

**Awareness, community, services:
living with acquired profound hearing loss in the UK today**

***Annual Report and Financial Statements
for the year ended 31 December 2007***

The LINK Centre for Deafened People



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Chair's Introduction

LINK is all about people living with acquired profound hearing loss (APHL). LINK is for adults who once heard normally, but who have lost most or all of their hearing after the age of 16; and LINK is also for the deafened person's immediate social circle, those friends, relatives and colleagues who live and work with a deafened person.

LINK works to raise awareness and understanding about the potentially devastating changes associated with APHL. LINK works to build community networks that will meet the needs of deafened people throughout all stages of their life. Most of all, LINK works to support people through the crisis of new deafness, and help everyone develop the necessary skills, strategies and understanding that will ensure deafened people remain active participants in their family life, work and wider communities.

LINK is able to keep a sharp focus on the important issues because at all levels of our organisation people who know from personal experience what it means to live with APHL play key roles.

Hundreds of people living with APHL, both deafened adults and those in their social circle, made contact with LINK in 2007 and found the understanding and support they needed to rebuild their lives. The following pages detail how we achieved this, and how these people became part of a strong and vital group who are inspired and empowered to take action to bring about much-needed improvements in access and services in the UK.

Notwithstanding our achievements, our biggest challenge in 2007, as in all previous years, was how to make sure all deafened people know about LINK, so they can actively participate with us. For every person who reached LINK last year, dozens struggled on alone, unaware of the many others who share the same problems and can therefore share the same solutions.

Finding the best way to tackle the problem of awareness, both with the general public and also with the relevant service providers and professionals, will be our highest priority in the coming year.

A handwritten signature in black ink, appearing to read 'Andrew Meredith', with a stylized flourish at the end.

Andrew Meredith, Chair

TRUSTEES' REPORT

The Trustees present their Annual Report and audited Financial Statements for the year ended 31 December 2007.

OBJECTIVES AND ACTIVITIES

Why LINK exists: acquired profound hearing loss (APHL)

Over 150,000 men and women in the UK live with acquired profound hearing loss (APHL). These people have grown up with normal hearing and then, through illness, accident or other cause, have lost all or most of their hearing in adult life. People with acquired profound hearing loss often refer to themselves as deafened.

APHL strikes at the heart of personal communication. To follow conversation, deafened people have to rely on lip-reading, which offers a very incomplete picture compared to the information provided through hearing, and on the visual clues people present with their gestures and expressions. This turns every conversation into a frustrating, exhausting struggle.

The emotional impact of APHL is always intense. Many people describe feeling helpless, angry, anxious, depressed and above all totally isolated. Those who live with the deafened person also often experience stress, frustration and psychological problems.

This, however, need not be the end of the story. If the right help is offered at the right time, much unnecessary distress can be avoided. The deafened person (and their family) can learn how to re-establish good communication and return to a normal life. Sadly, this happens all too rarely in the UK (and indeed world-wide). It is LINK's aim to ensure that all deafened families have this opportunity.

**LINK's vision is an unrestricted quality of life
for deafened people and their families
living with acquired profound hearing loss.**

What LINK does

For 36 years, the LINK Centre for Deafened People has been the leading UK organisation for deafened adults and their families. We organise our activities around four areas of activity, and our Report is presented on this basis:

Information and Awareness: We raise awareness and increase understanding of the needs of deafened people

Community Development: We actively promote the growth of a thriving, vibrant community among deafened people

Rehabilitation and Specialist Services: We ensure that families living with APHL have full access to timely and effective rehabilitation and support services

National and regional development: We aim to deliver LINK's three activities in such a way that they are accessible and appropriate in all four countries of the United Kingdom.

ACHIEVEMENTS AND PERFORMANCE

Information and awareness

Too few people, whether in everyday life or in relevant professions, really understand the impact of APHL and the needs of recently deafened people. There is insufficient good quality data on the day-by-day experiences of deafened people and the effects of acquired profound hearing loss on their families and wider social circle. This has hindered progress, prolonged ignorance and delayed much-needed resources and support from being directed to this group.

We aim to change this. We have built a bank of specialist evidence-based knowledge about APHL and are using this knowledge to improve awareness, guide service planning and to advocate and lobby for change.

Publications

In 2007 we published another detailed report drawn from our study of the psychosocial impact of APHL, which was summarised in *Hidden Lives* published last year. The new Report is called *Lost for Words*, and it presents a clear and disturbing picture of the frequently negative and unhelpful reactions among the general public that face deafened people on a daily basis.

We also published a report called *Reaching Further*, summarising our Outreach Volunteer service over its 10 year history, with detail on the recent two-year project to train not only deafened people but also their partners as Outreach Volunteers.

We continued to update and distribute our range of Factsheets on APHL and its impact, and on LINK's services.

All our publications are freely available for downloading on our website.

“Even though I work with hearing loss every day, and thought I knew how my clients feel, I found it extremely sobering to read how life is for them in *Lost for Words*. The realities were expressed so clearly in black and white. There is a long way to go before deafened people can live free from unnecessary prejudice and injustice, and booklets such as *Lost for Words* will help us to see where we need to direct our most urgent attention to bring about change.” *Sensory Impairment Team worker, Yorkshire*

Influencing professionals

We made presentations at a number of significant regional, national, and international conferences and events throughout the UK, aimed at professionals whose role brings them into contact with deafened adults. This included, in 2007, talks to audiologists, hearing therapists, sensory impairment team workers, mental health professionals and cochlear implant teams. The impact of these presentations was to render the services provided by these professionals more accessible to and appropriate for deafened adults.

Training others

Deafened people have limited access to many services that hearing people take for granted, simply because the service provider does not make the necessary adjustments to their service – which often means simply ensuring their staff have good deafened awareness.

In 2007 we continued our three-year project to train deafened people as volunteer Deafened Awareness Tutors and support them as they work with other volunteers across a wide range of voluntary and community services. As a result of this project's work in 2007, 259 people associated with thirteen different voluntary organisations became better informed about APHL and therefore better able to support any deafened person needing their services. The project is currently active in South East England, the East Midlands and North West England.

“There is an enormous sense of achievement and pleasure at experiencing the positive response from participating groups, who seem to be genuinely more aware of the problem of being deafened after receiving the training.” *Stephanie, volunteer tutor from Leicester*

We also continued to train the volunteers attached to two cochlear implant companies, Cochlear Europe and Advanced Bionics, running five courses in 2007. We work with the companies in helping shape the infrastructure they provide for their volunteers, and we deliver training to the volunteers in respect of personal boundaries, responsibilities and professionalism. These volunteers, of whom there are now over 80, support candidates and families before and after having a cochlear implant or bone-anchored hearing aid, sharing with them their personal experience of implantation and its impact. The volunteers also help in raising awareness generally of implantation by talking to professionals such as GPs and audiologists, and by assisting at conference exhibitions.

We also provide a more specialised form of training to Advanced Bionics volunteers who run groups for implant candidates, called PLUS (Peer Led User Support) groups. We train and support two volunteer facilitators for each group, and we helped to run four of these groups in 2007.

Community development

When a person becomes deafened they often feel cut off not just from the people around them but also from the world in general. They are usually completely unaware that there are thousands of other families living with APHL. Unfortunately, few of the professionals they meet will be able to put them in touch with others; indeed, they may not even understand how essential this is.

People thrive when they know they are not alone. Coming together, they experience the companionship of like-minded people, and develop long-lasting friendships based on a shared understanding of the challenges associated with APHL. Working together, they can become a powerful voice, lobbying and campaigning for greater awareness and change. LINK's activities in this area are helping to build and develop an open and forward-looking community with a strong sense of shared identity and purpose.

National Convention for Deafened People

We were proud to run our third National Convention with the title '*How aware is your community?*' at Imperial College in London. Lady Beverley Annaly, LINK patron, delivered the opening address. Our theme this year was how we can raise awareness of the needs of deafened people in our communities, both local and national. Over 170 delegates thoroughly enjoyed the opportunity to meet like-minded people and debate the important issues and concerns they share in common. Mr John Graham, eminent cochlear implant surgeon, gave a most enlightening and amusing account of the history of implantation in the UK. We followed the pattern that proved so successful in past years, with a mixture of invited keynote speakers and Soapbox Issues presented by our members and volunteers.

“It is just great to get together with other people like this. The speakers are always interesting and sometimes very funny too, but for me the best thing about the Convention is the chance to meet up with people that I know are like me.” *Jim, convention delegate from Peterborough*

Linked magazine

Our specialist magazine '*Linked*', launched in 2005, is now established as a key way for everyone interested in APHL to keep abreast of developments in the field, develop an appreciation of the immense richness of experience among deafened people and build up personal and virtual networks. Its distribution is rising rapidly as is the volume of positive

correspondence it generates. We distributed three issues in 2007 to a circulation of around 5,000 each time.

“One of the best things about reading *Linked* is that it makes me realise how different we all are. Sure, the thing that holds us all together is that we all know what it’s like to be living with deafness, and precious few other people know about that – but at the end of the day, we’re as different from each other as anybody else. It’s so good to read about different people’s lives and all the things they get up to, despite being deafened.” *Sophie, reader from Manchester*

Membership

LINK’s membership scheme continues to flourish, and by the end of its first full year in 2007 counted over 750 members. The aims of the scheme are to build a strong voice among deafened people, and a focus for everyone with a personal or professional interest in APHL. Regular contact with and feedback from our members ensures that LINK remains truly representative of the diverse population of deafened people living in the UK. All members received their personal copy of the LINK Team Update to keep them in touch with news and developments about the organisation and our volunteers. This is produced once every four months, and members also receive a copy of *Linked* so in total they receive a publication every two months, one about the world of APHL in general and one about LINK as an organisation.

“I know when I contact LINK I’ll always get a friendly and helpful reply. They have a lot of information at their fingertips and that is useful, but sometimes all I want is just to have a chat and there is always somebody ready to do that on the textphone or email. It’s so good to feel part of something.” *Julian, member from Taunton*

Volunteer events

We see volunteering not only as the best way of delivering the right kind of support where it is most needed, but also a great way to build up a strong sense of community spirit. LINK volunteers meet for training sessions as necessary for their various roles, but in 2007 we also organised several focus groups where volunteers discussed specific issues of common interest. We ran a major volunteer event in Manchester to thank them for their dedicated service and to offer them the opportunity to refresh their training and renew friendships. Almost half of our 95 volunteers were able to participate in this event. Through taking frequent opportunities to meet each other and develop a shared sense of purpose, LINK volunteers are helping forge a strong community of people living with APHL in the UK.

“Volunteering for LINK has given me back a sense of purpose. When I visit people who are just at the start of a life with APHL, it reminds me how far I’ve come – and I know I’m able to ease the path for them a bit.” *Peter, volunteer from Yorkshire*

Rehabilitation and specialist services

All too often there is little help available for deafened people once they have received the basic medical and audiological interventions. There is no accepted pathway for rehabilitation and support for deafened adults and no co-ordinating service or professional to ensure they access appropriate and timely assistance.

In an effort to remedy this, LINK has over the years developed a range of different types of services and support to meet deafened people’s needs from the onset of APHL, through to the months and years beyond. People can access these different services in whatever order and at whatever time they need to.

To illustrate a typical path through the services, we will follow one woman's journey – let's call her "Josephine". Josephine's story is based on the amalgamated experiences of three real people.

About half the people we work with sustain a sudden hearing loss, and this is Josephine's experience. An equal number of people develop a hearing loss more slowly, perhaps over a period of months or sometimes years. Whether it happens overnight or takes 15 years, there will come a point where the individual realises they can no longer use their hearing to follow conversation. At that point, their life changes forever, and so does that of their family.

Website

LINK's website is often the first point of call for many people who have become deafened, and a unique resource providing information and advice for professionals. In 2007 over 17,500 people accessed the website for advice and guidance, both about LINK's direct services and about the support available from other sources.

Josephine is 42, a married mother of two teenage children. She has no history of ear problems.

She wakes up one morning to discover she can hear nothing at all. She gets an immediate appointment with her GP and an emergency appointment at her local hospital to see the audiologist and ENT consultant. Despite extensive tests, the cause of her hearing loss cannot be identified. She realises she has also developed mild tinnitus (noises in the ear) and a slight problem keeping her balance and is told that these conditions are very commonly associated with acquired profound hearing loss.

She is discharged with hearing aids that offer little help, and the advice to 'learn to get on with life – maybe join a lipreading class or something'. She feels devastated, frightened and totally at a loss as to how to seek further help as she feels she can no longer communicate with anyone.

Fortunately, her son finds LINK's website, where she learns for the first time that over 850 people every year in the UK lose their hearing as she has – not all of them as suddenly and dramatically, but all feeling the same bewilderment, deep sense of loss and fear of the future.

Through the website she also learns that there is a specialist organisation that can help - LINK.

Helpdesk

Underpinning all our activities is our Helpdesk, a uniquely rich source of information on all aspects of APHL and its management. We deliver the Helpdesk through email, text, fax, phone, letter – essentially, any channel the enquirer wishes.

This year we responded to over 3,000 requests for information on APHL, ranging from personal calls for help to requests from professionals to assist them in supporting a patient or client. Sometimes we can supply all the information necessary to solve the problem; sometimes we direct enquirers to other appropriate services and resources.

Josephine's son emails LINK. We immediately send an information pack, tell her about a local group she might wish to join at some point and offer a visit from an Outreach Volunteer. Josephine is reluctant to meet the Volunteer, because she feels she will not be able to communicate but her family encourage her. Her husband "Peter" is particularly worried about how quickly she seems to have withdrawn from all social contact.

Their first real moment of hope comes when they read the current issue of *Linked* and realise that there is a whole community of people with similar experiences as theirs who seem to have found a way back to a full and rich life.

Outreach volunteers

We maintain a network of highly trained Outreach Volunteers who provide support and guidance to newly deafened people and to anyone living with APhL who needs it. Our volunteers work in collaboration with medical and social care professionals and are active in all parts of the UK, from Cornwall to Dover and from Brighton to Inverness. During 2007, we maintained 63 volunteers who supported over 130 people. Many visits lasted several hours in the contact's own home, and some people needed four or five visits.

One of the innovations in 2007 was the introduction of a Matching Day, where prospective volunteers have the opportunity to find out more about the roles available to them and talk to existing volunteers. Then staff and trained volunteers work with them to identify which roles would most suit their strengths. Forty potential volunteers attended one of three Matching Days in 2007, held in Eastbourne and Liverpool. The impact of these Days is that volunteers are better equipped to fulfil the demanding roles that are asked of them.

In September we successfully concluded a two-year project that recruited and trained the partners of deafened people to support and provide information to the partners and families of deafened people. The project has trained sixteen partners, who sometimes make visits alone and sometimes accompany their deafened 'other half'. They provide an invaluable support to those living with someone who has just become deafened; we have found that while professional support for newly deafened people is scarce, support for partners simply does not exist at all. Our aim is to reach the partners and families of every newly diagnosed deafened person in the UK.

The project produced an excellent summary of its achievements in the Reaching Further booklet, which also includes the history of our volunteers over the past 10 years.

Josephine receives a visit from Outreach Volunteers "Jim" and his wife "Norma". Jim reassures Josephine that her feelings of isolation, anxiety and depression are totally normal and very similar to his own feelings when he lost his hearing. He explains to her how he was able to reach the point where he is now confidently undertaking his volunteering role as well as maintaining full-time employment. At the same time, Norma helps Peter come to terms with all the changes in their lives. The family are encouraged to attend one of LINK's Intensive Rehabilitation Programmes.

Intensive Rehabilitation Programmes

LINK's Intensive Rehabilitation Programmes are for groups of 6 to 7 deafened people and their families in the acute crisis period following the onset of APhL. They are unique in the UK and recognised by many professionals as an essential step in the path of learning to live with APhL. They are delivered by teams of skilled professionals and volunteers, and last for a week. Participants share experiences, build new friendships, learn new skills and begin the process of coming to terms emotionally with the massive changes in their lives brought about by APhL.

We ran nine programmes in 2007, which enabled 41 deafened people and 48 family members to benefit from this unique opportunity to move forward in their lives. Of these programmes, seven were delivered in Eastbourne, one in Edinburgh, and one in Nottingham. One of the Eastbourne programmes was a specialist programme for people with NF2 (Neurofibromatosis Type 2), who face many other health challenges as well as deafness; the Family Advisor from the NF2 Association works closely with us on this programme.

Everyone who attends one of these programmes comes away with a different perspective and ready to move forward in their lives. Many look back at the programme as a turning point, identifying it at the moment they realised the world was still open to them and their opportunities were much greater than they had come to fear. They often form friendships that last for years from among the people who have attended the same programme.

One of the major problems we continue to encounter in delivering these programmes is failure by many Primary Care Trusts and Health Boards to acknowledge their responsibility to fund this treatment. A second problem is lack of understanding among some professionals in the health and social care fields about the benefits of this treatment for their patients/clients. We continue to tackle both these issues actively, as they result in many deafened people being denied access to our Programmes while, at the same time, they are not offered any alternative suitable intervention either.

Josephine and Peter attend an Intensive Rehabilitation Programme with their son and daughter. They meet five other deafened people, three of whom have also come with their family. Each of them is astounded to find others with similar worries and uncertainties and relieved to know they are not alone. The family as a whole appreciate the time-out from their daily preoccupations and find they have gained a new perspective. They begin to learn a new way of relating to each other and communicating on a day-to-day basis but most of all they realise that APHL is not the end of the line – simply the beginning of a new path. They join as members of LINK to ensure they remain in touch with others.

Personal Development courses

During 2007 we refined the content of our Personal Development Course for deafened people. It aims to enhance participants' confidence and their ability to self-manage with a specific focus on issues relating to hearing loss, delivered across a three-day format with two weeks between each day. It is led by trained volunteer tutors, of whom we trained 3 in 2007; during the year we delivered 4 courses. Participants report being much more confident that they can regain control over their lives, and more able to engage with relevant professionals. For many it was the first opportunity to speak about their experiences with others who felt a similar way.

We also worked closely with a new company called Balancing Act, which aims to give access to a range of alternative therapies to people with severe hearing loss. We have organised 6 one-day courses in collaboration with Balancing Act in 2008, which we hope will be attended by a total of 48 deafened participants. The objective of this course is to alleviate some of the stress related with a hearing loss and teach participants strategies to relieve stress once they have returned home.

Josephine enrolls on a Personal Development Course. There she meets another 9 deafened people, all of them, like her, keen to ensure that they get the best from the services and professionals around them – and aware that to do so, they need to become the 'expert' in managing their own condition and circumstances. They spend three sessions together learning how to avoid common pitfalls, and developing coping strategies that fit their individual needs. Josephine is by now confident to communicate with people again and excited to find so many other people whose interests overlap with her own. She and Peter attend the LINK Annual Convention in London, where they find themselves completely at home among old friends and new. She is ready to move out into the wider world of APHL and contribute to the emerging 'community' of deafened people. She makes enquiries about training as an Outreach Volunteer, so she can help others through their early days of APHL.

National and regional development

All LINK services are available to people living throughout the UK. Some, like the website, magazine and Helpdesk, are equally easy to access no matter where one lives; but others, like the Personal Development Courses and the Intensive Rehabilitation Programmes, have to be delivered in a particular place. We have been making strides to ensure that these localised services become more widely available, and that where appropriate they are adapted to local needs.

LINK England

LINK headquarters is located in Eastbourne, East Sussex, where the central administrative functions are delivered. We also have project activity taking place in three Regions of England, namely the North West, East Midlands, and South East. The majority of our support services are delivered across England as a whole.

By building up effective working relationships with local organisations and with other national organisations, we are working to ensure that deafened people get the right services for their local needs wherever they live in England.

LINK Scotland

LINK's Edinburgh office continues to thrive, staffed by our Scotland Manager and Assistant, LINK Scotland is ensuring that deafened people living in Scotland get more accessible and responsive support closer to their own homes.

We launched a major information campaign in the autumn aiming to raise awareness among deafened people and among professionals of the need for adequate communication support – and the woefully inadequate number of Language Service Professionals currently working in Scotland. This project is due to report its results early in 2008.

“It is so important to have a local flavour in an organisation that is geared to the interests of people across the entire country. People living in Scotland need a service that understands their needs and is adapted to their particular circumstances, just as people in any other part of the country want to know their service is adapted to their particular circumstances.” *Mary, LINK member from Perth*

LINK Wales

We have a small number of Outreach Volunteers in Wales and are working towards establishing a country base in the coming year. At present, deafened people living in Wales have to travel to other parts of the UK to access our specialist Intensive Programmes and other face-to-face services. We will be working with the Welsh Assembly to remedy this inequitable situation as one of our priorities next year.

LINK Northern Ireland

Only two LINK Outreach Volunteers live in Northern Ireland and, as in Wales, deafened people have to travel to other parts of the UK to access our services other than the Helpdesk and publications. We believe it is important that services in NI are delivered by local professionals and volunteers, and will be working towards this over the next two years.

ADMINISTRATION AND GOVERNANCE REPORT

Reference and administrative details

LINK is a charity governed by Trust Deed dated 12 September 1972. LINK is registered with the Charity Commission (No. 264809) and the Office of the Scottish Charity Regulator (No. SC037688).

Registered addresses for the charity and the names of Board Members, Patrons, Office Bearers and senior executive staff during 2007, together with addresses of principal advisers, are listed on page 20.

During the year, Margaret du Feu found it necessary to step down from the Board of Trustees due to pressure of work, but we are fortunate that she remains as our Specialist Mental Health Advisor. Also in 2007, our long-serving Treasurer John Carreck stepped down after almost 20 years' service. We are deeply indebted to him for his dedicated commitment during times that

have sometimes seen real financial challenge for the organisation. Robin Clarke took up the position of Treasurer in June, and we welcome him to the Board.

Structure, governance and management

Major decisions such as the strategic direction of the organisation, the approval of the annual budget and the appointment of senior personnel are the responsibility of the Board of Trustees. The Board met four times during 2007, one of these being an all-day planning meeting. New Trustees are elected by current members and serve for a period of three years after which they are eligible for re-election. They receive an Induction Pack containing formal documents about LINK and guides to the responsibilities of Trustees; they are encouraged to spend time at the charity's headquarters to become familiar with senior staff and the way in which the charity implements its vision and mission.

Responsibility for implementing the Board's decisions, controlling approved budgets and managing the Centre on a day-to-day basis rests with the Chief Executive who reports directly to the Board.

All Board members are encouraged to enhance their knowledge and skills as Trustees by attending training sessions, reading appropriate materials and keeping abreast of new developments. The Chief Executive, together with all staff, are similarly encouraged to develop relevant skills and knowledge.

The Board has a risk analysis process in place that is reviewed on an annual basis. Key risks are identified and prioritised in terms of their potential impact and probability of occurring. Recommendations are made for ways to mitigate these risks and senior management is charged with implementing these recommendations.

Financial review

The Statement of Financial Activities on page 15 details the income and expenditure of 2007.

Incoming resources totalled £517,220 compared with £729,818 in 2006. This large drop in income was primarily due to a significant fall in legacies to £14,687, compared with £175,555 in 2006. There was also a fall of £20,042 in donations, gifts and unrestricted grants compared with the previous year and a fall of £26,180 in rehabilitation and specialist support income.

Total expenditure rose from £598,047 in 2006 to £638,177 producing a deficit for the year of £120,957. During the second half of the year, it became apparent that we faced a significant deficit in financing our core operations, mainly as a result of our failure to secure two major grants we had expected. This and the drop in legacy income meant that our income rapidly declined in the second half of the year, with costs still rising.

To address this financial situation, we implemented a number of cost-saving actions towards the end of the year which included some staff reductions that took effect in January 2008. These staff and other cost reductions are expected to result in a break-even position in the early part of 2008, while we make strenuous efforts to increase unrestricted grant income as well as major project grants.

Acknowledgements

The Trustees acknowledge the continued help of many people and organisations that have assisted LINK, in particular the volunteers who deliver many of LINK's services. Without their support, LINK could not function.

We make a special mention of our distinguished Patrons, who have given freely of their time and expertise during the year. They are Kate Adie, the Lady Annaly, John Graham, Du'aine Ladejo, Pamela O'Cuneen, Esther Rantzen, Nigel Waterson MP and Sian Williams. Their public support and their work behind the scenes have made a real difference.

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF THE LINK CENTRE FOR DEAFENED PEOPLE

We have audited the accounts of The Link Centre for Deafened People for the year ended 31 December 2007 set out on the following pages. These accounts have been prepared in accordance with the accounting policies set out in note 1.

This report is made solely to the charity's trustees, as a body, in accordance with Section 43 of the Charities Act 1993. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

As described below, you are responsible as trustees for the preparation of accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). We have been appointed as auditors under section 43 of the Charities Act 1993 and report in accordance with regulations made under section 44 of that Act. Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the accounts give a true and fair view and are properly prepared in accordance with the Charities Act 1993. We also report to you if, in our opinion, the Trustees' Report is not consistent with the accounts, if the charity has not kept proper accounting records, or if we have not received all the information and explanations we require for our audit.

We read other information contained in the Trustees' Report and consider whether it is consistent with the audited accounts. We consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the accounts. Our responsibilities do not extend to any other information.

Statement of trustees' responsibilities

The trustees are responsible for preparing the accounts in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Law applicable to charities in England and Wales requires the trustees to prepare accounts for each financial year which give a true and fair view of the charity's financial activities during the year and of its financial position at the end of the year.

In preparing accounts giving a true and fair view, the trustees should follow best practice and:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards and statements of recommended practice have been followed, subject to any departures disclosed and explained in the accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping accounting records that disclose with reasonable accuracy the financial position of the charity and which enable them to ascertain the financial position of the charity and which enable them to ensure that the accounts comply with the Charities Act 1993 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Basis of opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the accounts. It also includes an assessment of the significant estimates and judgements made in the preparation of the accounts, and of whether the accounting policies are appropriate to the charity's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the accounts are free from material misstatement, whether caused by fraud or other irregularity or error. In

forming our opinion we also evaluated the overall adequacy of the presentation of information in the accounts.

Opinion

In our opinion:

- the accounts give a true and fair view in accordance with United Kingdom Generally Accepted Accounting Practice of the state of the charity's affairs as at 31 December 2007 and of its incoming resources and application of resources in the year then ended; and
- the accounts have been properly prepared in accordance with the Charities Act 1993.



Plummer Parsons

Chartered Accountants

Registered Auditor

18 Hyde Gardens

Eastbourne

East Sussex

BN21 4PT

Dated: 29 June 2008

Statement of Financial Activities for year ended 31 December 2007

	Note	Unrestricted Funds	Restricted Funds	Total Funds 2007	Total Funds 2006
		£	£	£	£
Incoming Resources					
Voluntary Income					
Donations, Gifts & Unrestricted Grants		28,679	-	28,679	48,721
Legacies		14,687	-	14,687	175,555
Investment Income	2	4,974	-	4,974	763
Sales of Literature & Sundry Income		11,922	-	11,922	9,659
Incoming Resources from Charitable Activities:					
Rehabilitation & Specialist Services		118,855	162,188	281,043	307,223
Information & Awareness		3,224	105,170	108,394	114,868
Community Development		3,216	40,402	43,617	47,349
National & Regional Development		794	23,109	23,903	25,680
Total Incoming Resources		186,351	330,869	517,220	729,818
Resources Expended					
Costs of Generating Funds – Fundraising		55,707	-	55,707	44,671
Net Incoming Resources Available for Charitable Application		130,644	330,869	461,513	685,147
Charitable Activities:					
Rehabilitation & Specialist Services		101,215	191,024	292,239	266,218
Information & Awareness		35,022	122,564	157,586	165,768
Community Development		33,194	45,557	78,751	75,860
National & Regional Development		19,834	25,235	45,069	39,266
Governance Costs		4,053	4,773	8,825	6,264
		193,317	389,153	582,470	553,376
Total Resources Expended	3,4	294,024	389,153	638,177	598,047
Surplus/(Deficit) for the Year		(62,674)	(58,284)	(120,957)	131,771
Balances brought Forward		291,149	86,783	377,932	246,161
Balances Carried Forward at End of Year		228,475	28,499	256,975	377,932

BALANCE SHEET AT 31 DECEMBER 2007

	Note	2007	2006 £
Fixed Assets			
Tangible Fixed Assets	8	229,680	231,637
Current Assets			
Debtors	9	6,957	45,954
Cash at Bank		51,308	130,008
Cash in Hand & Postage		422	653
		<u>58,687</u>	<u>176,615</u>
Current Liabilities			
Creditors – amounts falling due within one year	10	31,393	30,321
Bank Overdraft			-
		<u>31,393</u>	<u>30,321</u>
NET CURRENT ASSETS		<u>27,294</u>	<u>146,294</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>256,975</u>	<u>377,932</u>
Funds			
Contingency Reserve		50,000	50,000
General Fund		178,475	241,149
Unrestricted Funds		<u>228,475</u>	<u>291,149</u>
Restricted Funds	11	<u>28,499</u>	<u>86,783</u>
		<u>256,975</u>	<u>377,932</u>

The Financial Statements were approved by the Trustees on 29 June 2008 and are signed on their behalf by:



Mr A Meredith, Chairman



Mr R Clarke, Treasurer

The Notes numbered 1 – 11 form part of these Financial Statements.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2007**

1. ACCOUNTING POLICIES

1.1 BASIS OF ACCOUNTING

The financial statements have been prepared under the historical cost convention on an accrual basis except for freehold property, which has been included at revalued amounts and are in accordance with applicable accounting standards and the Statement of Recommended Practice 2005 'Accounting by Charities'.

The charity has taken advantage of the exemption in Financial Reporting Standard No. 1 from the requirement to produce a cashflow statement on the grounds that it qualifies as a small charity.

1.2 INCOME

Voluntary income and donations are accounted for as received by the charity. The income from fundraising ventures is shown gross, with the associated costs included in the costs of generating funds.

1.3 FIXED ASSETS AND DEPRECIATION

Prior to 1999 assets purchased to the value of £100 or more were capitalized. From 1999 only major purchases of assets to the value of £4,000 or more are capitalized; the remainder are written off to the appropriate expense heading in the year of purchase.

Depreciation is provided using the following rates and bases to reduce by annual instalments the cost of the tangible assets over their estimated useful lives:-

Freehold Building	2%	Straight line
Fixtures and office equipment	10%	Reducing balance

1.4 GRANTS

Grants are accounted for in the period in which they are received, unless stated to be for a certain period in which case the appropriate proportion is included as income

2. INVESTMENT INCOME

	2007	2006
Interest received -bank	4,939	763
HM Revenue & Customs	35	-
	<u>4,974</u>	<u>763</u>

3. TOTAL RESOURCES EXPENDED

This is stated after charging:

Interest payable: bank loans & overdrafts wholly repayable within five years

Auditors' remuneration:

Audit	2,703	2,697
Other services	766	660

4. ANALYSIS OF TOTAL RESOURCES EXPENDED

	Staff Costs	Volunteer Costs	Deprec - iation	Other	Total 2007	Total 2006
Costs of Generating Funds – Fundraising	52,275	-	-	3,432	55,707	44,671
Charitable Activities:						
Rehabilitation & Specialist Services	155,834	21,870	-	114,535	292,239	266,218
Information & Awareness	100,122	14,084	783	42,598	157,586	165,768
Community Development	52,861	3,580	783	21,527	78,751	75,860
National & Regional Development	25,624	2,395	391	16,659	45,069	39,266
Governance Costs	-	-	-	5,921	5,921	6,264
	<u>334,440</u>	<u>41,929</u>	<u>1,957</u>	<u>201,240</u>	<u>579,566</u>	<u>553,376</u>
Total Resources Expended	<u>386,715</u>	<u>41,929</u>	<u>1,957</u>	<u>204,672</u>	<u>635,273</u>	<u>598,047</u>

5. SUPPORT COSTS

	Management	Finance	Fund-raising	Information Systems	Human Resources	Total 2007	Total 2006
Fundraising	-	-	55,707	-	-	55,707	44,671
Rehab & Specialist Services	182	5,331	-	1,172	232	6,917	27,121
Information & Awareness	20,126	10,069	-	1,172	438	31,805	39,770
Community Development	20,085	8,885	-	1,172	387	30,529	26,962
National & Regional Development	10,073	5,331	-	2,344	232	17,980	17,741
	<u>50,466</u>	<u>29,615</u>	<u>55,707</u>	<u>5,861</u>	<u>1,289</u>	<u>142,938</u>	<u>156,265</u>

The total support cost of £142,938 is apportioned on the basis of effort spent on each charitable activity. Direct support costs relating to projects are charged directly to the projects to which they relate where appropriate and possible.

6. EMPLOYEES

	<u>2007</u>	<u>2006</u>
Staff costs consist of:		
Salaries	324,868	269,449
Employer's National Insurance	29,018	24,068
Staff accommodation, travel & subsistence	13,793	16,655
Staff recruitment and induction	4,499	10,712
Staff Training	11,282	17,416
Redundancy costs	3,255	0
	<u>386,715</u>	<u>338,300</u>

There were no temporary or agency staff employed during 2007 (2006 – none). Line management income, which was included in grants and which includes costs other than salaries, has been recovered against employment costs.

	<u>2007</u>	<u>2006</u>
The average monthly number of employees during the year was made up as follows:		
Charitable & administrative	18	13

There were no employees earning £60,000 or more.

7. TRUSTEES' REMUNERATION

None of the Board of Trustees receive any remuneration this year or last year. During the year seven Trustees (2006: seven) received reimbursement of non-private travel and subsistence expenditure amounting to £876 (2006: £738).

A trustees' indemnity insurance premium of £1,013 was paid during the year (2006 £1,013)

8. TANGIBLE ASSETS

	Fixtures & Office Equipment	Freehold Building	Freehold Land	Total
Cost or Valuation as at 1 January 2007	11,929	69,000	161,000	241,929
As at 31 December 2007	<u>11,929</u>	<u>69,000</u>	<u>161,000</u>	<u>241,929</u>
Depreciation as at 1 January 2007	6,151	4,140	-	10,291
Charge for the Year	578	1,380	-	1,958
As at 31 December 2007	<u>6,729</u>	<u>5,520</u>	<u>-</u>	<u>12,249</u>
Net book value at 31 December 2007	<u>5,200</u>	<u>63,480</u>	<u>161,000</u>	<u>229,680</u>
Net book value at 31 December 2006	<u>5,778</u>	<u>64,860</u>	<u>161,000</u>	<u>231,638</u>

The tangible fixed assets are entirely unrestricted in the use except for the Freehold land and buildings which are held by Barclays Bank as security for overdraft facilities of £100,000.

9. DEBTORS

	<u>2007</u>	<u>2006</u>
Trade Debtors	4,957	24,020
Other debtors	2,000	1,531
Prepayments and other accrued income	-	20,403
	<u>6,957</u>	<u>45,954</u>

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	<u>2007</u>	<u>2006</u>
Trade creditors	14,789	23,376
Bank loans & overdrafts	7,349	-
Other taxes & social security costs	6,350	4,718
Accruals	2,904	2,227
	<u>31,393</u>	<u>30,321</u>

11. RESTRICTED FUNDS

Name	Balance at 1 January 2007	Incoming Resources	Expenditure, gains, losses & transfers	Balance at 31 December 2007
Deafened Awareness Project	15,005	82,061	92,811	4,255
Intensive Programmes	1,398	-	2,038	(640)
North-West Community Development	30,365	86,463	103,261	13,567
PACES	-	-	5,589	(5,589)
Scottish Development	25,897	92,436	101,584	16,749
SEROV	14,118	69,909	83,870	157
Grand Total	<u>86,783</u>	<u>330,869</u>	<u>389,152</u>	<u>28,499</u>

These restricted funds supported the main charitable activities of the organisation as illustrated in the Statement of Financial Activities.

Restricted funds are represented by bank deposits of £28,499.

PERSONNEL AND ADVISORS

Trustees:	Andrew Meredith, FRCS DLO (Chair) John R Carreck, FCA (Treasurer) (to 30 June) Ronnie Bourne Mary Colato Margaret Du Feu, MA MB BS MRCPsych (to 30 March)	Robin Clarke (Treasurer) (from 1 July) Ruth Holmes Stephen Lloyd Nigel Williams
Vice President:	Stewart Simpson, OBE	
Patrons:	Kate Adie, OBE The Lady Annaly John Graham, FRCS Du'aine Ladejo	Pamela O'Cuneen Esther Rantzen, CBE Nigel Waterson, MP Sian Williams
Chief Executive:	Lorraine Gailey, BSSc, PhD, Dip CCS, Reg MRCSLT	

Registered Main Office	The LINK Centre for Deafened People 19 Hartfield Road EASTBOURNE East Sussex BN21 2AR	Charity No. 264809 Tel: 01323 638230 (voice) 01323 739998 (text)	Fax: 01323 642968 E-mail: info@linkdp.org Website: www.linkdp.org
Scotland Office	The Eric Liddell Centre 15 Morningside Road EDINBURGH EH10 4DP	Charity No. SC037688 Tel: 0131 447 9420 E-mail: Scotland@linkdp.org	Website: www.linkdp.org

Principal professional advisors			
Auditors	Plummer Parsons Chartered Accountants 18 Hyde Gardens Eastbourne East Sussex BN21 4PT	Bankers	Barclays Bank plc 63/67 Terminus Road Eastbourne East Sussex BN21 3PQ
		Solicitors	Mayo Wynne Baxter 20 Gildredge Road Eastbourne East Sussex BN21 4RP