

**RN  
I:D**

**ANNUAL  
REPORT**  
& FINANCIAL STATEMENTS  
**19/20**



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The Board of Trustees of RNID presents its annual report and audited financial statements for the year ending 31 March 2020. These comply with the Companies Act 2006, RNID's governing document and the Statement of Recommended Practice (SORP) – Accounting and Reporting by Charities (2015).

Details of our Trustees, professional advisers, and legal and administrative details are included on pages 6-7.

**ONE  
IN FIVE**

adults in the UK are deaf or have hearing loss and one in eight have tinnitus.

# Foreword

## A message from our Chairman and Chief Executive

This has been an important and successful year for RNID in which we have seen the further strengthening of our financial position, the delivery of major governance reform and the agreement of a new, more focused organisational strategy. In previous years, we have reported on a number of financial challenges requiring significant corrective action. During 2019-20, we have made strides in delivering our financial recovery plan and, through the sale of our London office and other measures, we now do not rely on a revolving credit facility. For the first time in many years, RNID is no longer financially encumbered and can begin to focus on and invest in our ambitious new strategy.

We have also continued to deliver our charitable offer to a high standard and to have an impact on the lives of thousands of people who are D/deaf, have hearing loss or tinnitus.

We are proud of the quality of our regulated services and especially so given the enormous strain caused by COVID-19. The charity is indebted to the staff who have continued to deliver in the face of personal and professional stress and uncertainty. These services have sustained high-quality care across the UK with 96.7% of services being compliant and 26 of 27 CQC services being rated overall 'good'.

We have continued to provide advice and information to people across the UK through a range of face-to-face and remote services. We provided 25,890 callers with support via telephony, email, letter or web chat facilities and invested resource in our Information Line to ensure it could continue to deliver and meet demand during the pandemic.

Our policy and campaigning has successfully lobbied decision-makers, the health profession and national bodies at the local and national levels. This has led to updated National Institute for Health and Care Excellence (NICE) guidance on cochlear implants, ensured local cuts to hearing aid provision were avoided and, with others, helped to raise the profile of the need for BSL access to 999.

We supported cutting-edge research and brought closer treatments to prevent hearing loss, restore hearing and silence tinnitus. We achieved this through making scientific discoveries that could lead to new treatments, supporting the development of promising treatments and developing future research leaders.

Like many charities, RNID has been affected by the COVID-19 pandemic and has been required to manage immediate risks and to ensure long-term sustainability.

We focused on two primary areas. Our first priority has been the health, safety and welfare of our staff and the people we support in our Care and Support Services. At the time of writing, our actions have been successful and there have been only a handful of confirmed cases and all of these have been contained. We are under no illusions that this crisis is over and this will remain a focus for the Board and the Executive for some time to come.

Secondly, we have focussed on our financial performance and liquidity. As a result of a stronger financial position, we have been far more resilient to external events than we would otherwise have been but COVID-19 has presented further challenge and uncertainty. We do not know the long-term economic outlook but – having utilised financial support, managed costs and sought to sustain income – we believe that we are well placed to weather this storm.

The pandemic also delayed our plans to transfer our Care and Support services to another provider that were announced mid-way through the year. We had expected to complete the transaction early within the 2020-21 financial year but our original plans suffered a setback due to the impact of COVID-19 and current economic uncertainty. Trustees remain committed to the transfer of these services.

We are proud of the quality of our regulated services and especially so given the enormous strain caused by COVID-19 and the proposed changes facing our staff and the people we support.

Although our ambition is to transfer as soon as possible, there is no rush and our priority remains ensuring that the people we support, staff and the services themselves are transferred to a provider able to continue providing high-quality care and support.

Nonetheless, we consider this to have been a successful year in getting the charity back to a position of financial strength and focussed on delivering a new strategy that will impact on the lives of more of the 12 million people in the UK who are D/deaf, have hearing loss or tinnitus.

Yours,



**John Morgan**  
Chair



**Mark Atkinson**  
Chief Executive

## Administrative details of the charity

RNID is the trading name of the charitable company limited by guarantee, the Royal National Institute for Deaf People (RNID), registered in England and Wales No. 454169. It is registered as a Charity (No. 207720 England and Wales and SC038926 Scotland). RNID is governed by its Articles of Association, adopted on 14 May 1948, and last amended on 11 December 2019.

The registered office address is Bakewell Road, Orton Southgate, Peterborough PE2 6XU.

On 2 November 2020 the charitable company, previously trading as 'Action on Hearing Loss' changed its trading name to RNID.

### Trustees

The following provides details of all Trustees who were in place during the financial year until the point at which these accounts were signed in October 2020:

**John Morgan**  
Chair

**Caroline Ashley**  
(stood down 06 June 2019)

**Claire Bailey**  
Treasurer

**Dr. Brian Caul**

**Carol Cole**  
(stood down on 02 September 2019)

**Lindsay Foster**  
Vice Chair

**Ingrid Gallen**

**Maggie Hampton**  
(stood down on 09 September 2019)

**Gideon Hoffman**

**Richard Jones**

**Thomas McCarthy**

**Prof. Brian Moore**  
(stood down on 11 December 2019)

**Jacqueline Press**

**Prof. Quentin Summerfield**  
(stood down on 11 December 2019)

### Key management personnel

The Trustees delegate the implementation of policies and the day-to-day management of the Charity to the Chief Executive who is assisted by the Executive Group. Those on the Executive Group are the Charity's key management personnel.

Key management personnel in place during the 2019-20 financial year are detailed below:

**Mark Atkinson**  
Chief Executive

**James Abbott**  
Executive Director of Corporate Services

**Noelia Fernandez**  
Executive Director of People

**Ralph Holme**  
Executive Director of Research

**Steven Maiden**  
Executive Director of Governance,  
Risk and Assurance

**Louise Pritchard**  
Executive Director of Services  
(stood down on 23 April 2020)

**Tim Willett**  
Executive Director of Funding,  
Brand and Communications

### Principal Professional Advisers

#### Solicitors

**Wilson**  
Alexandra House, St John's Street,  
Salisbury SP1 2SB

#### Bates Wells Braithwaite

10 Queens Street Place, London EC4R 1BE

#### Independent auditors

**Crowe U.K. LLP**  
55 Ludgate Hill, London EC4M 7JW

#### Bankers

**Lloyds Banking Group**  
10 Gresham St, London EC2V 7JD

# 01

## Trustees' Report incorporating the Strategic Report

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People are more understanding with a visual disability like my leg – it gives them empathy straight away rather than thinking I may be deaf and need some help. Raising awareness of this hidden disability is great. Nancy

The Trustees' Report incorporates the Strategic Report and can be found on (page 8–47). These two reports together meet the requirements for a Directors' Report as required by the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013. In approving the Trustees' Report, the Board of Trustees have also approved the Strategic Report.

## Our Vision

RNID exists to help people confronting deafness, tinnitus and hearing loss to live the life they choose. We enable people to take control of their lives and remove the barriers in their way. Our vision is a world where hearing loss doesn't limit or label people, where tinnitus is silenced and where people value their hearing.

In pursuit of this vision we provide information, advice, support and care, we fund research into technology and treatments and we campaign to remove barriers.

## Our strategy

During 2018-19, the Board of Trustees initiated a strategy review that would build on our existing strategy, Transforming Lives. The review was completed and agreed by Trustees in late 2019.

The new strategy aims to position the Charity to have the greatest possible impact on the lives of the 12 million people with deafness, hearing loss or tinnitus across the UK. We believe that there are three areas through which we can realise this ambition; the provision of information and guidance, investment in biomedical research and undertaking a range of influencing activities.

As areas in which we have successful track records, we believe we are well placed to innovate, invest and grow our offer in the coming years and have a profound impact on our beneficiaries. The strengthening and redesigning of the charity has also been agreed as an underpinning theme of the new strategy.

As part of the review process, Trustees came to the difficult conclusion that the delivery of regulated Care and Support Services was no longer viable for the Charity. It was agreed that the possible transfer of all such services to another, experienced provider should be explored. A credible provider had been identified during the year but, due to the impact of COVID-19, the transfer was not completed.

The Board of Trustees remains committed both to the new strategy and the proposed transfer of Care and Support services. Despite the setbacks and delays in delivering these strategic changes, we expect to make progress in 2020-21 in our ambition to be a more focused and agile Charity fit for the challenges and opportunities of the Twenty First Century. Our priority throughout will remain transferring services to the right partner able to continue to provide high-quality care to the people we support.

## Objectives and activities

### Public benefit

Trustees use Charity Commission guidance on public benefit and consider the Charity to have an impact both on those we exist to support and on the wider public.

The activities detailed throughout this report demonstrate the impact that the Charity has had on the lives of those with deafness, hearing loss and tinnitus across the United Kingdom. Throughout England, Scotland, Northern Ireland and Wales, we have provided face-to-face care, support and guidance to those with all forms of hearing loss.

Over the course of the year, Trustees have completed a review of the Charity's strategy with a view to maximising the number of people we reach and the impact that our offer has on their lives (page 10). We are confident that this will further strengthen our public benefit and transform how we meet our charitable purpose in changing contexts.

Our approach to service delivery (pages 14–16) has ensured that services have achieved strong regulatory compliance, responded to individuals' needs and received positive feedback. We are confident these services are having a positive impact on people's lives and we are seeking to ensure this is protected during and after their proposed transfer to another provider (page 13).

# 12m

people live with deafness,  
hearing loss or tinnitus  
across the UK

# OUR VALUES



## People

We treat people as people – with warmth, dignity and respect. We see people as whole people, not just as an issue or problem to be solved. We show kindness, care and understanding and approach people how we would like to be approached.



## Passion

We are passionate about our work and we want to make a difference in people's lives. If things can be improved, we won't just settle for how they are. We're prepared to challenge the status quo. We strive for high standards, to do our very best. We take positive risks and innovate, trying new things.



## Partnership

We work alongside others to achieve the best results. We listen carefully and try hard to understand. We share insights, ideas, learning and resources. We respect and value differences and we enable others to participate. We act with integrity and build trust.

## Achievements and performance

RNID exists for all 12 million people across the UK with deafness, hearing loss or tinnitus. Everything we do aims to support them to live the life they choose and achieve equality. We set out in this report our significant achievements against these objectives as well as our work to strengthen the charity and respond to operational challenges.

### A stronger charity

In previous years, RNID has reported financial and operational challenges that have demanded considerable corrective action, resource and management time. For many years, the Charity has relied on a £3m revolving credit facility and other borrowing to ensure its liquidity and there have been limited funds to invest in the charitable offer and the delivery of our strategy.

We are pleased to report that we have taken strides during 2019-20 in the delivery of our financial recovery plan and the strengthening and stability of the organisation. For the first time in many years, we are no longer encumbered by a revolving credit facility and, although there is more to do, we are confident that we can begin to invest in and focus on our ambitious new strategy.

This report details some of the measures we have put in place to stabilise our cost base, grow our income and strengthen our corporate services - development of funding strategy, brand work, People Strategy, governance review etc. - which will not be repeated here. However, it is important to highlight some of the critical changes and major

achievements that we believe will provide the basis for a more focused, impactful and prominent charitable offer in future years.

#### Transfer of Care and Support services:

Care and Support services have been a critically important part of our service offer for many years. As detailed below, these are of a high standard, have a profound impact on people's lives and are a source of pride for the organisation.

However, during the financial year, Trustees made the difficult decision to explore the transfer of these services to another provider. The proposed transfer was by no means a comment on the value of these services which have continued to deliver high-quality, person-centred care even throughout the current pandemic. The decision was based on the Trustees' ambition for the Charity to reach many more of the 12 million people in the UK who are deaf, have hearing loss or tinnitus. To do this, the Charity needs to be focussed on the areas that it feels it can achieve the most change in.

Trustees are committed to ensuring that the services are transferred to a purchaser that will continue to provide high-quality care and to keep the identity and culture of the services intact.

### Closure of our products business:

During this and the previous financial year, energy and resource was invested in our products business which provided hearing assistive products to members of the public. The business was operated to deliver a profit and to fund our charitable offer. In 2019-20, it became apparent that the business could not be turned around to achieve a great enough profit despite our efforts. The difficult decision was therefore taken to close the business which ceased to operate in April 2020.

Although the service was popular for many of its customers, the Charity could not justify a loss-making commercial operation. We are now focusing on growing our partnership with other suppliers to ensure that our members and beneficiaries have access the products they need.

### Sale of our Highbury office:

The sale of our London office is an important part of the financial recovery plan. The building was sold in late 2019 and the receipt from the transaction was used to pay off existing debt and to provide enough working capital to remove the need for a revolving credit facility.

The implications of this for our viability and future positioning are significant. The charity can now shift focus from short-term liquidity and begin to plan for an investment in the delivery of our future strategy and service offer.

Alongside learning from COVID-19, this has offered an opportunity for us to reduce our property costs and develop new ways of working. In time, we will be looking for a space in central London but this is expected to be very different from our current traditional office space and will allow for much greater flexibility and collaboration.

## High-quality, person-centred care

Throughout the COVID-19 pandemic, Trustees' top priority has been the safety and wellbeing of our Care and Support staff and the people we support. This involved a decision being taken to restrict all non-essential access to services prior to the Government lockdown being imposed. Regular updates were provided to staff with up-to-date guidance on how to manage services in the context of the pandemic. We have had a particular focus on the provision of personal protective equipment (PPE) and on the safe use of staffing, reducing the footfall in the services wherever possible.

RNID is not complacent about the ongoing risk that COVID-19 poses to the people we support and our staff. We continue to monitor the situation closely and Trustees are now meeting monthly to oversee our response. To date, we are reassured that our actions have been appropriate with no people we support having contracted COVID-19 and only one member of staff has been affected and has now made a full recovery.

### Overview

Prior to and throughout the pandemic, we have continued to provide high-quality care and support services. We offer both long-term and short-term care and support for people who are deaf, deafblind or have hearing loss and additional complex support needs.

Services are delivered in a person-centred way. Our approach focusses on what is important to and for each person, takes into account how they want to live their life, and aims to maximise independence by enabling people to have choice and control over how support is delivered.

Due to COVID-19, it was not possible to carry out a census of the people we support in April 2020 and so it is not possible to provide exact year-on-year comparisons. However, we estimate that 533 people were supported during 2019-20.

### Care quality and compliance

RNID does not provide Care and Support services in Scotland but, across the rest of the UK, a high level of quality and compliance was maintained. At the end of 2019-20, we had 96.7% compliance within regulated services across England, Wales and Northern Ireland with the three different regulators; the Care Quality Commission (CQC), Care Inspectorate Wales (CIW) and Regulation and Quality Improvement Authority (RQIA). Of 27 CQC regulated services, all are rated 'good' apart from one which has overall 'requires improvement' rating. RQIA and CIW services are all compliant or have not been inspected during the period.

It was agreed in August 2019 that we would no longer continue with the quality management standard, ISO 9001:2015 as we felt that it was no longer meeting our needs. Nonetheless, we have maintained our approach of continuous improvement and learning, and developed a new system of self-assessment and audit which allows us to identify areas of risk. This is reported to our Care and Support Services Quality Committee and Audit Committee.

### Person-centred working

#### Healthy Lives project

In 2019 we started a project to improve the health and well-being of the people we support and to reduce health inequalities for disabled people.

We know that disabled people seek more healthcare and have more unmet health needs than non-disabled people. They are likely to be more vulnerable to developing additional health conditions and higher rates of premature death. Furthermore, key research shows that people who have a learning disability die significantly earlier than those of the general population, with men dying 23 years younger and women 27 years younger.

We estimate that

**533**

people were supported during 2019-20 in our Care and Support Services

Although we do not fully understand the reasons for these differences, they are thought to arise for a number of reasons:

- Some staff and the people they support having a lack of awareness and information about the importance of living a healthy lifestyle, including eating a healthy diet and taking exercise.
- There is felt to be a lack of understanding by NHS staff, especially hospital staff and some GPs, of the difficulties accessing health services that disabled people face.
- There is poor access to mainstream NHS community services.

Our Care and Support Services are ideally placed to address the first reason by making a commitment to improving the health and well-being of the people we support. Throughout this year, we have:

- Undertaken a survey to gather health and well-being information about the people we support across our services. The survey was an information gathering exercise through which we were able to identify risk levels and priorities and, ultimately, improve services by developing knowledge through information and training where needed.
- From the survey results, identified key areas where we can improve awareness and provide information to help staff support people with their health. We have developed a monthly newsletter that will have a different topic each month related to physical and mental health. We will be including accessible information resource and training opportunities.
- Continued to make changes to policy to reflect best practice guidelines.
- Changed our Support Planning template to include a more holistic representation of the person and allow for an even more person-centred approach.

### Involvement and our work with the Involving People Group

RNID has continued to work with the Shared Learning Involvement Group which aims to encourage shared learning about service user and carer involvement between voluntary sector organisations working in the UK. Through this work we have been able to be part of a collaborative project across charities looking at ways to develop staff training on involvement including exploring online training.

We had intended to roll out a pilot in London with staff from our internal Involving People Group and to gain feedback ready to roll out across the country. Unfortunately, the COVID-19 pandemic has meant that this has not been possible but we remain committed to rolling this out when it is safe to do so.

During the year, the Involving People Group also reviewed the format of our easy read information and this has now changed to reflect best practice. We have also used an easy read photo library to provide templates and online images to support local staff produce easy read material. All of our easy read information is updated regularly including images to reflect the COVID-19 pandemic and to help explain the lockdown to the people we support.

In preparing for the transfer of Care and Support services, people we support and their circle of support have been asked to feedback on the service they receive. We have had a huge response to this survey with many positive comments about the service we provide. We will use this feedback as part of our review of the 'I Can Expect' Involvement Standards and other strategic planning around Involvement and to ensure the transfer is a smooth and consistent as possible.

## Information support and local community services

Our delivery of services, information and support across the UK changes as a result of available funding and need. Despite that, 2019/20 saw us achieve some remarkable results and we continue to have a positive impact on the lives of thousands of people. A small number of examples are included below:

- Our Information Line supports a wide range of enquiries across all of our cause areas and provides an invaluable link between those who need assistance and either immediate support from the team or helpful signposting to other services that can better meet their needs. During the year, we supported 25,890 callers with support via telephony, email, letter or web chat facilities. We increased resources in the service during the pandemic to ensure that we could meet the increased demand for information and advice delivered remotely.

In addition to this centralised service, we provide information to members of the public and professionals through a variety of interventions. During the year we provided information through these services to 64,578 members of the public and a further 16,868 professionals.

**A big thank you to your Information Line staff who were able to signpost me to my local Sensory Support team. At a time where hearing loss has made me feel isolated, lonely and resulted in a lack of confidence, it was so reassuring to know that there is help out there.** Anonymous

### Over the three-year project:

**51,568**

people supported

**9,281**

hearing checks carried out

**1,666**

organisations

- Our Employment Support Services provide person-centred support for jobseekers and employees who are Deaf or have hearing loss. We work with employers and training providers to ensure their recruitment processes are accessible for deaf or hard of hearing people. We have supported people on more than 1,300 occasions this year.
- Our hearing aid support services, Hear to Help, support people to make the most of their hearing aids and manage their hearing loss effectively by providing basic maintenance and support. As in previous years the majority of those we helped rated our service as excellent or good and the majority told us that we had had a positive impact on their lives. We made 43,942 face-to-face hearing aid support interventions.
- Our Hear to Inform and Connect Project provides face-to-face information support to older people across Scotland, Northern Ireland, London and the South East. With generous support from the National Lottery Community Fund this project provides information, hearing checks and support to local organisations to help them become more accessible.

Your Hear to Inform and Connect project has helped so many visitors to our Day Centre, many of whom have been really affected by hearing loss in ways they didn't even realise. Some had never had their hearing checked before today. We're so lucky to have people like yourselves with the information and brilliant service you offer. Angela, Volunteer Leonard Sainer Centre, London

This was the final year of a very successful three-year project. We have exceeded our original target to support 50,000 people over the course of the project – reaching 51,658. We have carried out 9,281 hearing checks against a target of 2,599 and have worked with 1,666 organisations, exceeding our target of 360.

- Our social groups, Hear to Meet, give people who are deaf or have hearing loss the opportunity to meet up, share experiences and information and make new friends. 98% of respondents rated our services as 'excellent' or 'good'. Given the nature of these services, they have had a real, personal impact:
- Our Hear to Inform and Support Project has established information hubs in local communities across Cornwall and Devon, where people can drop in to get support and guidance about any aspect of their hearing loss. The service has seen more than 2,380 people supported in its second year and has greatly exceeded its targets of helping educate care home staff in our project area. We now have 24 full-time volunteers spread across 8 information hubs.
- Sadly our Aged Veterans Service funded by the Royal British Legion in England, Wales and Northern Ireland also came to an end this year. However, it delivered some fantastic results achieving well beyond our expectations. In total we supported 6,512 older veterans and 1,513 family members and carers.

- Our Welfare Rights service in Scotland supported 248 people to access benefits they were entitled to, such as Job Seekers Allowance (JSA), Disability Living Allowance (DLA), Housing Benefit and Universal Credit.
- Our innovative Live Well service (funded by the Welsh Government) provided a one-stop shop support and advice service, supported by a regional model of volunteer support to increase people's independence, voice and control.

**59%**  
told us they felt more involved in their community

**61%**  
said they got out and enjoyed life more

**62%**  
said they felt more independent

**67%**  
felt more confident

**79%**  
said they felt happier

The service aimed to drive up the community capacity for people who are Deaf or have hearing loss to self-support and also worked to build up community-based support hubs. 957 people accessed this service, requiring 2206 interventions and 370 home visits were delivered. The project ended in March 2020 but has created a strong platform and legacy for Live Well 2 serving the community until 2023.

## Policy and Campaigns

Throughout the year we have also been working on a number of important influencing activities:

**Royal College of GPs Spotlight Project on Hearing Loss:** We are now working with the Royal College of GPs on a 'Spotlight project' on hearing loss. The project has two aims: to improve the accessibility of GP services and to increase early intervention. We have worked with the College to produce a toolkit, video and podcast for GPs and a hearing-friendly charter for GP practices. The project is due to be launched in September 2020.

**GP Curriculum Update:** As a result of evidence we submitted in response to consultations and our communication with the Royal College of GPs, the GP curriculum was updated to include new references to hearing loss. In line with our feedback, the curriculum is now clear that early intervention on hearing loss and effective communication with people who are deaf or have hearing loss are important aspects of the GP's role. The curriculum now explicitly recognises that many more people could benefit from hearing aids than currently do so and that widely available guidelines are not always but should be used.

**Cochlear Implants:** We successfully lobbied for The National Institute for Health and Care Excellence (NICE) to update guidelines on cochlear implants. We submitted evidence to NICE showing that cochlear implants may benefit people with lower levels of hearing loss and NICE announced changes to the guidelines which will mean that hundreds more people who were previously ineligible for cochlear implants will be able to access them.

**Hearing aid cuts:** We successfully ensured local areas, such as Cambridgeshire and Peterborough, did not proceed with plans to restrict the provision of hearing aids and continued to campaign against the unfair restrictions to NHS hearing aids in North Staffordshire.

As part of Staffordshire Clinical Commissioning Groups' (CCG) 'Difficult Decisions' engagement exercise, we had constructive conversations with the clinical lead and the Commissioning Support Unit. This led to RNID and the Commissioning Support Unit holding a joint event to help local people feedback. We shared the survey on social media and posted copies to 800 supporters in the local area. We know that over 1,400 people accessed information on the cuts via our website and we understand from feedback provided by the CCG that this was a large source of the formal consultation responses. We were expecting the results of the survey to be published in May 2020, in anticipation of a formal consultation in September 2020 although this has been paused due to COVID-19.

**Access to 999 for BSL users:** We have led a cross-sector campaign to ensure that British Sign Language (BSL) users are provided with access to the 999 emergency phone line through a Video Relay Service. The UK is implementing a piece of European Legislation, the Electronic Communications Code, which created an opportunity to call for this service to be established.

After ongoing conversations with the Government on the challenges faced by people who are deaf or have hearing loss as a result of PPE, an internal Government PPE task and finish group has been established to address this issue.



Working with SignHealth and the UK Council on Deafness, we utilised a dedicated Facebook group which has attracted 4,000 people and created a forum in which many BSL users shared videos of their frustrations in using a text-based relay systems. We have engaged with the relevant regulator, Ofcom, and held numerous meetings with them to present the case that BSL access to 999 is required and discussed the details of how the service should work to meet the needs of the BSL community. Ofcom launched a consultation in December 2019 which included proposals for such a service and indicated that they believed the service should be established. The consultation closed in March 2019 and we expect a final decision to be made in 2020. If the decision proceeds in the way laid out by Ofcom in its consultation then a service could go live in 2021.

#### Working for Change – government influencing:

We have continued our campaign, underpinned by our social research, for the Government to create an employers' disability information hub to remove the perceived barriers which prevent employers from recruiting people living with deafness and hearing loss.

Following on from a petition we ran in the 2018-19 year, we secured a roundtable event with the Minister for Disabled People, Health and Work, Justin Tomlinson MP, in July 2019. At this event we facilitated four of our dedicated campaigners to explain the barriers they have faced directly to the Minister and senior officials, setting out the increased workplace support that the Government

should provide. Later that month the Government published a consultation, Health is Everyone's Business, which contained proposals for the Government to improve the provision of disability information to employers. The response to this consultation was due in March or April of 2020 but has been delayed because of the Coronavirus crisis.

In March 2020, in response to the profound implications of COVID-19 on people with hearing loss and deafness, we reframed our influencing strategy. In particular, two key issues rapidly became our focus:

#### Accessible public health information:

We initiated and led a call on the Government to improve the accessibility of public health information, supported by other disability charities. Our letter to the Prime Minister was featured on Channel 4 News.

This has resulted in the identification of a named senior lead responsible for accessible Covid-19 communications.

We are now members of a Cabinet Office communications working group on this issue. Specific progress in this area to date includes BSL interpreters now in vision on all press conferences and key announcements and the production of a series of short BSL videos of key public health messaging.

#### Access to health and social care services:

This focussed on:

**NHS 111** After calls from us to do so, NHS 111 increased the number of BSL interpreters available for the service and extended hours in which interpreters were available to 24 hours a day, 7 days a week. Relay UK also prioritised NHS 111 calls.

**NHS volunteer responders** After calls from RNID, the NHS volunteer responder line is now promoting access via Relay UK and video relay and we are an approved referrer to the line.

**Remote appointments** In light of the increase in remote appointments, we developed advice for health care professionals on communicating with people who are deaf or have hearing loss. This advice is being sent by NHS England and Improvement to all GP practices in England. The Royal College of GPs also approved and included this advice in their COVID-19 resource hub, COVID-19 FAQs and in their COVID-19 triaging podcast.

**Personal Protective Equipment** After ongoing conversations with the Government on the challenges faced by people who are deaf or have hearing loss as a result of PPE, an internal Government PPE task and finish group has been established to address this issue. We have fed back on proposals from the group and we are expecting significant progress on this in the coming weeks.

## Research

We continued to support cutting-edge research bringing closer treatments to prevent hearing loss, restore hearing and silence tinnitus. Such treatments will transform the lives of millions of people seeking better hearing. We spent a total of £1.6m (2018/19: £1.5m).

### Making scientific discoveries that could lead to new treatments

We spent £569,000 on discovery research, generating knowledge that will underpin the development of new treatments and increase benefit from existing medical devices.

During the year:

- Our research funding led to important scientific discoveries, including;
  - King's College London discovered 44 genes linked to age-related hearing loss. This breakthrough sheds light on the biological pathways involved in progressive hearing loss and has opened up new avenues of research that could ultimately lead to treatments to slow or prevent hearing loss.

- University of Sussex and University of Washington identified a drug able to protect the sensory hair cells in the inner ear, which detect sound, from damage caused by powerful antibiotics and certain cancer treatments. The finding could lead to a drug treatment able to protect people's hearing.

- The University College London Ear Institute discovered that structures called stress granules, which form inside a cell when it is damaged or stressed, are involved in protecting cells vital for hearing from damage. Finding ways to boost this natural response could lead to treatments to prevent certain types of hearing loss.

- We awarded five new Discovery Project grants focussed on improving methods for assessing the health of the cochlea, testing a treatment for tinnitus, understanding the causes of hearing loss at a molecular level, investigating a new approach to regenerating damaged cochlear-cells to restore hearing, and, in partnership with Alzheimer's Research UK, investigating the link between dementia and hearing loss.

We spent:

**£569k**

on discovery research

**£200k**

on supporting translational research

**£495k**

on developing future research leaders

**£1.6M**  
SPENT ON RESEARCH IN TOTAL

### Supporting the development of promising treatments

We spent £200K on supporting translational research and connecting researchers, clinicians, companies and investors to accelerate the development of new treatments.

During the year:

- We awarded a new Translational Research grant to Pragma Therapeutics to advance the development of a drug treatment for noise-induced hearing loss. The project is being co-funded with Fondation Pour l'Audition.
- Rinri Therapeutics was launched to develop a stem cell therapy to restore hearing. The company was founded on pioneering research we helped fund at University of Sheffield and has already raised £1.4 million to take its pioneering cell therapy towards the clinic.
- We launched The Hearing Medicines Discovery Syndicate (HMDS) in partnership with the Medicines Discovery Catapult. The Syndicate is rapidly connecting innovators to the expertise and infrastructure needed to develop treatments for hearing loss and tinnitus.

### Developing future research leaders

We spent £495,000 on developing future research leaders through our PhD and Fellowship schemes.

During the year we awarded two new Pauline Ashley Fellowships to support the career development of two rising stars in hearing research at the University of Sussex and UCL.

Treatments will transform the lives of millions of people seeking better hearing



## Technology

### Supporting innovation

During 2019-20 we have worked to raise public awareness of new technology that could help people confronting deafness, hearing loss and tinnitus. We continue to work with product manufacturers and developers to help them understand how their technology could be used to help our beneficiaries and to encourage innovation of new technology to meet their needs. We are also helping to evaluate new products in partnership with organisations who value our input.

In 2019/20 we:

- Helped 21 organisations developing technology to benefit people with hearing loss. This included; IBM with an automated BSL solution and incubator Zinc resulting in the start-up company Zinc dedicated to developing a software to help improve people's ability to hear speech in noise through brain training.
- Started an income generating partnership with Samsung to test accessibility features of their latest smartphone and work with their Research and Development Team to improve accessibility for future devices.
- Secured an invite from Microsoft to participate as one of 5 charity partners in a hackathon and won. This resulted in significant technical and marketing support from Microsoft UK to develop an app to normalise hearing checks and test behaviour change. Since then, we have created a minimal viable product that uses an app to create a personal listening experience and monitors changes to that personal audio over time. This is designed to influence behaviour change and protect hearing. We will be looking to test the first stage of the app in 2020-21 which will involve testing the accuracy of the test and user's experience of the personalised audio.
- Secured a partnership with Bluetooth to support the announcement of a major development in audio streaming developed specifically for people with hearing loss which will change the way people experience audio sharing and public announcements as well as hearing aid connectivity to mainstream devices over the next decade.

### Work Delayed

Sadly, due to the impact of COVID-19, there were a number of projects that have been delayed. These include:

- The Samsung trial has been paused mid-way as these are face-to-face interviews on user experience
- Securing new partnerships has been difficult due to lack of resources to support any more activity than currently being delivered
- In the Cinema subtitle tech challenge we have been unable to carry out user testing on the two tech solutions in the second phase of the funding.

### Providing technology solutions

This year we have continued to deliver a range of communication services and accessibility solutions to clients as well as to sell assistive technology products. This includes:

- We carried out 239 workplace assessments for employees to help them overcome the obstacles they face in the workplace, reducing anxiety and stress. In turn, this helps employers retain staff, improve morale and increase productivity, whilst increasing awareness of the effects of hearing loss and deafness. The adjustments we recommended range from the use of assistive technology to changes to the office environment to the provision on deaf awareness training.

- We delivered 105 Deaf Awareness training sessions and 59 BSL training sessions to businesses, raising awareness of hearing loss and deafness. The training covers causes of hearing loss, the barriers facing deaf people, and how to use the most appropriate methods of communication both with colleagues, peers, and customers. Our BSL training starts with the basics and the language and looks at the phrases and terminology used in that particular channel or sector. Our services are delivered by professional trainers with hearing loss to ensure the training is effective and includes the trainer's direct experiences.
- We installed 248 induction loop systems across different client premises at multiple sites, ensuring accessibility at businesses, venues, museums and others nationally. These installations are also subject to onsite training and maintenance contracts to make sure the systems continue to be used correctly and beneficial to hearing aid wearers.
- We co-ordinated over 14,500 bookings for British Sign Language (BSL) Interpreters, Speech to Text Reporters, lip readers/speakers, electronic note takers and other communication services. The client base covers the NHS, local authorities, surgeries, banks, solicitors and many more, and our services ensure Deaf people and BSL users are able to access services unimpeded.

### Technology solutions:

**239**

workplace assessments  
for employees

**105**

Deaf Awareness training  
sessions delivered

**59**

BSL training  
sessions delivered

**248**

induction loop  
systems installed

**14.5k+**

communications services  
bookings co-ordinated

# Structure, governance and management

## Structure

RNID is the trading name of the charitable company limited by guarantee, the Royal National Institute for Deaf People (RNID), registered in England and Wales No. 454169. It is registered as a Charity (No. 207720 England and Wales and SC038926 Scotland). RNID is governed by its Articles of Association, adopted on 14 May 1948, and last amended during this financial year on 11 December 2019.

The registered office address is Bakewell Road, Orton Southgate, Peterborough, PE2 6XU. RNID's objects are to promote and encourage the prevention and mitigation of deafness and the better treatment, education, training, employment and welfare of people who are deaf or hard of hearing (which expression applies to all those whose hearing is significantly impaired) and generally to promote, safeguard and protect the welfare of such people.

RNID has a wholly owned subsidiary, RNID Activities Ltd. In the past the company has carried out non-charitable trading activities to raise funds for RNID. The subsidiary discontinued operations in 2018-19 and the company will remain dormant for future operational activities (2019: £0).

## Governance

### Governance Review

Prior to the beginning of the year, the Board of Trustees commissioned a root-and-branch governance review which sought to ensure decision-making arrangements were as robust as possible and aligned with the Charity Governance Code. The recommendations from the review were agreed in June 2019.

Some of these changes were implemented immediately such as a number of new Committees being established. However, a number of the recommendations required changes to the Articles of Association and these were put to the Membership at our AGM on 11 December 2019. The special resolution was passed by an overwhelming majority. The most significant changes included:

- The removal of the restrictions on who could be Trustees of the Charity based on factors such as geography. Trustees felt this hindered appointments and an entirely skills-based approach was required.
- A new appointment process with all future Trustees going through a robust, skills-based recruitment exercise prior to being put to an election by the Membership.
- The reduction in the size of the Board from a maximum of 14 Trustees to a maximum of 10 to allow for better, more in-depth debate and more robust decision making.

- The removal of the requirement for the Charity to hold an Annual General Meeting following a reduction in attendance and engagement at these meetings over a number of years. We will continue to hold General Meetings when important decisions for Members are required.

Trustees are confident that this range of changes will further improve the governance of the organisation but also recognise that continued focus is required to fully implement best practice and the Charity Governance Code. The Board is committed to keeping the principles of the Code under continual review and will consider compliance on an annual basis. An area of particular focus is applying the principle of diversity. We are committed increasing diversity at the Board level and recognise this will strengthen our decision-making processes. This is an important focus of our recruitment and appointment processes and will also be reflected in our induction and training of new trustees.

### Board of Trustees

The Board of Trustees is responsible for the overall governance of RNID. The Board has a maximum of 10 Trustees all of whom are appointed by the Board in line with the outcome of a Membership election process. All Trustees are appointed for a term not exceeding three years, at the end of which they are eligible for reappointment for a second term. Trustees are only eligible for a further term in exceptional circumstances and only for a maximum of three years.

The Board Rules, Delegated Authority Signing Policy and Committee Terms of Reference provide clarity on the delegation of decision making to the Executive and to individual Committees. The Rules include a statement of reserved powers for the Board.

Trustees are required to meet at least three times a year. In the year up to 31 March 2020, they met four times.

Throughout the Board of Trustees' decision making, Trustees have had regard to section 172(1) a-f of the Companies (Miscellaneous Reporting) Regulations 2018. There are numerous examples throughout this report of how the charity has engaged with key stakeholders. This includes, most importantly, the development of a new organisational strategy as described on page 10. This process relied heavily on the input of external stakeholders including a wide range of people with deafness, hearing loss and tinnitus. The strategy also drew extensively from the experience of staff. The Board of Trustees has aimed to ensure that strategic decisions are in the long-term interest of staff and existing beneficiaries whilst also ensuring that they are financially sustainable and will support our long-term success.

The Board has also put in place measures to ensure greater engagement and dialogue with staff through the development of a new People Strategy. Although this is yet to be launched, ensuring staff and other stakeholder views are considered in decision-making is an important principle of the strategy. The outcome of this consultative and collaborative approach will be reported to the Board and will inform strategic decision-making. More on our approach to people can be found on pages 30-32.

This report contains numerous important decisions about the future of the organisation. Undoubtedly, the most significant of these is the proposal to withdraw for the delivery of regulated care provision. Although it is not always possible to meet all expectations, the Board of Trustees has ensured that the impact of this decision has taken into account our key stakeholders and that this is done as sensitively as possible. The Board of Trustees have reviewed and agreed equality impact assessments at every stage of this process. This is used as a tool to ensure that the decision does not have a detrimental impact on the people we support or our staff. Regular feedback on staff morale (including staff KPIs) are considered both at the People Committee and Care and Support Services Quality Committee to ensure this strategic decision is made on up-to-date evidence.

### Trustee recruitment, induction and training

Trustees are appointed through an open and transparent recruitment exercise which involves advertising vacancies through prominent recruitment websites and media across the UK. All vacancies are informed by a skills gap analysis and succession planning exercise led by the Nominations Committee. The process is designed to ensure that the Board has the right skills and diversity in order to deliver the strategy.

All Trustee candidates are shortlisted and interviewed by a panel of the Nominations Committee before being recommended to the Board for appointment. Recommended candidates are then put to the membership for election prior to appointment.

This year, we have developed a new induction process for Trustees and Committee Members. This includes a comprehensive overview of the role of Trustee and charity governance, an overview of strategy and finances, meeting all members of the Executive and undertaking service visits. Through this process Trustee training needs are identified and addressed.

The Board is also provided with collective training where needs arise. During this year, the Board received training on the application of equality impact assessments to inform key decisions.

### Committee structure

The Board delegates certain powers in connection with the Charity's management and administration. Committees provide meeting minutes and report back regularly to the Board. Details of each Committee are included below.

### Audit Committee

The Audit Committee is made up of two Trustee members and two Independent Members of the Committee. Both Independent Members were appointed during the year. All members are independent of management. The Committee met four times during the year to provide oversight of the Charity's risk management, system of internal control, the outsourced internal audit function and external audit process for the Board.

### Care and Support Services Quality Committee

The Care and Support Services Quality Committee was set up as a time-limited body to oversee quality and safety issues until the transfer of Care and Support Services. The Committee provides assurance to the Board of Trustees and support to management on all quality and safety matters in regulated services. The Committee is made up of two Trustees. As a result of COVID-19, the Committee has been meeting with the Audit Committee to jointly monitor Care and Support risks as described elsewhere in this report.

### Finance Committee

The Finance Committee is made up of four Trustees including the Chairman and Treasurer. The Committee is responsible for supporting and advising the Board of Trustees on all financial matters including budgeting, monitoring performance and forecasting. The Committee also has the important role of overseeing the delivery of the Financial Recovery Plan and the Transformation Programme on behalf of the Board. The Committee meets on a bi-monthly basis and receives financial management information on at least a monthly basis.

### Nominations Committee

The Nominations Committee is comprised of three Trustees including the Chair of the People Committee and is responsible for undertaking skills audits and succession planning for the Board and its committees. It is responsible for overseeing Board accountability and appraisals as well as identifying and proposing new members of the Board and Committees, induction, support and development.

I particularly enjoy helping the many people who come to us for support, and seeing the difference we can make to their lives. This is what volunteering is all about – helping people. Gerry – Volunteer

### People Committee

The People Committee is a time-limited body made up of two Trustees and in place to oversee the development of the new People Strategy. It is also responsible for reviewing all strategic matters relating to staff, volunteers and culture in the organisation.

### Streamlined Energy and Carbon Reporting

RNID engaged a building consultancy to assist in calculating the greenhouse gas emissions footprint in line with the UK Government Streamlined Energy and Carbon Reporting (SECR) guidelines. The report produced was compiled in line with UK SECR guidelines and in line with the Greenhouse Gas Protocol. All data used in the report was collected following Energy Savings Opportunity Scheme (ESOS) Phase 2 guidelines. All calculations were made using the 2019 UK Government Greenhouse Gas Conversion Factors.

For the period 1 October 2018 to 30 September 2019, RNID has been responsible for a total UK energy use of 5,048,743 kWh. Total greenhouse gas emissions due to UK energy use has been calculated as 1078 tonnes of carbon dioxide equivalent. Future reporting will align with the financial year.

RNID considers the most appropriate and useful intensity ratio to be staff full-time equivalent. The charity has 773 full time equivalent staff meaning that the tonnes of carbon dioxide per full time equivalent staff is 1.39.

RNID is committed to reducing its energy use and greenhouse gas emissions. During the reporting period, the following action has been taken to improve energy efficiency and reduce emissions:

**Lighting:** we have continued our programme of replacement LED lighting and occupancy sensors that will turn lights on/off automatically.

**Appliances:** we have our programme of replacement of white kitchen goods to 'A++' rated appliances. This will result in 40% less energy usage to an equivalent A-rated model.

**Boiler optimisation:** we continue to optimise our Domestic Hot Water boilers and recalibrate of space heating controls to reduce energy consumption. This includes the reduction of thermostat temperatures in summer months.

**Awareness:** We have begun to improve staff awareness of energy management through good housekeeping measures. This includes staff being encouraged to switch off screens and PC's when they leave their desks.

### Trustee emoluments

The Trustees of the Charity, who comprise the Board, did not receive any remuneration during the period. RNID purchases indemnity insurance to protect it and its Trustees and officers from losses arising from a wrongful act by its Trustees or officers; and to indemnify them against their legal liability arising from any claim against them. The premium for this cover was £10,349 (2018-19: £8,990).

## Management

### Employees and Volunteers

This financial year we have embedded our Executive Group and increased the visibility of senior leaders throughout the organisation. We changed the membership of our Senior Leadership Team to strengthen collaboration across functions and include wider participation in the development of our future strategy.

We have continued to develop our engagement strategy by increasing the frequency of our Senior Leadership led 'huddles' and Breakfast with the Chief Executive events. We have also embraced new technologies and rolled out new digital tools across the charity, including Microsoft Teams and Yammer, to increase staff collaboration and communication. These new tools have also enabled us to create a rolling programme of accessible weekly leadership videos improving our ability to share important information in a timely, accessible manner regardless of where our people are based. These tools have been well received by our staff and are informing the development of new ways of working for the future.

This financial year has been a year of change for RNID. We have shaped a new strategy for the future and invested in our communication channels to support staff and volunteers on our journey. We have established a People Committee to support us to develop a new People Strategy that will position us as an employer of choice. More recently we have had to change our ways of working significantly to keep our people safe within our services and implement the tools and technology required to enable people to work remotely during the COVID-19 pandemic. We have also had to reshape our organisational priorities as we furloughed over 100 staff using the UK Government's Job Retention Scheme.

**We have established a staff-led Deaf Awareness Group set up to drive internal culture change and accessibility and to ensure we have an inclusive working environment across our charity for colleagues who are D/deaf, hard of hearing or have tinnitus**



We ran our annual Staff Big Satisfaction Survey and Volunteer Surveys this year and introduced new touch points, including a bespoke Coronavirus Survey, as our people became personally and professionally affected by the impact of Covid-19. The Executive Group and local management teams had to make difficult, unprecedented decisions during this uncertain time and it was reassuring to see that 86 per cent of our staff felt supported by their manager and 74 per cent of staff felt the organisation was doing a good job of keeping them informed during this period.

This year we have continued to focus on the health and wellbeing of our people and the Staff Wellbeing Committee has gone from strength to strength internally. We signed up to the Mind Time to Change Employer Pledge and produced clear plans of action demonstrating our commitment to end mental health stigma and discrimination in our charity. We have qualified Mental Health First Aiders across our charity and Mental Health and Wellbeing Champions who are supporting our people individually and as well as helping to break down stigmas and create a safe space for people to share their wellbeing concerns. The Wellbeing Committee has been instrumental in helping us develop a comprehensive mental health resource hub to support our people through the pandemic.

We recognise that we need to improve diversity and inclusion within our charity and this year we have established a Deaf Awareness Group to support an internal D/deaf awareness drive. This is staff-led group which has been set up to drive internal culture change and accessibility and to ensure we have an inclusive working environment across our charity for colleagues who are D/deaf, hard of hearing or have tinnitus. We also continue to hold the Disability Leader Accreditation which further demonstrates our commitment to equality and diversity. As 22 per cent of our staff identify as having a disability we are determined to become a fully accessible workplace.

We also worked closely with Staff Council to improve the diversity of our representatives and took positive action to encourage staff who are D/deaf, Hard of Hearing or from BAME communities to nominate themselves for election. Our Staff Council continues to be instrumental in representing the views of our staff and this year the Chief Executive and Executive Director of People have worked closely with the Chair and Vice Chair of the Council to ensure timelier two-way communication.

We recognise that the development of our people is key to our success in delivering our transition to a new strategy and this year we reviewed our appraisal process and created a new tool – a Personal Success Plan. This helps people across our charity to reflect on their work, wellbeing and personal and professional goals throughout the year. Our charity is changing at a rapid pace and our new strategy will not be time bound so it is important that we give our people flexible tools and touch points to continually review priorities and needs in response to changing internal and external environments.

Once again, we could not have achieved all we did this year without the time and dedication of our many volunteers. Our volunteers gave up their time to support many of our charitable activities including community projects and fundraising campaigns. This year our volunteers have been more adaptable and supportive than ever and supported us to pivot many of our community activities to online, remote activities so that we are able to continue supporting our beneficiaries despite the restrictions placed on our work by the COVID-19 pandemic.

### Remuneration Policy

We are a complex, diverse organisation with over 800 employees geographically dispersed across the UK. It is important that we are able to attract, retain and reward people with the right skills, talents and knowledge, so we can meet our charitable objectives.

To ensure we take a fair and transparent approach to our pay and reward we have an internal job evaluation system which places job roles into bands and hierarchies. Our pay bands are published on our intranet and staff have visibility of this on our intranet. We also pay in accordance with the UK Government's National Living Wage rate and strive to pay above this where we have sufficient funding.

### Senior management and setting senior pay

The Trustees delegate the implementation of policies and the day-to-day management of the Charity to the Chief Executive who is assisted by the Executive Group.

The Chief Executive's remuneration is agreed by the Board of Trustees on the recommendation of the Nominations Committee. In turn the setting of the remuneration for key management personnel has been delegated to the Chief Executive with the support of the Executive Director of People. Decisions on senior pay are governed by our Reward Policy and external benchmarking.

## Engagement

### Fundraising: Our achievements and practice

It is impossible to review our fundraising achievements without first recognising all of those amazing supporters that generously give their money to help us deliver our mission. Without their participation and response to our requests for funds we would not be able to support our beneficiaries with services, campaigns and research. To each and every one of you, we would like to record our thanks.

Like the rest of the organisation, our fundraising teams have been going through significant change and working to reduced expenditure budgets. Much of this change was behind the scenes, changing ways of working, improving systems and developing better insight. The benefits of this work will not be truly visible for some time to come but we are now ready to begin to innovate and deliver better results in the years to come. Despite this the team have maximised their opportunities and delivered some outstanding results.

It goes without saying that as we finished the year the extent of the Covid-19 crisis began to emerge and brings with it significant risks to the fundraising environment. It is impossible to predict completely the impact at time of writing but the sector is expecting a significant shock that will undoubtedly impact the next financial year. We are actively monitoring the developing situation and are working to mitigate the impact on RNID wherever possible.

### Fundraising highlights

Our income from donations and legacies was £15.2m in 2019/20 (2018/19: £12.4m). This was significant increase in income from previous years and was largely down to an outstanding legacy performance, which broke all previous records. This should be considered an exceptional performance and we would not expect to necessarily see a repeat of this in coming years.

Legacy income for 2019/20 was £11.4m (2018/19: £8.1m). We are incredibly grateful to everyone who has remembered RNID in their Will, the generosity of people who chose to give in this way continues to have a huge impact on the work we are able to perform and the lives of those we help.

I began to go deaf in my 50s and suddenly work and socialising became all but impossible. I've left RNID a gift in my Will because they really care about hearing loss. Sally

We were also able to generate £2.5m through Public Fundraising activity (2018/19: £2.9m). We are incredibly grateful to our generous donors and the impact they continue to have on the work we perform. Individual Giving activity was impacted this year as the programme worked to support the charity's Financial Recovery Plan, generating a profit of £1.8m (2018/19: £1.7m). Additional activity will need to be performed in future years to ensure continued performance in this area.

As ever we were so very grateful to hundreds of people who ran marathons, cycled, baked cakes and jumped out of planes amongst other activities designed to raise funds for us.

Our corporate friends remained loyal including Boots Hearingcare, Audacious, Everard Breweries and Big Change.

We were delighted to receive a number of generous donations from Charitable Trusts and Foundations including a new multi-year grant from the Masonic Charitable Foundation. This grant will be used to support two vital PhD Studentship awards.

At the end of the year, we held a quiz night with a difference at Brown's in London, courtesy of our Vice President, Sir Rocco Forte. Our quiz master was the wonderful Andrew Marr who led our audience to raise over £50,000. The winners, delighted by their success, were hosted by Elie Dangoor. Watch this space for the next date!



### Fundraising

**£15.2m**

income from donations and legacies

**£2.5m**

generated through Public Fundraising activity



### Social media

**66.8k**

fan growth (up 17.3%)

**12m**

social feeds (up 95.8%)

**364.4k**

liking, sharing, commenting (up 58.1%)

## Brand, communications and user experience

This was a pivotal year for us from a brand and communications perspective. The Marketing and Communications team was restructured into a Brand team and a User Experience (UX) team. With these changes we brought a new focus on delivering value based on user needs, and driving engagement with the brand.

With the launch of the 'Fit for Future' programme we embarked on a journey to better understand our brand and the needs of our users. We did this by commissioning research with 3,000 people, including 1,000 people with hearing loss or tinnitus, 1,000 of their friends and family, and 1,000 of the general public. We also conducted interviews with deaf clubs and deaf individuals. The research was used to inform our strategic priorities and helped us to review the RNID brand.

The project to launch a new charity website was started. The website was built entirely in-house and was strictly based on more than 100 identified user needs. We adopted a test and learn approach, set about creating a minimal viable product and introduced the Scrum framework to deliver the work in sprints.

Our social media channels performed well as a result of our key campaigns through the year. Our fan growth is up 9,829 to 66,795 (up 17.3% year-on-year), our content was delivered to people's social feeds over 12 million times (up 95.8% year-on-year) and 364,415 liking, sharing, commenting on our pages (up 58.1% year-on-year).

Our fan growth can be attributed to our Tinnitus Week campaign in partnership with the British Tinnitus Association to get tinnitus research higher up on the political agenda via a petition which got over 100,000 signatures. For Deaf Awareness Week we launched our #Don'tBeADonut campaign alongside the Laughing to Deaf comedy night headlined by John Bishop and Russell Howard. Our content was shared by Stephen Fry, among others and #The12million Christmas campaign, along with other announcements was largely responsible for the increase in engagement.

In terms of our brand partnerships, we worked closely with corporates like Curzon Cinemas, UK Cinema Association, the British Film Institute and Prince Charles Cinema to ensure that we have accessible screening times. Our trailer about the importance of subtitling in cinemas was streamed across over 100 cinemas in the UK during the screening of Oscar winner 'Parasite'.

## Fundraising control and regulation

We continue to be members of the Institute of Fundraising and of the Fundraising Regulator and follow their standards and guidelines (including the Code of Fundraising Practice) as we strive to achieve best practice in all we do. We are also regulated, and are regularly audited, by the Gambling Commission.

We regularly review our processes and procedures to ensure we, and everyone we work with, provide our supporters with the best possible experience and consistently uphold the highest ethical standards.

## Use of agencies and third parties

Like many other charities, we work with carefully-selected professional fundraising agencies for telephone fundraising. In the past we have also used professional fundraising agencies to help us fundraise in privately owned areas, however this activity ceased in 2019/20.

We do not use agencies for street fundraising.

We work with agencies to help us process responses to appeals and donations received, to print and mail on our behalf, maintain our supporter database and help us monitor the effectiveness of our fundraising activities.

We work with any newly-appointed agencies to ensure that contracts are set up to comply with current regulations. Existing contracts are also regularly reviewed to ensure they continue to meet our high standards. We have clear controls in place to monitor their, and our own, performance. This includes mystery shopping, random call monitoring, and close monitoring of feedback to identify and resolve causes of any issues that people may experience and to make sure that everyone who works with us to raise funds complies with our high standards.

## Managing communications

Many of our supporters want to know how their donations are supporting our work and how they are making a difference. In line with our legal obligations, we offer people the choice of whether they would like us to keep them up to date with our work, telling them how they have helped and how they can continue to help in the future.

We offer new supporters the opportunity to choose how we communicate with them and for what purpose – and we honour those wishes. We also offer everyone we contact simple ways to opt out of any further communication.

We continue to ensure that our processes are developed and implemented in line with The Fundraising Regulator's code of practice and where required, we update our processes so that they continue to be compliant. We continue to not sell or exchange lists of data with any other charities or companies for their marketing or fundraising purposes.

## People in vulnerable circumstances

We take our responsibility towards supporter care and, in particular, to vulnerable people very seriously. Members of our in-house Supporter Care team are all trained to respond sensitively and appropriately to any individual showing signs of distress, confusion or vulnerability.

We also have contracts and controls in place, as described previously, to ensure all agencies that may come into contact with vulnerable people treat them in line with our policies and values.

## Complaints

We take every complaint we receive seriously and make sure that we investigate fully and respond promptly, where required. For the 12 months to 31 March 2020, we received 31 fundraising-related complaints. We received no official complaints via the Fundraising Regulator. In order to ensure that we provide the best level of service to the people who support our work, we regularly monitor the level and nature of feedback that we receive.

## Our commitment

We will continue to monitor all of our fundraising activities closely to ensure they are performed to the highest standards and reflect the wishes and preferences of all our generous supporters. We welcome any feedback or comments people may have. To get in touch by post or email, see the last page of this report for contact details.

# Financial review

After significant financial challenges in the previous year, 2019/20 was a strong year, in which we began to see the benefits of our financial recovery plan. This included liquidity improving, the cost base reducing, strong income performance, and an overall operating surplus for the first time in many years.

We have continued the strong focus on working capital management and cost reduction throughout the year. As part of the financial recovery plan, we sold our London-based head office in December 2019, and remained in the building through a lease until September 2020. We used the sale proceeds to significantly reduce our debts – including completely removing our previous dependence on bank borrowing (the £3m revolving credit facility from Lloyds Bank was closed). This has significantly improved our liquidity and has meant that the charity is now unencumbered to pursue its charitable objectives. We are currently exploring options for our future London office space, reflecting our learning from the COVID-19 lockdown, with an objective of minimising expenditure on offices so that we can spend a greater proportion of our income directly in pursuit of our charitable objectives.

Voluntary income increased significantly as a result of a strong performance for legacy income. There was a slight increase in Care and Support income due to higher numbers of service users throughout the year.

Income was significantly impacted in the final weeks of the year, as COVID-19 reduced demand for some of our commercial and funded services.

Due to facing additional competition in the assistive technology market, trading performance continued to struggle despite our best efforts to respond to these challenges. As a result, we made the decision to cease selling assistive products, although we are currently exploring how we can continue to provide advice to beneficiaries on their assistive technology needs.

Total costs reduced largely due to the cost base stabilising. One-off costs in the previous year associated with implementing the financial recovery plan did not recur.

Net income was £1.2m (2018/19: net expenditure of £4.3m), representing our first surplus in many years, and helping restore our free reserves. Due to using the latest actuarial assumptions, the pension fund provision reduced and this saw a £5.2m gain (2018/19: £0.5m gain). This increased the Charity's surplus to £6.3m (2018/19: £3.8m deficit).

**Income**  
**£42.7m**



**Expenditure**  
**£41.5m**

## Where did our money come from?

**£17.9m**  
Care & Support

**£15.6m**  
Fundraising and other trading

**£4.9m**  
Technology & Enterprise

**£3.9m**  
Local Engagement

**£0.2m**  
Research

**£0.1m**  
Interest

**£0.1m**  
Policy & Campaigning



**Fundraising income**  
**£15.6m**

## How was our money spent?

**49%**  
Care & Support

**18%**  
Local Engagement

**16%**  
Technology & Enterprise

**12%**  
Fundraising costs

**4%**  
Research

**1%**  
Policy & Campaigning



## How we spend our income

**12%**  
Generating future income

**88%**  
Charitable activities



We ceased selling of assistive technology products in April 2020.

Income was significantly impacted in the final weeks of the year, as COVID-19 reduced demand for some of our commercial and funded services.

## Risks and uncertainties

The Board of Trustees has overall responsibility for risk management and the setting of the Charity's risk appetite. However, the Board of Trustees delegates authority to the Audit Committee in this area and the Committee receives regular reports from the Executive Group on the management of key risks. Nonetheless, risks are reported to and discussed by the Board of Trustees on a regular basis.

During the year, progress has been made on embedding a new risk management framework. Our staff risk forum has met regularly to identify and discuss lower level, local risks. This output of this forum reports directly into the Executive Group to ensure that strategic risks are informed by more robust departmental risk management processes. We have also made improvements to our risk register ensuring that it better reflects the key strategic risks the charity faces and the actions and timelines required to mitigate these. We intend to further embed and improve these processes in the the coming year

As a result of these improvements, Trustees are confident that the risk profile of the Charity has been improving over the last 18 months, and is now considerably better managed. This is the case in spite of the fact that the COVID-19 pandemic has delayed a number of key mitigations that were designed to bring areas of higher risk to a more cautious level. Although we continue to have higher residual risk levels in all three principal areas than we would like, we have clear actions to bring these down within clear timeframes.

The Charity's risk register is broken into three principal risk areas as a way of framing our risk management activities

### **Principal Risk Area 1:** **Establishing a strong, stable and financially sustainable organisation**

As detailed in the "Stronger charity" section (page 13-14), we have made significant progress in stabilising the charity and ensuring our long-term sustainability this year. The sale of the Highbury office and the progress on transferring Care and Support services to a new provider are two examples of delivering mitigating actions. This has provided us with a firmer financial base from which to build longer-term financial modelling and the delivery of a new funding strategy. There is further work to be done but the overall financial risk level has fallen considerably."

COVID-19 has posed a short-term liquidity concern for the Charity at the end of 2019-20 and continues to be a prominent risk in early 2020-21. This is being closely monitored by Trustees and measures have been put in place to ensure the risk is managed appropriately. This has included the use of the Government's Job Retention Scheme, a working capital loan from Charity Bank and wider cost-reduction measures such as holding all non-essential recruitment.

In addition to these immediate concerns, Trustees are overseeing risks to the charity's financial operating model and ensuring that it supports

long-term sustainability and growth. Considerable corrective action has been taken over the past 18 months to address issues with the resilience of our financial control framework. This work continues but focus has been temporarily diverted to short-term liquidity challenges and business continuity meaning that progress has been slower than planned in 2020.

Trustees are also closely monitoring the risk to the Charity's income. This was a focus prior to the COVID-19 pandemic as there is a known over-reliance on legacy income and a non-diversified funding portfolio. This has been further impacted by the pandemic with funding and fundraising moving to COVID-19-related causes and delayed or cancelled fundraising activities. A new funding strategy is being developed and brand explored with the aim of counteracting this risk and driving forward a more diverse and attractive funding portfolio. This will take time to develop and deliver and so the risk remains an area of strategic importance.

Despite recent progress in staff engagement and satisfaction, there continues to be significant people risks for the Charity to manage. Some of these are historic (retention, reward offering), others have arisen or heightened during the pandemic (furlough, mental health, office move, remote working). The Executive Group and People Committee continue to monitor engagement and morale as well as overseeing the development of a new People Strategy. The strategy will act as the overarching mitigation to improve our approach to people, culture, diversity, reward and values.

### **Principal Risk Area 2:** **Developing a charitable offer that reaches the 12 million people in the UK with deafness, hearing loss or tinnitus**

The development of the new strategy and proposed transfer of Care and Support services during the year mark major progress in developing a charitable

offer that has greater reach and impact. This has been further supported by work to review and update the charity's brand and to begin the design of a new information and advice offer that is being directly informed by the needs of those who are D/deaf, have hearing loss or tinnitus. There is more to do to deliver these projects but the foundations are now in place to begin realising our ambitions in the coming years. We expect the level of risk to reduce accordingly.

COVID-19 has posed more immediate risks to the safety and wellbeing of our staff and the people we support in our Care and Support Services. Monthly Board meetings are taking place with a focus on care services and issues such as opening services for essential maintenance works and the provision of personal protective equipment are being actively monitored. Contingency plans are in place should risks materialise. During this time, we have continued to monitor standing risks concerning service quality and safeguarding issues.

COVID-19 has had an impact on the types of services that the Charity is able to deliver and the ways in which they can be delivered. Work has been done to address this though shifting some face-to-face activities to remote/digital models but there has, nonetheless, been reduced delivery. Trustees are aware that this impacts significantly on the people we support, some of whom will be in difficult and vulnerable circumstances.

Work began at the end of 2019-20 to explore how services could be delivered remotely so we can meet as many of our beneficiaries' needs as possible. Trustees are also treating this as an opportunity to trial and scale-up successful models that we have been compelled to trial more rapidly than we might have ordinarily. This will be an integral part of exploring and diversifying our service offer in support of our new strategy albeit with limited resources available at this point to invest considerably in this offer.

This has also underscored the need for the Charity to maximise digital tools to reach wider and more diverse audiences and the risks to the organisation and beneficiaries if we do not do so. Trustees are aware that this requires infrastructural work in the form of new systems, hardware, servers, CRM, etc. in order to fully realise this ambition. New senior appointments will be made to drive forward a new IT Strategy. Despite the need for significant change, progress is being made to deliver digitally with current tools wherever possible.

### Principle Risk Area 3:

#### Operating a compliant, well-led and well-governed charity

Trustees oversee a number of risks relating to overall compliance, governance and leadership and have taken action to strengthen these areas throughout the year. At the Board-level, Trustees agreed the outcome of a root-and-branch governance review which transformed how the charity is governed. Later in the year, associated amendments to the constitution were presented to and agreed by the membership which further transformed how Trustees are appointed and how the Board is run.

One of the changes arising from the governance review was the introduction of a Care and Support Services Quality Committee. This has overseen regulatory risks relating to our regulated care services and received regular reports on the management of quality matters, safeguarding and regulatory performance. COVID-19 has presented some additional risks in these areas but the level of compliance and quality has remained extremely high as detailed elsewhere within this report.

Work has also begun on the modernisation of our systems, policies and processes which will build on progress already made in strengthening our internal control framework. Work has begun on the development of a new policy framework to ensure that these are fit for purpose and accurately reflect the changing organisation. This will be supported by the implementation of a new technology strategy and staff intranet which will consolidate our systems and allow for more automated and fail safe processes to be implemented.

As such, there remains work to be done to strengthen this risk area further but we are confident that considerable progress has been made throughout the course of the year.

## Going concern

Our financial recovery plan was approved in October 2018. By the end of the 2019/20 year, most of its key elements had been delivered – selling our London head office, selling other properties no longer required for our services, relocating our Finance team to Peterborough, and improving commercial performance across our trading, commissioned and regulated services. This means the charity was in a much stronger financial position at the start of the COVID-19 pandemic than it has been for many years.

We are confident in our ongoing financial sustainability, and the proposed transfer of Care and Support services will further enable us to grow our free reserves and invest further in the charity's strategy.

Since the year end, our focus has been on managing the risks created by the COVID-19 pandemic – to our services, people and finances. We had budgeted for a small operating deficit in 2020/21, but now expect this deficit to be significantly larger as COVID-19 reduces our income and increases demand for our services. Whilst our financial performance to date remains strong, we are not complacent and are carefully and proactively managing our financial performance, continuing our focus on liquidity and cost control.

Mitigations have been put in place to support any potential short-term liquidity challenges faced as a result of COVID-19, including a £1.5m loan from Charity Bank's Resilience and Recovery Loan Fund. COVID-19 is an unprecedented world event, in which it is not possible to accurately predict the full impact on our financial performance. However, based on comprehensive forecasting and scenario modelling, combined with the mitigations that have been put in place, Trustees are confident that the charity will survive this crisis.

As a result of these factors, the trustees consider that it is appropriate for the financial statements to be prepared using a going concern basis.

## Pensions

We have operated two trust-based pension schemes since July 2018 when the defined contribution section of the RNID Pension Scheme was transferred to a master Trust run by AON. The RNID scheme now only consists of the defined-benefit assets and liabilities. We closed the defined-benefit section to new entrants on 1 October 2001 and to new accruals on 31 March 2010. The annually calculated notional surplus or deficit on the funding of the scheme is shown in the Financial Statements as the 'pension reserve' and is deducted from unrestricted funds in the Balance Sheet.

The last detailed actuarial triennial valuation was carried out as at 31 March 2018. Following this, a revised funding plan was agreed with members and the pension scheme Trustees. The outcome of this agreement is that pension deficit contributions remain the same but the recovery period has been extended from 2030 to 2034. These contributions will be paused during the Covid-19 pandemic to support our liquidity management. In addition, the scheme will share some of the proceeds from planned asset disposals as they arise.

As part of the Trustees' Report and Accounts preparation process, an actuarial valuation was carried out on 31 March 2020 using methodology recommended by Financial Reporting Standard 102. This valuation showed market value of assets to be £73.2m (2019: £71.3m) and the current value of liabilities of £71.9m (2019: £77.3m). The net surplus of nil, compared to a net deficit of £6.0m as at 31 March 2019. Note that the 2018 valuation prepared for the pension trustees on a technical provisions basis shows a larger deficit than this accounting estimate. The funding plan is a schedule of deficit-reducing payments designed to eliminate the deficit by 2034 and the contribution by the Charity this year was £1.0m. Further details are included in Note 21.

## Reserves policy

Trustees aim to maintain free reserves at a level that enables the Charity to manage financial risk and short-term income volatility. Free reserves available for use include unrestricted funds less the net book value of tangible fixed assets, as these are used to carry out the Charity's activities and where they were not on the open market as at the year-end. Free reserves also exclude any deficit reported on the pension scheme.

The current policy is that free reserves should remain between £5.0m and £7.0m with a target of £6.0m, which was calculated considering the exposure of the Charity to the risk of any significant loss of income or unforeseen increase in costs.

Free reserves have increased in the year to £3.1m at 31 March 2020 (2019: £2.7m (re-stated)).

	2019/20	2018/19
	£m	£m
Total unrestricted funds	9.0	3.4
Add back pension reserve	0	6.0
Less unrestricted fixed assets	(5.9)	(15.2)
Add back assets held for sale	0	8.5
<b>Total</b>	<b>3.1</b>	<b>2.7</b>

In the previous year, the method used to calculate free reserves reflected that the head office was being held for sale and discounted the long-term borrowing. As the head office has been sold during the year and a significant portion of the long-term borrowing has now been paid off, the Trustees believe that it is appropriate to revert to a more conventional calculation for free reserves and therefore the prior year calculation has been restated to provide a useful comparative.

Recognising that this remains below target, and the risk and uncertainty created by COVID-19, Trustees have considered the charity's ongoing liquidity through the going concern assessment, and given the additional borrowing in place to support any unanticipated cash shortfall, consider that it is appropriate for the financial statements.

The Trustees will review the free reserves target in the year ahead in the context of our new strategy, the proposed transfer of care and support services, and the wider economic outlook.

## Grant-making policy

We award research grants to fund world-class research projects that will accelerate the development of medical treatments to prevent hearing loss, restore hearing and alleviate tinnitus. We also make grants to increase the numbers of trained research staff helping to build future research capacity. Universities, non-profit research institutes and technology-led small businesses from any country are eligible for funding, except where geographical and organisational-type restrictions are stated for specific funding schemes.

We widely publicise our calls for grant proposals. We advertise our grant schemes on our website and through emails sent out to the research community. The proposals we receive are subjected to an appropriate level of expert peer review, typically involving independent, external reviewers and a voluntary independent grant-review panel. Each review panel is made up of experts who serve for a three to five year term and the panel members are listed on our website. We make the final decision about each award on the basis of this expert advice, the relevance of the research to our research strategy, and our available budget. We usually make payments every six months and review progress regularly.

Everyone involved in the grant-application and review process is asked to abide by our Research Programme's Code of Conduct and Conflict of Interest policy. We occasionally award a small number of grants for social and technical research to help provide the evidence basis for campaigning and policy development. We also award grants to develop our library collection, currently housed and managed by University College London.

## Statement of Trustees' responsibilities

The Trustees (who are also directors of RNID for the purposes of company law) are responsible for preparing the Trustees' Report and Accounts (including the 'Strategic Report') and the Financial Statements in accordance with applicable law and regulation.

Company law requires the Trustees to prepare Financial Statements for each financial year. Under that law, the Trustees have prepared the Financial Statements in accordance with United Kingdom Accounting Standards, comprising FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", and applicable law (United Kingdom Generally Accepted Accounting Practice). Under company law, the Trustees must not approve the Financial Statements unless they are satisfied that they give a true and fair view of the state of the 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 Statement of Recommended Practice: Accounting and Reporting by Charities (2015);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards, comprising FRS 102, 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 adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and the Group, and enable them to ensure that the Financial Statements comply with the Companies Act 2006, Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).

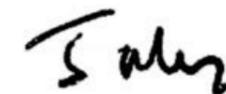
They are also responsible for safeguarding the assets of the charitable company and the Group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. In so far as the Trustees are aware:

- There is no relevant audit information of which the company's auditors are unaware.
- They have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of 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.

By order of the Board of Trustees, the Trustees' Report (incorporating the 'Strategic Report') has been approved by the Board of Trustees and signed on its behalf by:

**John Morgan**  
Chairman



23 November 2020

# Independent Auditor's Report to the Trustees of The Royal National Institute for Deaf People

## Opinion

We have audited the financial statements of The Royal National Institute for Deaf People (RNID) for the year ended 31 March 2020 which comprise Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2020 and of its 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 Charities Act 2011, Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006.

## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

## Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 and the Charities Accounts (Scotland) Regulations 2006 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

## Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 47, the trustees (who are also the directors of the charitable 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, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

## Auditor's responsibilities for the audit of the financial statements

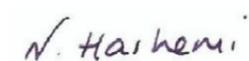
We have been appointed as auditor under section 144 of the Charities Act 2011 and section 44(1) (c) of the Charities and Trustee Investment (Scotland) Act 2005 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

## Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008 and Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's trustees 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 company's members as a body, for our audit work, for this report, or for the opinions we have formed.



**Naziar Hashemi**  
Senior Statutory Auditor  
For and on behalf of

Crowe U.K. LLP

Statutory Auditor  
London  
23 November 2020

# 02

## Financial statements

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As I've got older, I've become more and more proud to be deaf. I can do so many things in life. I just can't use the phone but who cares? Email is pretty easy. Ajay



The Royal National Institute for Deaf People  
Company number: 454169

## Statement of financial activities for the year ended 31 March 2020

(incorporating an income and expenditure account)

	Note	Unrestricted funds (£'000)	Restricted funds (£'000)	Total funds 2020 (£'000)	Total funds 2019 (£'000)
<b>Income from:</b>					
Donations and legacies	5	13,634	1,519	<b>15,153</b>	12,443
<b>Income from charitable activities:</b>					
Care and support	5	17,924	1	<b>17,925</b>	17,547
Local engagement	5	2,261	1,704	<b>3,965</b>	3,356
Technology and enterprise	5	4,969	0	<b>4,969</b>	5,559
Research	5	193	0	<b>193</b>	51
Policy and campaigning	5	10	0	<b>10</b>	10
Other trading activities	5	473	0	<b>473</b>	578
Investments	5	14	0	<b>14</b>	6
<b>Total income</b>		<b>39,478</b>	<b>3,224</b>	<b>42,702</b>	<b>39,550</b>
<b>Expenditure on raising funds</b>					
	7	5,086	1	<b>5,087</b>	5,857
<b>Expenditure on charitable activities:</b>					
Care and support	7	20,090	46	<b>20,136</b>	21,251
Local engagement	7	5,518	2,045	<b>7,563</b>	7,522
Technology and enterprise	7	6,577	2	<b>6,579</b>	7,163
Research	7	1,188	441	<b>1,629</b>	1,473
Policy and campaigning	7	515	0	<b>515</b>	617
<b>Total expenditure on charitable activities</b>		<b>33,888</b>	<b>2,534</b>	<b>36,422</b>	<b>38,026</b>
<b>Total expenditure</b>		<b>38,974</b>	<b>2,535</b>	<b>41,509</b>	<b>43,883</b>
<b>Net income/(expenditure)</b>		<b>504</b>	<b>688</b>	<b>1,193</b>	<b>(4,333)</b>
Actuarial gains/(losses) on defined benefit pension schemes	21	5,162	0	<b>5,162</b>	497
<b>Net movement in funds</b>		<b>5,666</b>	<b>688</b>	<b>6,355</b>	<b>(3,836)</b>
<b>Reconciliation of funds:</b>					
Funds brought forward at 1 April 2019		3,393	2,839	<b>6,232</b>	10,068
<b>Funds carried forward at 31 March 2020</b>		<b>9,060</b>	<b>3,527</b>	<b>12,587</b>	<b>6,232</b>

Results for the year ended 31 March 2019 are shown in corresponding Notes to the Financial Statements.

The Royal National Institute for Deaf People  
Company number: 454169

## Balance Sheet as at 31 March 2020

	Note	2020 (£'000)	2019 (£'000)
<b>Fixed assets</b>			
Intangible fixed assets	12	<b>262</b>	795
Tangible fixed assets	13	<b>7,211</b>	15,912
		<b>7,473</b>	16,707
<b>Current assets</b>			
Stocks	15	<b>2</b>	164
Debtors	16	<b>5,052</b>	4,827
Cash at bank and in hand		<b>6,508</b>	644
		<b>11,562</b>	5,635
<b>Current liabilities</b>			
Creditors falling due within one year	17a	<b>5,219</b>	6,950
<b>Net Current assets</b>		<b>6,343</b>	(1,315)
<b>Liabilities</b>			
Amounts falling due after more than one year	17b	<b>939</b>	2,856
Provision for liabilities	20	<b>290</b>	291
<b>Total assets less liabilities (excluding pension liability)</b>		<b>12,587</b>	12,245
Defined benefit pension scheme asset/(liability)	21	<b>0</b>	6,013
<b>Total net assets</b>	19	<b>12,587</b>	6,232
<b>The funds of the charity</b>			
Endowment funds	22	<b>68</b>	68
Restricted funds	22	<b>3,459</b>	2,771
		<b>3,527</b>	2,839

The Royal National Institute for Deaf People  
Company number: 454169

## Balance Sheet as at 31 March 2020

Continued

	Note	2020 (£'000)	2019 (£'000)
<b>Unrestricted funds</b>			
Unrestricted funds excluding pension liability		9,997	12,260
Revaluation reserve		2	2
Pension reserve		0	(6,013)
Loan		(939)	(2,856)
<b>Total unrestricted funds</b>		<b>9,060</b>	<b>3,393</b>
<b>Total charity funds</b>		<b>12,587</b>	<b>6,232</b>

The notes on pages 58–91 form part of these Financial Statements.

The Financial Statements were approved by the Board of Trustees and authorised for issue on 23 November 2020 and signed on their behalf by:



**John Morgan**  
Chairman

The Royal National Institute for Deaf People  
Company number: 454169

## Statement of cash flows for the year ending 31 March 2020

	Note	2020 (£'000)	2019 (£'000)
<b>Cash flows from operating activities:</b>			
Net cash (used in)/generated from operating activities	25	(2,481)	(138)
<b>Cash flows from investing activities:</b>			
Interest received		14	6
Proceeds from sale of tangible fixed assets		8,856	0
Purchase of intangible fixed assets		(166)	(24)
Purchase of tangible fixed assets		(181)	(303)
Sale of investments		0	4
<b>Net cash provided by/(used in) investing activities</b>		<b>8,523</b>	<b>(317)</b>
<b>Cash flows from financing activities:</b>			
Interest paid		(178)	(211)
<b>Net cash used in financing activities</b>		<b>(178)</b>	<b>(211)</b>
<b>Change in cash and cash equivalents in the reporting period</b>	25	<b>5,864</b>	<b>(666)</b>
Cash and cash equivalents at the beginning of the reporting period		644	1,310
<b>Cash and cash equivalents at the end of the reporting period</b>		<b>6,508</b>	<b>644</b>
<b>Cash and cash equivalents consists of:</b>			
Cash at bank and in hand		6,508	644
<b>Cash and cash equivalents</b>	25	<b>6,508</b>	<b>644</b>

The notes on pages 58–91 form part of these Financial Statements.

## Notes to the Financial Statements

### 1. General Information

On 2 November 2020 the charitable company, previously trading as 'Action on Hearing Loss' changed its trading name to RNID.

RNID is the largest charity representing the 12 million people with hearing loss in the UK.

RNID meets the definition of a public benefit entity under FRS102.

The Charity is a private company limited by guarantee without share capital and is incorporated and based in the UK, number 454169.

RNID is a registered charity in England and Wales (207720) and Scotland (SCO38926).

The address of its registered office is Bakewell Road, Orton Southgate, Peterborough PE2 6XU.

In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity.

### 2. Statement of compliance

The Financial Statements are prepared under the historical cost convention, modified to include the revaluation of investments to fair value, and in accordance with applicable accounting standards in the United Kingdom. These are the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities 2015' and Financial Reporting Standard (FRS) 102, together with the reporting requirements of the Companies Act 2006, the Charities Act 2011, the Charities and Trustee Investment (Scotland) Act 2005, and the Charities Accounts (Scotland) Regulations 2006 (as amended).

### 3. Accounting policies

#### Going concern

These Charity Financial Statements are prepared on a going concern basis. Our financial recovery plan was approved in October 2018. By the end of the 2019/20 year, most of its key elements had been delivered – selling our London head office, selling other properties no longer required for our services, relocating our Finance team to Peterborough, and improving commercial performance across our trading, commissioned and regulated services. This means the charity was in a much stronger financial position at the start of the COVID-19 pandemic that it has been for many years. We are confident in our ongoing financial sustainability, and the proposed transfer of Care and Support services will further enable us to grow our free reserves and invest further in the charity's strategy.

Since the year end, our focus has been on managing the risks created by the COVID-19 pandemic – to our services, people and finances. We had budgeted for a small operating deficit in 2020/21, but now expect this deficit to be significantly larger as COVID-19 reduces our income and increases demand for our services. Whilst our financial performance to date remains strong, we are not complacent and are carefully and proactively managing our financial performance, continuing our focus on liquidity and cost control.

Mitigations have been put in place to support any potential short-term liquidity challenges faced as a result of COVID-19, including a £1.5m loan from Charity Bank's Resilience and Recovery Loan Fund. COVID-19 is an unprecedented world event, in which it is not possible to accurately predict the full impact on our financial performance. However, based on comprehensive forecasting and scenario modelling, combined with the mitigations that have been put in place, Trustees are confident that the charity will survive this crisis. As a result of these factors, the trustees consider that it is appropriate for the financial statements to be prepared using a going concern basis.

#### Income

Income is recognised in the financial statements when RNID is legally entitled to the income, receipt is probable and the amount can be measured with reasonable accuracy. It is deferred when they relate to future accounting periods.

## Notes to the Financial Statements

#### Donations

General donations, gifts, donations from fundraising events, trusts and corporate income and direct marketing income are accounted for on a received basis. Gift Aid receivable is included when claimable.

#### Legacy

Pecuniary legacies are recognised as receivable once probate has been granted or notification has been received.

For residuary legacies, the Charity only recognised legacy income on the earlier of the final legacy accounts being issued, or cash being received, to ensure income can be reliably measured.

When the criteria for income recognition have not been met, then the legacy is treated as a contingent asset (see Note 20).

#### Contracts

Where contracts contain the right to receive periodic payments, these receipts are recognised when they fall due and on completion of the Charity's contractual obligations for the period. Income is accrued if the Charity is entitled to the income.

#### Grant income

Income from grants is credited to the SoFA. It is recognised when the Charity has entitlement to the funds, any performance conditions have been met, it is probable the income will be received and the amount can be measured reliably. If the grant relates to a specific future time period it will be deferred.

RNID received government grants that were performance-related grants. Performance-related grants are recognised in income under "charitable objectives".

#### Donated services and facilities

On receipt, donated professional services and donated facilities are recognised on their commercial value when this can be quantified.

Donated services and gifts in kind over £20,000 are included as both income and expenditure in the relevant category.

A valuation of volunteer time given to the Charity is not recorded in the Financial Statements.

#### Expenditure and irrecoverable VAT

Expenditure is accounted for on an accruals basis in the period in which they are incurred. Expenditure on raising funds includes the costs incurred in raising donation income, legacy income, grant income and income from trading activities, including apportioned support costs.

Expenditure on charitable activities comprises the costs incurred on charitable activities including the apportioned support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Termination benefits are recognised at the leaving date of the of the member of staff and measured at the best estimate of the expenditure required to settle the obligation at the reporting date.

#### Allocation of expenditure

Expenditure is allocated to the particular activity to which the cost relates. When expenditure relates to more than one area of activity, the costs are allocated to each of the activities on the bases specified in Note 8.

#### Governance costs

Governance costs are the costs associated with constitutional and statutory requirements and with the strategic management of the Charity's activities.

## Notes to the Financial Statements

### Grant Commitments

Grants are generally made to organisations to facilitate research into hearing loss and tinnitus. Grants payable are payments made to third parties in the furtherance of the charitable objectives of the Charity. The grants are accounted for where either the Trustees have agreed to pay the grant without condition or up to the point at which the conditions have been fulfilled. The key condition is a regular review by the Charity, and this can be on a six-month or 12-month basis, as specified in the grant award letter.

### Taxation

The activities of the Charity and its charitable subsidiary are exempt from corporation taxation under section 505 of the Income and Corporation Taxes Act 1988 to the extent that they are applied to the organisation's charitable primary objectives, if these profits are applied solely for charitable purposes.

### Intangible assets

Intangible assets are stated at cost, less accumulated amortisation. The Charity only capitalises items costing more than £5,000, unless the asset cost is below this value but is part of a larger project where the value would be more than £5,000 in total, then it is capitalised.

Amortisation is calculated, using the straight-line method, to allocate the depreciable amount of the assets to their residual values over their estimated useful life as follows:

Intangible asset	Duration
Software	5 years

(Costs associated with maintaining computer software are recognised as an expense as incurred.)

Intangible assets are subject to review for impairment when there is an indication of a reduction in their carrying value.

### Tangible assets

Tangible assets are stated at cost, less accumulated depreciation. The Charity only capitalises items costing more than £5,000, unless the asset cost is below this value but part of a larger project where the value would be more than £5,000 in total, then it is capitalised.

Depreciation is provided so as to write-off the cost of fixed assets on a straight-line basis over their expected useful lives, as follows:

Tangible asset	Duration
Freehold land and buildings	Not depreciated (land) 50 years (buildings)
Improvements to freehold and long-leasehold properties	25 years
Leasehold properties	50 years or lease period if shorter
Fixtures, fittings, furniture and other equipment	5 years
Computer equipment	5 years

Tangible assets are subject to review for impairment when there is an indication of a reduction in their carrying value.

## Notes to the Financial Statements

### Leased assets

Payments under operating leases are charged to the SoFA on a straight-line basis over the period of the lease.

### Stocks

Stock is valued at the lower of cost and fair value less costs, to sell using an average cost calculation.

### Investments

Investments in subsidiaries are recorded at cost in the Charity's Balance Sheet.

### Cash and cash equivalents

Cash and cash equivalents includes cash in hand and deposits held with banks.

### Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity. Restricted funds are funds that the donor has specified to be solely used for particular areas of the Charity's work.

Permanent endowment funds are capital funds where trustees has no power to convert the capital into income.

### Pension costs

The Charity operates a funded pension scheme in the UK (the 'Scheme'). The Scheme has a Defined Benefit Section, and previously a relatively small Defined Contribution Section where all benefits were transferred to a new MasterTrust arrangement with effect from 1 August 2018. Pension benefits in the Defined Benefit Section are related to the members' final salary at retirement (or earlier if they leave the Scheme before retirement) and their length of service. Accrual of benefits under the Defined Benefit Section of the Scheme ceased with effect from 31 March 2010.

The current service cost of the Charity's defined pension scheme is charged to the scheme assets. However certain costs are charged to the SOFA. This is a change to previous year where the expenses will have been met directly by the Charity and accounted for outside the pensions disclosures.

The Charity operates a defined benefit plan for certain employees. A defined benefit plan defines the benefit that the employees will receive on retirement, usually dependent on certain factors including age, length of service and remuneration. A defined benefit plan is a pension plan that is not a defined contribution plan.

A full actuarial valuation of the Scheme was carried out at 31 March 2020 by a qualified independent actuary, based on membership data as at 31 March 2018 but amended to make an approximate allowance for benefit outgo and member movements during the period. Actuarial gains and losses are recognised on the face of the SoFA as net actuarial gain or loss on pensions.

The defined benefit obligation is calculated using the independent actuary's valuation model, which forms a representation of the future benefit payments of the Scheme, which are then discounted to the valuation date. Annually, the Charity engages independent actuaries to calculate the obligation.

The present value is determined by discounting the estimated future payments using the full corporate bond yield curve to derive a single weighted average discount rate taking into account the cashflow profile of the Scheme. Using this method gives a discount rate of 2.3% per annum as at 31 March 2020.

Any pension liability recognised in the Balance Sheet in respect of the defined benefit plan is the present value of the defined benefit obligation at the reporting date less the fair value of the plan assets at the reporting date. If the resulting obligation is an asset linked to defined benefit scheme it is not a recoverable amount and therefore has not been recognised in the financial statements in accordance with FRS 102.

Accrual of benefits under the defined benefit section of the Scheme ceased with effect from 31 March 2010.

## Notes to the Financial Statements

The Group operates two defined contribution plans for its employees. A defined contribution plan is a pension plan under which the employees and the Group pay fixed contributions into a separate entity. Once the contributions have been paid, the Group has no further payment obligations. The contributions are recognised as an expense on the SoFA when they are due. Amounts not paid are shown as outstanding in the Balance Sheet.

The assets of the plan are held separately from the Charity in independently administered funds.

### Short-term employee benefits

Short-term benefits, including holiday pay and other non-monetary benefits, are recognised as an expense in the period in which the service is received.

### Contingencies

Contingent assets are disclosed in the Financial Statements when an inflow of economic benefit is probable.

The only contingent asset of the Group relates to legacies (Note 20).

### Financial Instruments

The Group has financial assets and financial liabilities of a kind that qualify as basic. These are initially recognised at transaction value and subsequently measured at their settlement value. Financial assets that are measured at fair value include investments and investments in short term deposits. Financial assets that are debt instruments measured at amortised cost include trade debtors and other debtors. Financial liabilities measured at amortised cost include trade creditors, other creditors, current and long-term loans. The total of financial assets were £3.7m (2019: £4.8m) and financial liabilities were £4.3m (2019: £8.3m).

### Related party transactions

The Group discloses transactions between the Charity and related parties, including its subsidiary undertaking R.N.I.D. Activities Limited. Where appropriate, transactions of a similar nature are aggregated unless, in the opinion of the Trustees, separate disclosure is necessary to understand the effect of the transactions on the Group Financial Statements (Note 26).

### Critical accounting judgements and estimation uncertainty

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

### Critical accounting estimates and assumptions

The Group makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of the assets and liabilities within the next financial year are addressed below.

#### 1 Legacy Income

The Charity has elected to continue recognising residual legacy income on receipt of final estate accounts, or when cash has been received, when entitlement conditions have been met, due to the nature of underlying assets and liabilities and the time that may elapse between probate and closure, and other contingencies that can contest the estate.

#### 2 Defined benefit pension scheme

The Charity has an obligation to pay pension benefits to certain employees. The cost of these benefits and the present value of the obligation depend on a number of factors, including: life expectancy, asset valuations and the discount rate on corporate bonds. Our pension actuary estimates these factors in determining the net pension asset in the Balance Sheet. The assumptions reflect historical experience and current trends.

## Notes to the Financial Statements

### 3 Short-term compensated absences

FRS 102 requires the cost of short-term compensated absences to be recognised when the employees render the service that increases their entitlement. At the end of the financial year, actual holiday to be carried into the following year was determined. This was reviewed together with salary costs per employee, to determine the value of any holiday pay accrual.

### 4 Provision for doubtful debts

Trade debtors and other receivables are recognised at their transaction value, less any provision for doubtful debts. The provision for doubtful debts is based on a review of aged items, by type of debt, which takes account of credit control activities to collect the amounts outstanding, including any indications that debt will not be fully recovered.

## Notes to the Financial Statements

### 4. Statement of financial activities for the year ended 31 March 2019 (incorporating an income and expenditure account)

	Unrestricted funds 2019 (£'000)	Restricted funds 2019 (£'000)	Total funds 2019 (£'000)
<b>Income from:</b>			
Donations and legacies	10,780	1,663	<b>12,443</b>
<b>Income from charitable activities:</b>			
Care and support	17,547	0	<b>17,547</b>
Local engagement	2,199	1,157	<b>3,356</b>
Technology and enterprise	5,559	0	<b>5,559</b>
Research	51	0	<b>51</b>
Policy and campaigning	10	0	<b>10</b>
Other trading activities	578	0	<b>578</b>
Investments	6	0	<b>6</b>
<b>Total income</b>	<b>36,730</b>	<b>2,820</b>	<b>39,550</b>
<b>Expenditure on raising funds</b>	<b>5,840</b>	<b>17</b>	<b>5,857</b>
<b>Cost of charitable activities:</b>			
Care and support	21,207	44	<b>21,251</b>
Local engagement	5,656	1,866	<b>7,522</b>
Technology and enterprise	7,158	5	<b>7,163</b>
Research	820	653	<b>1,473</b>
Policy and campaigning	612	5	<b>617</b>
<b>Total cost of charitable activities</b>	<b>35,453</b>	<b>2,573</b>	<b>38,026</b>
<b>Total expenditure</b>	<b>41,293</b>	<b>2,590</b>	<b>43,883</b>
<b>Net (expenditure)/income</b>			
	(4,563)	230	(4,333)
Net actuarial gain/(loss) on pensions	497	0	497
<b>Net movement in funds</b>	<b>(4,066)</b>	<b>230</b>	<b>3,836</b>
<b>Reconciliation of funds:</b>			
Funds brought forward	7,459	2,609	10,068
<b>Funds carried forward</b>	<b>3,393</b>	<b>2,839</b>	<b>6,232</b>

## Notes to the Financial Statements

### 5. Income

	Unrestricted funds 2020 (£'000)	Restricted funds 2020 (£'000)	Total funds 2020 (£'000)	Unrestricted funds 2019 (£'000)	Restricted funds 2019 (£'000)	Total funds 2019 (£'000)
<b>Donations and legacies</b>						
Gifts	2,495	1,204	<b>3,699</b>	2,857	1,012	3,869
Legacies	11,139	295	<b>11,434</b>	7,923	229	8,151
Sussex Deaf Association	0	20	<b>20</b>	0	422	422
	13,634	1,519	<b>15,153</b>	10,779	1,663	12,443

	Unrestricted funds 2020 (£'000)	Restricted funds 2020 (£'000)	Total funds 2020 (£'000)	Unrestricted funds 2019 (£'000)	Restricted funds 2019 (£'000)	Total funds 2019 (£'000)
<b>Income from charitable activities</b>						
Care and support	17,924	1	<b>17,925</b>	17,547	0	17,547
Local engagement	2,261	1,704	<b>3,965</b>	2,199	1,157	3,356
Technology and enterprise	4,969	0	<b>4,969</b>	5,559	0	5,559
Research	193	0	<b>193</b>	51	0	51
Policy and campaigning	10	0	<b>10</b>	10	0	10
	25,357	1,705	<b>27,062</b>	25,366	1,157	26,523

	Unrestricted funds 2020 (£'000)	Unrestricted funds 2019 (£'000)
<b>Income from trading activities</b>		
Weekly lottery	<b>312</b>	356
Other income	<b>161</b>	222
	<b>473</b>	578

	Unrestricted funds 2020 (£'000)	Unrestricted funds 2019 (£'000)
<b>Investment income</b>		
Bank Interest received on current account and money on deposit	<b>14</b>	6
Bank Interest received from investment company	-	-
	<b>14</b>	6

## Notes to the Financial Statements

### 6. Related undertakings

R.N.I.D. Activities Limited (913439), Sound Advantage Ltd (02437205), RNID Ltd (07566245), Sussex Deaf Association (09740664) and RNID Services Ltd (11769135) are wholly owned, dormant subsidiaries, and have therefore not been consolidated. The registered offices of all of these subsidiaries are at Brightfield Business Hub, Bakewell Road, Orton Southgate, Peterborough, England, PE2 6XU

## Notes to the Financial Statements

### 7. Expenditure

	Direct costs (£'000)		Support costs (£'000)		Total (£'000)	
	Staff	Other	Staff	Other	2020	2019
<b>Expenditure on raising funds from trading activities</b>						
Fundraising costs	1,936	1,617	894	640	<b>5,087</b>	5,857
	1,936	1,617	894	640	<b>5,087</b>	5,857
<b>Charitable activities</b>						
Care and support	13,031	3,086	2,452	1,567	<b>20,136</b>	21,251
Local engagement	4,511	1,322	796	934	<b>7,563</b>	7,522
Technology and enterprise	1,219	4,510	552	298	<b>6,579</b>	7,163
Research	212	1,289	89	39	<b>1,629</b>	1,473
Policy and campaigning	354	47	47	67	<b>515</b>	617
	19,327	10,254	3,936	2,905	<b>36,422</b>	38,026
<b>Total expenditure</b>	<b>21,263</b>	<b>11,871</b>	<b>4,830</b>	<b>3,545</b>	<b>41,509</b>	43,883

Expenditure on charitable activities was £36.4m (2019: £38.0m) of which £33.4m was from unrestricted funds (2019: £35.5m) and £2.5m was from restricted funds (2019: £2.6m).

Other costs consists mainly of travel and subsistence, rent, rates and legal fees.

### 8. Support costs

	Corporate and Management (£'000)	Finance and Strategy directorate (£'000)	Information systems (£'000)	People, Learning and Development (£'000)	Risk and Legal (£'000)	Property (£'000)	Governance (£'000)	Total 2020 (£'000)
<b>2020</b>								
Fundraising	951	147	129	67	21	209	9	<b>1,533</b>
Care and support	1,126	678	432	1,046	271	343	125	<b>4,021</b>
Local engagement	249	245	409	187	69	539	32	<b>1,730</b>
Technology and enterprise	312	240	100	50	15	125	7	<b>849</b>
Research	12	64	9	5	1	36	1	<b>128</b>
Policy and campaigning	1	16	29	14	4	48	2	<b>114</b>
<b>Total</b>	<b>2,651</b>	<b>1,390</b>	<b>1,108</b>	<b>1,369</b>	<b>381</b>	<b>1,300</b>	<b>176</b>	<b>8,375</b>

## Notes to the Financial Statements

### 8. Support costs (ctd)

	Corporate and Management (£'000)	Finance and Strategy directorate (£'000)	Information systems (£'000)	People, Learning and Development (£'000)	Risk and Legal (£'000)	Property (£'000)	Governance (£'000)	Total 2019 (£'000)
<b>2019</b>								
Fundraising	1,314	248	95	73	16	203	5	<b>1,954</b>
Care and support	1,855	1,037	318	1,128	205	333	66	<b>4,942</b>
Local engagement	354	362	301	201	52	523	17	<b>1,810</b>
Technology and enterprise	587	377	74	54	12	121	4	<b>1,229</b>
Research	5	85	7	5	1	35	0	<b>138</b>
Policy and campaigning	1	32	21	15	3	47	1	<b>120</b>
<b>Total</b>	<b>4,116</b>	<b>2,141</b>	<b>816</b>	<b>1,476</b>	<b>289</b>	<b>1,262</b>	<b>93</b>	<b>10,193</b>

Support costs were apportioned to activities on the basis of turnover (for Corporate and Management), cost (for Finance and Strategy directorate), headcount (for Information Systems, People, Learning and Development, Risk and Legal, Property and Governance).

### 9. Net expenditure for the year

	2020 £'000	2019 £'000
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**This is stated after charging/ (crediting):**

#### Interest payable:

Bank interest, bank loans and overdrafts wholly repayable within five years	178	211
Depreciation/Amortisation charge for the year	465	796
Loss/(Profit) on disposal of fixed assets	(17)	24

#### Payments under operating leases:

Land and buildings	727	673
Vehicles and equipment	225	232
Loss on foreign exchange	2	9

#### Auditors' remuneration:

Statutory audit fee	49	48
Additional Audit Fee	49	0
Other non-audit fee	18	30
Tax advisory services	9	5

## Notes to the Financial Statements

### 10. Grants payable

The aggregate amount of grants made during the year ended 31 March 2020, analysed by recipient was:

	2020 Number of grants	2020 Total (£'000)	2019 Total (£'000)
<b>Medical research into hearing loss</b>			
<b>Institution</b>			
University College London	10	279	344
King's College London	5	171	198
University of Strathclyde	1	13	25
University of Sheffield	3	75	64
MRC Institute of Hearing Research	0	0	53
University of Sussex	2	80	99
University of Nottingham	2	37	38
John Hopkins University Central Lockbox	0	0	51
Washington State University	0	0	51
University of Southampton	1	25	37
National Center of Biological Sciences (NCBS)	0	0	25
University of Manchester	1	49	0
Brunel University	1	27	26
Oxford University	0	0	12
University of Cambridge	2	35	44
Cardiff University	1	12	12
Radboudumc	0	0	10
SAS Pragma Therapeutics	0	0	48
Bionics Institute of Australia	0	0	52
MRC Harwell	1	26	0
Johns Hopkins University	1	24	0
Harvard Medical School	1	24	0
National Center for Biological Sciences, TIFR	1	52	0
Bionics Institute	1	54	0
University of Michigan	1	50	0
University of Western Ontario	1	27	0
University of Oxford	2	37	0
Newcastle University	2	19	0
Pragma Therapeutics	1	100	0
Imperial College London	1	2	0

## Notes to the Financial Statements

### 10. Grants payable (ctd)

	2020 Number of grants	2020 Total (£'000)	2019 Total (£'000)
NYU School of Medicine	1	10	0
Ear Science Institute Australia	1	10	0
University of Auckland	1	6	0
University of Buenos Aires	1	10	0
Cognosetta, Inc.	1	10	0
	<b>47</b>	<b>1,264</b>	<b>1,189</b>
<b>Write backs of underused grants &amp; other adjustments</b>			
University of Newcastle upon Tyne	0		(77)
University of Sheffield	0		(5)
John Hopkins University Central Lockbox	0		(27)
Amendments to accounts	0		0
	0		(109)
<b>Total grants</b>	<b>47</b>	<b>1,264</b>	<b>1,080</b>

Of the total grant funding made during the year, £1.26m (2019: £1.19m) related to biomedical research projects.

In addition to the above, the Charity expects to fund future grants totalling £2.28m (2019: £2.43m), which have been awarded subject to satisfactory reviews during the course of the project being funded.

These have not been provided for in RNID's Financial Statements.

The expenditure for grants sits mainly within the 'Technology and Enterprise' line for charitable expenditure within the SoFA.

## Notes to the Financial Statements

### 11. Employees and trustees

	2020 (£'000)	2019 (£'000)
<b>Employees</b>		
<b>Staff costs consist of:</b>		
Wages and salaries	<b>22,670</b>	23,614
Social security costs	<b>1,651</b>	1,619
Pension costs	<b>655</b>	568
	<b>24,976</b>	25,801

Total redundancy costs in the year were £75,425 (2019: £240,752) of which £55,029 were accrued costs at the year end (2019: £53,516).

	2020 (Number)	2019 (Number)
<b>The average headcount of employees, analysed by function, was:</b>		
Care and support	<b>622</b>	631
Local engagement	<b>177</b>	182
Technology and enterprise	<b>38</b>	40
Research	<b>4</b>	4
Policy and campaigning	<b>10</b>	13
Fundraising and Marketing	<b>42</b>	49
Finance, Human Resources, Information Technology and administration	<b>77</b>	66
	<b>970</b>	985

#### The number of employees whose remuneration was over £60,000 (excluding employer pension contributions) fell within the following bands:

£60,001 to £70,000	7	5
£70,001 to £80,000	2	2
£80,001 to £90,000	3	1
£90,001 to £100,000	2	1
£120,001 to £130,000	-	2
£150,001 to £160,000	1	-

None of these employees (2019: nil) are in the defined benefit pension scheme, and all (2019: 11) are in the defined contribution pension scheme. Contributions in the pension year to the defined contribution scheme were £45,728, in respect of all employees (2019: 11 with contributions of £37,604).

## Notes to the Financial Statements

### 11. Employees and trustees (ctd)

	Inc. pension contributions		Excl. pension contributions	
	2020 (£'000)	2019 (£'000)	2020 (£'000)	2019 (£'000)
<b>Remuneration and benefits for the Chief Executive Officer and other Key Management Personnel</b>				
Chief Executive Officer	184	199	178	193
Other Executive Officers	779	811	756	792
<b>Key management personnel</b>	<b>963</b>	1,009	<b>934</b>	985

Key Management Personnel is defined as members of the Executive Board. There were 9 Executive Officers in post in the year (2019: 13).

Included within the totals above are monthly payments to Telos Consulting Ltd for the provision of Company Secretary until December 2019.

#### Trustees

None of the members of the Board of Trustees received any remuneration during this year (2019: £nil). During the year, 5 Trustees (2019: 8) received reimbursements of non-private travel and subsistence expenditure amounting to £5,677 (2019: £4,025). The value of expenses waived was not material.

Total donations in the year from Trustees amounted to £6,925 (2019: £125).

## Notes to the Financial Statements

### 12. Intangible fixed assets

	Computer software (£'000)	Assets under construction (£'000)	Total (£'000)
<b>Cost</b>			
At the beginning of the year	2,168	20	<b>2,188</b>
Additions	0	166	<b>166</b>
Disposals	(888)	0	<b>(888)</b>
Transfer	175	(175)	<b>0</b>
<b>At the end of the year</b>	<b>1,455</b>	<b>11</b>	<b>1,466</b>
<b>Accumulated amortisation</b>			
At the beginning of the year	(1,393)	0	<b>(1,393)</b>
Charge for year	(276)	0	<b>(276)</b>
Disposals	465	0	<b>465</b>
<b>At the end of the year</b>	<b>(1,204)</b>	<b>0</b>	<b>(1,204)</b>
<b>Net book value at 31 March 2020</b>	<b>251</b>	<b>11</b>	<b>262</b>
Net book value at 31 March 2019	775	20	795

Within intangible assets are computer software under construction with a cost of £11k (2019: £22k).

## Notes to the Financial Statements

### 13. Tangible fixed assets

	Freehold (£'000)	Long leasehold (£'000)	Short leasehold (£'000)	Assets under construction (£'000)	Total property (£'000)	Fixtures, fittings & furniture (£'000)	Other equipment (£'000)	Computer equipment (£'000)	Motor vehicles (£'000)	Assets under construction (£'000)	Total other (£'000)	Grand total (£'000)
<b>Cost</b>												
At the beginning of the year	18,834	242	154	41	<b>19,271</b>	1,298	139	433	4	23	<b>1,897</b>	<b>21,168</b>
Additions	0	0	0	94	<b>94</b>	0	0	0	0	88	<b>88</b>	<b>182</b>
Disposals	(8,786)	0	(34)	0	<b>(8,820)</b>	(28)	(29)	(73)	0	0	<b>(130)</b>	<b>(8,950)</b>
Transfer	119	0	0	(119)	<b>0</b>	86	0	23	0	(109)	<b>0</b>	<b>0</b>
<b>At the end of the year</b>	<b>10,167</b>	<b>242</b>	<b>120</b>	<b>16</b>	<b>10,545</b>	<b>1,356</b>	<b>110</b>	<b>383</b>	<b>4</b>	<b>2</b>	<b>1,855</b>	<b>12,400</b>
<b>Accumulated depreciation</b>												
At the beginning of the year	(3,469)	(84)	(135)	0	<b>(3,688)</b>	(1,187)	(139)	(239)	(3)	0	<b>(1,568)</b>	<b>(5,256)</b>
Charge for year	(309)	(7)	(13)	0	<b>(329)</b>	(51)	0	(86)	(1)	0	<b>(138)</b>	<b>(467)</b>
Disposals	399	0	34	0	<b>433</b>	26	29	46	0	0	<b>101</b>	<b>534</b>
<b>At the end of the year</b>	<b>3,379</b>	<b>(91)</b>	<b>(114)</b>	<b>0</b>	<b>3,584</b>	<b>(1,212)</b>	<b>(110)</b>	<b>(279)</b>	<b>(4)</b>	<b>0</b>	<b>(1,605)</b>	<b>(5,189)</b>
<b>Net book value</b>												
<b>at 31 March 2020</b>	<b>6,788</b>	<b>151</b>	<b>6</b>	<b>16</b>	<b>6,961</b>	<b>144</b>	<b>0</b>	<b>104</b>	<b>0</b>	<b>2</b>	<b>250</b>	<b>7,211</b>
Net book value												
at 31 March 2019	15,365	158	19	41	<b>15,583</b>	111	0	194	1	23	<b>329</b>	<b>15,912</b>

Assets under construction are not depreciated and comprise expenditure on the purchase or creation of tangible assets not brought into use at the Balance Sheet date. Transfers are made from assets under construction to the relevant category of tangible asset when the asset is brought into use.

The property under construction relates mainly to the relocation of the head office to Peterborough during the year.

Other equipment includes home appliances such as washers and dryers, television stands, projectors, chairs and cookers.

## Notes to the Financial Statements

### 14. Investments

	2020 (£'000)	2019 (£'000)
Fair value of Investment portfolio at 1 April	0	4
Disposals	0	(4)
<b>Cost at 31 March</b>	<b>0</b>	<b>0</b>

### 15. Stocks – Group and Charity

	2020 (£'000)	2019 (£'000)
Equipment and publications	2	164

### 16. Debtors

	2020 (£'000)	2019 (£'000)
Trade debtors	<b>3,123</b>	3,519
Other debtors	<b>28</b>	21
Prepayments and accrued income	<b>1,901</b>	1,286
	<b>5,052</b>	4,826

## Notes to the Financial Statements

### 17. Creditors

	2020 (£'000)	2019 (£'000)
<b>(a) Amounts falling due within one year</b>		
Trade creditors	1,434	1,221
Accruals for grants payable	266	758
Taxation and social security	423	427
Loan	31	1,683
Other creditors	125	169
Accruals	1,891	1,919
Deferred income	1,049	773
	<b>5,219</b>	<b>6,950</b>
Deferred income at the beginning of the year	773	511
Amount released to income earned from charitable activities	(773)	(511)
Amount deferred in year	1,093	773
<b>Deferred income at the end of the year</b>	<b>1,093</b>	<b>773</b>

	2020 (£'000)	2019 (£'000)
<b>(b) Amounts falling due after more than one year</b>		
Net obligations under bank loan is as follows:		
between one and two years	32	86
between two to five years	104	282
over five years	803	2,488
	<b>939</b>	<b>2,856</b>

At 31 March 2020, the Charity had drawn down £nil (2019: £1.6m) from its revolving credit facility of £3m. The amount owing from this facility is shown within the loan amounts falling due within one year.

Amounts falling due after one year relates to a mortgage of £2.7m (2019: £3.2m) payable over 25 years, commencing 4 May 2016, to purchase five properties and to enable the transfer of adult services in Westgate on Sea.

The mortgage is secured over the five properties and two other properties.

At 31 March 2020, the total amount owing on the loan is £1.0m (2019: £2.9m). Interest is charged at base rate plus 3.25%.

The base rate was 0.10% (2019: 0.75%).

## Notes to the Financial Statements

### 18. Contingent assets – legacies

The Trustees have been notified that the Charity is a beneficiary of a number of estates for which the amounts to be paid to the Charity have not yet been confirmed. In view of the uncertainty over the amounts that may be received, the Trustees have concluded that the conditions for recognition of these legacies have not yet been met and accordingly these legacies are not reflected in these Financial Statements. Provisional estimates indicate a potential value of these legacies of £5.4m (2019: £6.3m).

### 19. Analysis of group net assets between funds

	Unrestricted funds (£'000)	Restricted funds (£'000)	Endowment funds (£'000)	Total funds 2020 (£'000)
<b>Fund balances at 31 March 2020 are represented by:</b>				
Intangible fixed assets	262	0	0	<b>262</b>
Tangible fixed assets	5,756	1,456	0	<b>7,212</b>
Current assets	9,326	2,167	68	<b>11,561</b>
Current liabilities	(5,055)	(164)	0	<b>(5,219)</b>
Long-term liabilities	(939)	0	0	<b>(939)</b>
Provision for liabilities and charges	(290)	0	0	<b>(290)</b>
<b>Group net assets</b>	<b>9,060</b>	<b>3,459</b>	<b>68</b>	<b>12,587</b>

	Unrestricted funds (£'000)	Restricted funds (£'000)	Endowment funds (£'000)	Total funds 2019 (£'000)
<b>Fund balances at 31 March 2019 are represented by:</b>				
Intangible fixed assets	795	0	0	<b>795</b>
Tangible fixed assets	14,419	1,493	0	<b>15,912</b>
Current assets	4,004	1,563	68	<b>5,635</b>
Current liabilities	(6,665)	(285)	0	<b>(6,950)</b>
Long-term liabilities	(2,856)	0	0	<b>(2,856)</b>
Provision for liabilities and charges	(291)	0	0	<b>(291)</b>
Pension liability	(6,013)	0	0	<b>(6,013)</b>
<b>Group net assets</b>	<b>3,393</b>	<b>2,771</b>	<b>68</b>	<b>6,232</b>

## Notes to the Financial Statements

### 20. Provisions for liabilities and charges

	Balance 31 March 2019 (£'000)	Charged to income and expenditure (£'000)	Spent (£'000)	Balance 31 March 2020 (£'000)
Provisions for dilapidations	(291)	1	0	(290)

As part of the Group's property leasing arrangements there is an obligation to repair damages, on certain properties, incurred during the life of the lease, such as wear and tear. The cost is charged to the statement of financial activities as the obligation arises. The provision is expected to be utilised as the leases terminate.

### 21. Pensions

RNID operates a funded pension scheme in the UK (the 'Scheme'). The Scheme has a Defined Benefit Section, and previously a relatively small Defined Contribution Section where all benefits were transferred to a new MasterTrust arrangement with effect from 1 August 2018. Pension benefits in the Defined Benefit Section are related to the members' final salary at retirement (or earlier if they leave the Scheme before retirement) and their length of service. Accrual of benefits under the Defined Benefit Section of the Scheme ceased with effect from 31 March 2010.

A full actuarial valuation of the Scheme was carried out at 31 March 2020 by a qualified independent actuary, based on membership data as at 31 March 2018 but amended to make an approximate allowance for benefit outgo and member movements during the period.

Contributions to the Scheme for the year beginning 1 April 2020 are expected to be £1,292,000. Except where stated otherwise, the remainder of this FRS 102 pensions note relates only to the Defined Benefit Section of the Scheme.

The major assumptions used by the actuary were (in nominal terms) as follows:

	As at 31/3/2020	As at 31/3/2019
Discount rate	2%	2%
Inflation assumption (RPI)	3%	3%
Future LPI pension increases	3%	3%
Revaluation in deferment (RPI)	3%	3%

Assumed life expectancies on retirement at age 65 are:

	As at 31/3/2020	As at 31/3/2019
Retiring today - Males	21	21
Retiring today - Females	24	23
Retiring in 20 years time - Males	23	22
Retiring in 20 years time - Females	25	25

## Notes to the Financial Statements

### 21. Pensions (ctd)

The fair value of the Scheme's assets, which are not intended to be realised in the short term and may be subject to significant change before they are realised, and the present value of the Scheme's liabilities, which are delivered for cash flow projections over long periods and thus inherently uncertain, were:

	Value at 31/3/2020 £000s	Value at 31/3/2019 £000s
Equity	8,688	16,898
Fixed Interest	31,888	23,900
Index Linked Gilts	6,208	12,312
Liability Hedging	15,661	2,593
Currency Hedging	(334)	49
Insured Annuities	491	567
Property	2,172	2,157
Cash	2,778	3,736
Alternatives	5,701	9,088
<b>Fair value of Scheme assets</b>	<b>73,253</b>	71,300

	3,403	3,708
<b>The actual return on assets over the period was:</b>		

None of the assets of the Scheme are invested in RNID's own financial instruments and none of the assets are properties or other assets used by RNID.

Present value of funded obligations	71,923	77,313
Fair value of Scheme assets	73,253	71,300
Surplus/(deficit) in funded scheme	1,330	(6,013)
Present value of unfunded obligations	0	0
Unrecognised actuarial gains (losses)	0	0
Surplus/(deficit) in funded scheme	1,330	(6,013)
Adjustment in respect of asset ceiling and minimum funding requirement	(1,330)	0
Net asset/(liability) in Balance Sheet	0	(6,013)

The surplus linked to defined benefit scheme is not a recoverable amount and therefore has not been recognised in the financial statements in accordance with FRS 102.

## Notes to the Financial Statements

### 21. Pensions – Charity (ctd)

	31/3/2020 £000s	31/3/2019 £000s
<b>Reconciliation of opening and closing balances of the present value of the defined benefit obligation</b>		
Benefit obligation at beginning of year	77,313	75,643
Current service cost	0	0
Interest cost	1,827	1,935
Contributions by Scheme participants	0	0
Actuarial (gains)/losses	(4,783)	1,435
Benefits paid	(2,434)	(2,465)
Past service cost	0	765
Settlements	0	0
Business combinations	0	0
Exchange rate	0	0
<b>Benefit obligation at end of year</b>	<b>71,923</b>	<b>77,313</b>

	31/3/2020 £000s	31/3/2019 £000s
<b>Reconciliation of opening and closing balances of the fair value of Scheme assets</b>		
Fair value of Scheme assets at beginning of year	71,300	69,035
Interest income on Scheme assets	1,694	1,776
Return on assets, excluding interest income	1,709	1,932
Contributions by employers	1,227	1,022
Contributions by Scheme participants	0	0
Benefits paid	(2,434)	(2,465)
Scheme administrative cost	(243)	0
Business combinations	0	0
Settlements	0	0
Exchange rate	0	0
<b>Fair value of Scheme assets at end of year</b>	<b>73,253</b>	<b>71,300</b>

## Notes to the Financial Statements

### 21. Pensions – Charity (ctd)

	31/3/2020 £000s	31/3/2019 £000s
<b>The amounts recognised in profit or loss:</b>		
Service cost – including current and past service costs, and settlements	0	765
Service cost – administrative cost	243	0
Net interest on the net defined benefit liability	133	159
<b>Total expense</b>	<b>376</b>	<b>924</b>

	31/3/2020 £000s	31/3/2019 £000s
<b>Amount recognised in Statement of Financial Activities (SoFA):</b>		
Actuarial (gains)/losses on the liabilities	(4,783)	1,435
Return on assets, excluding interest income	(1,709)	(1,932)
Changes in the effect of the asset ceiling excluding interest income	1,330	0
<b>Total actuarial (gain)/loss to be shown in SoFA</b>	<b>(5,162)</b>	<b>(497)</b>

### Sensitivity analysis

	Change in assumption	Impact on scheme liabilities 31/3/2020
<b>A sensitivity analysis of the principal assumptions used to measure the scheme liabilities</b>		
Discount rate	Increase by 0.25%	Decrease by £2.9m
Rate of inflation (RPI)	Increase by 0.25%	Increase by £1.4m
Assumed life expectancy at age 65	Increase by 1 year	Increase by £4.6m

### 2. Defined contribution scheme

The Charity provides two defined contribution schemes for its employees, although one is now closed to new entrants.

	2020 (£'000)	2019 (£'000)
<b>The amount recognised as an expense for the defined contribution scheme was:</b>		
<b>Current year contributions</b>	<b>655</b>	<b>568</b>

## Notes to the Financial Statements

### 22. Charity statement of funds – restricted and endowment funds

The purposes of these funds are explained on pages 86–88

	Balance 1 April 2019 (£'000)	Income (£'000)	Expenditure (£'000)	Balance 31 March 2020 (£'000)
<b>Restricted</b>				
The Bath Charity	1,493	0	(37)	<b>1,456</b>
Sussex Deaf Association	416	20	(7)	<b>429</b>
Aged Veterans Healthy Living*	90	210	(185)	<b>115</b>
Legacy Leeds	61	0	0	<b>61</b>
The National Lottery Community Fund HTIAS	60	76	(55)	<b>81</b>
The National Lottery Community Fund HTIAC	51	263	(235)	<b>79</b>
Legacy restricted to Wolverhampton	50	0	(50)	<b>0</b>
PoppyScotland Aged Veterans	46	158	(147)	<b>58</b>
Employment programme for people who are deaf or have hearing loss in Glasgow	41	0	(8)	<b>33</b>
Harlow Trust Fund	33	0	(5)	<b>28</b>
Legacy restricted to research	32	0	0	<b>32</b>
Legacy restricted to the Isle of Wight	30	0	(19)	<b>11</b>
Legacy restricted to the South West region	28	5	(1)	<b>32</b>
Employment in Hampshire	25	0	0	<b>25</b>
Legacy restricted to South Wales	24	0	(24)	<b>0</b>
Sensory services in Ayrshire*	23	0	(23)	<b>0</b>
Access to Health Salford	20	33	(21)	<b>32</b>
Restricted legacy (purpose under discussion)	19	0	0	<b>19</b>
Manchester Hear to Help*	18	0	(7)	<b>11</b>
VAF Wellbeing for Longer Fund	18	0	(18)	<b>0</b>
Legacy restricted to the Cardiff area	16	0	(16)	<b>0</b>
Grants restricted to use in Scotland	16	122	(89)	<b>49</b>
Professor Walter Marcotti's project	15	30	(36)	<b>9</b>
Research into improving the understanding and diagnosis of auditory processing disorder (APD)	14	0	(14)	<b>0</b>
In Touch*	12	0	(10)	<b>2</b>
Devon & Cornwall	12	5	0	<b>17</b>
Hear For Welfare*	11	36	(35)	<b>12</b>
Hear 2 Inform & Connect	10	0	0	<b>10</b>
Salford CCG Innovation Fund*	9	11	(16)	<b>4</b>
Sylvia Prades' research UCL	8	0	(8)	<b>0</b>
Specialist Employment Project*	7	138	(129)	<b>16</b>

## Notes to the Financial Statements

### 22. Charity statement of funds – restricted and endowment funds (ctd)

	Balance 1 April 2019 (£'000)	Income (£'000)	Expenditure (£'000)	Balance 31 March 2020 (£'000)
<b>Restricted</b>				
Amenity Funds	6	0	0	<b>6</b>
Hear to Help Lewisham	6	11	0	<b>17</b>
Roper House – Staff and Art Room	5	0	(1)	<b>4</b>
Stockport	5	0	(5)	<b>0</b>
Adint Charitable Trust Devon & Cornwall	5	0	0	<b>5</b>
Brighton H2H	5	0	0	<b>5</b>
Leicester Ageing Together*	5	0	0	<b>5</b>
Community Navigator Project	4	25	(16)	<b>13</b>
Specialist Employment Project*	4	74	(69)	<b>9</b>
Foley Trust – Roper House Improvement	0	400	0	<b>400</b>
MCF S57 Sedley	0	83	(13)	<b>71</b>
S55 King	0	75	(12)	<b>63</b>
Jobsense	0	723	(666)	<b>56</b>
Befriending Project NI	0	33	0	<b>33</b>
The City Bridge Trust – Hear to Inform & Connect London	0	30	0	<b>30</b>
G78 Rivolta FAAlford	0	25	0	<b>25</b>
Glasgow Integrated Sensory Services*	0	0	20	<b>20</b>
Impact Funding Partners – Scottish Government	0	16	0	<b>16</b>
Northern Ireland	0	15	0	<b>15</b>
Ayresshire & Arran ISS	0	0	13	<b>13</b>
Sensory Impairment Awareness	0	9	(0)	<b>9</b>
North of Tyne Hear to Help	0	9	0	<b>9</b>
DHSSSPS Core Grant	0	22	(22)	<b>0</b>
Other restricted funds	18	568	(572)	<b>14</b>
<b>Restricted Funds</b>	<b>2,771</b>	<b>3,226</b>	<b>(2,538)</b>	<b>3,459</b>
<b>Endowed</b>				
The Wennington Charity	68	0	0	<b>68</b>
<b>Endowed Funds</b>	<b>68</b>	<b>0</b>	<b>0</b>	<b>68</b>
<b>Total Restricted and Endowed Funds</b>	<b>2,839</b>	<b>3,226</b>	<b>(2,538)</b>	<b>3,527</b>

\*Government-funded

## Notes to the Financial Statements

### 22. Charity statement of funds – restricted and endowment funds (ctd)

The purposes of these funds are explained on pages 86–88.

Comparatives for Restricted and Endowed funds for 2019 are below:

	Balance 1 April 2018 (£'000)	Income (£'000)	Expenditure (£'000)	Balance 31 March 2019 (£'000)
<b>Restricted</b>				
The Bath Charity	1,530	0	(37)	1,493
The National Lottery Community Fund HTIAC	97	340	(386)	51
Moving On*	86	0	(83)	3
Legacy restricted to Wolverhampton	67	0	(17)	50
In Touch*	57	25	(70)	12
Legacy restricted to South Wales	48	0	(24)	24
The National Lottery Community Fund HTIAS	46	87	(73)	60
Genetics of Hearing Loss Research	36	0	(36)	0
Grants restricted to use in Scotland	36	2	(22)	16
Harlow Trust Fund	33	0	0	33
Legacy restricted to the Cardiff area	33	0	(17)	16
Legacy restricted to research	32	0	0	32
Legacy restricted to the Isle of Wight	30	0	0	30
Isle of Wight Befriending service	30	0	(30)	0
Legacy restricted to the South West region	28	0	0	28
Legacy restricted to research	26	0	(26)	0
Sensory services in Ayrshire*	25	0	(2)	23
Employment programme for people who are deaf or have hearing loss in Glasgow	25	19	(3)	41
Manchester Hear to Help*	24	1	(7)	18
PoppyScotland Aged Veterans	19	163	(136)	46
Glasgow Integrated Sensory Services*	17	0	(17)	0
Fundraising restricted to Roper House	17	0	(17)	0
Restricted to the North East	15	0	(15)	0
Welfare rights and Employment projects in Scotland	15	0	(15)	0
Hear to Help Lewisham	14	0	(8)	6
Research into improving the understanding and diagnosis of auditory processing disorder (APD)	13	27	(26)	14
Volunteering in Wales*	13	3	(16)	0
Salford CCG Innovation Fund*	13	11	(15)	9
Restricted legacy (purpose under discussion)	12	7	0	19
Tayside integrated sensory services*	11	0	(11)	0
Information line	10	1	(11)	0

## Notes to the Financial Statements

### 22. Charity statement of funds – restricted and endowment funds (ctd)

	Balance 1 April 2018 (£'000)	Income (£'000)	Expenditure (£'000)	Balance 31 March 2019 (£'000)
Leicester Ageing Together*	9	22	(26)	5
NI Employability Programme*	9	0	(9)	0
Aged Veterans Healthy Living*	7	240	(157)	90
Adint Charitable Trust Devon & Cornwall	5	0	0	5
Hear 2 Inform & Connect	5	5	0	10
Brighton H2H	5	0	0	5
Tinnitus Research	5	0	(5)	0
Work for Change	5	0	(5)	0
RNIB Online Today Project*	4	49	(53)	0
Sussex Deaf Association	0	422	(6)	416
Legacy Leeds	0	61	0	61
Employment in Hampshire	0	55	(30)	25
VAF Wellbeing for Longer Fund	0	35	(17)	18
Professor Walter Marcotti's project	0	15	0	15
Access to Health Salford	0	25	(5)	20
Hear For Welfare*	0	38	(27)	11
Sylvia Prades' research UCL	0	8	0	8
Specialist Employment Project*	0	133	(126)	7
GCC Hearing Imp Training	0	5	0	5
Roper House - Staff and Art Room	0	5	0	5
Stockport	0	5	0	5
Community Navigator Project	0	50	(46)	4
Specialist Employment Project*	0	72	(68)	4
Benefit of Deaf children	0	3	0	3
Scarborough area	0	1	0	1
Other restricted funds	29	885	(890)	24
<b>Restricted Funds</b>	<b>2,541</b>	<b>2,820</b>	<b>(2,590)</b>	<b>2,771</b>
<b>Endowed</b>				
The Wennington Charity	68	0	0	68
<b>Endowed Funds</b>				
<b>Total Restricted and Endowed Funds</b>	<b>2,609</b>	<b>2,820</b>	<b>(2,590)</b>	<b>(2,839)</b>

\*Government-funded

## Notes to the Financial Statements

### 22. Charity statement of funds – restricted and endowment funds (ctd)

The **Bath** Charity is restricted to providing relief for the charitable needs of people who are deaf or have hearing loss by the provision of services.

Sussex Deaf Association donation is restricted to the relief of persons residing in the counties of East and West Susses and the City of Brighton and Hove who are deaf or hard of hearing. RNID merged with Sussex Deaf Association on 1 July 2018. Sussex Deaf Association is incorporated in the United Kingdom (company number 9740664). RNID wholly owns Sussex Deaf Association, which is a Company Limited by Guarantee.

**Aged Veterans Healthy Living** is a project to provide information to older veterans with hearing loss.

For the use and benefit of the **Leeds** branch.

**The National Lottery Community Fund, Reaching Communities – Hear to Inform and Support project - Devon and Cornwall** is enabling us to help people with hearing loss improve their confidence and knowledge on how to better manage their hearing loss.

**The National Lottery Community Fund, Accelerating Ideas - Hear to Inform and Connect project (UK)** is enabling us to proactively expand our face-to-face information provision for older people (aged 50+) with hearing loss, particularly those who we have found are harder to reach. This includes older people from black, Asian and minority ethnic communities, older people living in care homes and older people living in rural or remote areas.

A legacy restricted to the **Wolverhampton** area.

**PoppyScotland** will provide support for veterans aged 65 and over, their families and carers in Lothian. We'll be helping people by providing vital information and supporting to help them to cope with their hearing loss or tinnitus at regular drop-ins, information events or home visits.

To provide funding in **Glasgow** for improving the health, wellbeing and life skills of, and increasing access to information and services, for people who are deaf or have hearing loss. The project works with other agencies to provide information and advice in provision of healthcare, social care, education, training, employment and leisure. It will also fund delivery of a programme of accredited training courses, develop a user forum, support work placements and encourage peer support within central Scotland.

The **Harlow Trust** provides funding for people who are deaf or have hearing loss to participate in financial qualification courses.

A legacy restricted to **research**.

A legacy restricted to the **Isle of Wight**.

A legacy restricted to funding in **the South West region**.

General restriction to Employment services in **Hampshire**.

A legacy restricted to funding in **South Wales**.

**Ayrshire and Arran Integrated Sensory Services** are delivered in partnership with RNIB and support people with sensory impairment living in the Ayrshire and Arran area, by strengthening existing structures, introducing additional support services such as Hear to Help, and raising awareness and the profile of sensory impairment in the region.

## Notes to the Financial Statements

### 22. Charity statement of funds – restricted and endowment funds (ctd)

**Access to Health Salford** was set up and deliver a pilot project to improve awareness amongst GPs, healthcare professional; amid staff working in GP Practices and health centres of the barriers encountered by residents of Salford who are deaf or experience hearing loss.

**A restricted legacy** (purpose is under discussion).

**Manchester Hear to Help** is a volunteer-led service that provides hearing aid support on a one-to-one basis and in drop-in settings in communities across Manchester.

**The Wellbeing for Longer in Glasgow Fund** is funded by Glasgow Health and Social Care Partnership with the aim to support community and third sector organisations to design and deliver programmes enabling Glasgow residents most likely to experience isolation (by barriers such as age, disability, poverty and language), to sustain their wellbeing and reduce isolation.

A legacy restricted to funding in **the Cardiff area**.

General donations restricted to use in **Scotland**.

**Professor Walter Marcotti's project** investigating the processes that are involved in the development of Usher syndrome – a condition that affects both hearing and sight.

Funding to be used towards research into **Improving the understanding and diagnosis of auditory processing disorder (APD)**.

The **In Touch** project aims to help people who are deaf or have hearing loss across Northern Ireland and will specifically target those people living in the community and in residential accommodation.

General restriction to support elderly people with hearing loss in **Devon & Cornwall**.

The grant **Hear For Welfare** aims to reduce discrimination against people who share protected characteristics; reduce levels of hate crime; increase community participation, engagement and community cohesion; address imbalances in representation in all aspects and levels of public life.

**Hear 2 Inform & Connect** project aim to reduce the barriers often faced by people with hearing loss, supporting them to remain connected with their families, friends and the world around them, ultimately reducing feelings of isolation.

**Salford CCG Innovation fund** is a grant provided to recruit a project co-ordinator to deliver support on hearing loss, including hearing screening and training for staff and volunteers across Sheltered Housing Schemes in Salford as response to our Hearing Matters report.

**Sylvia Prades' research** from UCL into glia cells and auditory nerve damage.

**The Specialist Employment Programme** is aimed at enhancing the employability of people who are deaf, have a hearing loss and/or tinnitus through the provision of specialist support. The Service is funded by the European Social Fund with Match Funding from the Disability Employment Service.

**Amenity funds** to spend on outings, entertainment costs, gifts, furniture for service users in Care & Support.

**Hear to Help Lewisham** is a volunteer-led service that provides hearing aid support on a one-to-one basis and in drop-in settings in the Lewisham area. It also provides information on hearing equipment and other services available for local people with hearing loss.

## Notes to the Financial Statements

### 22. Charity statement of funds – restricted and endowment funds (ctd)

Restricted to **Roper House - Staff and Art Room**.

**Stockport** is the restricted for the purposes of the branch nearest to Stockport.

**Adint Charitable Trust** wishes to support people with hearing loss in Devon and Cornwall.

**Brighton Hear to Help** provides hearing aid support on a one-to-one basis and in drop-in settings in Brighton.

**Leicester Aging Together** is a peer-to-peer information and support project for older people who are deaf or have hearing loss in the Leicester area. Volunteers will support older people with information, advise, and the long term management of their hearing aids and hearing loss, and provide opportunities for people to come together and share information and experiences.

**Community Navigator Project** aims to develop creative approaches to reducing social isolation for older people in Greater Manchester.

**The Specialist Employment Programme** is aimed at enhancing the employability of people who are deaf, have a hearing loss and/or tinnitus through the provision of specialist support. The Service is funded by the European Social Fund with Match Funding from the Disability Employment Service.

**Foley Trust - Roper House Improvement Fund** is to be used to renovate Roper House.

**MCF S57 Sedley fund** is funding for 2 PHD students.

**S55 King fund** is Biomed research project at Oxford university.

**Jobsense** is a EU funded project to support people into employment.

**Befriending Project NI** provides funds for befriending in NI.

**City Bridge Trust – Hear to Inform and Connect London** is a fund towards staffing and operational costs of the Hear to Inform and Connect project for older people in London.

**G78 Rivolta FAAlford** is a fund is restricted for research into restoring hearing loss.

**Glasgow Integrated Sensory Services** support people with sensory impairment living in the Greater Glasgow and Clyde area by strengthening existing structures, introducing additional support services such as Hear to Help, and by raising awareness and the profile of sensory impairment in the region.

**Impact Funding Partners - Scottish Government** is funding to employ a Trainer to work with Sky Television on the working for change project.

General donations restricted to be used to benefit **Northern Ireland**.

General donations restricted to **Ayresshire & Arran Integrated Sensory Services**.

Fund restricted for **Sensory Impairment Awareness**.

General restriction to **Hear to Help service in North of Tyne**.

**DHSSSPS Core Grant** is funding towards the salary for RNID's Director.

**Other restricted funds** comprises 34 restricted funds providing income in support of RNID activities.

## Notes to the Financial Statements

### 23. Capital commitments – Charity

	2020 (£'000)	2019 (£'000)
Contracts for future capital expenditure not provided in the Financial Statements – property, plant and equipment	3	11

### 24. Operating leases – Charity

As of 31 March 2020, RNID had a total value of minimum future lease payments as set out below:

	2020 (£'000)	2019 (£'000)
<b>Payments due</b>		
Within one year	872	777
Between one and five years	842	529
	1,714	1,306

### 25. Notes to the cash flow statement

	2020 (£'000)	2019 (£'000)
Net expenditure for the reporting year (as per the statement of financial activities)	1,193	(4,333)
<b>Adjustments for:</b>		
Depreciation charge for the year on tangible assets	467	492
Amortisation charge for intangible assets	276	305
Interest paid	178	211
Interest/dividend received	(14)	(6)
Gain/(loss) on disposal of intangible/tangible assets	(17)	23
Decrease in stock	163	139
Decrease/(Increase) in debtors	(224)	2,137
(Decrease)/increase in creditors	(1,731)	782
Decrease in non-current long-term loan	(1,917)	(81)
Decrease in provisions for liabilities and charges	(1)	291
Pensions reserve funding deficit movements	(851)	(98)
<b>Net cash used in/(generated from) operating activities</b>	<b>(2,480)</b>	<b>(138)</b>

## Notes to the Financial Statements

### 25. Notes to the cash flow statement (ctd)

	At 1 April 2019 £'000	Cashflows £'000	At 31 March 2020 £'000
<b>Analysis of cash and cash equivalents</b>			
Cash at bank and in hand	644	5,864	<b>6,508</b>
<b>Total cash and cash equivalents</b>	<b>644</b>	<b>5,864</b>	<b>6,508</b>

### 26. Related party transactions

Mark Atkinson is the Chief Executive (appointed in October 2018) and is also a Director of the Social Care Institute for Excellence (appointed in March 2019). There was £325 charge for training costs (2019: £0). Mark is also a Director of Habinteg Housing Association Ltd (appointed in Jan-20). There was £9,686 charged for housing association fees.

Lindsay Foster is a Charity Trustee (appointed in August 2018) and is also the Executive Director of Signature (trading arm of CACPD). There was £2,665 charged for agency fees, training and attendance at conferences (2019: £5,869).

### 27. Contingent liabilities

#### National living wage and sleep-ins

Sleep-ins occur when staff spend the night in an assigned bedroom within a care home or supported living accommodation in order to be available should service users require assistance in the night. At RNID the sleeping staff member is paid a sleep-in allowance and is paid their normal hourly rate if woken to perform tasks.

In July 2018 the Court of Appeal ruled that care workers are not entitled to the minimum wage while they are sleeping, overturning a previous EAT decision in the case of Royal Mencap Society v Tomlinson-Blake. However, in February 2019 the Supreme Court granted permission for it to hear a further appeal and to provide a final legal ruling. This revives the issue of whether there could be a requirement for employers to provide back pay to staff for non-contractual sleep-in hours for past years. For RNID this could involve calculating top-up payments to over 1,000 members and past members of staff over a six year period.

The outcome of the Supreme Court appeal will not be known until an uncertain date. If the ruling overturns the Appeal Court decision then government legislation may be needed to clarify employers' liabilities. Due to the ongoing lack of legal certainty and the difficulty of measuring the potential liability the trustees do not consider that the accounting standards requirement to make a provision has been met. Our best estimate for the size of this contingent liability is that it is unlikely to exceed £1.3m.

## Notes to the Financial Statements

### 28. Events after the reporting year

#### Closure of our products business

A decision was taken prior to the end of the financial year, to close the products business. This was a difficult decision, taken after significant efforts had been made to try to deliver a profit in order to fund charitable activities. The focus has now changed so that the Charity can concentrate on partnerships with other suppliers, to ensure that beneficiaries and members still have access to vital products.

The products part of the business therefore ceased to operate in April 2020.

Planned costs of closure amounted to £486,300. This cost was accrued into the 2019-20 figures and was made up of £176,554 general costs of closure, £182,000 relating to asset disposals and £127,746 relating to the write off of stock held within products at year end.

# Acknowledgements

## Statutory

### Perth & Kinross Council Specialist

Equipment Support

### South Ayrshire Council, Community Based Hearing Support Service

### Scottish Government Promoting Equality and Cohesion Fund

### PoppyScotland Veterans Fund

### Scottish Government

WorkPlace Equality Fund

### Doncaster Deaf Trust (DWP)

Specialist Employment Support

### Department of Health Northern Ireland

### Department for Economy

Specialist Employment Programme

### Department for Communities

Specialist Employment Programme

& Workable Programme, and

Deaf Befriending project

### European Social Fund, Northern Ireland

Specialist Employment Programme

### Wiltshire CCG

Community Hearing Aid Support grant

### Isle of Wight CCG

Community Hearing Aid Support grant

### Powys Local Health Board

## Grants

### Connect Hackney

Hackney Older Men's Project

### Lichfield District Council for provision of Hearing Loss Support

### Leicester City CCG for provision of Hearing Loss Support for Leicester City

### Lincolnshire Partnership NHS Foundation Trust

Sensory Loss and Mental Health project

### WG Social Services for Live Well

### Aged Veterans Fund

funded by the Chancellor using LIBOR funds

Supporting veterans with hearing loss project

### Redcar and Cleveland Borough Council

Hearing loss support service

### Salford CCG

Access to Health and Hear to Care projects

### GMCVO/Ageing Better

Community Navigators project

### Black Santa Appeal, St Anne's Cathedral

Deaf Befriending project

### The National Lottery Community Fund HTIAC

Accelerating Ideas – Hear to Inform and Connect project(UK)

### The National Lottery Community Fund HTIAS

Reaching Communities – Hear to Inform and Support project – Devon and Cornwall

## Partner organisations

### Boots Hearingcare

### Audacious

### Everards Breweries

### Big Change

### British Tinnitus Association

### Curzon Cinemas

### UK Cinema Association

### BFI

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### NHS Wales

### Alzheimer's, sponsored by Welsh Government and

### Western Power Distribution

## Major donors

### Dr. Roger Allport

### Arnold Burgen

### Jeff Horne

### Christopher Mills

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### Keith O Butler-Wheelhouse

### John Morgan

### Elie Dangoor

### Sir Rocco Forte

### Dr. Sue Wilson

### Mr and Mrs John Walton

## Trust funders

### St Anne's Cathedral Sitout

### Merchant Taylors' Consolidated Charities for the Infirm

### The City Bridge Trust

### The Exilarch's Foundation

### Jost Foundation

### Masonic Charitable Foundation

### The Nora and Olive Brewer Memorial Trust

### Speech, Language and Hearing Foundation

### Coral Samuel Charitable Trust

### The PF Charitable Trust

### Maria Marina Foundation

### The Galanthus Trust

## Legacy Acknowledgments

It is with deep gratitude that we remember the 354 people who left a gift in their Will to RNID in 2019-20. Every gift left in someone's Will is truly appreciated. Sadly, we cannot list all of them here, but we would like to acknowledge everyone who chose to support us in this way.

# OUR FUNDERS



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**RNID is the trading name of  
The Royal National Institute for Deaf People.**  
A registered charity in England and Wales  
(207720) and Scotland (SC038926).

**RNID is the charity making life fully inclusive  
for deaf people and those with hearing loss  
or tinnitus.**

Together, we campaign for an inclusive society.  
We connect people to practical advice and fund  
research to pioneer new treatments for hearing  
loss or tinnitus.

We rely on donations to continue our vital work.

Contact our free, confidential and impartial  
Information Line.



**0808 808 0123  
0808 808 9000**



**SMS 0870 000 0360**



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