

# ANNUAL REPORT

Deaflink North East

2017/2018

## Chairs Comments - Jo Nicolls

These times are challenging for almost anyone who uses statutory services. We have austerity, cutbacks and reducing resources which all impact on meeting people's needs. It is rare that people think about the needs of D/deaf people in their service delivery, the most common example '*ring this number to book an appointment*'. Contracts are given to organisations based on value for money without seeing the additional costs to fix things when they get it wrong. We see this a lot within the deaf community around interpreting agencies not only in the North East but nationally too. When they get it wrong this affects Deaf peoples lives.

### Where to get help?

It's hard to know where to go within the council for information and support, choosing the best school for your child. At Deaflink, we try to do the best we can by bridging some gaps to ensure deaf people do not fall through the 'net' and get overlooked. It is at times like this when working in partnership is so important, sharing information so that the limited funds can be directed to the place of most need.

I thank all the staff, volunteers and Trustees who give their time to ensure the quality of deaf people's lives matters. .



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"I am really enjoyed to help as CAG member. I had learn new things from them, make me more confident and meet new face."

- Mairhi Rautenbach  
(volunteer)
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Fun at the Forum

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Damien Hirst's 'Heaven' at the Great North Exhibition

## Hard of Hearing project

The Hard of Hearing (HOH) project has continued to develop from strength to strength and is currently funded by the Community Foundation. The basis of this funding is to provide a range of support groups, engagement opportunities and one to one support to encourage those that are hard of hearing to use equipment and technology to support their communication needs.

We recognise that it is also vitally important that social opportunities are available for those that are hard of hearing which include communication aids such as the LOOP or speech to text. In addition to a range of interesting speakers attending the SHHH group, lip reading and support sessions have been established along with a Tinnitus Support Group. Group social activities are also a regular feature of the project and there have been several informal coffee mornings at the Mile Castle, along with a museum visit as part of the Great North Exhibition and a trip to see a captioned performance of the Lovely Bones scheduled in October.

### Advice and Information

The project also has an advisory role and offers information or advice for organisations and individuals around communication needs.

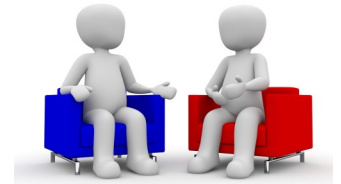
### The future

We are looking forward to further developing this work over the next year and continue to look for funding opportunities to make this possible.

**Louise Borrell** (HOH Involvement Worker)

## Deaflink Statistics 2017-18

We provided information, advice and support to **194** individual requests for help.



We delivered **51** groups and forums this year with over **650** attendances through the year..

We also attended events to raise awareness of our services.



We had Techy Tea Parties, First Aid, Information Governance and Deafblind awareness training sessions.

We sent out fortnightly ebulletins to **317** people.



## People and Money

"I really enjoy as member of CAG, and experience I do gain as CAG such as customers service which is invaluable to me."

**Stephen Barnett**  
(Volunteer)



We have a team of 13 volunteers. Each of them valuable members of our team working with the D/deaf communities.. The first aid

training was great fun and we learned a lot and are now prepared for any problem at events!

### Thanks for your help CAG members

After several years of hard work and dedication our Information Worker Katie Dewar-Purvis resigned to become a full time carer. Everyone at Deaflink wishes her the best and hopes to see her at events in the future.



## Finances

For a full copy of our 2016-17 accounts please contact Heidi Jobling on 0191 281 2314 or email: [heidi@deaflink.org.uk](mailto:heidi@deaflink.org.uk) or look online at Charity Commission website.



This year we spent  
**£96,932**

We had an income of  
**£96,519**

Thanks to our Funders and contributors: NewcastleGateshead Clinical Commissioning Group; Newcastle Fund and many others who have contributed 'in kind'. Also a big THANK YOU for the wonderful donations from Sam Kevern and other members of the public.



# Deaf Awareness Work

This work is very important to Deaflink. We work with people to understand better the issues that D/deaf people face.

We regularly meet with the Newcastle and Northumbria Healthcare Trusts to raise awareness of D/deaf patient experiences and this has had some positive results. We have worked with Young Carers at the Carers Centre and worked with Catherine McKinnell MP to provide a BSL video that she has added to her website. Small steps but important ones.

## Special Mention

Thank you to Linta Toor who has worked with Deaflink to provide deaf awareness work in schools. In this year she shared her experiences with 157 students.



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