

**DEAFBLIND UK AND ITS SUBSIDIARIES**  
**ANNUAL REPORT AND FINANCIAL STATEMENTS**  
**31 MARCH 2015**

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Charity Number 802976

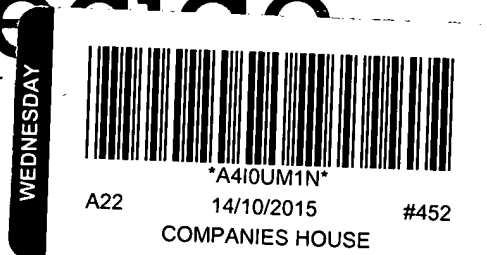
Company Registration Number 02426281

**deafblinduk**

**about  
me**  
your care, your way

**deafblinduk**  
trading ltd

**ide**  
your



# **DEAFBLIND UK AND ITS SUBSIDIARIES**

## **FINANCIAL STATEMENTS**

**YEAR ENDED 31 MARCH 2015**

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# DEAFBLIND UK AND ITS SUBSIDIARIES

## MEMBERS OF THE BOARD AND PROFESSIONAL ADVISORS

YEAR ENDED 31 MARCH 2015

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### The Board of Trustees

R Sandford (Chair)	deafblind ( <i>resigned 27 March 2015</i> )
D Evans (Chair)	deafblind ( <i>Chair from 28 March 2015</i> )
S Arnall Henry	deafblind ( <i>deceased 28 August 2014</i> )
P Skivington	deafblind
G Lister	
E Bates	
J Greenhalgh	
P Voller	deafblind

### 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

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### 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 2015

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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 2015.

### MESSAGE FROM THE CHAIR AND CHIEF EXECUTIVE

We look back on 2014 to 2015 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. We would also like to extend our deepest thanks to Dr Rosemary Sandford for supporting Deafblind UK as its Chair for many years and her contribution to the organisation.

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.

2014 to 2015 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 in the face of a tough and challenging economic climate.

I am extremely proud to be appointed as Deafblind UK's Chair and look forward to offering my experience and support to the organisation in this role. It is with great pleasure that our Board of Trustees present our annual report and financial statements for 2014 to 2015.

Very best wishes

David Evans  
Chair



Jeff Skipp  
Chief Executive

# DEAFBLIND UK AND ITS SUBSIDIARIES

## TRUSTEES REPORT

YEAR ENDED 31 MARCH 2015

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## 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 Limited (Company No. 5082057), About Me Care and Support Limited (Company No. 7945990) and I Decide Limited (Company No. 08045589).

### STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also directors of Deafblind UK for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and ~~United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice)~~.

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group for that period. In preparing these 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;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions

# DEAFBLIND UK AND ITS SUBSIDIARIES

## TRUSTEES REPORT

YEAR ENDED 31 MARCH 2015

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### 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 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. The induction process does include an element of training and would also identify training needs as appropriate. The board are kept up to date with any major changes in the Charity Act/Charity Commission.

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, Head of Operations for About Me, Head of HR and Business Support, Head of Business Development 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, considered, 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.

# **DEAFBLIND UK AND ITS SUBSIDIARIES**

## **TRUSTEES REPORT**

**YEAR ENDED 31 MARCH 2015**

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**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 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 do 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 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.

# DEAFBLIND UK AND ITS SUBSIDIARIES

## TRUSTEES REPORT

YEAR ENDED 31 MARCH 2015

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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.

### ABOUT ME

Following the implementation of the group business plan, About Me continues to deliver on its promises to develop services, continue to develop a reputation of excellence and develop its people. Once again, About Me was successful in achieving a compliant rating following a Care Quality Commission (CQC) inspection. We had a very positive report which included a customer reflection about the standard and quality of their support which they described as "fantastic". During 2014/2015 we have worked hard to develop new systems and tools that enable us to improve our ratings further and establish continuity in terms of our service delivery with a positive and seamless service for our customers which places them in control.

We have enhanced our training and induction plan for existing and new staff, again going beyond the expectations of the CQC. We have developed the management structure further to give us greater flexibility and will continue to enable us to develop new packages of support and care at short notice. The peripatetic role has developed well with delivery rates during 2014/2015 averaging 99.3% ensuring that we are delivering a service to our customers that is more aligned to the personalisation agenda and ensures that customers receive support when their regular support worker is absent or on leave.

In the future, the introduction of a central Quality and Business Development team, means there will be a high focus on driving up the quality of service delivery and this will improve the way we monitor and review the support we deliver plus evidence how we are providing excellent outcomes for our customers.

### I-DECIDE

The development of the Direct Payment Support Service in i-decide continued throughout 2014/2015. i-decide supported 1,300 service users in the year across eight local authority areas. We also developed relationships with numerous Clinical Commissioning Groups and began supporting individuals on a Personal Health Budget. The economic climate has presented numerous challenges and the requirement to provide an excellent level of advice and support has never been more important.

The quality of our service is essential if we are to continue to grow and develop and we were very pleased to receive confirmation in March 2015 that i-decide is now an accredited organisation under ISO 9001:2008. We believe this supports our core values of expertly delivering vital services to individuals looking to manage their own care and support.

Our key objectives in 2014 to 2015 were to:

- Grow our Personal Assistant network to be able to provide many more approved PAs for our customers
- Utilise advances in technology to improve the communication options available
- Continuously develop and evolve to provide a sustainable business model
- Develop our offering to support individuals with a Personal Health Budget
- Continue to work with our users to include their thoughts and suggestions on how we can improve our services



# DEAFBLIND UK AND ITS SUBSIDIARIES

## TRUSTEES REPORT

YEAR ENDED 31 MARCH 2015

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### 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.....1ST OCTOBER 2015



D STONEHOUSE  
Company Secretary

# **DEAFBLIND UK AND ITS SUBSIDIARIES**

## **STRATEGIC REPORT**

**YEAR ENDED 31 MARCH 2015**

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## **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 many services possible. 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.

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### **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, guiding skills and various forms of technology.

Our teams comprise of local officers in many locations countrywide (supporting groups and/or outreach) and 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 currently has 44 peer support groups countrywide which continue to be very popular, with 15% of our membership registered with the groups. They provide much needed company and friendship as well as increasing independence, with increasing numbers of volunteers being deployed to support the service.

### **NORTHERN IRELAND**

In the last year, with thanks to the Big Lottery Fund, we were delighted to continue to develop and grow our outreach for older people in Northern Ireland. Under the Connecting Older People programme the project has established six groups, in an area where Deafblind UK previously only had a limited presence. Our team has effectively continued to raise awareness, network and build 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 final, fourth 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 with their community and has been very successful. Over the life of the project (3.5 years) the team worked with over 300 members and supported 260 matched befriending relationships. 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 the considerable charitable trust and local community support that has enabled us to maintain this work.

# DEAFBLIND UK AND ITS SUBSIDIARIES

## STRATEGIC REPORT

YEAR ENDED 31 MARCH 2015

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### 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 deafblindness (dual sensory loss) to meet up.

With the kind support of the Big Lottery Fund, our Community In Touch Project which ended in September 2014 continued to be very well received in its third year, establishing Peer Support Groups in East Anglia, the West Midlands and London. Great efforts have been made to sustain our support to the members 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 the 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 the last year (entering the third year of the project) – making significant impact on the lives of members. Since the project began the team have worked with 158 members ~~carrying out 279 visits and supporting 30 matched befriending relationships, helping members to 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 phones four people a week for a chat or Michael who exchanges emails with two deafblind people. Our Volunteering Programme Manager has continued to develop our recruitment, training and support of volunteers.

We are able to engage with our volunteers 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 is well regarded. The time to process volunteer recruitment has been dramatically reduced by the introduction of online DBS checking, and in the next year a new induction programme including video modules will ensure consistent training delivery across the organisation. In the last year, we recruited, inducted and trained nine administration volunteers to work at our Head Office to help with volunteer recruitment itself, allowing staff to concentrate on matching and mentoring.

As a result of the efforts, we have seen an increase in volunteer numbers, currently standing at 345 – this represents taking on 150 new volunteers of all ages during the year, at the same time as some moving on to other things. We are also starting to introduce corporate volunteering, starting with 20 staff from Lloyds Bank who will be promoting telephone befriending to their staff.

Over the last year many deafblind members who have not been able to be supported previously have received volunteer support.

### INFORMATION AND ADVICE

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

We are pleased that some changes brought in over the last 18 months have been well received and have improved the service for members as well as the enjoyment and relationships for the volunteers who run the line. We have continued to allocate volunteers to members in geographical regions, so they can feel part of the local staff team, and have increased the use of home-based volunteer tele-befrienders.

# DEAFBLIND UK AND ITS SUBSIDIARIES

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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 now also uses volunteers who are based remotely and this has enabled us to make over 200 more calls a month than we previously did.

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

## DIGITAL INCLUSION

Deafblind UK's Digital Inclusion Project (DI) continues to be utilised by our local teams as an option they can offer to our members. Staff, volunteers and members are becoming more familiar with the opportunities potentially available via 'off the peg' technology. Of the 90 members who undertook DI awareness sessions in the year, 54 were interested in increasing their use of DI in their daily living and 28 volunteers were inducted to help members to benefit from this, e.g. using Skype to communicate with family, listening to audio e-books and zoom technology to make print and pictures accessible. Many donors have continued to kindly support the work of our office, including making it possible to establish an accessible Digital Inclusion suite at Rainbow Court (our residential facility in Peterborough for deafblind people). We are grateful to the People's Postcode Trust for funding to strengthen DI activity as part of our outreach to deafblind people in Greater London. The funds have enabled us to double our tablet library and to loan devices for longer periods. Additionally we are thankful to the Freemasons Grand Charity for supporting the outreach nationally with a two year grant.

## AWARENESS AND CASEWORK

Our advocacy service provides bespoke and individual one to one high level casework support for a full range of needs associated with deafblindness and deafblind people. It covers a wide range of topics, up to tribunal level, relating to welfare benefits. Last year, support was provided to 67 members with high level cases requiring complex intervention and support. A further 48 members required lower level and less complex interventions. The feedback about this service remains excellent - showing that we are often able to make a difference and succeed where others have declined their support.

The range of casework and advice topics that people contact us about are varied. They range from social care provision (including the Care Act 2014), to benefits and council tax. Our Caseworker continues to visit our social groups across the country to discuss and promote casework as well as raise awareness of deafblind issues, services and concerns. Often these talks have led to discussions about the Care Act, its implications and the transition to Personal Independence Payments (PIP). These areas are of great interest, and occasional concern, to our deafblind members.

This year, we have continued to focus our campaigns work on PIP and social care. The transition from Disability Living Allowance to PIP has been a particularly significant area of work. We have been working to ensure that deafblind people are not disadvantaged due to this change. We have linked in with provider involvement groups and the Government's DWP PIP implementation group. With the Care Act 2014 coming into force (for most aspects) from April 2015, deafblind people should be able to access specialist assessments more easily under this act and this should, in theory, lead to better social care outcomes.

We combined our training and awareness services this year to meet some changes in the marketplace. We have ensured we have staff trained to deliver specialist expert assessments and going forward we are developing training to help local authorities meet all of their obligations under new legislation. This year we delivered awareness sessions at 36 venues about deafblindness and deafblind people.

## 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

## STRATEGIC REPORT

YEAR ENDED 31 MARCH 2015

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As well as providing 24 hour 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

The external environment displays on-going pressure upon local authorities across England to make yet further efficiency savings from ever smaller budgets. This will no doubt continue to present further challenges for About Me during the next 12 months. Fortunately, 2014/2015 saw About Me achieve steady and sustainable growth. Despite the dark cloud of continued austerity hanging over us we are confident that the strategic changes we have made to the structure will ensure that we continue to succeed in delivering flexible, responsive and excellent support to individuals with a sensory impairment thus retaining our valued customers and welcoming new ones on board.

~~We have focussed hard on promoting the services of About Me to Local Authority Commissioning Teams and Social Work Teams. We created a mini brochure with some infographics to demonstrate who we are and have used this as a marketing resource as well as working with Deafblind UK to offer free sensory awareness sessions to these teams. We have focussed our efforts on building relationships in areas where we already have a presence and then visited neighbouring boroughs or Local Authorities where we are able to use existing staff to deliver services across the area. By working with the Development Officers, Regional Managers and the Advocacy, Rights and Awareness Manager at Deafblind UK we have been able to promote our services as a group. This has proved particularly beneficial in areas such as Lewisham, Southwark and Merton where we are seeing steady growth.~~

### 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.

### 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.

During 2014/2015 we saw the development and launch of the Digital Inclusion Suite at Rainbow Court, which will provide opportunities for individuals living at Rainbow Court to experience aspects of technology which hopefully will enhance their quality of life further.

At present, we have 15 individual tenants and one couple occupying 16 flats. We have one vacancy which we are promoting through social media and direct marketing, we continue to receive referrals and have undertaken assessments of potentially suitable individuals during recent months.

# DEAFBLIND UK AND ITS SUBSIDIARIES

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### I-DECIDE

i-decide provide Direct Payment support services throughout the country operating with nine Local Authorities and numerous Clinical Commissioning Groups but we are looking to grow and develop throughout the UK. Our services include:

- Information, Advice & Guidance
- Support 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 is 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.

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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 750 followers on Twitter. We use Skype wherever possible to talk to customers and our staff teams which reduces 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 continues to advance with 90 customers at the end of this financial year. We held our first Peer Support Groups in 2014/2015 and will endeavour to develop this service further in 2015/2016

Our service in Wandsworth has grown at a slower rate but still had 36 customers at the end of the financial year. i-decide are now firmly established as one of the leading Direct Payment support service providers in the Borough.

Our first year exclusively providing Direct Payment support services in The London Borough of Redbridge has been a tremendous success. i-decide have responsibility to support over 1,000 recipients of Direct Payments. In 2014/2015 we provided face to face support to over 450 individuals providing expert advice and guidance.

i-decide also secured a further sole provider contract delivering Payroll and Advice for Rochdale Borough Council. This is a four year contract that commenced in February 2015.

i-decide also supported service users in the city of Leicester although this service has not developed at the expected rate. We have worked tirelessly to develop the local offering and continue to try new ventures. Successful framework agreements were also secured in Herefordshire and Walsall in the first six months of the year and towards the end of the financial year i-decide were also awarded agreements in South Gloucestershire and Cumbria

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 2015/2016 and beyond.

# DEAFBLIND UK AND ITS SUBSIDIARIES

## STRATEGIC REPORT

YEAR ENDED 31 MARCH 2015

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## 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.

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

# DEAFBLIND UK AND ITS SUBSIDIARIES

## STRATEGIC REPORT

YEAR ENDED 31 MARCH 2015

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

We will continue to provide our quarterly magazine, Open Hand to our deafblind members.

In the next year we will:

- maintain our on the ground outreach in London, North Wales, South Wales, Essex and East Midlands and Northern Ireland
- continue to develop our new outreach in Yorkshire
- seek new opportunities as funding permits in North West England and the Midlands

### ABOUT ME

We will continue to review and improve our services and use the tools we have developed to promote them. We will work with the central Quality and Business development team to improve the way we monitor, review and provide evidence about the excellent outcomes our customers receive. We will utilise the intelligence we have gathered from our visits to Local Authorities and find new ways of helping them overcome their challenges and continue to develop outcome-focused services. 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 nine local authority areas and we intend to grow this to a minimum of 12 by the end of 2015/2016. Despite being contracted to support Rochdale Borough Council, the organisation are still looking to establish further services in the North of England, as well as other parts of the UK such as Wales 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.

## 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 £3,650,646 compared to £3,304,262 in the previous year, which shows a 10% increase. Deafblind UK received just over 50% of its income from voluntary sources. This is mainly due to a significant increase in income from legacies.

Income from charitable activities has reduced from last year by 17% on the previous year which indicates a challenging year with regard to contracting services support.

Total expenditure for year is £3,543,805 which is an increase on the previous year but does reflect higher income levels in voluntary income.

This leaves us with a surplus of £106,841 for the financial year 2014/15. This surplus will increase the accumulated funds brought forward which will help further the group's objectives.

A detailed analysis of income and expenditure is shown in the consolidated Statement of Financial Activities (SOFA) and the Notes 1 to 9 to the accounts.

Our consolidated current assets have increased over the financial year by over 9% which has resulted in a stronger 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.



# DEAFBLIND UK AND ITS SUBSIDIARIES

## STRATEGIC REPORT

YEAR ENDED 31 MARCH 2015

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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 2014-15 we achieved this target (Note 16) as unrestricted general funds totalled £1,593,082 which represents just over 5.5 months full running costs.

Approved by the trustees on.....1ST OCTOBER 2015



D STONEHOUSE  
Company Secretary

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# DEAFBLIND UK AND ITS SUBSIDIARIES

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

YEAR ENDED 31 MARCH 2015

We have audited the group and parent charity financial statements of Deafblind UK ("the financial statements") for the year ended 31 March 2015 on pages 17 to 34. 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 2015 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*

HANNAH CATCHPOOL (Senior Statutory Auditor)

For and on behalf of

Baker Tilly UK Audit LLP, Statutory Auditor

Chartered Accountants

Abbotsgate House

Hollow Road

Bury St Edmunds

Suffolk

IP32 7FA

5 October 2015

# DEAFBLIND UK AND ITS SUBSIDIARIES

## CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(incorporating an income and expenditure account)

YEAR ENDED 31 MARCH 2015

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2015 £	Total Funds 2014 £
<b>INCOMING RESOURCES</b>					
Incoming resources from generated funds:					
<b>Voluntary income</b>					
Legacies		859,783	-	859,783	524,753
Grants and trusts	1	77,139	835,769	912,908	911,918
Other donations, subscriptions and appeals		69,516	-	69,516	131,355
		<u>1,006,438</u>	<u>835,769</u>	<u>1,842,207</u>	<u>1,568,026</u>
<b>Activities for generating funds</b>					
Trading income		453,302	-	453,302	104,249
Investment income	2	11,490	-	11,490	14,483
Fundraising income		28,638	-	28,638	24,551
		<u>493,430</u>	<u>-</u>	<u>493,430</u>	<u>143,283</u>
<b>Incoming resources from charitable activities</b>					
Contracted services	3	1,157,217	-	1,157,217	1,428,808
Income from property	3	157,792	-	157,792	164,145
	3	<u>1,315,009</u>	<u>-</u>	<u>1,315,009</u>	<u>1,592,953</u>
<b>TOTAL INCOMING RESOURCES</b>					
		<u>2,814,877</u>	<u>835,769</u>	<u>3,650,646</u>	<u>3,304,262</u>
<b>RESOURCES EXPENDED</b>					
Costs of generating funds	5	179,902	-	179,902	152,575
Trading expenses – subsidiary companies		468,940	-	468,940	364,345
Charitable activities	6	2,047,168	826,787	2,873,955	2,741,957
Governance costs	7	21,008	-	21,008	34,083
		<u>2,717,018</u>	<u>826,787</u>	<u>3,543,805</u>	<u>3,292,960</u>
<b>TOTAL RESOURCES EXPENDED</b>					
		<u>2,717,018</u>	<u>826,787</u>	<u>3,543,805</u>	<u>3,292,960</u>
<b>NET INCOMING RESOURCES FOR THE YEAR</b>					
		<u>97,859</u>	<u>8,982</u>	<u>106,841</u>	<u>11,302</u>
<b>Transfers between funds</b>					
		-	-	-	-
Total funds brought forward		<u>1,921,237</u>	<u>3,175,923</u>	<u>5,097,160</u>	<u>5,085,858</u>
Total funds carried forward		<u>2,019,096</u>	<u>3,184,905</u>	<u>5,204,001</u>	<u>5,097,160</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 21 to 34 form part of these financial statements.

# DEAFBLIND UK AND ITS SUBSIDIARIES

## CONSOLIDATED BALANCE SHEET

31 MARCH 2015

Company number 02426281  
Charity number 802976

	Note	2015 £	2014 £
<b>FIXED ASSETS</b>			
Tangible assets	10	<u>3,495,259</u>	<u>3,566,938</u>
<b>CURRENT ASSETS</b>			
Debtors	12	194,837	232,154
Cash at bank and in hand		<u>1,986,636</u>	<u>1,760,976</u>
		2,181,473	1,993,130
<b>CREDITORS: Amounts falling due within one year</b>	13	<u>(472,731)</u>	<u>(462,908)</u>
<b>NET CURRENT ASSETS</b>		<b>1,708,742</b>	<b>1,530,222</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<b>5,204,001</b>	<b>5,097,160</b>
<b>NET ASSETS</b>		<b>5,204,001</b>	<b>5,097,160</b>
<b>FUNDS</b>			
Restricted	15	3,184,905	3,175,923
Unrestricted	16	<u>2,019,096</u>	<u>1,921,237</u>
<b>TOTAL FUNDS</b>		<b>5,204,001</b>	<b>5,097,160</b>

These financial statements were approved and authorised for issue by the Trustees on the 1ST OCTOBER and are signed on their behalf by: 2015

*D T Grown*

D EVANS (CHAIR)  
Trustee

The accounting policies and notes on pages 21 to 34 form part of these financial statements.

# DEAFBLIND UK AND ITS SUBSIDIARIES

## CHARITY BALANCE SHEET

31 MARCH 2015

Company number 02426281  
Charity number 802976

	Note	2015 £	2014 £ restated
<b>FIXED ASSETS</b>			
Tangible assets	10	3,484,386	3,550,149
Investments	11	12	12
		<u>3,484,398</u>	<u>3,550,161</u>
<b>CURRENT ASSETS</b>			
Debtors	12	518,585	527,416
Cash at bank and in hand		<u>1,584,846</u>	<u>1,401,214</u>
		2,103,431	1,982,630
<b>CREDITORS: Amounts falling due within one year</b>	13	<u>(287,102)</u>	<u>(272,006)</u>
<b>NET CURRENT ASSETS</b>		<u>1,816,329</u>	<u>1,656,624</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>5,300,727</u>	<u>5,206,785</u>
<b>NET ASSETS</b>		<u>5,300,727</u>	<u>5,206,785</u>
<b>FUNDS</b>			
Restricted income funds	15	3,184,905	3,175,923
Unrestricted income funds	16	<u>2,115,822</u>	<u>2,030,862</u>
<b>TOTAL FUNDS</b>		<u>5,300,727</u>	<u>5,206,785</u>

These financial statements were approved and authorised for issue by the Trustees on the 1ST OCTOBER 2015 and are signed on their behalf by:

D T Grom

D EVANS (CHAIR)  
Trustee

The accounting policies and notes on pages 21 to 34 form part of these financial statements.

# DEAFBLIND UK AND ITS SUBSIDIARIES

## GROUP CASH FLOW STATEMENT

YEAR ENDED 31 MARCH 2015

	2015 £	2014 £
<b>NET CASH INFLOW FROM OPERATING ACTIVITIES</b>	<b>223,752</b>	123,335
<b>RETURNS ON INVESTMENT AND SERVICING OF FINANCE</b>		
Interest received	<u>11,490</u>	<u>14,483</u>
Net cash inflow from returns on investment and servicing of finance	<b>11,490</b>	14,483
<b>CAPITAL EXPENDITURE</b>		
Payments to acquire tangible fixed assets	<u>(9,582)</u>	(17,558)
Net cash outflow from capital expenditure	<b>(9,582)</b>	(17,558)
<b>INCREASE IN CASH</b>	<b>225,660</b>	120,260

### RECONCILIATION OF NET INCOMING RESOURCES TO NET CASH INFLOW FROM OPERATING ACTIVITIES

	2015 £	2014 £
Net incoming resources	<b>106,841</b>	11,302
Interest received	<b>(11,490)</b>	(14,483)
Depreciation	<b>81,261</b>	87,244
Decrease in debtors	<b>37,317</b>	100,713
Increase/(decrease) in creditors	<b>9,823</b>	(61,441)
Net cash inflow from operating activities	<u><b>223,752</b></u>	<u>123,335</u>

### RECONCILIATION OF NET CASH FLOW MOVEMENT TO MOVEMENT IN NET FUNDS

	2015 £	2014 £
Increase in cash in the year	<b>225,660</b>	120,260
Change in net funds	<b>225,660</b>	120,260
Net funds at 1 April 2014	<b>1,760,976</b>	1,640,716
Net funds at 31 March 2015	<u><b>1,986,636</b></u>	<u>1,760,976</u>

### ANALYSIS OF CHANGES IN NET FUNDS

	1 April 2014 £	Cash flow £	31 March 2015 £
Net cash			
Cash at bank and in hand	<u>1,760,976</u>	<u>225,660</u>	<u><b>1,986,636</b></u>

The accounting policies and notes on pages 21 to 34 form part of these financial statements

# DEAFBLIND UK AND ITS SUBSIDIARIES

## ACCOUNTING POLICIES

YEAR ENDED 31 MARCH 2015

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### 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 £93,942 (2014: £108,317).

### 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 property	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 2015

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### 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 charity is entitled to the income, the legacy will be received and the value can be determined with reasonable certainty.

#### **Grants**

Grant income is included within income when the charity is entitled to the income, the amount can be quantified with reasonable accuracy, and there is certainty of receipt.

#### **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 2015

### 1. VOLUNTARY INCOME – GRANTS AND TRUSTS

	Unrestricted Funds £	Restricted Funds £	Total Funds 2015 £	Total Funds 2014 £
Grants & donations including specific appeals	77,139	496,993	574,132	544,193
Big Lottery Fund	-	278,776	278,776	297,725
Department of Health	-	60,000	60,000	70,000
	<u>77,139</u>	<u>835,769</u>	<u>912,908</u>	<u>911,918</u>

Restricted grants:	Project Funded		Total £
Big Lottery Fund	In Touch Wales	(£169,085 spent in year)	164,619
Big Lottery Fund	Community In Touch	(£71,418 spent in year)	51,324
Big Lottery Fund	Connections NI	(£61,926 spent in year)	62,833
Department of Health – Innovation, Excellence and Strategic Development Fund	i-decide Limited	(£60,000 spent in year)	60,000

#### Also received with thanks:

1989 Willan Charitable Trust	to provide communication services to members in North Tyneside	1,512
City Bridge Trust	for the work of our London Outreach Officers with elderly deafblind people	28,000
Grassroots	donated towards staff/volunteer training at Colchester peer support groups	500
Help for Health	towards support services in North and North East Lincolnshire as well as the East Riding of Yorkshire	1000
The Lord and Lady Lurgan Trust	the Lord and Lady Lurgan Trust funded a grant towards our three London social groups and the Outreach Officer responsible for these groups	1,000
People's Postcode Trust	towards our digital inclusion work in Greater London	20,000
Percy Bilton Charity	towards improvements at Rainbow Court	2,749
Rayne Foundation	for our Connecting Lives Technology Officer	5,000
Sherburn House Charity	towards communication support for members in the North East	1,000
The Warwickshire Masonic Charitable Association	to support members in Warwickshire and the West Midlands	500

Additionally, we would like to thank the Rank Foundation and Sir James Knott Trust who both gave funds in the last financial year and who have continued to support us.

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 2015

### 2. INVESTMENT INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2015 £	Total Funds 2014 £
Bank interest received	<u>11,490</u>	<u>-</u>	<u>11,490</u>	<u>14,483</u>

### 3. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2015 £	Total Funds 2014 £
<b>Contracted services</b>				
Fees, charges and support work	<u>1,157,217</u>	<u>-</u>	<u>1,157,217</u>	<u>1,428,808</u>
	<u>1,157,217</u>	<u>-</u>	<u>1,157,217</u>	<u>1,428,808</u>
Income from property	<u>157,792</u>	<u>-</u>	<u>157,792</u>	<u>164,145</u>
	<u>1,315,009</u>	<u>-</u>	<u>1,315,009</u>	<u>1,592,953</u>

# DEAFBLIND UK AND ITS SUBSIDIARIES

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2015

### 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:

	<b>I Decide Limited</b>		<b>About Me Care and Support Limited</b>		<b>Deafblind UK Trading Limited</b>	
	<b>2015</b>	<b>2014</b>	<b>2015</b>	<b>2014</b>	<b>2015</b>	<b>2014</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Turnover	<b>301,795</b>	11,206	<b>1,157,217</b>	1,428,808	<b>151,507</b>	as restated 101,030
Cost of sales	-	-	<b>(999,197)</b>	(1,158,649)	<b>(25,826)</b>	(16,654)
Administrative expenses	<b>301,795</b> <b>(584,173)</b>	11,206 (315,654)	<b>158,020</b> <b>(156,347)</b>	270,159 (258,639)	<b>125,681</b> <b>(124,791)</b>	84,376 (90,798)
Other operating income	<b>292,096</b>	206,891	-	-	-	-
Operating profit before taxation	<b>9,718</b>	(97,557)	<b>1,673</b>	11,520	<b>890</b>	(6,422)
Interest receivable	<b>50</b>	13	<b>316</b>	-	<b>252</b>	116
Corporation tax payable	-	-	-	-	-	-
Retained profit	<b>9,768</b>	(97,544)	<b>1,989</b>	11,520	<b>1,142</b>	(6,306)
Paid up share capital	<b>2</b>	2	<b>8</b>	8	<b>2</b>	2
Net liabilities	<b>(87,774)</b>	(97,542)	<b>(3,778)</b>	(5,767)	<b>(5,162)</b>	(6,304)

£nil (2014: £nil) was gifted by the subsidiaries to the charity in the year.

The figures in the above table are inclusive of any intra-group transactions. In the statement of financial activity on page 16, intra-group transactions are netted against each other.

# DEAFBLIND UK AND ITS SUBSIDIARIES

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2015

### 5. COSTS OF GENERATING FUNDS

	Unrestricted Funds £	Restricted Funds £	Total Funds 2015 £	Total Funds 2014 £
Fundraising and publicity costs including salaries and consultancy	174,120	-	174,120	149,410
Postage and stationery	5,782	-	5,782	3,165
	<u>179,902</u>	<u>-</u>	<u>179,902</u>	<u>152,575</u>

### 6. CHARITABLE ACTIVITIES

	Direct charitable £	Support costs £	Total Funds 2015 £	Total 2014 £
<b>Direct charitable expenditure:</b>	<b>389,539</b>	<b>284,876</b>	<b>674,415</b>	475,290
Policy, Information and Advice				
About Me Care & Support				
Operations	1,155,544	-	1,155,544	1,174,401
Rainbow Court	69,084	50,522	119,606	170,082
Information & Communications				
Technology	136,600	99,898	236,498	163,677
Self-help groups	398,239	289,653	687,892	758,507
	<u>2,149,006</u>	<u>724,949</u>	<u>2,873,955</u>	<u>2,741,957</u>

Support costs are allocated directly between activities based on total costs incurred. 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 Care & Support Operations

This is made up of all the services that Deafblind UK and About Me Care & Support 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 2015

### 6. CHARITABLE ACTIVITIES (continued)

Charitable expenditure comprises the following main elements:

	2015 £	2014 £
Wages and salaries, including staff training	2,135,347	2,054,052
Office running costs	394,660	372,274
IT costs	64,468	28,620
Travel and subsistence costs	150,616	154,559
Insurances	18,132	21,285
Training department costs	15,188	12,941
Deafblind diploma costs	-	1,686
Deafblind Club costs	20,437	30,892
Irrecoverable VAT	(2,261)	-
Publications for members	2,071	2,315
Interpreting costs	1,159	517
Depreciation and loss on disposal of tangible fixed assets	74,138	78,701
Bad debt expense	-	(15,885)
	<u>2,873,955</u>	<u>2,741,957</u>

### 7. GOVERNANCE COSTS

	Unrestricted Funds £	Restricted Funds £	Total Funds 2015 £	Total Funds 2014 £
Audit and accountancy fees	11,967	-	11,967	25,773
Salary and meeting costs	9,041	-	9,041	8,310
	<u>21,008</u>	<u>-</u>	<u>21,008</u>	<u>34,083</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 2015

### 8. STAFF COSTS

The aggregate payroll costs were:

	2015 £	2014 £
Wages and salaries	2,282,900	2,228,549
Social security costs	165,017	159,494
Pension costs	33,227	23,500
	<u>2,481,144</u>	<u>2,411,543</u>
	2015 No.	2014 No.
Employees who earned more than £60,000 during the year. £60,001 - £70,000	<u>1</u>	<u>1</u>

Pension contributions in relation to this employee amounted to £4,559 (2014: £4,543) in the year.

£2,663 has been reimbursed to Trustees during the year (2014: £3,104). This related to travel costs, guides and interpreting costs 4 Trustees in total received reimbursements (2014: 3).

#### Particulars of employees:

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

	2015 No.	2014 No.
Finance, administrative & support	46	44
Regional service	98	112
Fundraising	10	9
Helpline, training and awareness	22	21
	<u>176</u>	<u>186</u>

### 9. NET INCOMING RESOURCES

Net incoming resources are stated after charging:

	2015 £	2014 £
Depreciation of tangible fixed assets - owned	81,261	87,244
Operating lease rentals – other	11,120	11,296
Auditors' remuneration		
- statutory audit of parent and consolidated accounts	8,950	8,000
- statutory audit of subsidiaries	<u>6,745</u>	<u>7,000</u>

# DEAFBLIND UK AND ITS SUBSIDIARIES

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2015

### 10. TANGIBLE FIXED ASSETS

#### GROUP

	Freehold property £	Equipment £	Fixtures & fittings £	Motor vehicles £	Total £
<b>COST</b>					
At 1 April 2014	3,849,045	557,306	465,844	66,002	4,938,197
Additions	-	7,291	2,291	-	9,582
Disposals	-	-	-	(39,960)	(39,960)
<b>At 31 March 2015</b>	<b>3,849,045</b>	<b>564,597</b>	<b>468,135</b>	<b>26,042</b>	<b>4,907,819</b>
<b>DEPRECIATION</b>					
At 1 April 2014	385,032	504,939	422,701	58,587	1,371,259
Charge for the year	30,621	26,002	17,223	7,415	81,261
Disposals	-	-	-	(39,960)	(39,960)
<b>At 31 March 2015</b>	<b>415,653</b>	<b>530,941</b>	<b>439,924</b>	<b>26,042</b>	<b>1,412,560</b>
<b>NET BOOK VALUE</b>					
<b>At 31 March 2015</b>	<b>3,433,392</b>	<b>33,656</b>	<b>28,211</b>	<b>-</b>	<b>3,495,259</b>
At 31 March 2014	3,464,013	52,367	43,143	7,415	3,566,938

#### CHARITY

	Freehold property £	Equipment £	Fixtures & fittings £	Motor vehicles £	Total £
<b>COST</b>					
At 1 April 2014	3,849,045	556,061	399,969	66,002	4,871,077
Additions	-	7,291	1,084	-	8,375
Disposals	-	-	-	(39,960)	(39,960)
<b>At 31 March 2015</b>	<b>3,849,045</b>	<b>563,352</b>	<b>401,053</b>	<b>26,042</b>	<b>4,839,492</b>
<b>DEPRECIATION</b>					
At 1 April 2014	385,032	504,706	372,603	58,587	1,320,928
Charge for the year	30,621	25,769	10,333	7,415	74,138
Disposals	-	-	-	(39,960)	(39,960)
<b>At 31 March 2015</b>	<b>415,653</b>	<b>530,475</b>	<b>382,936</b>	<b>26,042</b>	<b>1,355,106</b>
<b>NET BOOK VALUE</b>					
<b>At 31 March 2015</b>	<b>3,433,392</b>	<b>32,877</b>	<b>18,117</b>	<b>-</b>	<b>3,484,386</b>
At 31 March 2014	3,464,013	51,355	27,366	7,415	3,550,149

All fixed assets are held for charitable purposes.

Freehold property includes land of £801,250 (2014 £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 2015

### 11. INVESTMENTS

#### CHARITY

##### Movement in market value

	2015	2014
COST	£	£
At 1 April 2014 and at 31 March 2015	<u>12</u>	<u>12</u>

Investments relate to the shares held in Deafblind UK Trading Limited, About Me Care and Support Limited and I Decide Limited, all 100% owned subsidiaries, and all companies incorporated in the United Kingdom. For further information on the activities of the subsidiaries, see note 4.

### 12. DEBTORS

#### GROUP

	2015	2014
	£	£
Trade debtors	113,835	138,478
Other debtors	43,800	12,073
Prepayments	37,202	81,603
	<u>194,837</u>	<u>232,154</u>

#### CHARITY

	2015	2014
	£	£
Trade debtors	4,126	2,010
Amounts owed by group undertakings	478,144	491,340
Prepayments	36,315	34,066
	<u>518,585</u>	<u>527,416</u>

as restated

### 13. CREDITORS: Amounts falling due within one year

#### GROUP

	2015	2014
	£	£
Trade creditors	108,816	118,504
Taxation and social security	37,229	72,804
Other creditors	137,966	20,913
Accruals	188,720	250,687
	<u>472,731</u>	<u>462,908</u>

#### CHARITY

	2015	2014
	£	£
Trade creditors	73,271	74,364
Taxation and social security	11,685	22,716
Other creditors	13,426	3,773
Accruals	188,720	171,153
	<u>287,102</u>	<u>272,006</u>



# DEAFBLIND UK AND ITS SUBSIDIARIES

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2015

### 14. COMMITMENTS UNDER OPERATING LEASES

At 31 March 2015 the group had annual commitments under non-cancellable operating leases as set out below.

	<b>Land and Buildings</b>			
	<b>Group</b>	<b>Charity</b>	<b>Group</b>	<b>Charity</b>
	<b>2015</b>	<b>2015</b>	<b>2014</b>	<b>2014</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Operating leases which expire:</b>				
Within 1 year	<b>1,946</b>	-	-	-
Within 2 to 5 years	-	-	2,892	-

### 15. RESTRICTED FUNDS

#### GROUP and CHARITY

	<b>Movement in resources</b>				
	<b>Balance at</b>	<b>Incoming</b>	<b>Outgoing</b>	<b>Transfer</b>	<b>Balance at</b>
	<b>1 Apr 2014</b>				<b>31 Mar 2015</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
National Centre for Deafblindness	3,099,866	-	(30,621)	-	3,069,245
Community In Touch	20,094	51,324	(71,418)	-	-
In Touch Wales	4,466	164,619	(169,085)	-	-
Caravan & Respite breaks	3,541	27,775	(16,707)	-	14,609
i-decide Project (DH)	-	60,000	(60,000)	-	-
Communications & Information and Advice	-	116,297	(116,297)	-	-
Connections NI	5,254	62,833	(61,926)	-	6,161
Connecting Lives Technology	3,152	46,705	(29,222)	-	20,635
Rainbow Court	-	35,149	(35,149)	-	-
London Outreach	6,500	71,500	(51,855)	-	26,145
Community Groups – Wales	23,000	10,000	(33,000)	-	-
Community Groups – Local Authority and Trusts	-	73,808	(46,025)	-	27,783
Community Outreach Local Authority	-	16,619	(15,533)	-	1,086
Yorkshire Outreach	10,050	12,700	(3,509)	-	19,241
Other appeals	-	86,440	(86,440)	-	-
<b>Restricted Funds</b>	<b>3,175,923</b>	<b>835,769</b>	<b>(826,787)</b>	<b>-</b>	<b>3,184,905</b>

#### 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.

# DEAFBLIND UK AND ITS SUBSIDIARIES

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2015

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### 15. RESTRICTED FUNDS (continued)

#### **Caravan & Respite Breaks**

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

#### **i-decide Project (DH)**

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 & Information and Advice**

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

#### **Connections NI**

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

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#### **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 – Wales**

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

#### **Community Groups – Local Authority and Trusts**

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

#### **Community Outreach Local Authority**

Funds to support specialist groups, community outreach and volunteer befriending in Essex.

#### **Yorkshire Outreach**

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

#### **Other appeals**

Support for services and activities across other areas.

# DEAFBLIND UK AND ITS SUBSIDIARIES

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2015

### 16. UNRESTRICTED FUNDS

#### GROUP

	Balance at 1 Apr 2014	Movement in resources			Balance at 31 Mar 2015
	£	Incoming £	Outgoing £	Transfer £	£
General	1,454,165	2,814,877	(2,666,378)	(9,582)	1,593,082
Other fixed assets	467,072	-	(50,640)	9,582	426,014
<b>Unrestricted Funds</b>	<b>1,921,237</b>	<b>2,814,877</b>	<b>(2,717,018)</b>	<b>-</b>	<b>2,019,096</b>

#### CHARITY

	Balance at 1 Apr 2014	Movement in resources			Balance at 31 Mar 2015
	£ as restated	Incoming £	Outgoing £	Transfer £	£
General	1,580,579	1,203,739	(1,075,262)	(8,375)	1,700,681
Other fixed assets	450,283	-	(43,517)	8,375	415,141
<b>Unrestricted Funds</b>	<b>2,030,862</b>	<b>1,203,739</b>	<b>(1,118,779)</b>	<b>-</b>	<b>2,115,822</b>

#### 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 expenditure allocated on this fund represents the depreciation charged on these assets in the year, and the transfer represents the net movement relating to additions and disposals in the year.

### 17. ANALYSIS OF NET ASSETS

#### GROUP

	Tangible fixed assets £	Net current assets £	Total £
Restricted funds	3,069,245	115,660	3,184,905
Unrestricted funds	426,014	1,593,082	2,019,096
	<b>3,495,259</b>	<b>1,708,742</b>	<b>5,204,001</b>

#### CHARITY

	Tangible fixed assets £	Investments £	Net current assets £	Total £
Restricted funds	3,069,245	-	115,660	3,184,905
Unrestricted funds	415,141	12	1,700,669	2,115,822
	<b>3,484,386</b>	<b>12</b>	<b>1,816,329</b>	<b>5,300,727</b>

# DEAFBLIND UK AND ITS SUBSIDIARIES

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2015

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### 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 £400 (2014: £1,000) were paid to R Sandford, a Trustee, in respect of editorial services for the charity newsletter. There was no balance owed by, or owing to this Trustee at year end, or at the prior year end.

### 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 £33,227, (2014: £23,500) and at the balance sheet date there were £5,116 of outstanding contributions (2014: £3,068) which were included within creditors.

### 21. PRIOR YEAR ADJUSTMENT

Following the issue of an ICAEW Technical Release dated 31 October 2014, Deafblind UK has implemented a change in the accounting policy for amounts passed up from the subsidiary companies, under gift aid. Under this change gift aid is now treated as a distribution rather than an expense. This resulted in a reduction in gift aid recognised in previous years as the subsidiary company did not have sufficient distributable reserves.

The effect of the prior year adjustment on the 2014 financial statements and the balance sheet at 31 March 2014 is as follows:

	2014 as previously reported £	Prior year adjustment £	2014 as adjusted £
General fund	1,585,264	(4,685)	1,580,579
Amounts due from subsidiary undertaking	496,025	(4,685)	491,340