Impact Report 2015

Supporting people who are deaf, hard of hearing, visually impaired or have a dual sensory loss.

A charity promoting choice and independence
THERE IS NO doubt we are operating in a difficult environment and the changes taking place in our sector generally are causing us some difficulty in funding future charitable operations. Whilst we continue to seek commissioning opportunities that align with our skills and expertise, we also have to adapt our service models so that vulnerable and disadvantaged people are not left without the vital support they need, much of which is unfunded.

As always, we know we need to do more, but over the past year, we have successfully developed new initiatives and programmes that are having a positive impact on the lives of people accessing our services.

For example, our Sports & Youth programme has supported 294 young people who are now regularly participating in sporting and recreational activities in their communications of choice. This is a real breakthrough and is providing opportunities, sometimes for the first time, for people to feel socially included, which is having a really positive impact on their health, fitness and self-esteem. As one mother recently said:

*My son’s confidence has grown, he is more accepting of his deafness and he can relax because it’s his environment. For a small part of the week, he doesn’t have to exert all his energy coping in a ‘hearing’ world.*

Another success is our employment service which offers employment, training and support to help deaf people get back to work. With 1 in 4 deaf people out of work and facing lifetime barriers to employment, the demand for this service continues unabated and there is still much to do. Over the past year, 25 deaf people have found employment or apprenticeships through our service with a further 70 accessing education, training or volunteering, which is really encouraging.

BID Services continues to seek additional funding to enable it to do more to reduce the isolation and loneliness felt by older men and women with a sensory impairment, which can have a devastating effect on their health and wellbeing. Because of the barriers they face, most are unable to access mainstream services or support groups, resulting in high levels of isolation and loneliness. We aim to create more socialisation opportunities to support this vulnerable group and to develop a range of information and advice that helps them lead happier, healthier lives.

With some local authorities moving away from funding statutory advice services, we are keen to expand our existing Information & Advice service into a full sensory family information service, providing information on a range of subjects, such as childcare, support groups, education, health and social care, to those needing additional communications support.

I couldn’t end without saying a heartfelt thank-you to all of our supporters; our generous funders, donors, volunteers, professional partners and local authorities who have helped us achieve what we did. With the commitment and dedication of BID’s brilliant and hard-working teams, we have made a difference to the lives of 6,445 adults, children and young people.
Who we are

BID Services is a charity. We work in partnership with children, young people and adults and their families and carers. We support people who are deaf, hard of hearing, visually impaired or have a dual sensory loss.

Our mission:
To make a positive difference to the people we support by providing innovative services that empower people to control their own lives.

BID’S SPECIALIST SERVICE areas include Advocacy, Employment, British Sign Language Interpreting and Training, Rehabilitation and Mobility Training, Specialist Equipment, Residential Care, Social Work, Support for Tinnitus and Housing Related Services. Our work is funded through fees from local authority contracts, grants, individual funders, legacies and fundraising activities.

Our sister organisation, the Deaf Cultural Centre is the UK’s first Deaf Cultural Centre supporting a range of community and art activities, as well as providing high quality conference, meeting and serviced office space, through our social enterprise brand ‘The Signing Tree’.
Our core values:

Our mission and values have been created around the needs of our clients and are at the heart of our interactions with the people we support.

INNOVATION We push boundaries, look to improve services and bring in new innovative ideas that will inspire people to take control and lead happy, independent lives.

PROFESSIONAL Our expert staff are highly trained and will go above and beyond to ensure our clients receive the support they specifically need.

QUALITY Everyone is an individual; our services are always carefully tailored to personal needs and experiences so that we can give quality support to those who need it.

CARING Our expert team is friendly, approachable and, above all, caring. No matter how big or small a client’s needs, our teams are here to help.
What we want to achieve

Provide sports, youth and family services to support the development of children, young people and adults.

**PEOPLE WITH A sensory impairment** should have opportunities to grow and develop with their peers in a friendly environment where there are no barriers to participation. We want to expand our sports and youth service to provide a community based service incorporating sports, youth activities, information provision and support for families including those with complex disabilities.

From the work that we do, we know that services which exist for primary and secondary school age children and their families are either capacity-limited or non-existent.

**Our aims:**

We want to achieve the following...

- Create a sustainable future for sports activities which does not rely on funding
- Provide access to social activities
- Offer an apprenticeship programme, with support and training provided by positive role models
- Recruit volunteers who can be trained and supported to assist and deliver sports activities
- Develop a family information service, offering information and advice on a range of subjects such as childcare, play therapy, support groups, education, health and social care.
Meet Charlie...

8 YEAR OLD Charlie has autism and is registered as severely sight impaired. Charlie was struggling in social environments and the family felt limited in terms of what they could do to ensure he had access to the right socialisation opportunities.

Through BID’s ‘Chance to Meet’ service, which supports families with a sensory loss in Lincolnshire, Charlie is able to access a range of social activities, such as bowling, the cinema and the beach, which has increased his confidence.

Charlie’s younger brother Archie has also benefited as he is able to see there are other children like his big brother so he doesn’t feel so different. The whole family now regularly attend Chance to Meet events, which allows them to spend time with their other sons too, knowing that Charlie’s needs are being taken care of.

Charlie’s Mum says:

*It’s nice to go to Chance to Meet events because Charlie is able to meet other children with a visual impairment who understand what it’s like. For our family, it has been really important and beneficial too, as Charlie is able to do activities that suit his needs, in places where he feels comfortable. His brother Archie can also see he’s not the only one with a brother that’s a little different.*
What we want to achieve

THE SERVICE AIMS to provide a sustainable pathway to employment to ensure deaf people can access training, get work experience, and improve their employability and life skills, giving them better chances in life. We would like to build on this success and provide even more services to get people back into employment, training or education.

Our aims:

We want to achieve the following...

- Link with more employers and stakeholders so we can offer more placements and job opportunities
- Deliver Deaf Awareness training, educate on Access to Work and the benefits of employing deaf people, to at least 50 employers per year
- Work with local colleges to provide specialist IT, literacy and numeracy to our clients
- Widen participation so more deaf and hard of hearing people can access the service
- Increase the confidence, self-esteem and aspirations of the clients we work with.
Say hello to Wycliffe...

Wycliffe suffered some hearing loss in his adult life then acquired a visual impairment. He had a passion for cooking and studied for a professional qualification. When we met Wycliffe, he had attended a lot of interviews but felt he was being turned down because of his disabilities.

What Wycliffe says:

“When I first came to BID’s Employment Service my confidence was a bit low as I had been applying for jobs and not getting them. I got loads of support from the team who helped me so much. They helped me to practice my interview skills and to improve my job applications. We also did mock interviews which was useful.

“I was told about a job at The Signing Tree, working in the kitchen, so I went for the interview and I got the job! This job really built my confidence and two years on, I felt I was ready to take on any challenge. I have just got a job at a 4 star hotel in Birmingham, where I am hoping to learn more, especially how to make international dishes and desserts. The support I got from the Employment team was great and I just want to say thanks to everyone for helping me achieve my goals.”
What we’ve already achieved

6,445 people were supported through our services.

450 clients supported our social enterprise business The Signing Tree Conference Centre helping us fund new services and support.

500 older deaf people reduced their loneliness and isolation by attending our weekly social events programme.

52 dedicated volunteers were recruited who donated 2,069 hours of their time.

95 deaf people were supported through our employment programme which resulted in 25 people getting a job or an apprenticeship.

We worked with UK Council on Deafness and lobbied Government to ensure deaf people have the communication support they need to carry on with their jobs.

294 deaf people were supported through our sports and actives programme.

We hosted a firewalk fundraiser and raised over £2,500 to support community events.

We hosted a Health and Wellbeing Day for deaf and hard of hearing people, with the Macmillan bus using British Sign Language interpreters for the first time.

Post-it note: We launched our appeal Would you like to learn you had cancer on a to help deaf people get the right access to information about their health.

We published a guide Working with Deaf People in a Health Setting providing information and advice on how to communicate with deaf people in a medical setting.

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294 deaf people were supported through our sports and actives programme.
94 people engaged in our activities programme.

6,445 people were supported through our services.

50 older deaf people reduced their loneliness and isolation by attending our weekly social events programme.

52 dedicated volunteers were recruited who donated 450 hours of their time.

2,069 clients supported our social enterprise business The Signing Tree Conference Centre helping us fund new services and support.

We published a Guide to Working with Deaf People in a Health Setting providing information and advice on how to communicate with deaf people in a medical setting.

£2,500 was donated to support community events.

We hosted a firewalk fundraiser and raised over £2,500 to support community events.

10,637 is the number of times our Communications team provided interpreting and communications support.

198 visually impaired people undertook rehabilitation & mobility training.

What we’ve already achieved

94 people engaged in our activities programme.

6,445 people were supported through our services.

50 older deaf people reduced their loneliness and isolation by attending our weekly social events programme.

13 young people were offered work-based placements or apprenticeships.

We launched our appeal Would you like to learn you had cancer on a Post-it note to help deaf people get the right access to information about their health.

We published a Guide to Working with Deaf People in a Health Setting providing information and advice on how to communicate with deaf people in a medical setting.

1,306 Visual Impairment Assessments were carried out.

We hosted a Health and wellbeing event for deaf and hard of hearing people, with the Macmillan bus using British Sign Language interpreters for the first time.

660 young people were offered work-based placements or apprenticeships.

10,637 is the number of times our Communications team provided interpreting and communications support.
What we want to achieve

Provide better access to health information – no-one should be told they have cancer on a Post-it note.

DEAF PEOPLE AND those with a dual sensory loss do not have the same access to health information as their hearing peers. They are frequently excluded from decisions about their health care and often face barriers in terms of communication, lack of deaf awareness and general negative attitudes.

In this internet enabled world of connectivity, it’s not right that over 45% of deaf people still have to walk into their surgery to make an appointment because of a lack of other ways to do it. We want to close the gap in health inequality by offering vital information & communications support to deaf people accessing health pathways.

Our aims:

We want to achieve the following...

- Expand our Information, Advice & Guidance Service to include information relating to healthcare
- Campaign wherever we can to ensure deaf people have the communications support they need such as a skilled, qualified sign language interpreter at every appointment
- Increase Deaf awareness amongst health professionals, in particular cancer specialists
- Provide British Sign Language and communications tactics training to frontline health and social care staff.
Meet Gwen...

GWEN IS A profoundly deaf sign language user. When she was diagnosed with cancer, she did not have access to the communications support she needed, which made her feel excluded from decisions around her care and medical treatment. Gwen was told she had cancer on a Post-it note by a healthcare professional.

In Gwen’s words:

“I felt there was something strange when I was in bed and turned over. It was like there was a hard pea under my breast. I went to the doctor and got referred to the hospital. At the hospital I waited for the interpreter but no-one came. After two hours of waiting, the nurse asked me if I wanted to move the appointment or if I wanted to have the appointment now. I said I wanted to do it now. I had my consultation with no interpreter present, and then waited on my own for the results.

“When I was called back in, the nurse pointed to my chest, and said “you have a lump”. I looked over to the table in front of me and saw a Post-it note that said “you have cancer”. I was in shock and thought “oh my goodness”. I was so emotional that I had to leave the room.”
What we want to achieve

Provide more services to older people who often feel lonely and isolated.

**WE WANT TO give older vulnerable people with a sensory loss more opportunities to live independently, participate in an active social life, improve their emotional well-being and ensure they have the information they need to live a healthier life**

**Our aims:**

We want to achieve the following...

- Support greater companionship by setting up community events where older people can meet and socialise
- Reduce isolation by funding additional days out
- Recruit volunteers to offer a befriending & support service to elders in their home
- Train volunteers to provide health information, such as advice on nutrition
- Offer information and advice on how to stay healthy
- Provide emotional support.
Meet Audriana...

93 YEAR OLD Audriana has age related macular degeneration in one eye and no sight at all in her other eye. Audriane is a keen cook but was experiencing difficulty with the dials and controls on her new cooker. She also had issues with overfilling and spillage when pouring liquids.

As an avid writer, she also enjoyed studying but was no longer able to write legibly as her eyes became very tired quickly and blurry after short spells of reading or watching the television. Following a visual assessment, suitable magnifiers were identified.

When outside Audriana is always escorted and this, together with her limited mobility, was causing her to feel depressed. She could see no future for herself since her sight loss. With advice, equipment and ongoing emotional support from BID’s Northumberland team, she now feels enabled and ready to move on and continue with a quality lifestyle.

In Audriana’s words:

I was feeling extremely depressed about the loss of my sight and its implications. I was starting to feel that the quicker my life ended, the better it would be for everyone. Your kind words and advice, along with the wonderful aids you gave me, has changed my attitude. I am now looking forward to my future with my dear caring husband. Thank you with all my heart.
A passion for communications

We’ve provided communications support 10,484 times in the past year.

Our mission:
Our team covers meetings, medical appointments, conferences, workshops, job interviews, religious services, access to work, education and much more.

BUT COVERING SUCH a diverse range of appointments is just part of our communications story.

Our team really care about each appointment and they often advocate on behalf of our clients to ensure they have appropriate communications support.

We also volunteer to support youth club activities and frequently liaise with hospital staff on behalf of clients to ensure interpreters are booked.

We have one of the largest team of in-house interpreters in the country and work hard to match our client’s needs with the most appropriate communications professional.

“Interpreting was excellent, very professional and helpful. Communicated well.”
Birmingham City Council

“Thanks, great as always.”
Medical Centre, Podiatry

“Lovely appointment, very relaxed. Excellent communication between patient in BSL and myself.”
Walsall Manor Hospital

“Excellent interpreting.”
Birmingham Dental Hospital
The Signing Tree

We have hosted over 450 meetings and events during the past year.

Our mission:
The Social Enterprise gem, located within the Deaf Cultural Centre, offers high-quality conference and meeting spaces, as well as an onsite culture café.

OVER THE PAST year, our clients held over 450 meetings and events here. We invest profits back into the charity to help create more services, such as employment support, accessible sports programmes and reducing isolation and loneliness for older people.

The Deaf Cultural Centre is home to a wide range of community and cultural activities, including deaf arts, youth and sports projects. Our lively café is at the heart of daily life for regular users of the centre, who meet up for a cuppa or stop by for breakfast or lunch.

“Staff here are brilliant and always make any meeting a pleasant experience. Please thank them for a lovely lunch.”

“Friendly and warm environment to be in, a good community spirit and helpful staff.”

“As a training provider the food and environment are really important. We have had really good feedback from participants who enjoyed the course and the surroundings. You all work hard to ensure that everyone is happy – and it works.”
### Financial outlook 2014-15

#### Income

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<tbody>
<tr>
<td>Donations, Gifts, Legacies &amp; Grants</td>
<td>204,923</td>
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<td>Contract Services</td>
<td>4,716,856</td>
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<td>Investments</td>
<td>34,766</td>
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<tr>
<td>Trading</td>
<td>165,167</td>
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<td><strong>Total</strong></td>
<td><strong>5,121,712</strong></td>
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#### Expenditure

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<tbody>
<tr>
<td>Costs of generating voluntary income</td>
<td>63,500</td>
</tr>
<tr>
<td>Charitable activities</td>
<td>4,828,819</td>
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<tr>
<td>Commercial trading operations</td>
<td>137,560</td>
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<tr>
<td>Governance costs</td>
<td>65,352</td>
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<tr>
<td>Other resources expended incl. interest &amp; other finance costs</td>
<td>191,041</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>5,286,272</strong></td>
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#### Fixed Assets

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<tr>
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<tbody>
<tr>
<td>£</td>
<td>£</td>
<td>£</td>
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<tr>
<td>Tangible assets</td>
<td>4,693,402</td>
<td>4,811,619</td>
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<tr>
<td>Investments</td>
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<td>–</td>
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<tr>
<td><strong>Total</strong></td>
<td>4,693,402</td>
<td>4,693,402</td>
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#### Current Assets

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<tr>
<th></th>
<th>Current Year</th>
<th>Prior Year</th>
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<tbody>
<tr>
<td>£</td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Stocks</td>
<td>8,072</td>
<td>2,858</td>
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<tr>
<td>Debtors</td>
<td>768,289</td>
<td>1,027,181</td>
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<tr>
<td>Cash at bank and in hand</td>
<td>1,368,962</td>
<td>1,377,202</td>
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<tr>
<td><strong>Net Current Assets</strong></td>
<td><strong>2,145,323</strong></td>
<td><strong>2,407,241</strong></td>
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#### Creditors

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<tr>
<th></th>
<th>Current Year</th>
<th>Prior Year</th>
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<tbody>
<tr>
<td>Amounts falling due within one year</td>
<td>(369,587)</td>
<td>(512,926)</td>
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<tr>
<td><strong>Net Current Assets</strong></td>
<td>1,775,736</td>
<td>1,894,315</td>
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<tr>
<td>£</td>
<td>£</td>
<td>£</td>
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<tr>
<td>Total assets less current liabilities</td>
<td>6,469,138</td>
<td>6,705,934</td>
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<tr>
<td>Creditors: amounts falling due in more than one year</td>
<td>(123,375)</td>
<td>(167,611)</td>
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<tr>
<td><strong>Net assets excluding pension scheme liability</strong></td>
<td>6,345,763</td>
<td>6,538,323</td>
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<tr>
<td>Defined benefit pension scheme liability</td>
<td>(266,000)</td>
<td>(262,000)</td>
</tr>
<tr>
<td><strong>Net Assets</strong></td>
<td>6,079,763</td>
<td>6,276,323</td>
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#### Reserves

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<thead>
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<th>Prior Year</th>
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<tbody>
<tr>
<td>£</td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Unrestricted Funds</td>
<td>2,103,737</td>
<td>2,695,996</td>
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<tr>
<td>Pension Fund</td>
<td>(266,000)</td>
<td>(262,000)</td>
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<tr>
<td>Designated Funds</td>
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<td>Restricted Funds</td>
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<td>355,009</td>
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<tr>
<td><strong>Reserves</strong></td>
<td><strong>6,079,763</strong></td>
<td><strong>6,276,323</strong></td>
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Acknowledgements

We couldn’t have achieved what we did without the very generous support from so many people, organisations, commissioners and trusts. We would like to give special thanks to:

Big Lottery – Awards for all
Big Lottery – Reaching Communities
Sport England
Macmillan
Children in Need
Community Foundation for Leeds – Ideas that Change Lives
Centro
Pertemps
Criffel Trust
HSBC Trust
Milton Keynes Community Foundation
Arts Council
The Late Joan Mary Whitehouse
Bessie Whitehouse
West Bromwich Building Society
Bourne, Jaffa & Co.