

**Annual Report**  
**Accessible English Summary**

For the year 01/10/2018 – 30/09/2019

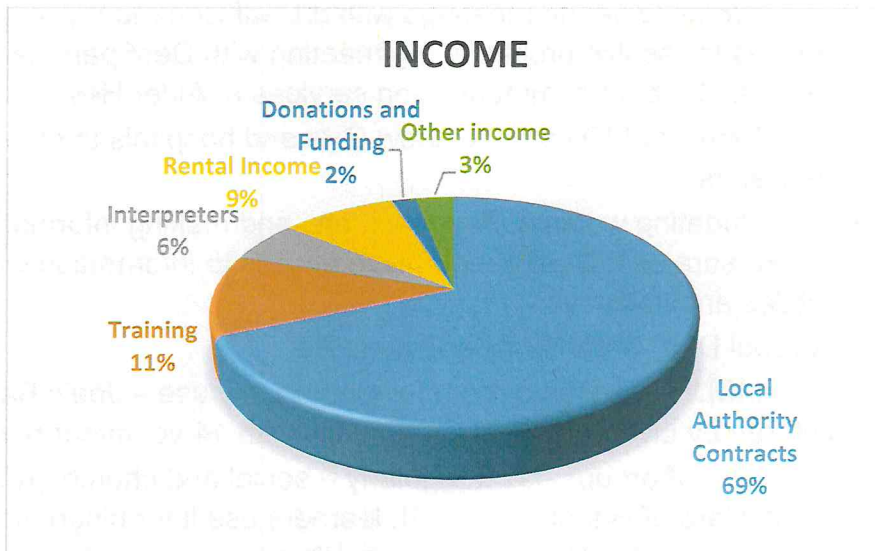
- **Mission statement** – what we aim to do at MSDP
  - A. MSDP working in partnerships, bringing together Deaf\* and hearing communities to create more accessible services. (\*Deaf means Deaf, deaf, Hard of Hearing and Deaf-Blind)
  
- **Values** – how we will treat staff, d/Deaf community, and people we work with outside MSDP
  - A. Equality (we will treat people equally no matter who they are)
  - B. Communication (we will communicate well so people know what is happening)
  - C. Trust (we will act so people can trust us)
  - D. Respect (we will treat all people with respect)
  - E. Quality (we will provide a good quality service)
  - F. Sustainability (we will make decisions based on how we can keep things going)
  
- **Chair's letter** – Bob Davies is Chair of MSDP board of trustees - Summary report on the main things that happened in 2018-2019
  - A. Changes
    - 1. Wirral – Grange Road West sold, staff office moved to Matrix House, d/Deaf community groups moved to Welcome Centre and then The Laurie's. In 2020 we will be looking to buy a new building to establish a new Deaf centre on the Wirral.
    - 2. CEO and previous chair have left, and trustees and management working in partnership have made sure everything carries on and is working well
  - B. Achievements
    - 1. Liverpool Council contract won by MSDP for 5 years
    - 2. Wirral contract extension until September 2020 (and we will be bidding for a new contract when the time comes)
    - 3. Training and Development team – provides Deaf awareness training and BSL teaching to organisations and individuals.
    - 4. Review/assessor role in both Liverpool and Wirral to improve duty sessions.
    - 5. Improved finance systems, developed business plan and business continuity plan
  - C. Plans for future
    - 1. More publicity about MSDP so more people know about our BSL and Deaf awareness training
    - 2. More partnerships with other organisations and more consultations with d/Deaf community so we work together with other people.

3. More use of technology and the internet to help improve provision of accessible information for the d/Deaf community in BSL and videos with subtitles.
  4. New building for MSDP on the Wirral.
- **Governance** - who is in charge and how do we make decisions about how the charity is run
    - A. The constitution (also called Memorandum of association) tells us how charity is to be run. The current document is from March 2017 when the board and d/Deaf community voted at an AGM to accept it.
    - B. There is a board of trustees who are in charge and work with managers to make sure everything runs smoothly.
      1. In October 2018 there were 7 trustees. Between October 2018 and September 2019 four trustees left the board (Louise Reecejones, Andy McLoughlin, Kathie Hare-Cockburn and Sandra Scott) and one new trustee joined (Andy Goodwin). The trustees that stayed the same are Bob Davies (Chair), Barry Avison (treasurer) and Hannah Lewis.
      2. We are currently actively looking for new trustees to make the board bigger. We are looking for people with the right skills and experience who can help the board with running MSDP. Especially we look for people with experience of d/Deaf issues e.g. d/Deaf themselves, family members who are d/Deaf or professionals working with d/Deaf people.
      3. Possible trustees are asked to fill in a form explaining why they want to be a trustee and what their experience is. Then they meet a board member and manager to talk about what is involved and so we can get to know them and they get to know us a bit better. Then the board votes on whether they should be invited to join or not. We work hard to try and get the right people who can help MSDP achieve its objectives.
      4. We encourage trustees to take the opportunity to get to know staff and d/Deaf community and to get any necessary training.
    - C. We also have a patron – Lord Salisbury. He is not actively involved at the moment, but we hope to get him more involved in future.
  - **Achievements and performance in 2018-2019**
    - A. Premises (buildings)
      1. Queens drive – new building 2017 – well used, rent space to outside groups (when we don't need it) to help raise funds for paying bills, maintenance and repairs.
      2. Wirral – Grange Road West sold because it does not meet needs of charity. Looking for a new building for Deaf centre, but at the moment staff and community in temporary locations.

- B. Training and Communication department
1. Manager and tutor Stephen McKenna and tutor Ian Cockburn supported by administrator Jan Green. Hope to recruit a new tutor.
  2. 270 students learn levels 1, 2 and 3 with good pass rates
  3. Level 6 BSL and level 6 interpreting started February 2019 for first time. Not yet finished,
  4. Deaf awareness courses delivered to different groups e.g. Morecrofts Solicitors and City of Liverpool College as well as medical students at University of Liverpool.
  5. Also interpreting booking service is growing and tries to be flexible to meet needs of d/Deaf community.
  6. Thank you to everyone who has supported training team.
- C. Community Support Services department
1. Dawn Dignam (manager) and 8 support workers covering Liverpool, Wirral and Sefton
  2. Also – new this year – Mark Hart and Adam Brennan – Duty officers in Liverpool and on the Wirral. Deaf community value being able to drop in and see duty officer. We provided duty before but it was different people every week, now it is same people which the d/Deaf community have told us they like.
  3. Sefton duty in Southport Deaf Centre and Crosby Library – also attending Southport Deaf Centre open day to advertise MSDP and support Southport d/Deaf Community to improve their access to the Little Theatre.
  4. Have recruited more bank staff – and are still looking because more people asking for support services.
  5. Coffee morning on a Thursday which started July 2018 – Lyn Ealey and Sue Maine run it. Lots of different activities and information sharing.
  6. More Deaf awareness with different groups related to health and welfare.
- D. Environmental Aids department
1. Assesses clients' needs and install equipment to support people to remain independent in their home in Liverpool and the Wirral.
  2. Manager Jeanette Tiernan, two technical officers (Chris Hopwood and Glen Cockburn) and two admin support staff (Georgia and Chanelle).
  3. In Liverpool 207 assessments, 278 pieces of equipment supplied and 153 repaired.
  4. In Wirral 152 assessments, 245 pieces of equipment supplied and 265 repaired.

- E. Deaf Community Liaison
  - 1. Janice Connolly role
  - 2. Works to set up meetings with d/Deaf Community and outside agencies to resolve problems e.g meeting with Deaf parents and healthwatch about communication services at Alder Hey.
  - 3. New Deaf ID cards to show GPs and hospitals to say need BSL interpreters.
  - 4. Updating website, Facebook etc. and making information videos to make sure all d/Deaf people have access to information with BSL, subtitles and voiceover.
- F. Liverpool Deaf Community and Joes Bar
  - 1. MSDP provides a room for Community use – Joe’s Bar – funds itself, run by Liverpool Deaf Community with 14 volunteer bar staff.
  - 2. Lots of groups use it regularly – social and church groups, d/Deaf, Hard of Hearing and BSL learners use it for bingo, social chat, football or practise BSL. Also a bagpipe group for practise.
  - 3. One off visits e.g. North West Deaf Sports Society and other Deaf clubs.
  - 4. Community and Bar help raise funds for the work of MSDP.
- G. Wirral Deaf Community
  - 1. Big thing this year move out of Grange Road West to Welcome Centre in May 2018 then in October 2019 moved to The Laurie’s centre.
  - 2. Community consultations in September 2019 to keep members informed of what is happening with GRW and hear what they would like in the future.
  - 3. New Wirral Deaf Community committee set up to organise community activities, supported by Liverpool Deaf Community.
- H. Fundraising activities
  - 1. Christmas and Summer Fayres
  - 2. Donations from Liverpool Deaf Community (from membership fees and gala ball) and Wirral Hard of Hearing club.
  - 3. Abseil, Signing Choir, Bike Ride
  - 4. Donations from outside groups e.g schools, clients, legacies.
  - 5. MSDP is very grateful to everyone who has helped fundraise through sponsored activities, donations, and other activities. Every penny helps.

- **Financial overview and annual accounts**
  1. Income – see chart for where MSDP receives money from



Other income is

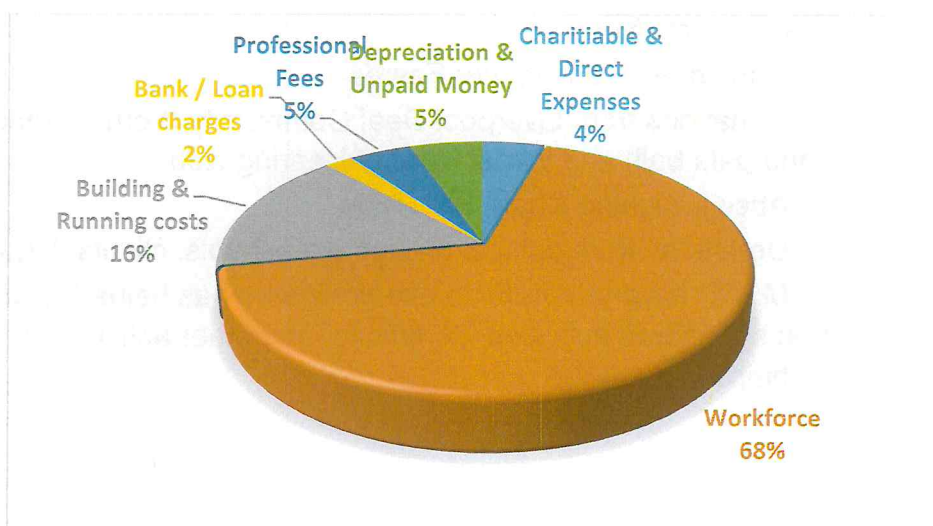
- DVD translation
- Bank interest received
- Battery sales

The total income for this financial year is £981,004 which has increased by £96,787 from the previous year.

This increase is due to additional training courses, interpreter bookings and room hire.

MSDP were also successful in winning funding bids for sign language training for families of deaf people.

2. Expenditure – see chart for how MSDP spend money



Charitable/Direct expenses

- Fundraising costs

- Exam fees
- Equipment

Workforce

- Employees
- Bank staff
- Freelance interpreters

Professional Fees

- Accountants
- Solicitors
- HR

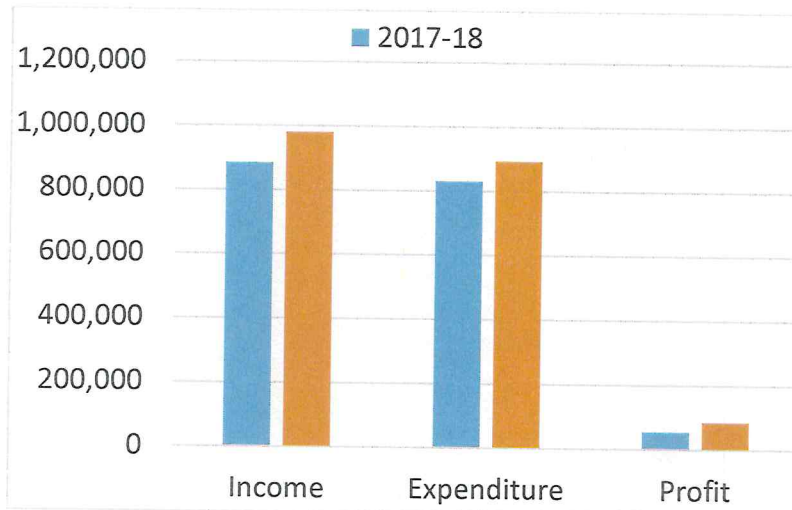
Depreciation & Unpaid monies:

- Reduction in the value of an asset
- Unpaid money that is owed and not collectable.

The total expenses for this financial year are £894,067 this has increased by £64,248 from the previous year.

The increase in costs is due to the installation of solar panels, more students taking exams, building maintenance, update of website, technology upgrades and set up costs for the new Wirral locations

3. Profits –



Profit is the surplus left from revenue after paying all costs.

**2017-2018 – Prior Year**

Income	£884,217
Expenditure	£829,819
Profit	£54,398

**2018-2019**

Income	£981,004
Expenditure	£894,067
Profit	£86,937

