NRCPD

(A company limited by guarantee)

UNAUDITED FINANCIAL STATEMENTS

Year ended 31 December 2024

Charity No: 1170904
Company No: 10510695

Contents

Reference and administrative details of the Charity, its Trustees and Advisers

Status

The organisation first became a registered charity in December 2016 and is a company limited by guarantee.

Directors	D Marshall R MacQueen E Cordaro A Lees D Ahier P Challinor G Hay C Hemmingway T Holroyd A Murray P Rees A Sikder T Thomas-Morton (Appointed 1 January 2024 – resigned 1 May 2025)
Secretary	A Lees
Key Management Personnel	T Thomas-Morton

Registered office and principal address
Portland House, Belmont Business Park, Durham. DH1 1TW.

Independent Examiner
Azets Audit Services, Wynyard Park House, Wynyard Avenue, Wynyard, TS22 5TB

Principal bankers
Natwest Bank Plc, 12 Market Place, Durham, DH1 3NG.

Solicitors
Lupton Fawcett LLP, Stamford House, Piccadilly, York. YO1 9PP

Trustees Annual Report
Year ended 31 December 2024

Charity No: 1170904
Company No: 10510695

The trustees, who are directors of the charity for the purposes of company law, present their report and the unaudited financial statements for the period from 1 January 2024 to 31 December 2024.

Structure, governance and management

The charitable company incorporated on 5 December 2016, commenced trading on 1 January 2017, and is organised through a Board of Trustees through whom all business is conducted.

The charitable company's governing documents are its Memorandum and Articles of Association dated 31 December 2019.

Trustees are eligible to serve up to two terms of four years each. Trustees are generally recruited through open advertising against the skills and experience needs of the board.

Induction sessions are held for new trustees upon appointment which includes an update presentation and attendance at training. New trustees are provided with an induction pack which includes issues of "charitable purpose" and "public benefit".

Trustees are satisfied that NRCPD meets the criteria of our charitable objects and of "public benefit".

Day to day management of the charity in the period was delegated to the Chief Executive, Theresa Thomas-Morton.

Objectives and principal activities

The charity's aims

NRCPD's objects are:

- To promote the needs of and protect deaf, deafened, hard of hearing and deaf blind people, by promoting the quality, conduct and professionalism of all communication professionals; and
- The advancement of education, for the benefit of the public in relation to the issues facing deaf, deafened, hard of hearing, and deaf blind people.

We do this by regulating communication professionals working with deaf and deafblind people throughout the UK, and by raising awareness of the barriers to access faced by deaf and deafblind people.

The charity's beneficiaries

Deaf, deafened, hard of hearing and deafblind people benefit from NRCPD's work as well as anyone who is communicating with deaf, deafened, hard of hearing and deafblind people.

Equal access to our services is important to us and we work throughout the UK to ensure that provision is as widespread as possible.

Trustees Annual Report
Year ended 31 December 2024

NRCPD was established to regulate and standardise communication support used between deaf, deafened, hard of hearing, deafblind and hearing people. NRCPD responds to the needs of beneficiaries through engagement with stakeholders, deaf individuals and organisations and through representation on the Board of Trustees.

We have referred to the Charity Commission's general guidance of public benefit when reviewing our objectives and in developing our strategic and operational plans. The current strategy for 2023-26 *Building on Foundations* was agreed by Trustees in November 2023:

Our Vision: a society where excellence in language services empowers unlimited inclusion for d/Deaf' and deafblind people.

Our Purpose: maintain trusted standards of language services between deaf and hearing people and work with others to raise awareness of the communication barriers that limit inclusion ford/Deaf' and deafblind people.

The strategy set out six strategic aims:

- Understand our stakeholders
- Strengthen Regulation
- Develop the Professions
- Build Networks
- Influence for Chance
- Sustainable Business

The strategy is reviewed annually to ensure all activities remain in line with the aims of the charity as business conditions change.

Pay and remuneration setting for key management personnel is undertaken by the Chair with support from the Board of Trustees who look at affordability, benchmarking, changes in roles and responsibilities, and market forces.

Strategic Report

NRCPD is the voluntary regulator for communication and language professionals working with deaf and deafblind people. Our central purpose is to protect the public by setting standards for registration, investigating concerns about professional conduct, and promoting high standards of practice and ethical behaviour across the professions we regulate.

Over the last year, we have made significant progress in strengthening our regulatory infrastructure, bringing NRCPD into alignment with other modern regulators. This has included the development of comprehensive internal guidance to support consistency in decision-making and transparency in how we operate. A particular focus has been refining our approach to handling allegations of professional misconduct. We have developed clear procedures and supporting guidance to ensure that our investigations are robust, fair, and focused on protecting the public.

Considerable time has been devoted to investigating complaints raised about registrants, with our team working diligently to ensure all concerns are examined thoroughly and fairly. We continue to evolve our processes with a commitment to right-touch regulation — moving away from a culture of blame and toward understanding the root causes of misconduct, with a view to redress and improvement.

Engagement with the professional community has been a vital part of our work. We have attended and presented at key sector conferences, shared updates with professional associations, and continued to build meaningful relationships across the professions.

Our goal is to raise awareness of our role as a regulator and encourage dialogue around professional standards and public protection. We are also working closely with educators and training providers to ensure that professional conduct and ethical practice are central to professional training and development from the outset.

We've provided targeted training to registrants, laying the foundation for a more focused and structured CPD model. At the same time, we've delivered specific training for Case Examiners, helping them to understand how to assess evidence fairly and make informed, defensible decisions.

In our work to support and develop the professions, we have made important progress. We've collaborated with the lipspeaking community to explore the scope for a trainee category and are now focusing on how best to support newly qualified lipspeakers as they enter the profession. Work is also ongoing to expand the Registration of Interpreters for Deafblind People (RIDB) categories. A dedicated working group has identified new specialist registers, and we are now mapping out clear, accessible pathways to registration that maintain our high standards.

We remain committed to making NRCPD more accessible to d/Deaf people and service users. We have begun developing BSL video resources to explain our role, how we regulate, and how the public can raise concerns if needed. This is an important step towards transparency and inclusivity.

We've also focused internally, developing and supporting our staff team to ensure they are deeply cognisant of NRCPD's role and values. We're proud of the professionalism and energy of our team, and their commitment to upholding the standards expected of a modern voluntary regulator.

Externally, we have continued our engagement with key partners including the BSL Advisory Board and the BSL Alliance, helping to inform national policy and amplify the voice of the professions and the communities they serve.

Looking Ahead

Our focus for the coming year includes plans to expand the RIDB register, further develop our hearings processes, and produce more detailed guidance to support registrants and the public alike. We remain committed to being an accessible, transparent, and evolving voluntary regulator that puts public protection at the heart of all it does.

Trustees Annual Report
Year ended 31 December 2024

Registration

NRCPD has historically seen year on year increases in registrations and this has continued in 2024 - yearly average is an increase of 60 registrants per year. Growth in 2024 was 80 additional registrants across the professions, showing growth at 4%.

At 31/12/2021 = 1667

At 31/12/2022 = 1803

At 31/12/2023 = 1904

At 31/12/2024 = 1984

Financial review

The financial year closed with a surplus of £39,971, which reflects both careful financial management and an increase in the number of professionals choosing to register with NRCPD.

This growth is a positive indicator of the sector's trust in our role as a voluntary regulator, and it enables us to invest in further improvements that directly support registrants and the public.

This surplus has been achieved in a year of significant activity and development, including investment in guidance, regulatory infrastructure, training for Case Examiners, and engagement with professionals, educators, and key partners. It is a testament to the efficiency and dedication of our staff team that so much has been achieved while maintaining a strong financial position.

Looking ahead, NRCPD remains fully committed to reinvesting in its core purpose — to protect the public and support the highest standards of professional conduct. Planned areas for investment include the development of a user-friendly app for registrants and service users, creation of targeted CPD resources aligned with ethical practice, and BSL-accessible content to broaden awareness of our role and processes within the Deaf community.

We will also continue to enhance our hearings process. A key focus is ensuring that expert voices are present during formal hearings, to allow for holistic assessment of evidence and fair, contextually informed decisions.

We are proud to be growing not only in numbers, but in reach, relevance, and responsibility — and our financial position allows us to continue building a regulatory framework that is modern, inclusive, and effective.

Debtor and creditor (respectively fees owed and mainly fees in advance) figures remain stable as a proportion of income.

Trustees Annual Report
Year ended 31 December 2024

KPIs

The Board monitors performance on the following indicators for 2024

Free reserve levels – above £128k

Current ratio - *above 1.5*

Register growth - 3% *or higher*

Net surplus/deficit - *net surplus*

Principal risks and uncertainties

Trustees review risks annually to identify and grade all known risks to the charity as part of the annual planning cycle. Appropriate mitigating actions are identified, and the effectiveness of these actions monitored. The process is overseen by the Board of Trustees.

The Board consider these are the key near- and medium-term risks for NRCPD:

- Reversal of register growth during organisational change
- Ongoing compliance risk: GDPR, employment law etc
- Financial sustainability
- Loss of key personnel

Reserves

NRCPD currently has one unrestricted reserve - an unrestricted General Reserve. There is a need to maintain a level of general reserves to enable the charity to cope with a variety of events, either day to day or exceptional. NRCPD believes that its reserves must be managed as a valuable asset for the organisation. As such it is important to balance the need to spend the reserved income of the charity with the potential risks that may be faced in the future.

Maintenance of reserves levels

NRCPD maintains unrestricted reserves at a level to cover unforeseen emergency costs or fall in income arising from business interruption or cessation, costs from complex misconduct complaint cases or external environmental factors.

The amount considered appropriate for this under pre-Covid conditions was £117k at the end of 2020. Adjusted for Covid risk the Board agreed the minimum reserves at the end of 2020 were to be £155k. Trustees will not now approve any annual budget that will reduce unrestricted reserves below this level.

Free reserve levels (net funds less fixed assets) at 31 December 2024 were £329,141 and the additional reserve funds will contribute to developing NRCPD capability and activity.

Trustees reviewed the required reserve levels in February 2024 and have set a minimum of

£128,000 for the end of 2024.

Statement of trustees' responsibilities

The trustees (who are also directors of NRCPD for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- 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 proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities Act 2011, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement as to compliance of the financial statements

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the organisation's Memorandum and Articles of Association and Accounting and Reporting by Charities Statement of Recommended Practice applicable to Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102).

Approved by a meeting of the Board of Trustees on and signed on their behalf by:

Trustee

Alan Lees , Interim Chair

Trustee

Alan Murray - Trustee

Independent Examiner's Report to the Trustees of NRCPD
(A Company Limited By Guarantee)

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 December 2024 which are set out on pages 9 to 21.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Charted Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:

Graham Fitzgerald
Graham Fitzgerald (Sep 29, 2025 09:53:52 GMT+1)

Graham Fitzgerald BA FCA DChA
On behalf of Azets Audit Services
Wynyard Park House, Wynyard, Billingham, TS22 5TB

Date: …29 09 25………………..