



Report & Accounts
for the year ended
31/03/2021

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The UK Council on Deafness is a company limited by guarantee registered under number 2922584 on 25 April 1994. It is also a registered charity under number 1038448. It is governed by its Memorandum and Articles of Association.

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Trustees Report for 2021 (accounts to 31 March 2021)

The Trustees have pleasure in presenting their report together with the accounts of the Council for the year ended 31 March 2021. The annual report serves the purposes of both a trustees' report and a directors' report under company law. The financial statements of the charity are prepared in accordance with the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP revised 2015), and the Companies Act 2006.

UK Council on Deafness

The UK Council on Deafness is a company limited by guarantee registered under number 2922584 on 25 April 1994. It is also a registered charity under number 1038448. It is governed by its Memorandum and Articles of Association.

Membership of the Board

Nine trustees are elected at the Annual General Meeting for periods of three years (maximum six years). The Board has the power to appoint for periods of three years (maximum six years) a further three Trustees. The Trustees have the powers and obligations of directors under the Companies Act 2006.

The people who served as Trustees during the year were

- Ralph Nattress (Chair)
- Jill Jones (Company Secretary)
- Sheila Sirco (Treasurer)
- Khalid Ashraf
- Tom Lichy (resigned due to ill health)
- Mary Sorene (resigned in her last year of her second and final (3 year) term)

Our objectives

The Trustees confirm they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Council's aims and objectives and in planning future activities.

In accordance with the Charities Act, our charitable purposes include:

Acting as an umbrella body for organisations dealing with deaf issues, liaising with government and other organisations to improve services for the deaf community on behalf of our Members;

Improving and extending co-operation between member organisations in promoting and representing the interests of deaf, deafened, deafblind and hard-of-hearing people;

Providing a forum for debate and a focus for action on deaf issues;

Promoting understanding and acceptance of the different perspectives on issues connected with deafness;

Working together to achieve change on matters of shared concern.

Meeting our objectives

This year we have pursued our objectives by:

Supporting work arising from the sector's agreement of a common purpose;

Supporting the All-Party Parliamentary Group on Deafness;

Supporting Special Interest groups on:

Deaf access to communications which cover a wide range of communications and broadcasting issues and liaise particularly with Ofcom and BT

Employment which largely focus on DWP activities particularly deaf employability;

The BSL Act Group which specifically focussed on bringing about a parliamentary Act to enable improved access to services and revive BSL and bring to fruition the many unfulfilled resolutions passed over the years.

Promoting Inclusion and retention of deaf students into higher and further education.

Promoting Deaf Awareness Week.

All Party Parliamentary Group on Deafness

UKCoD continued to provide the Secretariat to the All Party Parliament Group on Deafness – a forum through which supportive MP and Peers come together to work together to seek changes in public policy.

Meetings were restricted due to Covid. However, at a meeting in February The APPG received presentations on: Access to GP Remote Appointments, Access to Healthcare for British Sign Language Users and Accessible Government Communications. Details are available in the minutes on our website.

We thank RNID for their support and Rob Geaney and Essie MacEyeson for all their hard work in the Secretariat. The Board will be working to help them source material on deaf issues likely to warrant attention at APPG meetings for consideration as future potential issues for future APPG meetings by Lillian Greenwood MP. Chair. There are many weaknesses and shortfalls in services needed by the deaf community exposed by the pandemic. However, we have to recognise we have to compete for attention with many other demands on the time and attention of MPs. We recognise the importance of MPs being able to promote attention of Ministers and challenge shortfalls in services.

Deaf Access to Communications

The Deaf Access to Communications special interest group (DAC) was established to build on the work of the Telecommunications Action Group. It focuses on securing equal access to electronic communications for deaf and deafblind people, including subtitling and telecommunications.

UKCoD Survey of Relay UK 2020

Following the New Generation Text Service (NGTS) survey in 2016 and extensive discussions with BT, they introduced Relay UK which does address some of the issues users had with NGTS-Lite the means of access for mobile phone users. We understood from users that the Relay UK implementation had further issues and a survey was carried out in December to provide the necessary evidence for Ofcom, and others.

There was anecdotal evidence of issues but we needed more quantitative and qualitative evidence if we were to address the issues with BT. The survey in 2020 was similar to the one carried out in 2016 which eventually resulted in BT creating a revised app. The December 2020 Relay UK survey results were analysed early in 2021 to identify issues being experienced by users. The results were discussed by a focus group of members with different levels of hearing loss and we are discussing the findings further with BT, seeking changes which we believe are necessary or highlighting any shortfalls that require intervention by Ofcom or government initiative from DCMS.

Video Relay Services (VRS)

While there are several companies operating VRS services they are in practice only available to BSL users in work through Access to Work (AtW). It is not therefore available out of working hours, or to the unemployed including young people not yet working and those who have retired. The lack of provision was exacerbated in the Covid pandemic.

Recent attempts to get a country wide provision failed and this year we have been focussing on more specific VRS services

999VRS

We have been working with Ofcom since late 2019 on the introduction of an additional emergency service for BSL users to supplement the existing Relay UK and SMS emergency services.

We welcomed Ofcom's continued commitment to the project and equivalence to existing emergency services regarding the importance of automatic location of the caller and recognised this will be potentially carried out differently and that there is a lot of implementation work required. We naturally look forward to the system being available as soon as possible. The next expected step is further consultation on progress in November.

VRS101

We are in discussion with selected members on encouraging more police forces to provide VRS services on 101 and are in contact with selected local police forces and seeking to liaise with the police nationally.

NHS "Rapid Review" of NHS BSL Commissioning arrangements.

We will be publishing a summary focussing on the recommendations from the review on the website together with the full 38-page report and we are inviting a focus group to review the recommendations.

Wider Accessibility issues in the NHS

We have been pursuing with NHS England their lack of compliance with their own Accessibility Standard. We believe the underlying problems the "Rapid Review" report tries to resolve for BSL users can be overcome for the much larger group of people with a hearing loss who do not use BSL by extending best practice that is already available in some parts of the NHS. We are pursuing this approach with NHS England that was outlined to APPGD earlier this year.

Employment Group

We are working to improve our support for job seekers who have any level of hearing loss many of whom have lost jobs and have to reapply. Often after having missed out on information and re-training opportunities available to others who do not have communication barriers, which are a further disadvantage when competing for scarce jobs.

We have agreed with Job Centre Management and DWP Accessibility Management how we can cooperate on this project when the systems are ready.

Regular remote meetings for Members

Our regular Zoom meetings for members are popular. They address a variety of topics, typically problem areas members are having. Sometimes these are defined prior to the meeting and sometimes they are raised by members in the meeting. Recent meetings have been with focus groups on specified topics such as the results from the Relay UK survey. The next ones planned will be on the recommendations of the proposed BSL Act and the NHS "Rapid Review" on BSL interpreter commissioning. The meetings are supported by interpreters arranged to suit the needs of those attending. It is very informal and we encourage any members who might know more or be interested in attending future meeting to email info@ukcod.org.

BSL Act Special Interest Group

In 2021 the Group has been working on clarifying and detailing our proposal aimed at identifying how it builds on the existing Private Members Bill proposed by Rosie Cooper MP. There will be consultation on the proposals and the reasons for them.

Deaf Student Inclusion into further and higher education

UKCoD initiated a campaign to raise awareness about the Disability Student Allowance (DSA) that is available for students with a hearing impairment in Year 13 who are applying for university placements. Our aim is to raise awareness for deaf young people accessing higher and further education.

DSA funding covers some of the extra study related costs that students may incur due to their hearing loss, such as additional equipment, note takers, sign language interpreters or additional study support, or mentors. The support can be crucial in helping students access higher education as well as remain studying without dropping out.

We liaised with the sensory teams and Teachers of the Deaf, who have close links with families and schools. We invited them to reach out and offered our help and guidance in this respect. We provided BSL videos about DSA and applying to universities, which could be shared amongst schools and families.

Our campaign continues and we are now looking into next steps to further this campaign. We are considering zoom sessions with the sensory teams around the country and other publications to disseminate more information.

Deaf Awareness Week

The aim and vision of Deaf Awareness Week is to encourage working with people who are deaf or have a hearing loss to make sure they have equal access to all aspects of society. Deaf Awareness Week in 2021 took place in May in which members of the UK Council on Deafness and others could unite and publicise their activities and many organisations and individual took the opportunity to do so.

The theme in 2021 was "Coming through it together"

The week was well supported and campaigns launched during the week all provided valuable information and resources throughout the week, encouraging people to get together and share their knowledge amongst members and the public and giving support.

Further details on Deaf Awareness Week can be found at <http://deafcouncil.org.uk/category/deaf-awareness-week/>

Conference

As a result of the pandemic, it was not possible to hold a conference. However, we have been working on two video updates. We are pleased to be able to report that we have update videos to which we have added subtitles and we are adding BSL video clips. These videos cover new developments in the creation of accessible broadcasting and some possibly controversial developments in the creation of subtitles. We expect them to be available on our new website shortly.

Development of Policies

Our main focus has been on meeting our primary purpose of working to improve services for the deaf community on policy development that benefits people who are deaf or have a hearing loss and promoting our members activities. However last year we identified shortfalls and lack of application of policies that resulted in difficulties that were discussed with the Charity Commission and disclosed at the last AGM. At the first Trustee meeting after last year's AGM meeting, we approved 10 policies that we believe are necessary to improve the operation and internal working of UKCoD to include Trustee's governance, and we will monitor them regularly for effectiveness.

Staff

We carried out a risk assessment and concluded it was regrettably prudent to reduce our expenses. We are very sorry this had to result in loss of our Office Manager. All the trustees join in thanking her for her never failing patience, attention and support for UKCoD over so many years. Whilst this was a big change in working patterns it also brought a positive change to the organisation in terms of Trustee's activities. Now all jobs are performed by the Trustees and volunteers who tirelessly meet the old and new challenges. However, we are delighted to able to welcome three new volunteers (Mark, Mary and Rebecca) to help with the website.

Website

Unfortunately, the website underlying software is now at end of life and parts of the website are difficult to update. While continuing to update our existing website where possible, we are therefore focussing our website efforts on a new website with more modern features. Building a new website is a big job and is being carried out in private and viewing will be restricted to those involved in development until it is ready for public release.

On-going plans for 2022

We will continue to foster partnerships between members, partners, government and service providers. We will advocate for people who are deaf or have a hearing loss and influence the design and delivery of services.

Deaf Awareness Week

2-8 May 2022 is the week selected. The suggested theme will be 'Deaf Inclusion'

Other areas UKCoD needs to address

During the year Trustees will evaluate whether there are other areas in which the provision of services is failing the deaf community that we need to address.

Accounting Controls

Reserves

The Board of Trustees believes the charity should hold an Emergency Operating Reserve (EOR) because it has no endowment funding and is entirely dependent for income upon grants, membership fees, sponsorship and income generated from year to year which is inevitably subject to fluctuation; and the Board recognises the need to further improve the cost effectiveness of operations and focus attention on reinvigorating support for action with a direct bearing on meeting its core purpose of improving services for the D/deaf community and the needs of Members. This work primarily arises in Special Interest Groups (SIGs) and the Board will be seeking to increase attention to support their effective operation. The Trustees believe the minimum level of the EOR should be the equivalent of six months' core operating costs and this really needs to be higher. It will continue to be reviewed annually.

The budget set for 2022 indicates six months' core operating costs going forward will amount to less than £6,000.

This year the General Fund decreased by £3,912 to £17,588 at 31 March 2021, This is above the level required by the reserves policy.

On this basis the trustees consider it appropriate to prepare the financial statements on a going concern basis.

Internal financial control

The charity has in place systems of internal control. They are designed to provide reasonable, but not absolute, assurance against material misstatement or loss. They include:

Control continuing to be based on working to an annual budget grounded in an operational plan approved by the Board. We have maintained strict control over our costs. The Treasurer reports on accounts on a monthly basis rather than just at meetings of the Trustees.

Existing controls will continue. No expenditure will be accepted as a commitment unless approved by the Treasurer. In view of their high cost, this particularly needs to apply to commitment to interpreter-supported meetings. In the event of any disagreement on acceptance of requests for specific expenditure, the final decision will rest with the Board with due regard to overall financial constraints;

Following concern regarding the organisational structure of other aspects of operations, this has been reviewed. However financial control is operating well with close cooperation between the Chair and the Treasurer and no changes are planned, However as the current Chair will be reaching the end of his 6 year term, a successor will need to be agreed and action taken to ensure continuity and a smooth changeover.

Regular consideration by the Trustees of financial results, variance from budgets, non-financial performance indicators and benchmarking reviews; In the current economic conditions the Board will be reviewing the financial position on a monthly basis whether or not there is a meeting of the Board.

The development and regular review of policy documents covering major strategic and operational activities.

Risk management

The major risks to which the charity is exposed, as identified by the Trustees, have been reviewed and systems have been established to mitigate those risks. This needs to be framed by the need to minimise its routine operating costs but even more importantly increase focus on assisting Members to continue their work for their Members and liaising with government, regulators and other corporations to improve services for as large a proportion of the D/deaf community as possible.

Trustees' responsibilities

Company law requires Trustees to prepare accounts for each financial period which give a true and fair view of the state of the company's affairs at the end of each period and of its surplus or deficit for that period. In preparing those accounts Trustees are required to:

Select suitable accounting policies and then apply them consistently;

Make judgements and estimates that are reasonable and prudent;

State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts; and

Prepare the accounts on the going concern basis unless it is appropriate to presume that the company will not continue in business.

Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the company's financial position and enable it to ensure that the accounts comply with the Companies Act 2006. They are also responsible for safeguarding the company's assets and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

I report on the accounts of the company for the year ended
which are set out on pages

31 March 2021
14 to 17

By order of the Board

**Signed subject to final approval of accounts by our auditor and members attending the
R P. Nattress Chair and Sheila Sirco Treasurer**

Date:

14-Oct-21

Independent Examiner's Report

I report on the accounts of the company for the year ended 31 March 2021 which are set out on pages 14 to 17

Respective responsibilities of trustees and examiner

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. Having satisfied myself that the charity is not subject to an audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the general Directions given by the Charity Commission
- state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that, in any material respect, the requirements:
 - a. to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - b. to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

S. Husain ACMA, CGMA

Chartered Management Accountant

Cadbury and Jones
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Holborn
London WC1X 8NW

Statement of financial activities for the year ended 31 March 2021

	Note	General Fund £	Restricted Funds £	Total £	2019/ 2020 £
Income from:					
Interest earned		7	-	7	23
Membership Fees		16,937	-	16,937	16,769
Affiliation Fees		3,421	-	3,421	4,703
Donations		365	-	365	510
Deaf Awareness Week		540	-	540	1,900
Conference Income		-	-	-	8,128
Chargeable Comms Support	1	200	-	200	559
Total Income		21,470	-	21,470	32,591
Expenditure on:					
Charitable activities:					
Funding distributed to projects	2	-	-	-	-
Conference costs		-	-	-	2,536
Support costs	3,4	25,381	-	25,381	31,484
Total expenditure		25,381	-	25,381	34,019
Net income/(expenditure)		(3,912)	-	(3,912)	(1,428)
Reconciliation of funds					
Total funds brought forward		21,500	-	21,500	22,928
Total funds carried forward	7,8	17,588	-	17,588	21,500

The notes on pages 11 to 13 form part of these accounts.

Continuing Operations

All the results included in the statement of financial activities above relate to continuing activities.

Balance sheet at 31 March 2021

	Note	31/03/2021 £	31/03/2020 £
Fixed assets			
Tangible assets		-	-
Current assets			
Debtors	5	434	2,402
Cash at bank		17,755	20,526
		18,188	22,928
Creditors			
Amounts falling due within one year	6	(300)	-
Net current assets		17,588	22,928
Net assets		17,588	22,928
Represented by			
General fund	7,8	17,588	22,928
Restricted funds	7,8	-	-
Total funds		17,588	22,928

For the year ending 31 March 2020 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with Section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 21/12/2020

On behalf of the Trustees

Ralph Nattress Chair and Sheila Sirco Treasurer

Company number 2922584

Accounting policies

Basis of accounting

The financial statements have been prepared in accordance with 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 and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

UK Council On Deafness meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are prepared in sterling which is the functional currency of the charity.

Incoming Resources

All incoming resources are included in the SoFA when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. No amounts are included in respect of services provided by volunteers.

Grants

All grants are recognised in full in the statement of financial activities in the year in which they are receivable, unless these relate to a specific future period in which case they are deferred.

Resources Expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to that category. Resources expended include attributable VAT that cannot be recovered.

Taxation

The Council, being a registered charity, is not liable to corporation tax on its charitable activities.

Fixed assets

All fixed assets are initially recorded at cost.

Depreciation

Depreciation is charged so as to write off the cost of tangible assets acquired evenly over their

Computers	33% on cost
Fixtures and fittings	25% on reducing balance

Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific instructions imposed by the donors or which have been raised by the charity for particular purposes. Expenditure which meets these criteria is charged to the fund together with an agreed allocation of management and administration costs.

Operating leases

Rentals payable under operating leases, where substantially all the risks and rewards of ownership remain with the lessor, are charged to the statement of financial activities in the year in which they fall due.

Going Concern

The financial statements have been prepared on a going concern basis as the trustees believe no material uncertainties exist. The trustees have considered the level of funds held and the level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

	Note	Restricted Funds	31/03/2021 Total funds £	31/03/2020 Total funds £
Net income/expenditure	9	-	(3,912)	(1,428)
Cash flows from investing activities				
Interest received		-	(7)	(23)
Fixed asset additions			-	-
Cash flows from financing activities		-	-	-
(Increase)/decrease in debtors		-	(434)	2,402
Increase/(decrease) in creditors		-	300	300
Net cash flow from operating activities		-	(4,052)	1,251

Notes to the financial statements for the year ended 31 March 2020

1 Income from projects

	2021 £	2020 £
Income from Projects	-	-
	-	-

2 Funding distributed to projects

	2021 £	2020 £
Funding distributed to projects	-	-
	-	-

3 Support Cost

	2021	2020
	£	£
DAC communications	300	1,138
Staff travel & expenses	308	864
IT Support	532	1,891
Website Costs	96	96
Rent	969	914
Insurance	371	378
Telephone	492	492
Postage	-	42
Printing and Stationery	46	106
Depreciation	-	-
Subscriptions and Publications	222	238
Trustees' communications	2,442	2,381
Trustee Expenses	-	375
Professional Fees	-	-
Bookkeeping costs	-	-
Bank Charges and Interest	69	60
Independent examiners fee	300	300
Other communications Support	575	74
Opening balance adjustment	-	-
Bad debts written off	-	-
TOTAL	<u>6,722</u>	<u>9,349</u>

Staff

The average number of persons employed by the Council was one (2020/2021: one).

Trustees received no remuneration. (2020/21: Nil)

4 Staff cost

	2021	2020
	£	£
Salaries	15,191	17,019
NI	1,396	3,083
Pension Contributions	2,072	2,032
	<u>18,659</u>	<u>22,134</u>

5 Debtors (amounts falling due within one year)

	2021	2020
	£	£
Trade debtors	-	-
Other debtors	434	-
Prepayments	-	-
	<u>434</u>	<u>0</u>

6 Creditors (amounts falling due within one year)

	2021	2020
	£	£
Trade creditors	-	-
Taxation and social security	-	-
Accruals & deferred income	600	300
	<u>600</u>	<u>300</u>

7 Funds

	General Fund	Restricted Funds
	£	
Opening funds	21,500	0
Incoming resources	21,470	0
Outgoing resources	-25,381	0
Total Net Assets	<u>17,588</u>	<u>0</u>

8 Analysis of net assets between funds

	General Fund	Restricted Funds
Debtors	434	0
Cash at bank	17,755	0
Creditors	-600	0
Total Net Assets	<u>17,588</u>	<u>0</u>

General fund

The General fund represents the unrestricted funds held for the general purposes of the charity as set out in its governing document.

9 Restricted funds

Restricted funds are funds held by a charity for particular applications, specified by the donor, within the charity's objectives, and can only be applied to those particular purposes. The restrictions may apply to income or capital or both. UKCoD have no restricted funds.

Reconciliation of net income to net cash flow from operating activities

	2021	2020
	£	£
Net income/(expenditure) for year	-3,912	-1,428
Add back Depreciation	-	-
(Increase)/decrease in debtors	- 434	2,402
Increase/(decrease) in creditors	300	300
Net cash flow from operating activities	<u>-4,045</u>	<u>1,274</u>

The above decrease in debtors and decrease in creditors arose from stopping the practice of raising member subscription invoices prior to the end of the preceding year.

Going Concern

The Charity believes that grants and donations from member organisations cannot be relied upon to continue to arise at the same level as in previous years, primarily due to the current economic climate.

The trustees believe that sufficient funding as may be required to meet normal working capital requirements within the 12 months from the date of approval of these financial statements will be made available.

On this basis the trustees consider it appropriate to prepare the financial statements on a going concern basis. Should this prove to be inappropriate the accounts would require adjustments to be made to reduce the value of the assets to their recoverable amount and to provide for any further liabilities that might arise.