitted by section 408 of the Companies Act 2006 and paragraph 397 of the SORP. The unconsolidated figure for the net incoming resources of the charity, including donations from its subsidiaries, would have been £108,317 (2013: £91,550).

Fixed assets

All fixed assets are initially recorded at cost. Generally expenditure over £500 of a capital nature is capitalised at cost as fixed assets within the relevant fund.

Depreciation

Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful economic life of that asset as follows:

Freehold buildings	1% straight line
Equipment	20% straight line
Fixtures and fittings	10-15% straight line
Motor vehicles	25% straight line

Given the long period over which the freehold buildings are depreciated they are also subject to an annual impairment review by the Trustees.

Donated assets

Donated assets are capitalised at a reasonable estimate of the value to the charity.

Stocks

Stocks are valued at the lower of cost and net realisable value, after making due allowance for obsolete and slow moving items.

Operating lease agreements

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

Pension costs

The charity operates a defined contribution pension scheme for employees. The assets of the scheme are held separately from those of the charity. The annual contributions payable are charged to the statement of financial activities.

Funds

If monies are given for a specific purpose, this income and related expenditure is treated as restricted. If the income is for general use, it is included as unrestricted and may be expended at the discretion of the Trustees in furtherance of the objects of the charity.

DEAFBLIND UK AND ITS SUBSIDIARIES

ACCOUNTING POLICIES

YEAR ENDED 31 MARCH 2014

INCOMING RESOURCES

Voluntary Income is recognised in the appropriate fund as follows:

Legacies

Legacies are included in income when received, or if before receipt it becomes reasonably certain that the legacy will be received and the value can be determined with reasonable certainty.

Grants

Grants are included in income when receivable.

Donations

Donations under gift aid together with the associated income tax recovery are recognised as income when the donation is received.

Activities for generating funds include:

Trading income

Conference income, from hiring out the conference facilities at Deafblind UK's headquarters is recognised as income as soon as the event has taken place. Income and expenditure arising from the conference facilities is included in the trading company, Deafblind UK Trading Limited.

Fees and charges and support work income, exclusive of VAT, are included in the period which they relate to. Income and expenditure arising from support work is included in the trading company, About Me Care and Support Limited.

Fees and charges and brokerage services income, exclusive of VAT, are included in the period which they relate to. Income and expenditure arising from support work is included in the trading company, I Decide Limited.

Investment income includes:

Rental income

Deafblind UK receives rental income from renting accommodation at 18 Rainbow Court, Paston Ridings, Peterborough, PE4 7UP, to deafblind people. It is recognised as income in the period to which the income relates.

Incoming resources for charitable activities is recognised as:

Fees and charges and support work

Fees and charges and support work income, exclusive of VAT, are included in the period which they relate to.

Other income

All other income, exclusive of VAT, is recorded in the period that it relates to.

Branch income

The results of the branches of the charity are consolidated in the accounts.

RESOURCES EXPENDED AND IRRECOVERABLE VAT

All expenditure is accounted for on an accruals basis and is recognised when there is a legal or constructive obligation to pay. The costs of operating the charity have been split between costs of generating funds, charitable expenditure, and governance costs.

The support costs include an apportionment to fundraising and direct charitable activities, and have been allocated based on staff numbers. Governance costs are costs of complying with the statutory requirements of the general running of the charity. Irrecoverable VAT is charged against the category of expenditure for which it was incurred.

DEAFBLIND UK AND ITS SUBSIDIARIES

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2014

1. VOLUNTARY INCOME – GRANTS AND TRUSTS

	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
Grants & donations including specific appeals	95,969	448,224	544,193	586,463
Big Lottery Fund	-	297,725	297,725	279,073
Department of Health	-	70,000	70,000	93,506
	<u>95,969</u>	<u>815,949</u>	<u>911,918</u>	<u>959,042</u>

Restricted grants:	Project Funded	Total
		£
Big Lottery Fund	In Touch Wales	(£195,082 spent in period) 153,234
Big Lottery Fund	Community In Touch	(£94,777 spent in period) 75,699
Big Lottery Fund	Connections NI	(£64,298 spent in period) 68,792
Department of Health – Innovation, Excellence and Strategic Development Fund	i-decide Limited	(£70,000 spent in period) 70,000

Also received with thanks:

1989 Willan Charitable Trust	towards our work in North Tyneside	1,500
Bernard Sunley Charitable Foundation	towards improvements at Rainbow Court	5,000
Childwick Trust	to increase communication with deafblind members in the South East of England	20,000
City Bridge Trust	for the work of our London Outreach Officers with elderly deafblind people	26,000
Harrison Clark Solicitors Charitable Trust	towards our work with elderly deafblind people in Worcestershire	343
Inman Charity Trustees Ltd	towards our work with deafblind people	5,000
Jessie Spencer Trust	towards our work in Nottinghamshire	500
Lloyds TSB Foundation for England and Wales	(part of a three-year grant), towards the work of our Community Services Officer in North West England	15,033
Queen Mary's Roehampton Trust	supporting eligible war pensioners affected by deafblindness	5,000
Rank Foundation	to continue and expand Peer Support Groups for deafblind people in North Wales	23,000
Rayne Foundation	towards the work of our Connecting Lives Technologies Officer	5,000
Sir James Knott Trust	towards our work in the North East of England	4,000
Sobell Foundation	towards deafblind peer support groups in South Wales	5,000
Sovereign Health Care Charitable Trust	towards our work in West Yorkshire	5,000
The Jones 1986 Charitable Trust	towards our work in Nottinghamshire	1,200
Ulverscroft Foundation	towards improvements at Rainbow Court	5,000

Our thanks also go to other trusts and foundations that may prefer not to be mentioned specifically.

DEAFBLIND UK AND ITS SUBSIDIARIES

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2014

2. INVESTMENT INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
Bank interest received	<u>14,483</u>	<u>-</u>	<u>14,483</u>	<u>9,863</u>

3. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
Contracted services				
Fees, charges and support work	<u>1,428,808</u>	<u>-</u>	<u>1,428,808</u>	<u>1,666,041</u>
	<u>1,428,808</u>	<u>-</u>	<u>1,428,808</u>	<u>1,666,041</u>
Income from property	<u>164,145</u>	<u>-</u>	<u>164,145</u>	<u>147,722</u>
	<u>1,592,953</u>	<u>-</u>	<u>1,592,953</u>	<u>1,813,763</u>
Other income				
Training income	<u>-</u>	<u>-</u>	<u>-</u>	<u>54</u>
	<u>-</u>	<u>-</u>	<u>-</u>	<u>54</u>
	<u>1,592,953</u>	<u>-</u>	<u>1,592,953</u>	<u>1,813,817</u>

DEAFBLIND UK AND ITS SUBSIDIARIES

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2014

4. INCOME FROM SUBSIDIARY'S TRADING ACTIVITIES

The Charity is the sole member of the following companies:

Deafblind UK Trading Limited, a company established to provide conference facilities, provide transcription services and to sell merchandise on behalf of the charity.

About Me Care and Support Limited, a company working with people who have a sensory impairment to provide personalised, community-inclusive care and support solutions.

I Decide Limited, a company supporting older and disabled people to develop personalised support based on their needs and aspirations while putting the individual in charge of their own support.

Ultimately the activities are undertaken with a view to raising funds for Deafblind UK.

Their results for the year, as extracted from the audited financial statements, are summarised below:

	I Decide Limited		About Me Care and Support Limited		Deafblind UK Trading Limited	
	2014	2013	2014	2013	2014	2013
	£	£	£	£	£	£
Turnover	11,206	-	1,428,808	1,190,948	101,030	117,462
Cost of sales	-	-	(1,158,649)	(1,035,238)	(16,654)	(15,922)
	11,206	-	270,159	155,710	84,376	101,540
Administrative expenses	(315,654)	(80,000)	(258,639)	(173,005)	(95,483)	(101,220)
Other operating income	206,891	80,000	-	-	-	-
Operating profit before taxation	(97,557)	-	11,520	(17,295)	(11,107)	320
Interest receivable	13	-	-	-	116	28
Corporation tax payable	-	-	-	-	-	(348)
Retained profit	(97,544)	-	11,520	(17,295)	(10,991)	-
Paid up share capital	2	2	8	8	2	2
Net (liabilities)/assets	(97,542)	2	(5,767)	(17,287)	(10,989)	2

£nil (2013: £7,908) was gifted by the subsidiaries to the charity in the year.

The figures in the above table are inclusive of any intra-group transactions, upon consolidation these are removed hence the disparity between the above note and the consolidated statement of financial activities.

DEAFBLIND UK AND ITS SUBSIDIARIES

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2014

5. COSTS OF GENERATING FUNDS

	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
Fundraising and publicity costs including salaries and consultancy	149,410	-	149,410	127,019
Postage and stationery	3,165	-	3,165	3,213
	<u>152,575</u>	<u>-</u>	<u>152,575</u>	<u>130,232</u>

6. CHARITABLE ACTIVITIES

	Direct charitable £	Support costs £	Total 2014 £	Total 2013 £
Direct charitable expenditure:				
Policy, Information & Advice	291,062	184,228	475,290	516,499
About Me/DBUK Operations	1,174,401	-	1,174,401	1,904,270
Rainbow Court	104,156	65,926	170,082	72,132
Information & Communications Technology	100,234	63,443	163,677	173,910
Self-help groups	464,501	294,006	758,507	348,652
Deafblind diploma	-	-	-	3,220
	<u>2,134,354</u>	<u>607,603</u>	<u>2,741,957</u>	<u>3,018,683</u>

Support costs are allocated directly between activities. The movement on restricted funds in respect of charitable activities is detailed in note 15.

Policy, Information and Advice

This includes the provision of Deafblind UK's Information and Advice Line.

About Me/DBUK Operations

This is made up of all the services that Deafblind UK and About Me provide across the country.

Rainbow Court

Rainbow Court is a centre where deafblind people live independently.

Information & Communications Technology

To provide specialist computer equipment and training for deafblind people, either at Deafblind UK in their home.

Self-help Groups

This includes Deafblind UK's programme designed to raise awareness of deafblindness along with a project designed to improve access to healthcare services for deafblind people

DEAFBLIND UK AND ITS SUBSIDIARIES

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2014

6. CHARITABLE ACTIVITIES (continued)

Charitable expenditure comprises main elements:

	2014 £	2013 £
Wages and salaries, including staff training	2,054,052	2,202,357
Office running costs	372,274	534,434
IT costs	28,620	3,936
Travel and subsistence costs	154,559	139,954
Insurances	21,285	24,651
Training department costs	12,941	15,667
Deafblind diploma costs	1,686	-
Deafblind Club costs	30,892	21,661
Publications for members	2,315	11,987
Interpreting costs	517	1,908
Depreciation and loss on disposal of tangible fixed assets	78,701	78,891
Bad debt expense	(15,885)	(16,763)
	<u>2,741,957</u>	<u>3,018,683</u>

7. GOVERNANCE COSTS

	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
Audit and accountancy fees	25,773	-	25,773	9,883
Salary and meeting costs	8,310	-	8,310	13,923
Trustee expenses	-	-	-	1,774
	<u>34,083</u>	<u>-</u>	<u>34,083</u>	<u>25,580</u>

Salary costs are apportioned to Governance on the basis of the amount of time that staff are expected to spend on governance related matters.

DEAFBLIND UK AND ITS SUBSIDIARIES

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2014

8. STAFF COSTS

The aggregate payroll costs were:

	2014 £	2013 £
Wages and salaries	2,228,549	2,166,623
Social security costs	159,494	139,652
Pension costs	23,500	22,448
	<u>2,411,543</u>	<u>2,328,723</u>

	2014	2013
Employees who earned more than £60,000 during the year. £60,001 - £70,000	<u>1</u>	<u>1</u>

£3,104 has been reimbursed to Trustees during the year (2013: £1,774). This related to travel costs, guides and interpreting costs. 3 Trustees in total received reimbursements (2013: 4).

Particulars of employees:

The average number of staff employed by the group during the financial year amounted to:

	2014 No	2013 No
Finance, administrative & support	44	30
Regional service	112	120
Fundraising	9	9
Helpline, training and awareness	21	21
	<u>186</u>	<u>180</u>

9. NET INCOMING RESOURCES

Net incoming resources are stated after charging:

	2014 £	2013 £
Depreciation of tangible fixed assets - owned	87,244	86,851
Operating lease rentals – other	11,296	10,251
Auditors' remuneration		
- statutory audit of parent and consolidated accounts	8,000	8,500
- statutory audit of subsidiaries	<u>7,000</u>	<u>8,800</u>

DEAFBLIND UK AND ITS SUBSIDIARIES

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2014

10. TANGIBLE FIXED ASSETS GROUP

	Freehold property £	Equipment £	Fixtures & fittings £	Motor vehicles £	Total £
COST					
At 1 April 2013	3,849,045	551,034	454,558	66,002	4,920,639
Additions	-	6,272	11,286	-	17,558
At 31 March 2014	3,849,045	557,306	465,844	66,002	4,938,197
DEPRECIATION					
At 1 April 2013	354,410	477,982	400,703	50,920	1,284,015
Charge for the year	30,622	26,957	21,998	7,667	87,244
At 31 March 2014	385,032	504,939	422,701	58,587	1,371,259
NET BOOK VALUE					
At 31 March 2014	3,464,013	52,367	43,143	7,415	3,566,938
At 31 March 2013	3,494,635	73,052	53,855	15,082	3,636,624
CHARITY					
	Freehold property £	Equipment £	Fixtures & fittings £	Motor vehicles £	Total £
COST					
At 1 April 2013	3,849,045	550,954	399,969	66,002	4,865,970
Additions	-	5,107	-	-	5,107
At 31 March 2014	3,849,045	556,061	399,969	66,002	4,871,077
DEPRECIATION					
At 1 April 2013	354,410	477,982	358,915	50,920	1,242,227
Charge for the year	30,622	26,724	13,688	7,667	78,701
At 31 March 2014	385,032	504,706	372,603	58,587	1,320,928
NET BOOK VALUE					
At 31 March 2014	3,464,013	51,355	27,366	7,415	3,550,149
At 31 March 2013	3,494,635	72,972	41,054	15,082	3,623,743

All fixed assets are held for charitable purposes.

Freehold property includes land of £801,250 (2013 £801,250) which is not depreciated.

The annual impairment review by the Trustees has assessed the value of the freehold buildings and the Trustees are confident that the asset value in the balance sheet is representative of a fair value in the marketplace.

DEAFBLIND UK AND ITS SUBSIDIARIES

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2014

11. INVESTMENTS

CHARITY

Movement in market value

	2014	2013
	£	£
COST		
At 1 April 2013	12	2
Additions	-	10
At 31 March 2014	12	12

Investments relate to the shares held in Deafblind UK Trading Limited, About Me Care and Support Limited and I Decide Limited, all companies incorporated in the United Kingdom.

12. DEBTORS

GROUP

	2014	2013
	£	£
Trade debtors	138,478	183,117
Other debtors	12,073	-
Prepayments	81,603	149,750
	232,154	332,867

CHARITY

	2014	2013
	£	£
Trade debtors	2,010	3,422
Amounts owed by group undertakings	496,025	395,445
Other debtors	1,080	-
Prepayments	32,986	101,575
	532,101	500,442

13. CREDITORS: Amounts falling due within one year

GROUP

	2014	2013
	£	£
Trade creditors	118,504	125,753
Taxation and social security	72,804	43,852
Other creditors	20,913	57,068
Accruals and deferred income	250,687	297,676
	462,908	524,349

CHARITY

	2014	2013
	£	£
Trade creditors	74,364	113,234
Taxation and social security	22,716	25,122
Other creditors	3,773	22,980
Accruals and deferred income	171,153	186,876
	272,006	348,212

DEAFBLIND UK AND ITS SUBSIDIARIES

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2014

14. COMMITMENTS UNDER OPERATING LEASES

At 31 March 2014 the group had annual commitments under non-cancellable operating leases as set out below.

	Land and Buildings			
	Group 2014 £	Charity 2014 £	Group 2013 £	Charity 2013 £
Operating leases which expire:				
Within 2 to 5 years	<u>2,892</u>	<u>-</u>	<u>-</u>	<u>-</u>
Assets other than land and buildings				
	Group 2014 £	Charity 2014 £	Group 2013 £	Charity 2013 £
Operating leases which expire:				
Within 2 to 5 years	<u>-</u>	<u>-</u>	<u>13,593</u>	<u>13,593</u>

15. RESTRICTED FUNDS

GROUP and CHARITY

	Balance at 1 Apr 2013 £	Movement in resources		Transfer £	Balance at 31 Mar 2014 £
		Incoming £	Outgoing £		
National Centre for Deafblindness	3,130,488	-	(30,622)	-	3,099,866
Community In Touch	39,172	75,699	(94,777)	-	20,094
In Touch Wales	46,314	153,234	(195,082)	-	4,466
Caravan & Respite breaks	5,188	9,450	(11,097)	-	3,541
i-decide Project (DH)	-	70,000	(70,000)	-	-
Communications & PIA	-	59,222	(59,222)	-	-
Community Groups – North West	-	8,070	(8,070)	-	-
Connections NI	760	68,792	(64,298)	-	5,254
Connecting Lives Technology	-	35,715	(32,563)	-	3,152
Rainbow Court	-	31,426	(31,426)	-	-
London Outreach	6,500	36,500	(36,500)	-	6,500
Community Groups North West – (Lloyds TSB)	-	15,033	(15,033)	-	-
Community Groups – Wales	23,000	32,000	(32,000)	-	23,000
Community Groups – Essex	-	9,200	(9,200)	-	-
Yorkshire Outreach	-	10,050	-	-	10,050
Other appeals	-	151,850	(151,850)	-	-
Essex Outreach	-	49,708	(49,708)	-	-
Restricted Funds	<u>3,251,422</u>	<u>815,949</u>	<u>(891,448)</u>	<u>-</u>	<u>3,175,923</u>

DEAFBLIND UK AND ITS SUBSIDIARIES

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2014

15. RESTRICTED FUNDS (continued)

National Centre for Deafblindness

Capital costs associated with the building of National Centre for Deafblindness in Peterborough.

Community in Touch

Big Lottery Fund Grant (under the Reaching Communities fund) for social inclusion of deafblind people in various regions of England.

In Touch Wales

Big Lottery Fund Grant (under the AdvantAGE fund) for social inclusion of deafblind people in North and South Wales.

Caravan & Respite Breaks

Facilitates subsidised caravan respite breaks for deafblind people, and their families and carers.

i-decide Project

Department of Health grant (under the Voluntary Sector Investment Programme 2012-2013: Innovation, Excellence & Strategic Development Fund) to establish a social enterprise to broker personal assistance and care planning services for deafblind and other disabled people in England.

Communications & PIA

Supporting information, advice, caseworker and volunteer services for deafblind members, carers and others working with deafblind people.

Community Groups - North West

Funds to provide peer support groups for deafblind people in the North West of England.

Connections NI

Big Lottery Fund Grant (under the Reaching Out - Connecting Older People fund) for social inclusion of deafblind people in Northern Ireland.

Connecting Lives Technology

Raising awareness of digital inclusion for deafblind people with opportunity to try out accessibility features of technology, supported by volunteers.

Rainbow Court

Transforming the community space of Deafblind UK's purpose-built property to include a Digital Library and Training Suite.

London Outreach

Funds to support staff and volunteers working with deafblind people in their homes and communities in London.

Community Groups North West – (Lloyds TSB)

Lloyds TSB Foundation for England and Wales grant to establish peer support and volunteer support groups in the North West of England.

Community Groups – Wales

To maintain and develop peer support groups and volunteer support in Wales.

Community Groups – Essex

Funds to provide peer support groups for deafblind people across England, Wales and Northern Ireland.

DEAFBLIND UK AND ITS SUBSIDIARIES

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2014

15. RESTRICTED FUNDS (continued)

Yorkshire Outreach

Funds to support staff and volunteers working with deafblind people in their homes and communities in Yorkshire.

Essex Outreach

Funds to support specialist groups and volunteer befriending in Essex.

Other appeals

Support for services and activities across other areas.

16. UNRESTRICTED FUNDS

GROUP

	Balance at 1 Apr 2013 £	Movement in resources		Transfer	Balance at 31 Mar 2014 £
		Incoming £	Outgoing £		
General	1,328,300	2,488,313	(2,344,890)	(17,558)	1,454,165
Other fixed assets	506,136	-	(56,622)	17,558	467,072
Unrestricted Funds	1,834,436	2,488,313	(2,401,512)	-	1,921,237

CHARITY

	Balance at 1 Apr 2013 £	Movement in resources		Transfer	Balance at 31 Mar 2014 £
		Incoming £	Outgoing £		
General	1,358,476	1,177,817	(945,922)	(5,107)	1,585,264
Other fixed assets	493,255	-	(48,079)	5,107	450,283
Unrestricted Funds	1,851,731	1,177,817	(994,001)	-	2,035,547

Other Fixed Assets

The other fixed asset fund represents tangible fixed assets held for the charity's use excluding the National Centre for Deafblindness. The movement thereon representing additions less disposals and depreciation in the year.

DEAFBLIND UK AND ITS SUBSIDIARIES

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2014

17. ANALYSIS OF NET ASSETS

GROUP	Tangible fixed assets £	Other net assets £	Total £
Restricted funds	3,099,866	76,057	3,175,923
Unrestricted funds	467,072	1,454,165	1,921,237
	<u>3,566,938</u>	<u>1,530,222</u>	<u>5,097,160</u>

CHARITY	Tangible fixed assets £	Investments £	Other net assets £	Total £
Restricted funds	3,099,866	-	76,057	3,175,923
Unrestricted funds	450,283	12	1,585,252	2,035,547
	<u>3,550,149</u>	<u>12</u>	<u>1,661,309</u>	<u>5,211,470</u>

18. RELATED PARTY TRANSACTIONS

The charity has taken advantage of the exemption allowed by Financial Reporting Standard 8, not to disclose any transactions with 100% owned subsidiaries.

During the year fees of £1,000 (2013: £800) were paid to R Sandford, a Trustee, in respect of editorial services for the charity newsletter.

19. COMPANY LIMITED BY GUARANTEE

The company does not have a share capital and is limited by guarantee. In the event of the company being wound up, the maximum amount which each member is liable to contribute is £1.

20. PENSIONS

The group contributes to a defined contribution scheme for its employees.

The charge for the year is £23,500 (2013: £22,448) and at the balance sheet date there were £3,068 of outstanding contributions (2013: £7,729).