

**RN**  
**I:D** making life  
more inclusive



**ANNUAL  
REPORT &  
FINANCIAL  
STATEMENTS  
: 2021-2022**



2021-2022: OUR YEAR IN NUMBERS

**367,000**

people visited our information and support website pages

**19,234**

people got in touch with us for information, support and more via our contact centre



**NEARLY 50,000  
ONLINE HEARING  
CHECKS COMPLETED**

**76% OF PEOPLE  
TAKING THE CHECK  
SAID IT WAS USEFUL**



We delivered

**172**

deaf awareness and sign language courses to organisations nationwide



Our fantastic RNID Near You volunteers gave

**5,237  
HOURS**

of support

**OVER  
15,000**



people signed our petition calling on the Government to make on-demand TV accessible with subtitles and signing

Your kind donations meant we could invest £1 million through our Discovery and Translational Grant research schemes to find new treatments

Our funding led to the successful pilot of a new genetic test that could save the hearing of hundreds of newborn babies a year



## CONTENTS

**01**

### STRATEGIC REPORT

- 06 Our vision for the future and our values
- 16 Our plans for 22/23
- 20 Our achievements and performance in 2021-2022
- 34 Fundraising and engagement

### TRUSTEES AND DIRECTORS REPORT

- 40 Administrative details: Trustees, senior staff
- 44 Structure, governance and management
- 48 Risk management
- 52 Financial summary and review
- 54 Statement of Trustees' responsibilities
- 56 Independent auditor's report

**02**

- 60 Financial Statements



# A MESSAGE FROM OUR CHAIR AND OUR CHIEF EXECUTIVE



**Ewen Stevenson**  
- Chair



**Mark Atkinson**  
- Chief Executive

# WE

started 2021-2022, like most other organisations, having weathered a difficult year negotiating what life in a pandemic looks like for our staff team, our delivery and – most importantly of all – the people we are here to support. Unlike most other organisations, we were simultaneously going through a root-and-branch transformation of our organisation. We completed the transfer of the majority of our care and support services to a new provider. Over the summer of 2021, we underwent a full restructure, reshaping our teams and our delivery model to be able to meet the bold ambition we have set out for the future of RNID. It was a year of change – and of challenging ourselves on what the most effective version of our charity would be.

In the world outside, COVID continued to dominate, as rules on interacting with our communities – and each other – changed frequently. Then, as the year drew to a close, the scale of the cost of living crisis became increasingly clear.

Our teams responded with creativity, empathy and passion for our cause, and we want to thank them for all they have done. Our delivery throughout this year of internal and external change has remained strong. We've provided highly-professional, much-needed support, information and connection for our communities, as well as a platform to keep the experiences of people who are deaf, have hearing loss or tinnitus part of our national conversations.

We ended the year in an extremely strong position. Our new structure is embedded, our strategy is clear and based on robust evidence and insight. We are ready to make a step-change in our reach and engagement across our four strategic programmes of inclusion, health, employment and research.

This year also marked the final full year that John Morgan acted as Chair for RNID, having led the Board of Trustees for over five years of significant transformation. As Chief Executive, and new Chair (since June 2022), we extend our profound thanks to him for his strategic leadership, insight and personal commitment to our work over this time. His impact has been huge, and the fact that we are looking to the future with such confidence and positivity is in no small part down to his



**'It was a year of change – and of challenging ourselves on what the most effective version of our charity would be'**

stewardship of RNID. Our thanks go as well to Thomas McCarthy and Jacqueline Press, two other members of our skilled and supportive Board, who stood down this year.

As we look ahead, we also want to thank every single one of our supporters – whether that support is financial, campaigning alongside us for change, or volunteering time to help deliver our services to those who need them most. We could not do what we do

without your support and, as times ahead look set to remain tough for many, that support has never been more needed.

We are excited to start delivering our new strategy, and connect with many more of the 12 million people in the UK today who are deaf or have hearing loss or tinnitus.

We hope you will join us in that work. Together, we can build a society that is truly inclusive for everyone.



# OUR VISION FOR THE FUTURE AND OUR VALUES







# A STRONG CHARITY FOR THE FUTURE

**2021-2022 was a transformational year for RNID: one of refocus and strategy development for the future. The Trustees led the charity through the major change and restructuring necessary to rebuild RNID into a strong, stable organisation and reclaim our place as the only national charity here to make life inclusive for the 12 million of us who are deaf or have hearing loss or tinnitus.**

We are now ready to deliver impact on a scale and in a way that fits our communities' needs; maximising our public benefit. Our new strategy, developed over three months this year, with support from industry-leaders New Philanthropy Capital, is grounded in insight and evidence. This positions us for a future where our reach and our ability to change lives can grow quickly.

RNID is now a modern and fully digital charity, with our staff working from home. This allows us access to a UK-wide talent pool, and to be connected to our communities wherever they are. The whole charity also comes together three

times a year for residential in-person summits to celebrate success, share plans, learn together and strengthen our personal connections. Internally, our new structure is a 'matrix': four strategic programmes, supported by diverse teams of skilled professionals working across different projects. This allows us to be efficient and effective in making sure we have the right people concentrating on our priorities, and in how we learn and respond.

Having come through some financial instability, we're confident that our operating model is now secure, and our approach to income generation will assure our sustainability in the short, medium and long term.



# LOOKING AHEAD: OUR STRATEGY



We are passionate and ambitious about the impact we want to make for the 12 million people in the UK who are deaf or have hearing loss or tinnitus. Our new strategy is based on four programmes of work to bring about tangible change (see page 11). Each is founded on comprehensive analysis of what needs to change and how, informed by knowledge of our diverse communities and their needs, combined with evidence, insight and data from a wide range of sources.

These four programmes form the four strands of our overall strategy: not separate but integrated, and all underpinned by a connective way of working.

**‘Our new strategy is based on four programmes of work to bring about tangible change for our communities’**

We have simplified how we engage with our diverse communities with information and support accessible in a way that suits each individual’s needs and preferences: RNID Online, Contact RNID, and RNID Near You. Our evolving digital capacity means we can reach more people than ever before while still offering face-to-face support, delivered through our dedicated volunteer networks, for those that want it.

Over 2021-2022, we developed the clear vision and goals that will direct the work of RNID for the next five to ten-plus years. We have mapped out in detail the work for the year ahead, to allow us to ensure our commitments are clearly resourced and consistent with our capacity. We are confident that this work has put us in a strong position to start delivering on our plan, building our national reach and impact and connecting with many more of the communities we are here to support.



**INCLUSION:** People who are deaf, have hearing loss or tinnitus should be able to go about life enjoying access to the same information, spaces and services as anyone else. That is not the case now. We will work to make life fully inclusive for our communities, and transform public understanding and attitudes in the process.



**HEALTH:** Looking after your hearing health needs to be high on the national agenda. We will help more people identify their hearing loss early on, and help them to take action sooner. We will make sure everyone can get the benefits of high-quality audiology care and treatments (such as hearing aids) when they need them. And we want to strip out the barriers our people face in getting access to healthcare of all kinds.



**EMPLOYMENT:** One in five working age people in the UK are deaf, or have hearing loss or tinnitus: that’s a huge amount of talent and skill that’s all too often left untapped by employers. We will help leaders understand how to recruit and support people into their organisations, and help them excel when they get there.



**RESEARCH:** We want to see a step-change in what is possible by getting more medical researchers discovering and developing new treatments for hearing loss and tinnitus. We will involve our communities every step of the way and help them demand better treatments.





# OUR PUBLIC BENEFIT

**RNID is a charity which exists to improve the lives of the one in five people in the UK who are deaf or have hearing loss, and the one in eight who have tinnitus, as well as the wider public.**

Our new digital-first strategy means we will grow our reach significantly in the next few years, and this will further strengthen our public benefit.

Even as we established our new strategic themes in 2021-2022, our new strategy was already growing the impact we create for our communities. For example:

- In our inclusion programme, we continued to push for high-quality subtitled content across on-demand TV (see page 28)

- In our health programme, nearly 50,000 people took our online hearing check (see page 23)
- In our employment programme, we carried out 167 workplace assessments (see page 32)
- In our research programme, our funding generated scientific knowledge published in 29 research papers - bringing better treatments closer (see page 30)

This report highlights our other key activities and plans, and demonstrates the impact the charity has had UK-wide for our communities.



**A VALUES-LED ORGANISATION**

As part of our organisational transformation, RNID has agreed a set of values based on existing cultural principles set out by the Board of Trustees. These values will guide how we make decisions and how we communicate – both internally and externally. Staff at all levels of the organisation have been involved in exploring what our values mean for how we work, from setting individual performance objectives to guiding how we communicate with our diverse audiences.

# OUR VALUES



**PASSIONATE**

We're passionate about our purpose, and dynamic and ambitious about making change happen.



**CONNECTED**

We're naturally collaborative with colleagues and partners, and deeply connected to our communities.



**CURIOUS**

We're innovative, outward looking and open-minded in everything we do.



**INSIGHTFUL**

We're grounded in evidence and insight, meaning we're confident in who we are and what we do.





# OUR PLANS FOR 22/23





# LOOKING AHEAD: OUR PLANS FOR 2022-2023

Our work in the coming year will be focused around the four areas of our new strategy, aiming to use our charity's resources to bring maximum benefit to the 12 million people in the UK who are deaf or have hearing loss or tinnitus.



#### INCLUSION:

- Design and launch an online community
- Create and publish guidance on accessible and mainstream technology
- Mature our charity's approach to insight and evidence by defining and promoting RNID's approach to gathering 'better data'
- Plan how to improve public understanding and awareness.



#### HEALTH:

- Design and launch a behaviour change campaign to encourage people to take action on hearing loss
- Design a multi-year programme to improve the audiology pathway by focusing on remote appointments and access to national hearing checks
- Understand current access to mental health services and agree an approach.



#### WE WILL ALSO...

#### SUPPORT FROM RNID:

- Continue to improve the information and support on our website through RNID Online
- Promote our new contact centre, giving our communities clear and easy routes to Contact RNID
- Grow the number of RNID Near You volunteer-run services.

#### INCOME GENERATION:

- Work to develop new fundraising propositions centred around the charity's cause and test them with our communities
- Refresh and relaunch our Events and Community work, engaging younger audiences with an exciting programme of activity
- Move the focus of our

Trusts team from smaller, local service-led fundraising to larger social impact funding linked to our programmes of work

- Relaunch our Corporate Partnerships programme, developing relationships with the commercial sector focused on engaging partners with our strategic programmes.

#### REACH AND ENGAGEMENT:

- Map out an ambitious, achievable communications strategy to outline our key audiences, and set targets on reach and engagement for the next one to three years.

#### DATA AND INSIGHT:

- Ensure RNID is one of the UK's leading sources of insight and evidence about our communities through our Better Data project.



#### EMPLOYMENT:

- Engage with industry to influence change in the workplace
- Carry out research with employers to identify what resources they need to become fully inclusive
- Influence the Government to improve support for employers.



#### RESEARCH:

- Establish a Research Network to involve our communities in research, so that new treatments meet their needs
- Engage the public with our research to raise awareness
- Connect researchers to the support they need to develop new treatments through our Hearing Therapeutics Initiative
- Continue to fund world-class research and increase the number of scientists working in this field to bring treatments closer.





# OUR ACHIEVEMENTS AND PERFORMANCE IN 2021-2022

2021-22 has been a year of change for RNID – but that has not slowed down our delivery of valued services, information and support. Throughout our shift from old to new strategy, our teams have continued to make a positive difference to the lives of people in our communities.

This section of our report focuses on our delivery and our impact under a series of broad themes through this transitional year.





# SUPPORT FROM RNID:

## RNID ONLINE, CONTACT RNID & RNID NEAR YOU

Our ambition is to be able to give our communities access to the same high-quality information and support wherever they are, and however they would like to receive it. In 2021-2022 we have made huge strides towards this. Whether people prefer to go online to our website, to contact us directly, or to visit our volunteer-run drop-in services, we want to deliver seamless support to everyone who needs it.

### RNID ONLINE

This year marked the start of an ambitious and radical push towards becoming the digital-first charity we aspire to be. Over the year, we significantly expanded our digital capability with recruitment from across the UK and also released our first public digital blueprint for action, with a focus on delivering new initiatives and services.

We launched the first iteration of our new online hearing check – a three-minute test giving users an indication of whether they are likely to have hearing loss or not. There were almost 50,000 checks completed as the year closed, with one in four people who were given the result of possible hearing loss going on to download a certificate to take to their GP. The check was rated 'useful' by 76% of users.

Early indications are that people have reported taking action since completing the check, with some going on to get hearing aids – and an improved quality of life.

We also released 'Get support online', a 'triage' tool to help people get the most relevant information and support online. Almost 4,000 people have used this website tool, and we are already gathering useful insight from it (for example, that digital support for hearing aids is a popular feature). We are expanding on this in the coming year to improve it further and to support the delivery of hearing aid maintenance by our volunteers in-person.

The information and support pages of the new RNID website attracted 367,000 users in the 2021-22 period. The most visited pages were the online hearing check

and information on benefits, technology and assistive devices, and communication tips.

We also unlocked the power of automated journeys for the first time; for example, to apply for a job, to access a gift in wills pack, or to download our 'Tinnitus Guide'. Automation has freed us from manual processes and unlocked new possibilities, which we are continuing to explore.

We began early work on launches for later in 2022, including a preparation phase for our new online community and exploring how we might deliver deaf awareness training digitally.

We also prototyped a new research library, which will allow all of our research and user insights to be made publicly available in the most accessible way.



# TAKING A NEW ROAD: DAVE'S STORY



report to my GP surgery. A few weeks later, I was called in for a hearing test and a tuning fork was stuck on top of my head. Surprisingly, I could only feel the vibrations on one side and I was referred to an audiologist.

It was something of a shock when I was told that I had hearing loss in both ears – as well as tinnitus.

initially noticed a buzzing noise in my ears when I was working as a coach driver in Europe (I'm now retired). It gradually became louder and it began to take over my life – I found that I needed the volume on the TV turned up, I had problems hearing conversation and the sound was getting louder at night.

After years of being told there was nothing wrong with my hearing, I decided to try RNID's online hearing check. I was surprised at the result and I forwarded a copy of the



A couple of weeks later, I collected my hearing aids and I was surprised to hear old and new sounds.

I can now hear quiet conversations, I can enjoy the TV or radio at sensible levels, and I no longer have any excuse for ignoring my wife whilst driving. It is nice to have lost the tinnitus that blighted my life for over four decades, and to now hear the birds and the sounds of my grandchildren playing.

I no longer have to ask people to repeat themselves. I am starting to revisit my old hobby of model building, as I find I can concentrate for longer periods now the distracting tinnitus has been negated.

For anyone considering supporting RNID, your donation could make a significant difference to someone, like me, with hearing loss."

## CONTACT RNID







Over the course of 2021-2022, we planned and launched a new contact centre. Now, all our supporters, service users and other stakeholders have a single point of contact for their questions and queries, replacing several previous points of contact.

Our team can be reached through phone calls, live chat, emails, social media, SMS or BSL video call. It means that people can get trusted, personalised and exceptional support when they need it – and in whatever way is most accessible for them.



**"It was nice to be given answers to questions and not just given a fact sheet. It felt more specific to my predicament. I had a very thorough, independent response which I am very grateful for"**

**19,234**  
TOTAL NUMBER OF INTERACTIONS

	<b>Phone calls</b>	<b>6,276</b>
	<b>Live chat</b>	<b>3,945</b>
	<b>Emails</b>	<b>8,640</b>
	<b>Social media</b>	<b>233</b>
	<b>SMS</b>	<b>133</b>
	<b>BSL video call</b>	<b>7</b>



**RNID NEAR YOU**

Throughout 2021-2022, our local services across the UK adapted to continue to support our communities in person throughout the COVID pandemic. More than 3,000 people accessed our services every month, which provided vital support and social interaction at a difficult time for many.

Hearing aid support remains one of our most popular services, and staff

and volunteers delivered remote support and socially-distanced sessions to help people make the most of their hearing aids and manage their hearing loss effectively. Our social groups continued to provide opportunities for people to connect virtually throughout the year.

In Northern Ireland, our tinnitus services delivered tinnitus management and awareness courses online, and one-to-one support

**“Coming here meant that I could get my aids cleaned and re-tubed ready for Christmas and so I didn’t miss anything with my grand and great-grandchildren”**

through phone calls, emails and video calls throughout the year. The Middlesbrough Deaf Centre reopened in summer 2021 with seven out of ten of our volunteers returning to support the service. Across the country, our fantastic volunteers provided us with 5,237 hours of support over the year.

Accreditation is important to us and, in Northern Ireland, we successfully renewed our Investing in Volunteers quality standard accreditation. In 2022, we will be working towards renewal of our accreditation in Scotland and our first accreditations in England and Wales, aiming to achieve UK-wide accreditation.

**A SERVICE TO RELY ON: JANE’S STORY**

**Jane** [not her real name] is 97, and lives on her own near the England/Wales border. She is reliant on hearing aids, but, during the pandemic, Jane became unwell, which led to her feeling isolated and lacking in confidence. She was also unable to get help or repairs for her hearing aids at her usual clinics. In her words, she ‘felt forgotten’, and was getting increasingly frustrated.

Our RNID Near You team had many conversations

with Jane to understand the factors that were causing her such distress. We were able to support her to get a speedy new assessment with her local audiology department, which led to some brand new hearing aids that she says have made ‘the world of difference’ to her. She now has the confidence that she can rely on RNID Near You to help her maintain her aids, and she knows who to call and what to say to get the help and support she needs.

**TRANSITION SERVICES**

RNID is clear about where we want to focus our work in the future to reach as many people as possible with the services we are best placed to deliver. That means that some services, while hugely valuable, are in the process of transferring to other providers, or closing. Throughout this process, we continue to deliver high-quality direct services to individuals.

**LIVE WELL**

Our Live Well with Hearing Loss service in Wales provides volunteer-led befriending, advice and guidance and an at-home service. It empowers people who are deaf, have hearing loss or tinnitus to make informed choices, live well and feel less isolated.

We adapted the service to support people both remotely and face-to-face, enhancing our accessibility and extending our reach. We delivered training via webinars to over 90 people, including service users, third sector organisations and statutory services.

In 2021-22, we supported 1,422 people and provided 1,721 interventions. Everyone who answered our evaluation question agreed they now had the information they needed to make informed decisions about their hearing loss.

**EMPLOYMENT**

Our employment support services provide person-



**“As volunteers, we really enjoy our ‘work’ helping people to get the best out of their hearing aids which, if not regularly maintained, do not function as effectively as they could... We know we perform a vital service for people and we willingly give up our time to help.”**

centred support for jobseekers and employees who are deaf or have hearing loss. We also work with employers to ensure their recruitment processes are accessible. We enrolled 52 new people onto our projects this year, while continuing to support existing clients (both remotely and face-to-face) through over 1,200 one-to-one support sessions. Despite the difficult labour market conditions, we secured employment for 15 people and supported participants to gain

51 accredited qualifications or work-related certificates.

**SENSORY SERVICES**

Our commissioned sensory services provide assessment, rehabilitation, training and specialist support to help people with hearing loss, sight loss or dual sensory loss live independently and well. Over 2021/22, we have supported people through a total of 23,526 interventions.



# POLICY AND CAMPAIGNING WORK

Over 2021-2022, we worked to ensure that RNID has the campaigning and influencing skills to move and motivate governments, regulators, funders and businesses that are key to creating an inclusive society for our communities. Three campaigns formed the core of our work over the year.

## SUBTITLE IT!

In November 2021, we launched a petition calling on the Government to finally make on-demand TV more accessible for viewers who use subtitles or signing. Before 2017, there were no targets for how much content should include subtitles or sign language

interpretation, which meant a lot of on-demand TV was not accessible. RNID changed the law so that the Government can now set these targets, but this law is yet to be put into action. The petition calls on the Government to enact the Digital Economy Act 2017 and compel broadcasters to make

more content accessible to all. The petition reached over 15,000 signatures in 2021/22 and we planned a joint hand-in to the Government with RNIB, who ran a parallel petition focusing on audio description.

In autumn 2021, an incident at Red Bee Media resulted in the loss of subtitles on TV channels for several months, particularly Channel 4. RNID called on Channel 4 to fix these problems as soon as possible, and met regularly with them to discuss the impact on our communities. We contacted senior Channel 4 representatives, and took an active role in keeping audiences informed through our own channels as well as the media. As a result, Channel 4 provided updates in BSL and included updates on TV, ahead of shows that would

be available later on-demand, with subtitles. They also committed to subtitling all content on All 4 by the end of the year, to double their signing provision on Channel 4 and E4 from 5% to 10%, and increase the number of boxsets on All 4 that are available in sign language. We continue to meet with Channel 4 to raise any ongoing issues brought to our attention.

In January 2022, Ofcom confirmed that despite the incident, overall, Channel 4 had still managed to meet the subtitling quotas for linear TV. However, Channel 4 fell short of its subtitling quota on Freesat. Ofcom is now launching an investigation into this and how far Channel 4 promoted awareness of the availability of its access services during the crisis. While we are disappointed by this, we are eager to keep working with Channel 4 to make this a priority in the future.

## BSL ACT NOW

By working collaboratively with other deaf organisations, led by the British Deaf Association, we successfully campaigned for the BSL Act 2022 to give legal recognition to British Sign Language (BSL). For a number of years, we have worked with organisations across our sector to promote this need. As a result, the BSL Bill was introduced into the House of Commons in January 2022 and passed its second reading

with unanimous support from MPs. The Bill continued its passage through both the House of Commons and House of Lords, receiving Royal Assent and becoming law in April 2022. As well as offering legal recognition to BSL, the Act will also require each government department to report on how accessible they make information to BSL users and to issue guidance on how they should serve and support the Deaf community.

## BSL 999 CONTACT

As a result of a campaign we ran with SignHealth, the telecoms regulator, Ofcom, has announced that a new

service will be created to allow BSL users to contact 999 in their first or preferred language. We used a Facebook group to build a support base of around 4,000 people – most of whom are Deaf BSL users – to make our case to the regulator. This led to the introduction of a new requirement for a video relay service to be introduced for 999 emergency calls. Through our consultation responses and engagement with Ofcom, we have been able to ensure that the new service will meet the needs of Deaf BSL users. We are delighted that BSL 999, funded by telecoms providers, went live on 17 June 2022.



**“If more on-demand content had subtitles, I would have the freedom to choose what and when I want to watch; just like everyone else. I could enjoy more time watching TV with my family without struggling to find something we all like, which also has subtitles.”**  
- Michelle Hedley



# RESEARCH

**We know that many of the one in five people who are deaf or have hearing loss, and the one in eight who have tinnitus in the UK want better treatments to prevent hearing loss, improve hearing and silence tinnitus. Our research work aims to bring about these treatments as fast as possible.**

We are funding cutting-edge medical research and connecting academia and industry, to ensure there is a strong pipeline of research moving new treatments into and through clinical trials. We are also increasing the number of researchers working on the discovery and development of treatments through our PhD and Fellowship schemes.

A new genetic test was successfully piloted in the NHS that could save the hearing of hundreds of babies a year. Premature babies are often treated with a class of antibiotic that can cause hearing loss. Around one in 500 babies carry a gene that makes them particularly susceptible to this type of

hearing loss.

The new test means these babies can be rapidly identified and given an alternative antibiotic. Our funding helped to kickstart the development of this test.

Our research funding has allowed 29 new research papers to be published during the year, sharing new discoveries, including:

- Identification of a gene by researchers at King's College London needed to maintain the structure of sensory hair cells that are vital for hearing. This research provides clues that could lead to treatments to prevent some types of hearing loss.

- Discovery of a compound by researchers at the University of Sussex that could lead to a drug able to prevent the damage to hearing caused by a commonly used antibiotic.
- Development of a cellular model of the human middle ear that can be used to discover and test treatments for middle ear infections.

Thanks to your generous support, in total we invested £1 million through our Discovery and Translational Grant research schemes, supporting the discovery and development of new treatments. We also invested £300K in our Future Leaders programme, supporting a

cohort of 13 PhD students and six Fellows. We hope many will go on to establish their own research groups working on developing better treatments in the future.

In partnership with the Medicines Discovery Catapult, we continued to deliver the Hearing Medicines Discovery Syndicate which aims to rapidly connect researchers to the expertise and infrastructure they need to advance the development of treatments for hearing loss and tinnitus. Through the year:

- 27 organisations approached the syndicate, resulting in 18 connections being made, eight new collaborative grant proposals being submitted, and one new project underway in New Zealand that could lead to a new device to deliver therapies to the inner ear.
- We organised a workshop bringing industry and academia together to identify the key obstacles standing in the way of developing treatments and opportunities for collaborative solutions.

Our recommendations were shared with the community in a workshop report.

- We mapped the pipeline for hearing therapeutics, identifying more than 80 treatments in development and gaining a better understanding of the challenges faced in developing treatments. We published this insight in the 'Drug Discovery Today' journal.



**“Cochlear implants have literally changed all our lives – not just Jenson’s, but the whole family’s – for the better. It’s the best decision we’ve ever made. Hopefully, with more research, they will become even more effective. At the moment we are constantly reminded that even implant users will miss chunks of sound, especially in busier environments. I’d love the technology to reach a point where you can hear 99% of a conversation.”**

**-Athena, Jenson’s mum**



# OUR WORK WITH EMPLOYERS AND INDUSTRY

Working with industry and employers has long been a key component of RNID's activity. Employment is one of our four strategic programmes that will guide all our work over coming years.

Over the course of 2021-2022, we pulled together existing strands of work aimed at employers to help build the platform for our new strategic focus - including workplace assessments, providing communications support, working with tech companies, and building up our corporate partnerships to help make change happen.

## WORKPLACE ASSESSMENTS AND COMMUNICATION SUPPORT

Throughout 2021-2022, we supported organisations and employers by delivering

accessibility services including communication support, training and workplace assessments. We provided assistive technology solutions and induction loops to our communities by working in partnership with Connevens and Contacta, both leading suppliers in the technology market. Our services have helped organisations to understand the barriers faced by people who are deaf or have hearing loss and has allowed them to support, inform and connect with our communities.

We carried out 167 workplace

assessments to help employees overcome barriers in the workplace, supporting the employer to demonstrate good practice, quality, and diversity within their organisation. We delivered 172 deaf awareness and sign language courses to organisations, increasing the confidence and skills of thousands of individuals in communicating with people who are deaf or have hearing loss. Our trainers, who are deaf or have hearing loss themselves, help people to identify barriers and solutions to improve accessibility and also demonstrate a range of communication techniques such as lipreading and basic sign language.

Our team provided more than 9,000 people who are deaf or have hearing loss with communication support including British Sign Language/English Interpreters

and translators, lipspeakers, notetakers, speech to text reporters and interpreters for deafblind people. Operating 24/7, 365 days a year, we work with over 600 fully qualified communication professionals and support clients such as the NHS, banking and retail to open up access to services.

## CORPORATE PARTNERSHIPS

In 2021-22, we partnered with Smart Energy GB to demonstrate to our communities the benefits of smart meters. Following the success of this short-term relationship, and given the current cost of living crisis and its potential impact on people who are deaf, have hearing loss or tinnitus, we are working towards a second partnership later this year. With the development of our four strategic programmes, we are also building a portfolio of exciting opportunities for corporate organisations to sponsor campaigns, to become more inclusive, and to help raise crucial funds for the communities RNID exists to support.

## TECH COMPANIES

We continued to develop relationships with technology partners to help improve the accessibility of everyday devices and software. There is an increasing demand from big brand corporates to help them become more accessible to their customers and employees.

**“Working with RNID has been a very worthwhile and rewarding process. Our employee was very impressed with the assessor and felt completely supported and listened to, and the deaf awareness training helped them become part of our team.”**



**– Hazel Evans, Carers Trust**

## SAMSUNG

Over 2021-2022, we worked with Samsung to better understand people's experience of using their earbuds as a device to manage hearing loss. While there are some useful features to enhance the audio experience, our research found that there is currently limited benefit of using hearables like this to manage hearing loss. We are continuing to work with Samsung to ensure people have the right information when choosing to use such devices.

## AMAZON

We have been working with Amazon to better understand how their smart home devices

can help people who are deaf, have hearing loss or tinnitus with accessibility in their homes, as well as how accessibility features of services like video streaming can continue to improve.

## BLUETOOTH

We are continuing to work with the Bluetooth Special Interest Group to ensure the new Bluetooth Low Energy (BLE) solution for people with hearing loss is easy to access and use, as well as safe. Potentially transformative new products are planned to come into the market later this year. This includes broadcast audio, where people can use Bluetooth to receive public broadcast messages as well as private audio streaming.



# FUNDRAISING & ENGAGEMENT

## FUNDRAISING: ACHIEVEMENTS AND PRACTICE

Like the rest of the UK charity sector, our fundraising teams continued to work hard through 2021-2022 to adapt to the effects of COVID and the restrictions that have impacted us all. The pandemic has continued to suppress income at RNID and investment remained

modest while we worked to adapt to the situation that dominated the financial year. Against this backdrop, it is important we recognise the incredible generosity of our loyal supporters, donors and members. Thank you all for your incredible support.

Over the year, RNID has developed a new fundraising strategy, designed to diversify

the income we generate and deliver year-on-year growth moving forward. We have outlined an ambitious vision for the future of income generation, supporter engagement and integrated working across the charity. We will align our fundraising propositions and products with RNID's new strategy, focusing our programme on partnership working and our cause, and investing in the growth of our supporter base. This will enable us to support RNID as we grow, delivering more impact, and helping more people than ever before.

## FUNDRAISING HIGHLIGHTS

In 2021-22, our income from donations and legacies was £9.9m, a decrease from the previous year (2020-21: £11.2m). This reduction in income (from our mass market fundraising programme) was anticipated and planned for.

Legacy income for 2021-22 was £7.3m (2020-21: £7.1m). RNID is incredibly grateful to everyone who has





remembered us in their will. It is the generosity of people who choose to give in this way that continues to have a huge impact on the work we do to support people who are deaf, have hearing loss or tinnitus. Legacy performance has been depressed over the last two years due to the impact of the pandemic, which has caused fluctuations in the UK housing and stock markets

and issues with the probate process, slowing down estate administration. We were also able to generate £3.0m through public fundraising activity in 2021-22 (2020-21: £2.9m). This growth in income has been driven through our High Value fundraising programmes, which raised £793k (2020-21: £685k). The growing generosity of individuals, trusts and other partners

who choose to support us in this way is having an increasing impact on the lives of the people we exist to support. Over the coming years, growing income from these audiences will be a key strategic focus for RNID.

We have seen a dramatic increase in the number of people contacting our helpline, searching our website for advice and support and viewing our online information sessions. Generous grants from charitable trusts and foundations have supported the vital work of our Information Helpline, which now sits within Contact RNID (see page 23), and helped us to expand our digital reach. We have also continued to receive vital grants from trusts and foundations towards our essential medical research programme.

Despite the ongoing impact of COVID delaying investment in the area, mass market fundraising activity raised £2.2m (2020-21: £2.3m). This decline was largely driven by a reduction in income from cash appeals; a trend seen across the UK charity sector following an increase in income through these kinds of activity during the first year of the pandemic. We also saw an anticipated decline in income through our regular giving programme, where investment was delayed. Over the coming years, growing this area of the programme will be a priority for the team.

At the end of the 2021-22 financial year, we began to test new methods to engage new audiences and recruit regular giving supporters, such as RNID's new Tinnitus Guide. These have proved to be incredibly popular with our communities and these initial results are encouraging as we work to deliver income generating activity which is more aligned to our cause.

We are also incredibly grateful to the people who took part in, and organised, events supporting RNID in 2021-22. We continued to see this part of our programme transition towards people supporting us in new ways. Virtual events like Challenge RNID will form an important part of our plans for a more flexible, innovative approach to community and events activity in the future.

### FUNDRAISING CONTROL AND REGULATION

We continue to be members of the Chartered 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 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



**“I run for me. I run to support the deaf community and to show some boundaries can be overcome. I run to support RNID – as they support people like me.”**

**James from the Isle of White, London Marathon runner.**

possible experience and consistently uphold the highest ethical standards.

### USE OF AGENCIES AND THIRD PARTIES

Like many charities, we work with carefully selected professional fundraising agencies for telephone fundraising.

We also work with agencies to help us process responses to appeals and donations received, to print and mail items 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 and with RNID's own policies and practices. Existing contracts are also regularly reviewed to ensure they continue to meet our high standards.

We have clear controls in place to monitor our partners', and our own, performance. This includes mystery shopping, random call monitoring, and close monitoring of feedback to identify and resolve the 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. We do not use agencies for street fundraising.



**MANAGING SUPPORTER COMMUNICATIONS**

Many of our supporters want to know how their donations are supporting our work and how they are making a difference to the lives of people who are deaf, have hearing loss or tinnitus.

Keeping our supporters' best interests in mind, 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. 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 do 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 to vulnerable people very

seriously. Members of our Contact RNID 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 to ensure all agencies that may come into contact with vulnerable people treat them in line with our policies and values.

This year, we also developed a new 'Supporters in Vulnerable Circumstances' policy. This provides up-to-date guidance to staff and third-parties on how we define and identify a person who may be vulnerable, and outlines the processes we

have in place to help support them.

**COMPLAINTS**

We take every complaint we receive seriously and make sure that we investigate fully and respond promptly.

For the 12 months to 31 March 2022, we received ten fundraising-related complaints, largely focused on issues with people's membership and problems with payments. These have all now been resolved. We received no official complaints via the Fundraising Regulator. Over the same period, we received 28 complaints relating to our commercially traded services. These were largely focused on payment issues and the delivery of communication services; they have now been resolved.

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 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.

**OUR THANKS TO:**

**the many organisations and individuals who have supported us... including those who want to remain anonymous.**

**Major Donors:**

- Prof Elizabeth Russell
- Jeff Horne
- Mr and Mrs John Walton
- Mr and Mrs Keith Butler
- Wheelhouse
- Mrs Margaret Starkie
- Dr Roger Allport
- Mrs Nicolette Richards

Speech, Language and Hearing Foundation

Jost Foundation  
Rosetrees Trust

Robertson Trust – Hear to Help Scotland  
Hospital Saturday Fund

**The National Lottery:**

National Lottery  
Community Fund - Devon and Cornwall

**Trusts/Foundation:**

- The Exilarch's Foundation
- The Galanthus Trust
- Masonic Charitable Foundation

**Corporate partners:**

Smart Energy GB



**“We are so lucky to have a magazine which presents our world so sensibly and so helpfully – and in such an entertaining way. Keep up the great work and thank you RNID!” Kay from Birmingham, RNID Member**





TRUSTEES AND DIRECTORS REPORT

# ADMINISTRATIVE DETAILS, FINANCIAL SUMMARY, TRUSTEES RESPONSIBILITIES AND AUDITOR'S REPORT



# ADMINISTRATIVE DETAILS: TRUSTEES, SENIOR STAFF

## TRUSTEES

The following table provides details of all Trustees who were in place during the financial year until the point at which these accounts were signed in September 2022, and their membership of the committees as at the date of signing:

Name	Resource Committee	Nominations committee	Audit Committee
John Morgan (Chair, stood down in May 2022)		Chair	
Ewen Stevenson (Chair, from June 2022)		✓	
Claire Bailey (Treasurer)	Chair	✓	
Lindsay Foster (Vice-chair)		✓	Chair
Dr. Brian Caul		✓	
Gideon Hoffman	✓		
Gill Budd (from June 2022)			✓
Julian Meekings (from June 2022)	✓		
Nick Waring			✓
Ita Murphy		✓	
Sally Harris	✓		
Thomas McCarthy (stood down in November 2021)			✓
Jacqueline Press (stood down in November 2021)			



## EXECUTIVE GROUP

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 charity's key management personnel. The Executive Group in place during 2021-22 are:

- **Mark Atkinson**  
– Chief Executive
- **Harriet Oppenheimer**  
– Deputy Chief Executive and Director of Strategy and Impact
- **James Abbott**  
– Director of Performance and Corporate Services and Company Secretary
- **Ralph Holme**  
– Director of Research and Insight
- **Tim Willett**  
– Director of Funding and Innovation (stood down December 2021 – replaced by Nick Radmore )
- **Steve Maiden**  
– Executive Director of Governance Risk and Assurance (stood down May 2021)
- **Noelia Fernandez**  
– Executive Director of People (stood down August 2021)

## PRINCIPAL PROFESSIONAL ADVISERS SOLICITORS

Bates Wells Braithwaite – 10 Queens Street Place, London, EC4R 1BE

## INDEPENDENT AUDITORS

Crowe UK LLP – 55 Ludgate Hill, London, EC4M 7JW

## BANKERS

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



# STRUCTURE, GOVERNANCE AND MANAGEMENT

## STRUCTURE

RNID is a 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 in England and Wales and SC038926 in 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 Brightfield Business Hub, Bakewell Road, Orton Southgate, Peterborough, PE2 6XU.

RNID has six wholly owned subsidiary companies:

1. RNID Services Ltd
2. RNID Activities Ltd
3. Hearing Research Trust
4. Sound Advantage Ltd
5. Action on Hearing Loss Ltd
6. Sussex Deaf Association

None of these companies traded in 2021/2022, and all of them remain dormant. RNID may use these subsidiaries

again in the future depending on its operational activities.

The Board of Trustees is responsible for the overall governance of RNID. The Board has a maximum of ten Trustees at one time. 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 circumstance and only for a maximum of three years.

The Board is committed to overseeing equality, diversity and inclusion not only in the workforce but also on the Board itself. The Trustees recognise that greater representation from under-represented groups is required, and that more diversity will strengthen our decision-making processes. Internally, the team is rolling out the new People Strategy which has clear aspirations and emphasis on diversity and inclusion.

## GOVERNANCE

The Board of Trustees has adopted the Charity Governance Code and keeps areas of recommended practice under constant review. A full audit review of the adopted practices by the Board will be undertaken in 2022-23 in the form of an internal audit.

The Board of Trustees has driven forward improvements to the charity's arrangements throughout the course of the year. The Country Advisory Groups were relaunched as Country Advisory Panels. The new structure will allow the panels to focus effort on supporting meaningful local impact, directly supporting local teams to extend their reach and influence, and also bring benefit from a greater alignment between purpose and structure.

The Board's Rules, Delegated Authority Signing policy and the Committee Terms of Reference set out the delegation of the 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 2022, they met four times.

## BOARD RECRUITMENT, INDUCTION AND TRAINING

Trustees are appointed through an open and transparent process which involves advertising vacancies

through prominent recruitment websites across the UK, as well as using specialist recruitment firms. All vacancies are informed by a skills gap analysis and succession planning exercise which is led by the Nominations Committee on an annual basis.

Throughout the year, the Executive Group provided the Board of Trustees in-depth sessions to discuss certain strategy areas as well as parts of the charity.

New Trustees receive an induction pack containing detailed information about the charity, how we are organised and our work. They are invited to spend time with the Executive Group and the Senior Leadership Team to familiarise themselves with our activities and to prepare themselves for effective and informed decision-making.

## 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 described below.

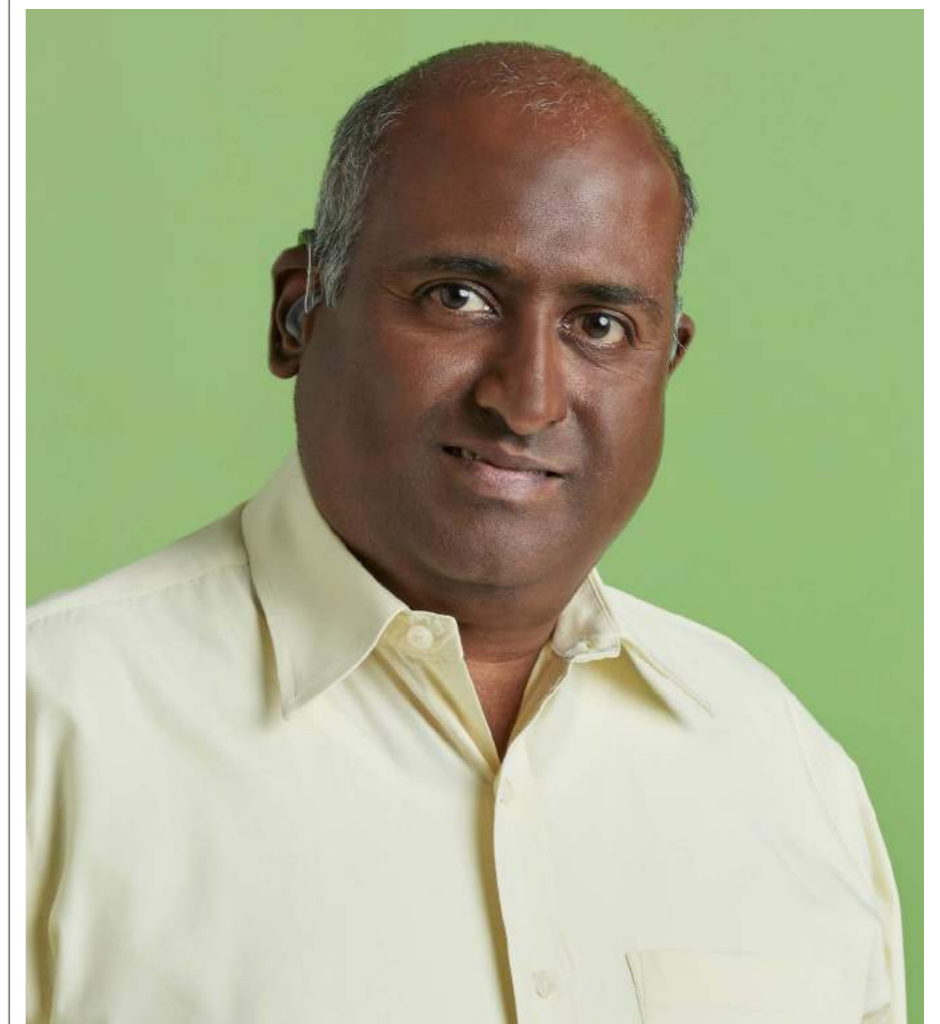
- Audit Committee: made up of two Trustee members and two independent members. When required, they are advised by our

External Auditors from Crowe and our Internal Audit consultants from RSM. All members of the Committee are independent of management and the Committee is chaired by Lindsay Foster, the Vice-Chair. The Committee is responsible for providing the Board of Trustees with assurance that there is an effective system of governance, risk management and control across the whole of the charity's activities.

- Resources Committee: made up of three Trustee

members, one of which is the Treasurer and the Chair of the Committee, Claire Bailey. The Committee assists the Board in its duty to oversee the charity's resources and in particular its financial affairs and strategic-people related matters.

- Nominations Committee: made up of five Trustees. The Committee oversees and makes recommendations to the Board on all matters relating to the recruitment and appointment of Trustees and Independent Committee members.





**MANAGEMENT AND OUR PEOPLE**

This financial year, our consolidated Executive Group has continued to strengthen our new purpose. Our managerial focus has been largely on restructuring the organisation to meet our new operating model. As employees and volunteers continued to face professional and personal challenges throughout the pandemic, we empowered our managers to support their teams to deliver key services to our communities.

Increased visibility through the introduction of regular, all-staff virtual meetings has continued to build trust and confidence.

Launching our in-person staff summit events has been instrumental in delivering key messages and important information in real-time to our geographically dispersed teams. Using a mix of digital meetings via Microsoft Teams and face-to-face contact in our staff summits has increased people's motivation and connection – 83% of staff survey respondents said they 'felt proud to work for RNID'.

We have supported staff and volunteers who were formerly office-based to work from home, providing the systems and technology they need. Where people's circumstances mean they cannot work from home, we find a solution that

works for them (such as local shared office space).

We recognise that the work we do, and all our achievements, rely heavily on the support of our volunteers, many of whom have been critical in enabling us to support people remotely this year. Others made the decision to pause their activities with us at the height of the pandemic but continue to be an integral part of our structure. We are working to re-engage former volunteers with the charity and to restart our volunteer recruitment programme to support our new drop-in services (see page 26).

While we have transferred most of our care and support services to a new provider (see details on page 47), our remaining team in Northern Ireland continued to demonstrate incredible commitment during this difficult and unsettling time; their dedication to the wellbeing of the people we support has been inspiring.

We have invested in our senior leadership team, committing to a year-long development programme with the focus on skills and insight, collaboration and connection, and coaching and reflection.

We have launched a new training e-learning platform for all our staff to effectively access important mandatory training.

**TRANSFER OF CARE AND SUPPORT**

To realise our new strategy, we knew that we could not continue to do everything we did before. For this reason, our Board of Trustees proposed to transfer our care and support services in England and Wales to a new provider.

We wanted to find an organisation that shared our values, our ethos and our commitment to high-quality, person-centred care. The Board identified Achieve Together, a leading provider of specialist support for people with learning disabilities, autism and associated complex needs, as best placed to invest in our services, support them to grow and continue to run them in the future.

The transfer of care and support, along with our amazing colleagues who worked in those services, was completed successfully in June 2021. Their inspiring work, delivering specialist support for people who are deaf or have hearing loss, continues.

**EQUALITY, DIVERSITY AND INCLUSION**

Our equality, diversity and inclusion (EDI) plans prioritise our ambition to make life more inclusive for people who are deaf, have hearing loss or tinnitus. This begins with a review of access to British Sign Language (BSL) training, including introducing BSL for



beginners to all our staff in April 2022. We also plan to:

- Design and consult on the introduction of an 'adjustment passport' for all staff, setting out their communication preferences and any other adjustments needed to work effectively in a way that suits them
- Advertise all jobs in publications that are related to deafness and hearing loss
- Increase the EDI data we hold on our own staff
- Improve employee feedback opportunities through the introduction of a new employee engagement survey and

establish engagement champions through our staff groups.

Our People Plan has been reviewed to reflect the organisation's priorities and we are launching a new programme of activities that focuses on making RNID a great place to work. We are working closely with our staff groups to improve the way we attract, engage, retain and develop our people. Investment in two new systems will increase our insight with the aim of making even better decisions that clearly match our strategic priorities. We are passionate about our purpose, and objectives have been set which concentrate on making the biggest impact possible for the communities we serve.



# RISK MANAGEMENT

The Board of Trustees has overall responsibility for risk management and delegate authority in this area to the Audit Committee.

The Board of Trustees supported the delivery of a change programme and strategy to make RNID more sustainable in the longer term, become more efficient, and fit for purpose. As part of this, we have become smaller and do less but will deliver greater impact. The level of risk has reduced accordingly.

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

## PRINCIPAL RISK AREA 1: STRATEGIC DELIVERY

The main risk is RNID not having a clear focus and strategy and lacking the insight to be relevant to our communities. The leadership team has developed a clear corporate plan defining what impact we are trying to achieve and ensuring resources are deployed on activities which create the most impact.

Future controls are to implement impact measurement and reporting, and the delivery of the 2022-23 plan, which includes our programme priorities based on identified user needs.

Throughout 2022-23, we will deliver an Equality, Diversity and Inclusion programme.

The transfer of the England and Wales care and support services in June 2021 has provided the greatest reduction in risk.

## PRINCIPAL RISK AREA 2: CHARITY RESOURCING

The pandemic delayed our legacy income, and meant that the recovery of our financial performance has taken longer than initially expected. To mitigate this risk, a new detailed fundraising strategy is being implemented and we're working to speed up the legacy income pipeline.

We also need to have the right people to deliver our strategy. We've recruited for critical vacant roles and a new People strategy is being implemented. Staff engagement and internal communication has been strengthened, including in-person staff summits and a new intranet.

We reviewed the impact of remote working on our staff and charitable objectives,

and considered the costs of getting back into our office spaces across the UK. With the aim of becoming a digital first charity, we are, therefore, closing existing offices when leases end. The money saved on property will be invested in our people and our purpose.

## PRINCIPLE RISK AREA 3: EFFECTIVE ORGANISATION

To be an effective organisation, we must have the right culture and ways of working. Equally, we need an effective or proportionate control environment to minimise the risk of non-compliance.

Trustees have taken action to strengthen governance and leadership. The new structure and operating model includes enhanced Trustee training and a new governance and compliance team. A rolling internal audit programme supports our compliance, and the Audit Committee scrutinises all audit recommendations. Key policies have been updated, including financial control and safeguarding. The wider policy framework will be implemented throughout 2022-23.

We have improved system security, including new hardware and the introduction of multi-factor authentication. Mandatory staff training has been reviewed and a new training platform rolled out.

New CRM (Customer Relationship Management), finance, and human resources systems are to be implemented.

Overall, our systems are being modernised which will build on progress already made in strengthening our internal control framework.

## GOING CONCERN

Trustees are required to consider the charity's financial stability. As part of this process, they have produced a going concern assessment, which considers our expected financial performance through to 31 March 2024.

Trustees implemented a financial recovery plan in 2019. With the implementation of our new operating model in 2021, this work is now complete and we are confident we have a sustainable charity ready for growth. Although the pandemic continues to affect the timing of some income (especially gifts in wills), we consider the charity to be financially sustainable because:

1. Our new operating model has removed significant cost and risk from the charity.
2. Our income pipelines are strong, aligned with our budgets, and growing.
3. Our cash and free reserves position is strong enough to mitigate unexpected income decline.

**To be an effective organisation, we must have the right culture and ways of working. Equally, we need an effective control environment to minimise the risk of non-compliance**

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

## PENSIONS

The RNID defined benefit pension scheme closed to new entrants on 1 October 2001, and to new accruals on 31 March 2010. The notional surplus or deficit on the funding of the scheme is deducted from unrestricted funds in the balance sheet.

The last detailed actuarial triennial valuation was carried out at 31 March 2021. Following this, an updated revised funding plan was agreed with the pension scheme Trustees. As a result, the charity's annual contribution to the pension deficit remains the same.





Additional contributions were made to the scheme following the transfer of care and support services (and associated sale of RNID's freehold properties) in order to reduce the charity's liability and increase pension scheme security. Total contributions to the scheme in 2021-22 were £71m.

As part of the Trustees' Report and Accounts preparation process, an actuarial valuation was carried out on 31 March 2022 using methodology recommended by the Financial Reporting Standard 102. This valuation showed market value of assets to be £80.6m (2021: £75.9m), and the current value of liabilities to be £77.5m (2021: £79.1m). The net surplus was £3.2m, compared to a net deficit of £3.2m at March 2021. Further details are included in Note 18.

#### RESERVES POLICY

Free reserves are held by the charity to help us manage financial risk and income unpredictability. We aim to hold free reserves at a level

which covers our expenditure for a period of between four and eight months (planned cash outflows, excluding directly funded services). This means the target is to hold free reserves of between £4.1m and £8.2m.

Free reserves are calculated as our unrestricted funds excluding fixed assets (at net book value) and any deficit on the pension scheme.

Following changes to our operating model (including the transfer of our care and support services) free reserves have increased in the year to £2.7m on 31 March 2022 (2021: £1.5m), but remain below the target range.

As a result of our work on financial sustainability and our new operating model, Trustees anticipate that free reserves will be within the target range during 2024.

#### GRANT MAKING POLICY

We award research grants to fund world-class medical research projects and to increase the numbers of trained research staff.

**As a result of our work on financial sustainability and our new operating model, Trustees anticipate that free reserves will be within the target range during 2024**



Universities, non-profit research institutes and technology-led small businesses worldwide 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, which are then 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 three-to-five-years and the panel members are listed on our website. We make the final decision about each award based on this expert advice, the relevance of the research to our research strategy, and our available budget.

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.



# FINANCIAL SUMMARY AND REVIEW

The changes to the charity in 2021-22 have significantly transformed our finances.

- The transfer of care and support services to another provider has removed our freehold property from our balance sheet, and enabled us to pay off our bank loans, mortgage and other creditors. It also enabled us to make additional payments to reduce the deficit on our defined benefit pension scheme. Other than our business-as-usual trade creditors (and our ongoing commitment to the pension scheme), the charity is now debt-free.
- The implementation of our new operating model means we will be able to reach more people and have a greater impact more cost-effectively, reducing our committed annual expenditure.

As a result of these changes, our financial

position is much improved, ensuring RNID's long-term sustainability.

The implementation of our new operating model reduced our expenditure to £21.9m (2021: £36m), as our digital-first strategy enables us to deliver our services more cost-effectively.

Our unrestricted income from donations and legacies reduced marginally to £9.4m (2021: £9.7m). Ongoing external delays with the probate process mean it has taken longer than usual for some gifts left to us in wills to reach us. The impact of this has been felt across the sector, although it is expected to improve significantly in the next few months. As a result, legacy income has not yet returned to its pre-pandemic levels.

Our transferred care and support are presented under 'discontinuing operations'. During our time

operating these services in the year, they generated a net deficit of £0.7m as the pandemic continued to impact demand for the services.

Our net income for the year was £1.3m (2021: net expenditure £1.5m). We generated a surplus as a result of the financial gain on the transfer of care and support to another provider.

As a result of our additional contributions to the defined benefit pension scheme, a loss of £3.6m (2021: £3.7m loss) has also been recognised for the scheme. This means that RNID's total reduction in funds in the year was £2.3m (2021: £5.2m). These additional pension scheme deficit payments have improved the underlying position of the scheme and, as a result, no liability is recognised on our balance sheet.

The surplus in the year (largely the result of the gain on care and support transfer), contributed to our free reserves increase to £2.7m (2021: £1.5m). This is described in more detail in the 'Reserves Policy' section on page 50.

Full details of our financial performance for the year ended 31 March 2022 are shown in the financial statements and notes from page 60 onwards.

## AT A GLANCE: HOW WE RAISE MONEY AND WHERE IT IS SPENT

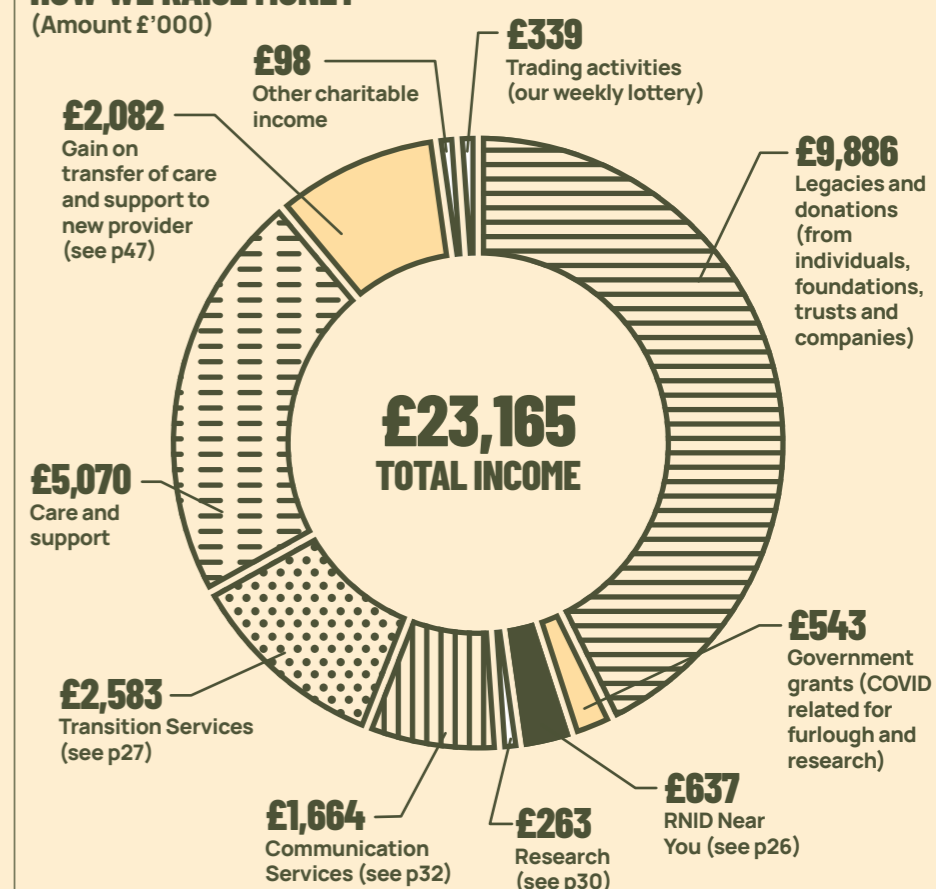
RNID works hard to ensure the money we get from generous individuals, trusts, foundations, companies and statutory funders is used to create a society that is more inclusive for people who are deaf, have hearing loss or tinnitus.

Thank you to everyone who supported our work in 2021/22. You made it possible for RNID to make a difference to tens of thousands of lives across the UK.

These charts summarise our income and expenditure. You can see our full financial statements from page 60 to page 90.

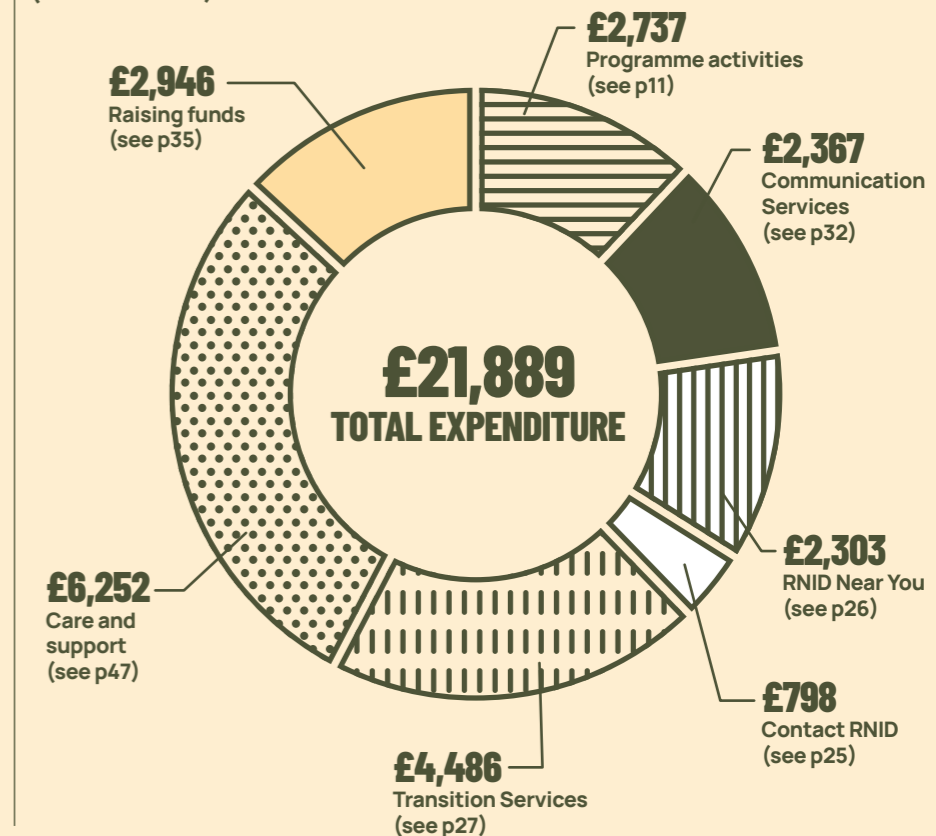
### HOW WE RAISE MONEY

(Amount £'000)



### HOW THE MONEY IS SPENT

(Amount £'000)





# STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also directors of RNID for the purpose 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 which is 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 are given a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period. In preparing these Financial Statements, the Trustees are required to:

1. Select a suite of suitable accounting policies and then apply them consistently;
2. Observe the methods and principles in the Statement

of Recommended Practice: Accounting and Reporting by Charities (2015);

3. Make judgements and estimates that are reasonable and prudent;
4. 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
5. 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 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 hence for



taking reasonable steps for the prevention and detection of fraud and other irregularities. In so far as the Trustees are aware:

1. There is no relevant audit information of which the company's auditors are unaware.
2. They have taken all the steps 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:

*C Bailey*

**Claire Bailey**  
Honorary Treasurer  
07/09/2022



# INDEPENDENT AUDITOR'S REPORT

## Independent Auditor's Report to the Members and 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 2022 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 2022 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 requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (amended).

### 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 charity 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

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate. Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

### OTHER INFORMATION

The Trustees are responsible for the other information contained within the annual report. 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.

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 this gives rise to a material misstatement in the financial statements themselves. 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.

### OPINIONS ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the Trustees' report, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the Trustees' report have been prepared in accordance with applicable legal requirements.

### MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

In light of the knowledge and understanding the charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the Trustees' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts

(Scotland) Regulations 2006 require us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

### RESPONSIBILITIES OF TRUSTEES

As explained more fully in the Trustees' responsibilities statement set out on page 54, 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





**EXTENT TO WHICH THE AUDIT WAS CONSIDERED CAPABLE OF DETECTING IRREGULARITIES, INCLUDING FRAUD**

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements.

The laws and regulations we considered in this context were the Companies Act 2006 together with the Charities SORP (FRS 102) and the Charities and Trustee Investment (Scotland) Act 2005. We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's ability to operate or to avoid a material penalty.

We also considered the opportunities and incentives that may exist within the charitable company for fraud. The laws and regulations we considered in this context for the UK operations were General Data Protection Regulation (GDPR), Care Quality Commission (CQC) regulations, employment legislations and taxation legislations.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any. We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of income and the override of controls by management. Our audit procedures to respond to these risks included review of grant expenditure monitoring in place, enquiries of management, and the

Audit Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, recording the impact of the CQC regulatory reviews and reading minutes of meetings of those charged with governance.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to

detect non-compliance with all laws and regulations.

**USE OF OUR REPORT**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of part 16 of the Companies Act 2006, and to the charitable company's Trustees, as a body, in accordance with 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 members and 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, the charitable company's members as a body and the charitable company's Trustees 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

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**

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.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

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.





# FINANCIAL STATEMENTS



## Statement of financial activities for the year ended 31 March 2022

(incorporating an income and expenditure account)

	Note	Unrestricted funds		Restricted funds (£'000)	Total funds 2022 (£'000)	Total funds 2021 (£'000)
		Discontinued (£'000)	Continuing			
<b>Income from:</b>						
Donations and legacies	5	-	9,404	482	<b>9,886</b>	11,179
Government grant	5	62	481	-	<b>543</b>	874
<b>Income from charitable activities:</b>						
RNID near you	5	-	608	29	<b>637</b>	285
Research	5	-	(29)	292	<b>263</b>	155
Communication services	5	-	1,664	-	<b>1,664</b>	1,269
Other charitable income	5	-	90	8	<b>98</b>	267
Transition services	5	-	1,556	1,027	<b>2,583</b>	2,526
Care and support	5	4,474	596	-	<b>5,070</b>	17,626
Gain on transfer of C&S	5	(496)	-	2,578	<b>2,082</b>	-
Income from trading activities	5	-	339	-	<b>339</b>	329
<b>Total income</b>		<b>4,040</b>	<b>14,709</b>	<b>4,416</b>	<b>23,165</b>	<b>34,510</b>
<b>Expenditure on raising funds</b>	<b>6/7</b>	<b>-</b>	<b>2,832</b>	<b>114</b>	<b>2,946</b>	<b>3,058</b>
<b>Expenditure on charitable activities:</b>						
Inclusion programme	6/7	-	269	55	<b>324</b>	235
Health programme	6/7	-	654	22	<b>676</b>	648
Employment programme	6/7	-	318	3	<b>321</b>	272
Research programme	6/7	-	733	683	<b>1,416</b>	1,351
Communications services	6/7	-	2,319	48	<b>2,367</b>	2,455
RNID near you	6/7	-	2,009	294	<b>2,303</b>	2,774
Contact RNID	6/7	-	683	115	<b>798</b>	1,107
Transition services	6/7	-	3,039	1,447	<b>4,486</b>	5,412
Care and support	6/7	4,927	1,227	98	<b>6,252</b>	17,626
Loss on transfer of C&S		-	-	-	<b>-</b>	1,070
<b>Total</b>		<b>4,927</b>	<b>11,251</b>	<b>2,765</b>	<b>18,943</b>	<b>32,950</b>
<b>Total expenditure</b>		<b>4,927</b>	<b>14,083</b>	<b>2,879</b>	<b>21,889</b>	<b>36,008</b>
<b>Net income / (expenditure)</b>		<b>(887)</b>	<b>626</b>	<b>1,537</b>	<b>1,276</b>	<b>(1,498)</b>
Actuarial gains / (losses) on defined benefit pension schemes	18	-	(514)	(3,050)	<b>(3,564)</b>	(3,743)
<b>Net movement in funds</b>		<b>(887)</b>	<b>112</b>	<b>(1,513)</b>	<b>(2,288)</b>	<b>(5,241)</b>
<b>Reconciliation of funds:</b>						
Funds brought forward at 1 April 2021		-	4,185	3,161	<b>7,346</b>	12,587
<b>Funds carried forward at 31 March 2022</b>		<b>(887)</b>	<b>4,297</b>	<b>1,648</b>	<b>5,058</b>	<b>7,346</b>

Results for the year ended 31 March 2022 are shown in corresponding Notes to the Financial Statements.

## Balance sheet as at 31 March 2022

The Royal National Institute for Deaf People - Company number: 454169

	Note	2022 (£'000)	2021 (£'000)
<b>Fixed assets</b>			
Intangible fixed assets	11	<b>511</b>	192
Tangible fixed assets	12	<b>229</b>	7,141
		<b>740</b>	7,333
<b>Current assets</b>			
Debtors	13	<b>1,421</b>	3,035
Cash at bank and in hand		<b>6,514</b>	7,118
		<b>7,935</b>	10,153
<b>Current liabilities</b>			
Creditors falling due within one year	14a	<b>3,500</b>	4,734
<b>Net Current assets</b>		<b>4,435</b>	5,419
<b>Liabilities</b>			
Amounts falling due after more than one year	14b	-	1,949
Provision for liabilities	17	<b>117</b>	290
<b>Total assets less liabilities (excluding pension liability)</b>		<b>5,058</b>	10,513
<b>Defined benefit pension scheme asset / (liability)</b>	18	-	(3,167)
<b>Total net assets</b>	16	<b>5,058</b>	7,346
<b>The funds of the charity</b>			
Endowment funds	19	<b>68</b>	68
Restricted funds	19	<b>1,580</b>	3,093
		<b>1,648</b>	3,161
<b>Unrestricted funds</b>			
Unrestricted funds excluding pension liability		<b>3,408</b>	9,299
Revaluation reserve		<b>2</b>	2
Pension reserve		-	(3,167)
Loan		-	(1,949)
<b>Total unrestricted funds</b>		<b>3,410</b>	4,185
<b>Total charity funds</b>		<b>5,058</b>	7,346

The notes on pages 65-90 form part of these Financial Statements.

The Financial Statements were approved by the Board of Trustees and authorised for issue on 7 September 2022 and signed on their behalf by:

 **Claire Bailey**  
Honorary Treasurer



## Statement of cash flows for the year ending 31 March 2022

	Note	2022 (£'000)	2021 (£'000)
<b>Cash flows from operating activities:</b>			
Net cash (used in)/generated from operating activities	22	(4,497)	1,011
<b>Cash flows from investing activities:</b>			
Interest received		1	3
Proceeds from sale of tangible fixed assets		4,716	6
Purchase of intangible fixed assets		(492)	(40)
Purchase of tangible fixed assets		(300)	(281)
<b>Net cash provided by / (used in) investing activities</b>		<b>3,925</b>	<b>(312)</b>
<b>Cash flows from financing activities:</b>			
Interest paid		(32)	(89)
<b>Net cash used in financing activities</b>		<b>(32)</b>	<b>(89)</b>
<b>Change in cash and cash equivalents in the reporting period</b>	22	<b>(604)</b>	<b>610</b>
Cash and cash equivalents at the beginning of the reporting period		7,118	6,508
<b>Cash and cash equivalents at the end of the reporting period</b>		<b>6,514</b>	<b>7,118</b>
<b>Cash and cash equivalents consists of:</b>			
Cash at bank and in hand		6,514	7,118
<b>Cash and cash equivalents</b>	22	<b>6,514</b>	<b>7,118</b>

The notes on pages 63-89 form part of these Financial Statements.

## Notes to the Financial Statements

### Note 1. General Information

RNID is the largest charity representing people who are deaf, have hearing loss or tinnitus in the UK.

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 Brightfield Business Hub, 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.

### Note 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).

The charity has adapted the Companies Act formats to reflect the charities SORP FRS 102 and the special nature of the charity's activities.

### Note 3. Accounting policies

#### Going concern

Trustees are required to consider the charity's financial stability. As part of this process, they have produced a going concern assessment, which considers our expected financial performance through to 31 March 2024.

Although the pandemic continues to affect the timing of some income, Trustees consider the charity to be financially sustainable because of the strength of our income pipeline; the reduction of our cost base in line with our new operating model; and our stabilising cash and free reserves position. This is described in more detail in the Trustees' report.

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.

#### New operating model

In 2021-22, RNID implemented its new operating model. This includes the work of our four strategic programmes, and the teams that support them. These activities are presented in the financial statements as continuing operations. RNID also transferred its care and support services in England and Wales to another provider in June 2021. These activities are presented in the financial statements as discontinuing operations. The SoFA has been updated to reflect these changes in our operating model, and the prior year restated accordingly.

#### Income

Income is accrued and included in the SoFA when the charity is entitled to the income, receipt can be quantified and income is probable. 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 recognises 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 15).

### 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".

Income from performance-related government

grants 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 and is not deferred.

The nature of these grants is disclosed in Note 5 and 19. There were no unfulfilled conditions or special criteria.

Other forms of government assistance from which the charity has directly benefited are Access to Work payments, local authority payments for local service agreements and care and support contracts.

RNID has benefited from the CJRS and grants for PPE.

### Trading activity

Income from trading activities is credited to the SoFA when received or receivable, whichever is earlier, unless it relates to a specific future period, in which case it is deferred. Income from lotteries is recognised when the draw is made. Income received in advance for future lotteries is deferred until the draw takes place. Trading income from the gift catalogue is recognised when invoiced or received, depending on the customer. All other income is accounted for on an accruals basis.

### 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.

## Notes to 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 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 basis of estimated staff time.

### Governance costs

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

### 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. The trading subsidiary does not generally pay UK corporation tax because its policy is to pay taxable profits as Gift Aid to the Charity.

### 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 (Costs associated with maintaining computer software are recognised as an expense as incurred.)	5 years

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



## Notes to the Financial Statements

### 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) or 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

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

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

### Leased assets

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

### Investments

Investments in subsidiaries are recorded at cost in the charity's balance sheet.

### 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 have no power to convert the capital into income.

### Pension costs

The charity operates three funded pension schemes in the UK (the "Scheme"). One Scheme has both defined benefit and defined contribution sections and the others just have defined contribution sections.

The current service cost of the charity's defined pension scheme is charged to the SoFA.

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.

An actuarial valuation of the Scheme was carried out at 31 March 2022 by a qualified

## Notes to the Financial Statements

independent actuary, based on membership data and projected cashflows from 31 March 2021 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 a single weighted average discount rate assumption of 2.6% per annum, derived from the full Merrill Lynch UK AA corporate bond yield curve as at 31 March 2022.

The 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.

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

The charity operates two defined contribution plans for its employees. A defined contribution plan is a pension plan under which the employees and the charity pay fixed contributions into a separate entity. Once the contributions have been paid, the charity 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 charity relates to legacies (Note 15).

### Financial Instruments

The charity has taken advantage of the exemptions in FRS 102 from the requirement to present certain disclosures about the charity's financial instruments. The charity 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. 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.

### Related party transactions

RNID discloses transactions between the charity and related parties. Where



## Notes to the Financial Statements

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 Financial Statements (Note 23).

### Related undertakings

R.N.I.D. Activities Limited (913439), Sound Advantage Ltd (02437205), Action on Hearing Loss Ltd (07566245), The Hearing Research Trust Ltd (07146209), Sussex Deaf Association (09740664) and RNID Services Ltd (11769135) are wholly owned, dormant subsidiaries, and have therefore not been consolidated.

### 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 charity 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.

### 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

### Note 4. Restated statement of financial activities for the year ended 31 March 2021

(incorporating an income and expenditure account)

	Unrestricted funds 2021 (£'000)	Restricted funds 2021 (£'000)	Total funds 2021 (£'000)
<b>Income from:</b>			
Donations and legacies	9,731	1,448	11,179
Government grant	874	-	874
Income from charitable activities:			
RNID near you	285	-	285
Research	155	-	155
Communication services	1,269	-	1,269
Other charitable income	33	234	267
Transition services	1,415	1,111	2,526
Care and support	13,058	4,568	17,626
Income from trading activities	329	-	329
<b>Total income</b>	<b>27,149</b>	<b>7,361</b>	<b>34,510</b>
<b>Expenditure on raising funds</b>	<b>3,043</b>	<b>15</b>	<b>3,058</b>
<b>Expenditure on charitable activities:</b>			
Inclusion programme	232	3	235
Health programme	606	42	648
Employment programme	262	10	272
Research programme	982	369	1,351
Communications services	2,407	48	2,455
RNID near you	2,284	490	2,774
Contact RNID	1,005	102	1,107
Transition services	4,317	1,095	5,412
Care and support - continuing	12,071	5,555	17,626
Loss on transfer of C&S	1,072	(2)	1,070
<b>Total cost of charitable activities</b>	<b>25,238</b>	<b>7,712</b>	<b>32,950</b>
<b>Total expenditure</b>	<b>28,281</b>	<b>7,727</b>	<b>36,008</b>
<b>Net (expenditure)/income</b>	<b>(1,132)</b>	<b>(366)</b>	<b>(1,498)</b>
Net actuarial gain/ (loss) on pensions	(3,743)	-	(3,743)
<b>Net movement in funds</b>	<b>(4,875)</b>	<b>(366)</b>	<b>(5,241)</b>
<b>Reconciliation of funds:</b>			
Funds brought forward	9,060	3,527	12,587
<b>Funds carried forward</b>	<b>4,185</b>	<b>3,161</b>	<b>7,346</b>



## Notes to the Financial Statements

## Note 5. Income

Donations and legacies	Unrestricted funds 2022		Restricted funds 2022 (£'000)	Total funds 2022 (£'000)	Unrestricted funds 2021 (£'000)	Restricted funds 2021 (£'000)	Total funds 2021 (£'000)
	Discontinued (£'000)	Continuing (£'000)					
Donations and legacies	-	9,404	482	<b>9,886</b>	9,731	1,448	11,179
Government grant	62	481	-	<b>543</b>	874	-	874
	62	9,885	482	<b>10,429</b>	10,605	1,448	12,053

Income from charitable activities	Unrestricted funds 2022		Restricted funds 2022 (£'000)	Total funds 2022 (£'000)	Unrestricted funds 2021 (£'000)	Restricted funds 2021 (£'000)	Total funds 2021 (£'000)
	Discontinued (£'000)	Continuing (£'000)					
RNID near you	-	608	29	<b>637</b>	285	-	285
Research	-	(29)	292	<b>263</b>	155	-	155
Communication services	-	1,664	-	<b>1,664</b>	1,269	-	1,269
Other charitable income	-	90	8	<b>98</b>	33	234	267
Transition services	-	1,556	1,027	<b>2,583</b>	1,415	1,111	2,526
Care and support	4,474	596	-	<b>5,070</b>	13,058	4,568	17,626
Gain on transfer of C&S	(496)	-	2,578	<b>2,082</b>	-	-	-
	3,978	4,485	3,934	<b>12,397</b>	16,215	5,913	22,128

Income from trading activities	Unrestricted funds 2022 (£'000)	Unrestricted funds 2021 (£'000)
Weekly lottery	<b>339</b>	329

## Notes to the Financial Statements

## Note 6. Expenditure

Expenditure on raising funds	Direct costs (£'000)		Support costs (£'000)		Total (£'000)	
	Staff	Other	Staff	Other	2022	2021
Raising funds	1,068	830	635	413	<b>2,946</b>	3,058
Charitable activities						
Inclusion programme	86	22	146	70	<b>324</b>	235
Health programme	53	21	530	72	<b>676</b>	648
Employment programme	48	22	203	48	<b>321</b>	272
Research programme	32	1,317	37	30	<b>1,416</b>	1,351
Communication services	487	1,366	303	211	<b>2,367</b>	2,455
RNID near you	557	76	1,316	354	<b>2,303</b>	2,774
Contact RNID	286	23	350	139	<b>798</b>	1,107
Transition services	1,544	902	1,284	756	<b>4,486</b>	5,412
Care and support - discontinued	3,503	999	307	142	<b>4,951</b>	-
Care and support - continuing	454	69	451	327	<b>1,301</b>	17,626
Loss on transfer of C&S	-	-	-	-	-	1,070
	7,050	4,817	4,927	2,149	<b>18,943</b>	32,950
<b>Total expenditure</b>	<b>8,118</b>	<b>5,647</b>	<b>5,562</b>	<b>2,562</b>	<b>21,889</b>	36,008

Expenditure on charitable activities was £18.9m (2021: £33m) of which £16.2m was from unrestricted funds (2021: £25.2m) and £2.8m was from restricted funds (2021: £7.7m).

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

The care and support - discontinued total of £4,950k is the total of unrestricted expenditure of £4,927k and restricted expenditure of £24k.



## Notes to the Financial Statements

### Note 7. Support costs

2022	Insight and policy (£'000)	Marketing and communications (£'000)	Digital and innovation (£'000)	Localities (£'000)	Corporate Services (£'000)	Total 2022 (£'000)
Raising funds	110	196	-	-	741	1,047
Inclusion programme	73	79	-	-	65	217
Health programme	365	39	169	-	28	601
Employment programme	146	39	28	-	37	250
Research programme	-	39	-	-	28	67
Communication services	-	79	28	-	407	514
RNID near you	-	79	169	782	641	1,671
Contact RNID	37	39	169	-	245	490
Transition services	-	157	-	287	1,597	2,041
Care and support - discontinued	-	16	-	-	431	447
Care and support - continuing	-	24	-	-	755	779
<b>Total</b>	<b>731</b>	<b>786</b>	<b>563</b>	<b>1,069</b>	<b>4,975</b>	<b>8,124</b>

2021	Insight and policy (£'000)	Marketing and communications (£'000)	Digital and innovation (£'000)	Localities (£'000)	Corporate Services (£'000)	Total 2021 (£'000)
Raising funds	119	188	-	-	156	463
Inclusion programme	79	75	-	-	18	172
Health programme	396	38	180	-	7	621
Employment programme	158	38	30	-	15	241
Research programme	-	38	-	-	-	38
Communication services	-	75	30	-	179	284
RNID near you	-	75	180	994	201	1,450
Contact RNID	40	38	180	-	85	343
Transition services	-	151	-	365	445	961
Care and support - continuing	-	38	-	-	4,516	4,554
<b>Total</b>	<b>792</b>	<b>754</b>	<b>600</b>	<b>1,359</b>	<b>5,622</b>	<b>9,127</b>

Support costs were apportioned to activities on the basis of headcount for corporate services and staff time allocation for capabilities (insight and policy, marketing and communications, digital and innovation and localities).

## Notes to the Financial Statements

### Note 8. Net expenditure for the year

This is stated after charging/(crediting):	2022 £'000	2021 £'000
Interest payable:		
Bank interest, bank loans and overdrafts wholly repayable within five years	32	89
Depreciation/Amortisation charge for the year	178	455
(Profit)/Loss on disposal of fixed assets	(2,485)	187
Payments under operating leases:		
Land and buildings	362	795
Vehicles and equipment	97	194
Loss on foreign exchange	1	-
Auditors' remuneration:		
Statutory audit fee	48	54
Other non-audit fee	15	25



## Notes to the Financial Statements

### Note 9. Grants payable

The aggregate amount of grants made during the year ended 31 March 2022, analysed by recipient was:

Medical research into hearing loss	2022	2022	2021
Institution	Number of grants	Total (£'000)	Total (£'000)
University College London	6	206	261
University of Sheffield	4	118	91
University of Cambridge	3	90	30
Stanford University	2	130	-
University of Sussex	2	96	60
University of Manchester	2	65	100
University of Oxford	2	38	50
Newcastle University	2	38	25
Anida Pharma	1	91	-
Brigham and Women's Hospital	1	66	33
Johns Hopkins	1	54	-
Indiana University	1	54	53
University of Western Ontario	1	53	53
Flinders	1	53	25
KCL	1	50	-
Institute Pasteur	1	46	69
Cardiff University	1	15	13
Imperial College London	1	14	-
University of Nottingham	1	13	25
Purdue University	1	10	-
University Medical Centre Groningen	1	10	-
Radboud University Medical Center	1	10	-
King's College London	-	-	150
University of Michigan	-	-	56
Bionics Institute	-	-	55
Johns Hopkins University	-	-	54
National Center for Biological Sciences, TIFR	-	-	41
Brunel University	-	-	14
University of Southampton	-	-	13
University of Zurich	-	-	10
<b>Total grants</b>	<b>37</b>	<b>1,320</b>	<b>1,281</b>

In addition to the above, the charity expects to fund future grants totalling £2.22m (2021: £1.92m), 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 within the 'Research programme' line for charitable expenditure within the SoFA.

## Notes to the Financial Statements

### Note 10. Employees and trustees

Employees	2022	2021
Staff costs consist of :	(£'000)	(£'000)
Wages and salaries	11,825	22,346
Social security costs	1,040	1,655
Pension costs	101	408
	<b>12,966</b>	<b>24,409</b>

Total redundancy costs in the year were £169,903 (2021: £186,363) of which £12,835 were accrued costs at the year end (2021: £4,307).

The average headcount of employees, analysed by function, was:	2022	2021
	(Number)	(Number)
Insight and policy	14	17
Marketing and communications	11	12
Digital and innovation	9	10
Localities	27	39
Corporate Services	34	55
Income and partnerships	27	24
Programme management	6	5
Communication services	15	25
RNID near you	23	30
Contact RNID	9	12
Transition services	57	61
Care and support	179	608
	<b>411</b>	<b>898</b>

The number of employees whose remuneration was over £60,000 (excluding employer pension contributions) fell within the following bands:	2022	2021
	(Number)	(Number)
£60,001 to £70,000	10	6
£70,001 to £80,000	4	-
£80,001 to £90,000	1	5
£90,001 to £100,000	-	3
£101,001 to £110,000	2	-
£110,001 to £120,000	1	-
£160,001 to £170,000	-	1
£180,001 to £190,000	1	-

None of these employees (2021: nil) are in the defined benefit pension scheme, and all (2021: all) are in the defined contribution pension scheme. Contributions in the pension year to the defined contribution scheme were £53,899 in respect of all employees (2021: all with contributions of £46,682).



## Notes to the Financial Statements

## Note 10. Employees and trustees (cont.)

Remuneration and benefits for the Chief Executive Officer and other Key Management Personnel	Inc. pension contributions		Excl. pension contributions	
	2022 (£'000)	2021 (£'000)	2022 (£'000)	2021 (£'000)
Key management personnel	789	784	766	758

Key Management Personnel is defined as members of the Executive Board. There were 4 Executive Officers in post in the year (2021: 8).

## Trustees

None of the members of the Board of Trustees received any remuneration during this year (2021: £nil). During the year, no Trustees (2021: 0) received reimbursements of non-private travel and subsistence expenditure amounting to £nil (2021: £nil). The value of expenses waived was not material.

Total donations in the year from Trustees amounted to £60 (2021: £60).

## Note 11. Intangible fixed assets

	Computer software (£'000)	Assets under construction (£'000)	Total (£'000)
<b>Cost</b>			
At the beginning of the year	1,421	51	1,472
Additions	-	492	492
Disposals	(257)	(3)	(260)
Transfer	-	(40)	(40)
<b>At the end of the year</b>	<b>1,164</b>	<b>500</b>	<b>1,664</b>
<b>Accumulated amortisation</b>			
At the beginning of the year	(1,280)	-	(1,280)
Charge for year	(43)	-	(43)
Disposals	170	-	170
<b>At the end of the year</b>	<b>(1,153)</b>	<b>-</b>	<b>(1,153)</b>
<b>Net book value at 31 March 2022</b>	<b>11</b>	<b>500</b>	<b>511</b>
Net book value at 31 March 2021	141	51	192

Assets under construction are not amortised and comprise expenditure on the purchase or creation of intangible assets not brought into use at the balance sheet date. Transfers are made from assets under construction to the relevant category of intangible asset when the asset is brought into use.

Within intangible assets are computer software under construction with a cost of £500k (2021: £11k).

## Notes to the Financial Statements

## Note 12. 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	10,179	242	120	36	10,577	1,339	106	364	4	248	2,061	12,638
Additions	23	-	-	261	284	-	-	16	-	-	16	300
Disposals	(10,202)	(242)	(24)	(272)	(10,740)	(700)	(84)	(216)	(4)	(3)	(1,007)	(11,747)
Transfer	-	-	-	-	-	-	-	285	-	(245)	40	40
<b>At the end of the year</b>	<b>-</b>	<b>-</b>	<b>96</b>	<b>25</b>	<b>121</b>	<b>639</b>	<b>22</b>	<b>449</b>	<b>-</b>	<b>-</b>	<b>1,110</b>	<b>1,231</b>
<b>Accumulated depreciation</b>												
At the beginning of the year	(3,598)	(98)	(118)	-	(3,814)	(1,250)	(106)	(323)	(4)	-	(1,683)	(5,497)
Charge for year	(55)	(2)	(1)	-	(58)	(21)	-	(62)	-	-	(83)	(141)
Disposals	3,653	100	23	-	3,776	632	84	140	4	-	860	4,636
<b>At the end of the year</b>	<b>-</b>	<b>-</b>	<b>(96)</b>	<b>-</b>	<b>(96)</b>	<b>(639)</b>	<b>(22)</b>	<b>(245)</b>	<b>-</b>	<b>-</b>	<b>(906)</b>	<b>(1,002)</b>
<b>Net book value at 31 March 2022</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>25</b>	<b>25</b>	<b>-</b>	<b>-</b>	<b>204</b>	<b>-</b>	<b>-</b>	<b>204</b>	<b>229</b>
Net book value at 31 March 2021	6,581	144	2	36	6,763	89	-	41	-	248	378	7,141

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.

Within tangible assets are property under construction with a cost of £25k (2021: £36k).



## Notes to the Financial Statements

### Note 13. Debtors

	2022 (£'000)	2021 (£'000)
Trade debtors	509	1,869
Other debtors	26	20
Prepayments and accrued income	886	1,146
	1,421	3,035

### Note 14. Creditors

(a) Amounts falling due within one year	2022 (£'000)	2021 (£'000)
Trade creditors	1,809	1,038
Accruals for grants payable	127	-
Taxation and social security	207	410
Loan	-	450
Other creditors	383	198
Accruals	801	1,348
Deferred income	173	1,290
	3,500	4,734

Deferred income at the beginning of the year	1,290	1,049
Amount released to income earned from charitable activities	(1,290)	(1,049)
Amount deferred in year	173	1,290
<b>Deferred income at the end of the year</b>	<b>173</b>	<b>1,290</b>

(b) Amounts falling due after more than one year		
Net obligations under bank loan is as follows:		
between one and two years	-	786
between two to five years	-	397
over five years	-	766
	-	1,949

Amounts falling due after one year relates to a mortgage of £nil (2021: £2.7m) 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 was secured over the five properties and two other properties and was repaid during 2021/22.

At 31 March 2022, the total amount owing on the loan is £nil (2021: £0.9m). Interest was charged at base rate plus 3.25%. The base rate was 0.75% (2021: 0.1%).

The SIB resilience loan taken out during 2020/21 for £1.5m was fully repaid during 2021/22.

## Notes to the Financial Statements

### Note 15. 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 £7m (2021: £6.2m).

### Note 16. Analysis of group net assets between funds

Fund balances at 31 March 2022 are represented by:	Unrestricted funds (£'000)	Restricted funds (£'000)	Endowment funds (£'000)	Total funds 2022 (£'000)
Intangible fixed assets	511	-	-	511
Tangible fixed assets	229	-	-	229
Current assets	6,281	1,586	68	7,935
Current liabilities	(3,494)	(6)	-	(3,500)
Provision for liabilities and charges	(117)	-	-	(117)
<b>Group net assets</b>	<b>3,410</b>	<b>1,580</b>	<b>68</b>	<b>5,058</b>

Fund balances at 31 March 2021 are represented by:	Unrestricted funds (£'000)	Restricted funds (£'000)	Endowment funds (£'000)	Total funds 2021 (£'000)
Intangible fixed assets	192	-	-	192
Tangible fixed assets	6,660	481	-	7,141
Current assets	6,519	3,566	68	10,153
Current liabilities	(4,719)	(15)	-	(4,734)
Long-term liabilities	(1,949)	-	-	(1,949)
Provision for liabilities and charges	(290)	-	-	(290)
Pension liability	(3,167)	-	-	(3,167)
Bath Charity Loan	939	(939)	-	-
<b>Group net assets</b>	<b>4,185</b>	<b>3,093</b>	<b>68</b>	<b>7,346</b>

### Note 17. Provision for liabilities

	Balance 31 March 2021 (£'000)	Charged to income and expenditure (£'000)	Spent (£'000)	Balance 31 March 2022 (£'000)
Provisions for dilapidations	290	(173)	-	117

As part of the Charity'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.



## Notes to the Financial Statements

### Note 18. Pensions - Group and Charity

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 Master Trust 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 Scheme Trustees are responsible for the operation and governance of the Plan, including making decisions on the Scheme's funding and investment strategies in conjunction with RNID. RNID is required to meet any additional funding payments that may be necessary as assessed by a formal scheme funding valuation every three years. The most recent scheme funding valuation as at 31 March 2021 revealed a deficit and RNID agreed to make an additional contribution to the Scheme to remove this deficit and meet expected Scheme expenses. Contributions of £7.13m were paid into the Scheme for the year ending 31 March 2022 including a special additional contribution of £5.84m that was agreed. Under a new recovery plan, further funding and expense contributions totalling £1.29m each year are required from 1 April 2022 to October 2030.

An actuarial valuation of the Scheme was carried out at 31 March 2022 by a qualified independent actuary, based on membership data and projected cashflows from 31 March 2021 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 2022 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 31/03/2022	As at 31/03/2021
Discount rate	2.60%	1.90%
Inflation assumption (RPI)	4.00%	3.30%
Future LPI pension increases	3.80%	3.20%
Revaluation in deferment (RPI)	4.00%	3.30%

Assumed life expectancies on retirement at age 65 are:	As at 31/03/2022	As at 31/03/2021
Retiring today - Males	21.3	21.3
Retiring today - Females	23.4	23.7
Retiring in 20 years time - Males	22.6	22.6
Retiring in 20 years time - Females	24.9	25.2

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 derived for cash flow projections over long periods and thus inherently uncertain, were:

## Notes to the Financial Statements

### Note 18. Pensions - Group and Charity (cont.)

	Value at 31/03/2022 £000s	Value at 31/03/2021 £000s
Equity	15,622	18,603
Structured equity	16,025	15,656
Fixed Interest	29,421	27,341
Index Linked Gilts	8,995	7,213
Liability Hedging	(2,382)	(2,156)
Currency Hedging	(100)	111
Insured Annuities	567	414
Property	2,338	2,123
Cash	4,129	1,390
Alternatives	5,989	5,250
<b>Fair value of Scheme assets</b>	<b>80,604</b>	<b>75,945</b>
<b>The actual return on assets over the period was:</b>	<b>970</b>	<b>4,686</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	77,450	79,112
Fair value of Scheme assets	80,604	75,945
<b>Surplus/ (deficit) in funded scheme</b>	<b>3,154</b>	<b>(3,167)</b>
Present value of unfunded obligations	-	-
Unrecognised actuarial gains (losses)	-	-
Surplus/ (deficit) in funded scheme	3,154	(3,167)
Adjustment in respect of asset ceiling and minimum funding requirement	(3,154)	-
<b>Net asset / (liability) in balance sheet</b>	<b>-</b>	<b>(3,167)</b>

Reconciliation of opening and closing balances of the present value of the defined benefit obligation	31/03/2022 £000s	31/03/2021 £000s
Benefit obligation at beginning of year	79,112	71,923
Current service cost	-	-
Interest cost	1,474	1,625
Contributions by Scheme participants	-	-
Actuarial (gains)/losses	(98)	8,128
Benefits paid	(3,038)	(2,564)
Past service cost	-	-
Settlements	-	-
Business combinations	-	-
Exchange rate	-	-
<b>Benefit obligation at end of year</b>	<b>77,450</b>	<b>79,112</b>

## Notes to the Financial Statements

## Note 18. Pensions - Group and Charity (cont.)

Reconciliation of opening and closing balances of the fair value of Scheme assets	31/03/2022 £000s	31/03/2021 £000s
Fair value of Scheme assets at beginning of year	75,945	73,253
Interest income on Scheme assets	1,478	1,662
Return on assets, excluding interest income	(508)	3,024
Contributions by employers	7,131	940
Contributions by Scheme participants	-	-
Benefits paid	(3,038)	(2,564)
Scheme administrative cost	(404)	(370)
Business combinations	-	-
Settlements	-	-
Exchange rate	-	-
<b>Fair value of Scheme assets at end of year</b>	<b>80,604</b>	<b>75,945</b>

The amounts recognised in profit or loss:	31/03/2022 £000s	31/03/2021 £000s
Service cost - including current and past service costs, and settlements	-	-
Service cost - administrative cost	404	370
Net interest on the net defined benefit liability	(4)	(6)
<b>Total expense</b>	<b>400</b>	<b>364</b>

Amount recognised in Statement of Financial Activities (SoFA):	31/03/2022 £000s	31/03/2021 £000s
Actuarial (gains)/losses on the liabilities	(98)	8,128
Return on assets, excluding interest income	508	(3,024)
Changes in the effect of the asset ceiling excluding interest income	3,154	(1,361)
<b>Total actuarial (gain)/loss to be shown in SoFA</b>	<b>3,564</b>	<b>3,743</b>

Sensitivity analysis		
A sensitivity analysis of the principal assumptions used to measure the scheme liabilities	Change in assumption	Impact on scheme liabilities 3/31/2022
Discount rate	Increase by 0.25%	Decrease by £2.9m
Rate of inflation (RPI)	Increase by 0.25%	Increase by £1.5m
Assumed life expectancy at age 65	Increase by 1 year	Increase by £4.7m

## Notes to the Financial Statements

## Note 19. Statement of funds - restricted and endowment funds

The purposes of these funds are explained on pages 85-87.

Restricted	Balance 1 April 2021 £'000	Income £'000	Expenditure £'000	Balance 31 March 2022 £'000
Sussex Deaf Association	433	-	(27)	406
Scotland	265	46	(129)	182
Foley Trust - Roper House Improvement	400	-	(246)	154
Hear to Inform and Support - National Lottery Community Fund	131	1	(16)	116
Jobsense	429	612	(938)	103
Tinnitus Research	48	150	(129)	69
G101 Univ of Sussex	-	61	-	61
G102 Research Discovery grant at Cambridge	-	60	-	60
Harlow Trust Fund	28	-	-	28
Legacy restricted to the South West region	27	-	-	27
Legacy Leeds	46	-	(19)	27
Hear to Help Birmingham	25	-	-	25
Specialist Employment Project (ESF)	31	108	(115)	24
Specialist Employment Project (matched funds)	6	71	(62)	15
Access to Health Salford	24	-	-	24
Biomedical research	-	110	(90)	20
Summer Studentships 2022	20	-	-	20
Restricted legacy (purpose under discussion)	19	-	-	19
Devon & Cornwall	17	-	-	17
Employment in Hampshire	24	-	(10)	14
Community Navigator Project	13	-	-	13
Prof King - University of Oxford	63	12	(62)	13
Hear For Welfare	11	1	-	12
Dr Du - Brunel University (S47)	11	-	-	11
Manchester Hear to Help	11	-	-	11
Glasgow Employment	11	-	-	11
Salford CCG Innovation Fund	10	-	-	10
North of Tyne Hear to Help	10	-	-	10
RNID/Masonic Charitable Foundation Studentship Award - Dr Sedley - Newcastle University	46	-	(38)	8
Robertson Trust - GISS Hear to Help Glasgow	-	17	(10)	7
Wales - PPE Grant from WCVA	15	-	(10)	5
Glasgow Click & Collect	-	10	(4)	6
Live Well with Hearing Loss	(2)	216	(210)	4
Aged Veterans Healthy Living	59	-	(59)	-
Information Line	85	-	(85)	-
MRC BIES funding*	-	292	(292)	-
Localities - DoH Grant	-	22	(22)	-
Rosetrees Trust - Dr Shekhawat - Flinders University	13	13	(26)	-
Biomedical research - UK only	3	12	(15)	-
Glasgow ISS	10	6	(16)	-



## Notes to the Financial Statements

### Note 19. Statement of funds - restricted and endowment funds (cont.)

	Balance 1 April 2021 £'000	Income £'000	Expenditure £'000	Balance 31 March 2022 £'000
<b>Restricted</b>				
Befriending Project NI	18	2	(20)	-
The Bath Charity	481	-	(481)	-
Hear to Inform and Connect BLF	81	-	(81)	-
City Bridge Inform & Connect Ldn	30	-	(30)	-
Prof Rivolta - University of Sheffield	25	-	(25)	-
Information Services	25	-	(25)	-
Impact Funding Partners - Scottish Government	11	-	(11)	-
Hear 2 Inform&Conn Forrester	10	-	(10)	-
Other restricted funds	70	16	(38)	48
<b>Restricted Funds</b>	<b>3,093</b>	<b>1,838</b>	<b>(3,351)</b>	<b>1,580</b>
<b>Endowed</b>				
The Wennington Charity	68	-	-	68
<b>Endowed Funds</b>	<b>68</b>	<b>-</b>	<b>-</b>	<b>68</b>
<b>Total Restricted and Endowed Funds</b>	<b>3,161</b>	<b>1,838</b>	<b>(3,351)</b>	<b>1,648</b>

\*Government-funded

### Note 19. Statement of funds - restricted and endowment funds (cont.)

**Sussex Deaf Association** donation is restricted to the relief of persons residing in the counties of East and West Sussex and the City of Brighton and Hove who are deaf or hard of hearing.

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

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

**Hear to Inform and Support - National Lottery Community Funding for Devon and Cornwall** to help people with hearing loss improve their confidence and knowledge on how to better manage their hearing loss.

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

General funding for **research into tinnitus**.

Investigating ototoxicity (**G101**).

Investigating changes in the hearing brain (**G102**).

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

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

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

General restriction to **Hear to Help** service in **Birmingham**.

## Notes to the Financial Statements

### Note 19. Statement of funds - restricted and endowment funds (cont.)

**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.

**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.

**Research** into treatments for hearing loss or tinnitus.

Funding specifically for **Summer studentships in 2022**.

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

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

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

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

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

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.

Research into cochlear implant fitting (S47).

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

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.

**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.

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

**PhD studentships** on finding an objective measure for tinnitus (S57) and understanding how mitochondria are involved in hearing loss (S60).

Towards the **Hear to Help Service in Scotland**.

Restricted donation from **WCVA to purchase PPE** and other essential items to enable a return

## Notes to the Financial Statements

### Note 19. Statement of funds - restricted and endowment funds (cont.)

to the office and safe face-to-face working in the community.

Funding to provide a six month **click and collect pilot in Glasgow**.

**LiveWell** is a project which provides specialist support in Wales to deaf people and those with hearing loss and tinnitus.

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

**Information Line service** - large grant from Hollyhock Charitable Foundation to support the Information Line service. Budget includes costs towards three roles.

Covid Medical Research Charity Support funding allocated to 7 research projects (G102, G94, PA25, G101, G104, G92, G93).

**Department of Health NI Core Grant** is funding towards the salary for RNID's Director, NI.

Investigating neuromodulation to silence tinnitus (G96).

**UK research** into treatments for hearing loss or tinnitus.

**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.

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

**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.

**Hear to Inform and Connect** 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.

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

Research into restoring hearing.

**Information services** - £25,000 grant from the Garfield Weston Foundation to support the Information Line service, new digital self-help toolkit and new digital hearing check.

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

**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.

**Other restricted funds** comprises 35 restricted funds providing income in support of RNID activities.

## Notes to the Financial Statements

### Note 20. Capital commitments

	2022 (£'000)	2021 (£'000)
Contracts for future capital expenditure not provided in the Financial Statements - property, plant and equipment	-	229

### Note 21. Operating leases

As of 31 March 2022, RNID had a total value of minimum future lease payments as set out below:

Payments due	2022 (£'000)	2021 (£'000)
Within one year	427	616
Between one and five years	426	827
	853	1,443

### Note 22. Notes to the cash flow statement

	2022 (£'000)	2021 (£'000)
Net expenditure for the reporting year (as per the statement of financial activities)	1,276	(1,498)
<b>Adjustments for:</b>		
Depreciation charge for the year on tangible assets	141	345
Amortisation charge for intangible assets	43	110
Interest paid	32	89
Interest/dividend received	(1)	(3)
Gain on disposal of intangible/tangible assets	2,485	-
Decrease in stock	-	2
Decrease in debtors	1,614	1,990
Decrease in creditors	(1,234)	(458)
(Decrease)/increase in non-current long-term loan	(1,949)	1,010
Decrease in provisions for liabilities and charges	(173)	-
Pensions reserve funding deficit movements	(6,731)	(576)
<b>Net cash used in/(generated from) operating activities</b>	<b>(4,497)</b>	<b>1,011</b>

	At 1 April 2021 (£'000)	Cashflows (£'000)	At 31 March 2022 (£'000)
Analysis of cash and cash equivalents			
Cash at bank and in hand	7,118	(604)	6,514



## Notes to the Financial Statements

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### Note 23. Related party transactions

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Mark Atkinson is the Chief Executive (appointed in October 2018) and is also Director of Habinteg Housing Association Ltd (appointed in Jan-20). There was £15,145 charged for housing association fees (2021: £24,353).

Lindsay Foster is a Charity Trustee (appointed in August 2018) and is also the Executive Director of Signature (trading arm of CACPD). There was £1,998 charged for agency fees, training and attendance at conferences (2021: £231).

**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.

If you or someone close to you are deaf, or have hearing loss or tinnitus and need free confidential and impartial information and support, contact RNID. We are open 8:30am to 5.00pm, Monday to Friday.



**Chat to us on the RNID website:** [www.rnid.org.uk](http://www.rnid.org.uk)



**Call:** 0808 808 0123



**Email:** [contact@rnid.org.uk](mailto:contact@rnid.org.uk)



**Book a BSL video call via our partners at Sign Live:**

create an account at the SignLive website or download the SignLive app for Android or the SignLive app for iOS



**SMS/text:** 07360 268988



**Relay UK:** 18001 then 0808 808 0123



**Write:** RNID, Brightfield Business Centre, Bakewell Road, Orton Southgate, Peterborough PE2 6XU

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