CHLOE'S & SOPHIE'S SPECIAL EARS FUND

(A COMPANY LIMITED BY GUARANTEE)

REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 30 NOVEMBER 2025

REGISTERED COMPANY NUMBER- 08300399 (England and Wales)

REGISTERED CHARITY NUMBER - 1151263

CONTENTS

	Page
Trustee's Report	3
Independent Examiners Report	55
Statement of Financial Activities	56
Balance Sheet	57
Notes to the Financial Statement	59
Detailed Statement to the Financial Activities	67

CHLOE'S & SOPHIE'S SPECIAL EARS FUND
TRUSTEES' REPORT
FOR THE YEAR ENDED 30 NOVEMBER 2025

The Trustees who are also Directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 30 November 2025. The Trustees have adopted the provisions of 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 2019).

CHLOE'S AND SOPHIE'S SPECIAL EARS FUND TRUSTEE'S REPORT
OBJECTIVES AND ACTIVITIES

At Chloe's and Sophie's Special Ears Fund, we are dedicated to brightening the lives of Deaf children across Hampshire, Surrey, Berkshire, London, Wrexham, Flintshire, and Denbighshire. We aim to provide an everlasting positive impact on their wellbeing and mental health by overcoming challenges, creating experiences and empowering individuals to be their best selves.

Our core objectives are:

- **To raise Deaf awareness** within local communities, fostering understanding, inclusion, and support for Deaf children and their families.
- **To enhance educational experiences** for Deaf children by providing specialist equipment, tailored resources, and acoustic improvements in schools —ensuring every child has access to the best possible learning environment.
- **To support mental health and emotional wellbeing at home**, by offering resources, equipment, and opportunities that promote confidence, comfort, and connection within their everyday lives.

Through these aims, we continue to advocate for equal opportunities and meaningful support for every Deaf child we reach.



Raising Deaf Awareness in the Community

Raising Deaf awareness continues to be a central part of our work, both in schools and across local organisations. We believe that greater understanding leads to greater inclusion, helping to create communities where Deaf children and young people are recognised, supported and able to thrive.

In Schools

This year we developed our new **interactive, story-based Deaf awareness assemblies**, designed to inspire curiosity, encourage questions and give children a genuine understanding of Deafness and British Sign Language (BSL).
Using much-loved children's books including *Can Bear Ski?*, *Freddie and the Fairy* and *A Girl Like Ananya*, our team brings each story to life through an immersive, hands-on experience. Children are encouraged to participate as we read the stories, using real-life props such as an audiologist's coat, hearing aids and a teddy bear fitted with hearing aids. This interactive approach helps children understand Deafness in a fun, engaging and memorable way.



The response from schools has been overwhelmingly positive. One of the biggest lessons we learned was the growing appetite for children to learn directly from Deaf role models and to experience British Sign Language firsthand. Wherever possible, we invited Deaf role models to join our assemblies, including our Founder, **Chloe Jackson**, whose personal experiences and use of British Sign Language brought an invaluable real-life perspective to the sessions.

While we have not yet been able to expand our team in this way, this insight has directly shaped our future plans. Recruiting more Deaf employees to lead our Deaf Awareness work and BSL sessions is now one of our strategic goals for 2026. By increasing the number of Deaf staff within our team, we will be able to provide even more authentic learning experiences, ensuring children have the opportunity to learn directly from people with lived experience of Deafness.



We also work with Deaf professionals—including Sign for Thoughts, Deafero, and Dot Sign Language—who deliver tailored assemblies and workshops that provide authentic, lived-experience perspectives.

Beyond assemblies, we provide Deaf Awareness Training for teachers and professionals working with Deaf children, equipping them with tools and understanding to better support inclusive learning environments.

Books and Resources

To further embed Deaf Awareness in everyday learning, we grant Wishes for schools with books featuring Deaf characters or links to BSL for use in classrooms and libraries. These resources support ongoing conversations about Deafness and inclusivity.

Visual Tools for Awareness

To create a lasting, visual impact, we aim to provide every school with Deaf children in our geographical areas with either a BSL Playtime School Board or a Fingerspelling Board. These colourful, permanent displays encourage daily engagement with BSL and support peer understanding through play.



BSL School Board, Great Bookham School, Surrey



Deaf Awareness Training with Deafero, with students from Coleg Cambria

Testimonial from Coleg Cambria, North Wales

“I thoroughly enjoyed the session and found it very informative. It made me think more about the barriers that deaf people are put up against and taught me how to communicate effectively with them. I think that it would be helpful for BSL to be taught in schools as it is a useful skill to have and will also encourage people to think more about how they are communicating."

"I attended a session in Coleg Cambria. I learnt how to sign my name in sign language and the whole alphabet. I found Andrew's story interesting. I didn't know any sign language before the session, and I think that knowing it is very useful for the course I'm currently doing or in the future working with children. I could be working with a deaf child and would then know how to communicate and understand them better. This could help open up more opportunities for future jobs."



CSSEF Book Assembly with Zeta our Wish Granting Champion, North Wales

Testimonial from Parent of Child at School, North Wales

“I just wanted to pass on feedback from when you attended O school a few weeks back. He was absolutely made up with it when he came home. He said you remembered him and he felt really special having a day dedicated to his deafness. I just wanted to thank you for it and for awareness to his friends.”

Improve the Education of Deaf Children in Schools – Mainstream and Deaf Provision Schools

We are committed to creating inclusive and supportive learning environments for Deaf children in both mainstream and specialist settings. One of the key ways we do this is through our **Wishes Application** programme.

Schools located within our geographical focus—Hampshire, London, Berkshire, Surrey, Wrexham, Flintshire, and Denbighshire—that support Deaf children can apply for equipment, resources, and materials designed to enhance the learning environment and improve sound acoustics. These applications are carefully considered and awarded in cases where funding for Deaf-specific equipment is not available from the Local Authority.

Through Wishes Applications, schools can request support for:

- **Radio Aids and Soundfield Systems** to improve access to sound and spoken communication
- **Babble Guards** to reduce background noise in the classroom
- **Acoustic enhancement materials** such as sound-absorbing boards, rugs, and hessian backing behind display boards
- **Captioning technology**, including **Speak See kits**
- **BSL Playtime and Fingerspelling School Boards** to promote everyday use and awareness of British Sign Language
- **Educational resources** including storybooks featuring Deaf characters, toys with hearing aids, and BSL flashcards

In addition to equipment-based support, we also fund:

- **British Sign Language (BSL) Courses in Schools** – We are proud to have funded BSL courses for thousands of Deaf children and their hearing peers, promoting communication, mutual understanding, and inclusivity in school communities.
- **Life Skills Programmes** – Schools can apply for funding to support essential life skills development, tailored to the needs of Deaf children as they prepare for greater independence and future opportunities.
- **Adventure and Enrichment Funding** – For schools with Deaf Units or Deaf provisions, we offer funding to support fun, shared experiences such as day trips, outdoor adventures, and team-building activities. These experiences help strengthen peer bonds and boost confidence while creating lifelong memories.

These resources help ensure that Deaf children can fully engage with their learning environment. By addressing both environmental and communication barriers, we help schools create inclusive spaces where Deaf children feel supported, valued, and empowered to succeed.

Emotional Wellbeing and Mental Health of Deaf Children

Supporting the emotional wellbeing and mental health of Deaf children remains at the heart of everything we do. We know that many Deaf children experience isolation, barriers to communication and a lack of Deaf role models, all of which can impact confidence, identity and emotional wellbeing. Through tailored activities, peer support and inclusive spaces, we create opportunities for Deaf children and young people to build confidence, develop a positive Deaf identity and feel genuinely understood.

The CSSEF Wellbeing Hub in Aldershot has now become a thriving community space where Deaf children, young people and their families come together to connect, learn and grow. Over the past year, the Hub has continued to develop into a place where friendships are formed, confidence is nurtured and families know they belong. By bringing Deaf children, hearing families and Deaf role models together under one roof, we are helping to reduce isolation, improve wellbeing and create brighter futures.

Key Wellbeing Programmes at our Wellbeing Hub

Blossom Group
Our fortnightly group for Deaf girls aged 7–12 continues to make a significant difference to those struggling with confidence, identity or social connection. Many children join with little or no connection to the Deaf community. Through creative activities, friendship and positive Deaf role models, they leave with greater self-belief, stronger friendships and a growing pride in who they are.

Deaf and CODA Youth Club
Held fortnightly, our Youth Club provides Deaf children and CODAs (Children of Deaf Adults) aged 10–16 with a safe and welcoming place to socialise, develop friendships and support one another. The sessions encourage independence, resilience and a strong sense of belonging while giving young people opportunities to simply enjoy being themselves.

BSL Learning Community
Our British Sign Language learning community continues to grow, with more than 120 people learning BSL through classes at the Wellbeing Hub. As well as equipping families and the wider community with vital communication skills, these classes create an environment where Deaf children regularly see British Sign Language being celebrated and used, strengthening both inclusion and Deaf identity.

Cuppa Tea of Kindness
Supporting parents and carers is just as important as supporting Deaf children. Our regular drop-in sessions offer a warm, welcoming space where families can enjoy a cup of tea, share experiences and receive emotional support from our team and one another, helping to reduce feelings of isolation and build a stronger support network.

School Visits
This year we expanded opportunities for schools to visit the Wellbeing Hub. Pupils have enjoyed practical, hands-on experiences including baking, exploring our games area and developing employability skills by learning how to use the tills in our charity shops. These visits build confidence, encourage teamwork and introduce young people to real-life skills in a fun and supportive environment.

Local Physical and Sensory Services Teams
Throughout the year, our Wellbeing Hub has also been used by local Physical and Sensory Services teams to deliver week-long training programmes for families and teachers of Deaf children. By providing an accessible and welcoming environment, we have helped professionals equip parents, carers and education staff with the knowledge, confidence and practical skills needed to better support Deaf children both at home and in the classroom.



Life Skill – Learning how to use a till and serve customers on a school visit, Oak Lodge School

In addition to activities at the Wellbeing Hub, we continue to support emotional wellbeing through:

- **Events and workshops led by Deaf professionals**, offering role models and real-life inspiration for Deaf children to believe in their potential.
- **Peer-to-peer opportunities** throughout the year, which boost self-esteem, foster belonging, and allow Deaf children to form lasting friendships. This includes our fortnightly Deaf Hub in Farnham Surrey open to Deaf children and their family from ages 0-16. We also run our incredible Activities Programme throughout the year to enable Deaf children to meet with their peers and have adventures where they are not the only Deaf child attending.
- **Part Funding for parents to learn BSL at Level 1, 2, and 3**, helping to reduce language deprivation and strengthen family communication from the earliest stages of a child's life.

Our commitment is clear: to create safe, uplifting spaces where Deaf children and young people feel empowered, connected, and confident in who they are.



Blossom Group – Girls age 7-12 years old meeting Megan Rix Deaf Author of Lizzie and Lucky books.

ACHIEVEMENTS AND PERFORMANCES

RAISING DEAF AWARENESS

School Visits – BSL School Board and Resources

Creating inclusive school environments where Deaf children feel understood, valued and included continues to be one of our core priorities. Through Deaf Awareness assemblies, school visits, British Sign Language (BSL) resources and ongoing support for education professionals, we are helping schools build confidence in supporting Deaf pupils while increasing understanding of Deafness and BSL among hearing children and staff.

During the year, we achieved:

- **19 BSL School Boards** funded and installed across schools, with an additional 7 boards provided through our partnership with DangerPoint.
- **24 Deaf Awareness Assemblies** delivered across our regions, reaching hundreds of children with engaging, interactive sessions about Deafness and British Sign Language.
- **28 School Visits** to provide tailored advice, resources and support to school staff.
- **42 Resource Requests** fulfilled, supplying schools with Deaf character books, BSL flashcards and toys fitted with hearing aids, cochlear implants or BAHAs to promote inclusive learning.
- **35 Zoom Support Calls** with schools, offering practical guidance, British Sign Language advice and ongoing Deaf Awareness support.

This year saw a significant **increase in demand** for our Deaf Awareness assemblies, reflecting schools' growing commitment to creating inclusive learning environments. Our interactive, story-based sessions have encouraged children to ask questions, explore British Sign Language and develop a greater understanding of Deafness through engaging, hands-on activities.

Our **BSL School Boards** continue to be one of our most recognisable and impactful initiatives. Developed in partnership with **Cath Smith**, creator of *Let's Sign BSL*, and **The School Sign**, the boards encourage children to use British Sign Language during everyday activities such as playtime, helping to make BSL a visible and natural part of school life. The additional boards funded through our partnership with **DangerPoint** have enabled even more schools to benefit from these resources.

Alongside our school-based work, we have continued to provide practical resources and personalised support to teachers, school leaders and Teachers of Deaf Children and Young People. Whether through school visits, online consultations or the provision of inclusive resources, our aim remains the same: to give schools the confidence, knowledge and tools they need to ensure every Deaf child feels included and able to thrive.

Every assembly delivered, every resource shared and every conversation held with education professionals represents another step towards breaking down communication barriers and creating schools where Deaf children are understood, celebrated and given every opportunity to succeed.



Dangerpoint with their Bespoke BSL Boards and Zeta Lloyd, CSSEF Wish Granting Champion

Over the past five years, our **BSL School Board** initiative has grown into one of our flagship Deaf Awareness projects. Beginning with 46 boards in 2020–21, the initiative expanded with 69 boards in 2021–22, a further 113 boards in 2022–23, and 42 boards in 2023–24.

This year, we funded a further **19 BSL School Boards**, with an additional **7 boards** provided through our partnership with DangerPoint, bringing the total number of BSL School Boards displayed in schools and educational settings to **296**.

As the project has developed, our focus has shifted from rapid expansion to ensuring boards are placed where they will have the greatest impact. Working closely with schools and partner organisations, we have continued to target areas where the boards can support Deaf children, promote British Sign Language and encourage inclusive communication. Every new board becomes a permanent resource within its school, helping thousands of children and staff to learn basic signs and celebrate Deaf culture every day.

The continued demand for BSL School Boards demonstrates their lasting value. They remain a highly visible reminder that British Sign Language has a place within schools and that small changes can make a significant difference in helping Deaf children feel included, understood and represented.



Deaf Awareness Resources available for Schools to raise Deaf Awareness

Our commitment to promoting Deaf awareness in schools has continued to grow this year as we refined our approach to deliver greater impact in a more sustainable way.

We delivered **24 Deaf Awareness Assemblies** across schools, **delivering a Deaf Awareness Assembly to 10,000 children**. With over three times as many assemblies alongside **28 in-person school visits**, each designed to support inclusion and foster a greater understanding of Deaf identity. In addition, **42 schools** received resources including Deaf character books, toys featuring hearing aids, cochlear implants and BAHAs, and British Sign Language flashcards, helping to bring positive Deaf representation into classrooms and school libraries.

Following feedback from schools and our own evaluation of previous delivery models, we streamlined our assemblies into a single, interactive format. Rather than offering two different types of assembly, we now deliver an immersive, story-based sessions centred around much-loved books such as Can Bear Ski?, Freddie and the Fairy and A Girl Like Ananya. Using engaging props including an audiologist's coat, hearing aids and a teddy bear fitted with hearing aids, children are encouraged to participate, ask questions and develop a genuine understanding of Deafness and British Sign Language.

This revised approach has enabled us to deliver significantly more assemblies while maintaining the quality and impact of each session. Schools have praised the interactive nature of the assemblies, highlighting how they encourage empathy, improve peer understanding and help create more inclusive school environments. The sessions have also generated increased interest in British Sign Language, with many schools expressing a desire to further develop Deaf awareness within their settings.

We are proud to have now supported **more than 78,000 children** through the distribution of books featuring Deaf characters. By ensuring Deaf children see themselves positively represented and hearing children learn about Deafness from an early age, we are helping to create a generation that is more inclusive, understanding and accepting.



Deaf Awareness Training with Deafero

Building an inclusive society starts with education, and Deaf Awareness Training continues to be a vital part of that journey. Following the success of last year's programme, demand for our Deaf-led training continued to grow throughout December 2024 to November 2025, enabling us to deliver five impactful Deaf Awareness Training sessions led by our experienced Deaf trainer, Andrew Mayers.

Each session is designed to challenge misconceptions, build communication confidence and equip participants with the practical knowledge needed to create Deaf-friendly environments within their organisations, educational settings and communities.

1. Coleg Cambria – 6, 13 & 20 November 2025

33 attendees

Over three weeks, Andrew delivered a series of Deaf Awareness Training sessions to students aged 16–18 who are preparing for careers within the childcare sector. The sessions explored Deaf culture, British Sign Language and the barriers Deaf people can face in everyday life, encouraging students to reflect on how they can provide inclusive support throughout their future careers.

Students particularly valued hearing Andrew's personal experiences as a Deaf person, which brought authenticity and real-life understanding to the training while making the learning engaging, interactive and memorable.

"I did really enjoy meeting Andrew and the team. I learnt a lot throughout the session, and it's helped me for the future. When I work with people, I'll know how to approach someone who's Deaf in the right way, so thank you Andrew and the team for the advice and life skills. I'll be happy to see you again soon."

As with many of our training sessions, participants left with practical communication skills, including fingerspelling, and a greater confidence in supporting Deaf people within their future workplaces.

2. North Wales Fire and Rescue Service – 8 May 2025

17 attendees

Following the success of our previous training with North Wales Fire and Rescue Service, we were delighted to return and deliver a further Deaf Awareness session for staff from a range of departments.

The continued partnership demonstrates the organisation's ongoing commitment to improving accessibility and ensuring staff have the confidence to communicate effectively with members of the Deaf community.

Following the training, the NWFRS shared:

"*As part of our commitment to ensuring our services are as inclusive as possible, staff from various departments within the Service took part in Deaf Awareness Training to help develop their knowledge and skills in supporting members of the community who experience deafness or hearing loss. We would like to thank Andrew Mayers and CSSEF (Chloe's and Sophie's Special Ears Fund) for hosting this insightful session for our staff.*"

The decision to invite us back for a second year reflects the lasting impact of Deaf-led training and the value organisations place on creating more inclusive services.

Throughout the year, our Deaf Awareness Training continued to demonstrate the power of learning directly from Deaf people with lived experience. By combining practical communication skills with personal stories and interactive learning, our sessions help break down barriers, build confidence and inspire lasting cultural change.

We remain proud to work alongside schools, colleges, community organisations and workplaces to make Deaf Awareness the norm rather than the exception, creating more welcoming and inclusive environments for Deaf people across the UK.



North Wales Fire and Rescue Service



Deafero with students from Coleg Cambria

SUPPORTING SCHOOLS WITH DEAF CHILDREN

In our ongoing commitment to provide the best learning environment for Deaf children, we have continued to utilise advanced technology in classrooms. We recognised the growing need for dedicated support within schools to effectively meet the needs of Deaf children.

Soundfield Systems: A total of **1 Soundfield System** was funded in schools across the counties we work in to add to the **48 Soundfield Systems** our charity funded in the previous three years. The Connevans Swift Digital soundfield system is a groundbreaking use of technology to bring superb quality sound within financial reach of every classroom. It's a wireless infra-red soundfield system which benefits both student and lecturer.

Sound Clouds: Demand for Sound Clouds, which significantly improve classroom acoustics and help create more inclusive learning environments, remains consistently high. This year, we received **more than 20 Wish Applications** from schools requesting Sound Clouds to support Deaf children; however, due to budget constraints, we were unable to approve every request.

As part of our commitment to supporting schools beyond direct funding, we continue to signpost education settings to the requirements outlined in **BB93 (Acoustic Design of Schools)**. These guidelines set out the recommended acoustic standards for school buildings, helping ensure that classrooms are designed to support all children, including those with hearing loss or communication needs.

Where funding cannot always meet demand, we remain committed to providing guidance, raising awareness and helping schools understand the importance of good acoustics in creating accessible and inclusive learning environments for every child.

Babble Guards: We continued the successful Wish of Babble Guards—innovative visual noise management tools developed by Connevans—to support Deaf children in maintaining an optimal learning environment. This year, we funded an additional **6 Babble Guards**, building on the 83 granted in the previous two years. These devices are vital in helping Deaf students concentrate and participate fully by visually signalling when classroom noise levels are too high. As part of our **Recycle and Repurpose** scheme, we also reached out to all schools previously granted Babble Guards to assess whether the equipment was still actively needed. Where appropriate, Babble Guards were rehomed or reassigned to ensure that our resources continue to benefit Deaf children in the most effective and sustainable way.

We have now placed **over 160 pieces of specialist sound access equipment** into schools through our Wishes programme. The decrease in total spend from **£46,911 (2021–22) to £12,513 (2022–23) to £16,500 in 2023-2024 and to £798.45 in 2024-2025** reflects our shift toward **cost-effective, scalable solutions** (like Babble Guards), and our **sustainability strategy**—with more equipment now being reissued and repurposed when children change schools.

BSL Education in Schools

British Sign Language (BSL) is the first or preferred language of many Deaf people in the UK, and access to it is a fundamental human right. As a charity, we are passionate about ensuring BSL is not only recognised but respected and taught within school environments—especially those with Deaf children on roll. Language access goes beyond hearing; it's about full participation, identity, and inclusion. Schools play a critical role in shaping these values, and that's why we believe BSL must be embedded into the heart of education.

This year, we proudly funded BSL lessons in the following schools for teachers and students:

- **Borras School**, where Years 5 and 6 take part in weekly BSL lessons as well as teaching staff and school staff taking BSL Level 1 and 2 courses.
- **Rhosnesni School** – funding towards 9 members of staff to do BSL Level 1
- **Guildford Grove School** - Further 3 years of funding approved to continue BSL for children
- **Philip Southcote School** – Further 3 years of funding approved to continue BSL for children

We are committed to ensuring that these BSL sessions are led by **qualified Deaf teachers**, offering students not only authentic language instruction but also vital Deaf representation. Having a Deaf adult in the classroom helps Deaf children see themselves in their educators, while hearing children gain invaluable insight into Deaf culture and communication.

By creating shared language experiences in the classroom, we're building more inclusive and connected school communities—ones where Deaf children can thrive academically and socially, and where hearing peers grow up fluent in empathy, respect, and equality.

Testimonial from students at Phillip Southcote School

"If I couldn't do the BSL exams I would be really frustrated because it is my recognised language."

"I got 100% in my 201 exam and I am now preparing for 202 and I hope to do it about holidays."

Testimonial from Phillip Southcote School

Staff development in BSL is vital and for the whole school, communication is key. Whilst we have the best digital equipment possible and we continue to invest in physical resources to help all our students, without dedicated staff who can converse with our children, teaching them not only their subjects, but also to be comfortable and fluent in BSL, their learning experience would be infinitely poorer. That's why we are so grateful to CSSEF who support us to provide this environment for our children."

Testimonial from Rhosnesni High School for BSL Level 1

"I've had some great feedback from colleagues as to how engaging and enjoyable the sessions are which is fantastic. We are already seeing colleagues implementing key words in lesson and I'm encouraging Seren and Claire to stand at the front of some lessons to sign some key words so that all students see BSL as an inclusive element of school practice.

Best Wishes,

Claire Dokk-Olsen

***Assistant Headteacher*"**

Inclusive Projects and Cultural Access

We supported a range of creative; confidence-building projects designed to celebrate Deaf identity and ensure cultural access:

- **End of year Celebration at Eastbury School**
- **Christmas Party for 3 Deaf Unit Schools in London**
- **Borras Park School Transport for Summer Trip**
- **Cedars Manor School – Football workshop led by Deaf coach Ben Lampert**
- **Roding School Deaf Unit – Football Workshop led by Deaf coaches**
- **Oak Lodge School, Deaf School – Life Skills Project**
- **Guildford Grove School, Deaf Unit – Weekly horse therapy at RDA**
- **Guildford Grove – Travel to Yvonne Arnaud Theatre to attend 'Discover Theatre Project'**
- **Kingsbury Green- Trip to the Zoo**

Each of these activities was designed to boost wellbeing, peer engagement, and Deaf pride—ensuring that Deaf students feel seen, celebrated, and included.

Testimonial from students at Cedars Manor School

"Thank you very much for arranging the football workshop with Ben. We all had great fun and learnt some new football skills as well as some signing. Ben told us about his gold medal he won at the Deaf Olympics.

As well as football, we played dodge ball and the fox and rabbit game."



Football workshop at Roding School with Ben Lampert, Deaf Coach



Football workshop at Cedars Manor School with Ben Lampert, Deaf Coach

Wish Granting Champions and Holistic School Support

Our **Wish Granting Champions**, located across the regions we serve, played a vital role this year by identifying school needs on the ground and ensuring tailored support. Their close collaboration with Teachers of Deaf Children and Young People ensured that our interventions were timely, relevant, and impactful.

As schools increasingly turn to us not just for funding but also **training, resources, and holistic Deaf awareness**, we're proud that our charity continues to lead by example in creating inclusive, accessible, and supportive educational settings for Deaf learners.

CSSEF Schools Impact







EMOTIONAL WELL BEING OF DEAF CHILDREN

Supporting the emotional wellbeing and mental health of Deaf children remains at the heart of everything we do. We know that many Deaf children can experience feelings of isolation, challenges around identity and a lack of opportunities to meet others who share their experiences. Our aim is to create safe, welcoming spaces where Deaf children feel understood, valued and proud of who they are.

Over the past year, we have continued to listen to the needs of our Deaf community and respond by developing activities, workshops and personal Wish Grants that build confidence, encourage self-expression and strengthen connections. These opportunities are not just about activities—they are about creating friendships, building resilience and ensuring Deaf children know they belong.

We delivered **120 workshops and activities**, attended by **2200 participants**, providing safe, welcoming spaces where Deaf children could express themselves, explore their identity, and connect with Deaf peers. An increase of **40 workshops** and activities, and an increase in demand of **1470 participants**. This represents a **50% increase in the number of workshops and activities delivered**, while participation grew by **over 200%**, demonstrating the significant increase in demand for safe, inclusive spaces where Deaf children and young people can connect, build confidence and develop their identity. These included:

- **Music and Me Workshops** – celebrating self-expression through rhythm and sound
- **Yumma** – promoting emotional literacy through food and shared experience
- **Blossom Group** – supporting Deaf girls aged 7–12 in building confidence and identity
- **Youth Club** – bringing together Deaf and CODA children aged 10–16 to develop friendships
- **Deaf Hub England and Deaf Hub Wales** – our regular meet ups for Deaf and CODA children to come along with their families, to play games, share food and enjoy regular activities. It's a special place where they just get to be themselves.

We also granted a total of **163 Personal Wishes**, helping Deaf children access items and experiences that promote both emotional wellbeing and independence.



BSL Course Support:

- Level 1: 11 parents
- Level 2: 9 parents
- Level 3: 1 parents

Assistive Items:

- Vibrating Alarm Clocks: 24
- Vibrating Watches: 7
- Helmets: 17
- Aqua Covers: 2
- Hearing Aid Kits:7
- Radio Aid Cover: 1
- Radio Aid: 1
- Drying Cup: 1

Emotional Comfort & Representation:

- Barbie Dolls with Hearing Aids: 5
- Monkey with Cochlear Implants: 2
- Teddy with Hearing Aids: 8
- Dolls with Hearing Aids: 1
- Lego Sets with Hearing Aids or Cochlear Implants: 6

Learning through Reading Resources:

- Books with Deaf Characters: 130
- BSL Flashcards: 15

Everyday Confidence & Inclusion:

- Nightlights: 10
- Gaming Headphones: 2
- Deaf Kids Rock (T-shirts & Hoodies): 20
- Furapy Sessions: 1
- Theme Park Friendship Passes: 2

To ensure we reach the Deaf children and families who need us most, our **Wish Granting Champions** play a vital role in making every grant personal. Whether through dedicated staff members or trained volunteers, our Champions support families throughout the application process, listen carefully to their experiences and help identify the right support for each child's individual needs.

This year, we invested **£329,063** into our Wish Grant programme, reflecting our commitment to providing practical, emotional and life-enhancing support for Deaf children. As more families discover the support available through CSSEF, we have continued to see an increase in Wish applications. This growth represents not only the increasing need within the Deaf community, but also the trust families place in our charity to understand and support their journeys.

Every Wish Grant is about far more than the item or experience provided. Each one represents confidence, connection, independence and inclusion—helping Deaf children feel recognised, supported and empowered to thrive.

Panto Experience, Surrey – BSL Integrated Performance December 2024

We start our year in the Christmas Season. Our most favourite events of the year are where we welcome 450 guests including families of Deaf children to sit back, relax and get fully immersed to a Panto show at Camberley Theatre and Theatre Clywd that have a BSL Integrated Interpreter. Their smiles are just everything!









CSSEF Activities Programme

We had over **60 Activities and 1700 people** join us in our Activities Programme in England and Wales. These activities had a positive impact on the wellbeing for Deaf children. Here are some of the photos of the fun we had, along with some testimonials from the parents and the children.

Ice Skating in Surrey – Winter Activities Programme 2024

Following the success of our Winter Activities Programme in 2023, we were delighted to return to **Guildford Ice Rink** for another exclusive ice-skating session for Deaf children and their families.

Having exclusive use of the rink makes a huge difference to the families we support. Many of our Deaf children also have additional needs, meaning a quieter environment, extra space and accessible communication create an experience where they can feel confident, safe and fully included. Parents regularly tell us that opportunities like this remove many of the barriers they face when accessing mainstream activities.

More than **40 children and family members** joined us for an afternoon filled with fun, laughter and friendship.



Breakfast with Elves – Sindlesham Court, Berkshire – Over 100 Deaf children

Christmas should be magical for every child, yet many Deaf children miss out on traditional festive experiences because they are not designed with accessibility in mind. Long queues, background noise and a lack of Deaf awareness can leave children feeling excluded from what should be one of the most exciting times of the year.

To ensure every child could experience the magic of Christmas, we once again hosted our annual **Breakfast with the Elves** at **Sindlesham Court, Berkshire**, welcoming more than 100 guests, including Deaf children and their families, for a festive morning filled with fun, laughter and connection.

A truly special highlight of the event was the arrival of our **Deaf Father Christmas**. For many of the children, this was the first time they had been able to communicate directly with Father Christmas in a way that was natural and accessible to them. Seeing their excitement as they signed, shared their Christmas wishes and received a gift created magical moments that families will treasure for years to come.

As well as celebrating Christmas, the event gave families the opportunity to meet others within the Deaf community, build friendships and enjoy a festive experience where everyone felt included, understood and able to fully participate. These are the moments that remind us why creating accessible experiences matters so much.





Testimonial from Parent

"Thank you so much for a lovely time, a lovely festive way to start the school holidays. Really appreciate the hard work all the elves put in. Hope you all have a lovely Christmas"

"Such a lovely morning - thanks for bringing Christmas magic and silliness to the older ones who become very grown and serious and need the reminder"

Go Karting and Laser Tag – Easter Activities Programme 2025

Go Karting and Laser Tag continues to be one of our most popular activities, and this Easter we returned to Maidenhead, Berkshire, for another action-packed day with our Deaf children and their families. Activities like these can often be difficult for Deaf children to access, with safety briefings, instructions and team communication relying heavily on spoken information. By providing British Sign Language support and a Deaf-friendly environment, CSSEF bridges those communication barriers, allowing every child to take part with confidence. Whether racing around the track or working together during the Laser Tag battles, the day was filled with excitement, teamwork and laughter. More importantly, it gave Deaf children the opportunity to build confidence, develop lasting friendships and simply enjoy an experience where they felt fully included.






Llandegla Laser Combat – Summer Activities Programme, North Wales

As part of our Summer Activities Programme, Deaf children and their families enjoyed an action-packed day at Llandegla Laser Combat, giving them the opportunity to challenge themselves, work as a team and, most importantly, have fun together.

Activities like laser combat can often present communication barriers for Deaf children, particularly when safety briefings and instructions rely heavily on spoken information. By ensuring the day was fully accessible and supported by our team, every child was able to take part with confidence, understanding the games and enjoying the experience alongside their peers.




Pizza Making Party – May 2025

Ten of our charity children enjoyed a Pizza Making Party at Pizza Express, Guildford, where they created their own pizzas under the guidance of the restaurant team before sitting down together to enjoy their creations.

The day continued with a visit to a captioned screening of Mission: Impossible, giving the children the opportunity to enjoy a fully accessible cinema experience together. Combining a hands-on activity with a trip to the cinema made for a memorable day as part of our 2025 activities programme.





Runways End Wellbeing Weekender – September 2025



On the last weekend in September, 13 families with Deaf children (60 people) came together for our very first Wellbeing Weekend Residential — and it was a fantastic success!

Friday evening set the tone with children enjoying playtime while parents connected over dinner and toasted marshmallows around the campfire.



Saturday was action-packed, with children diving into a full day of adventure — climbing, abseiling, kayaking, caving, and tackling the low ropes course.







While the children were off adventuring, parents enjoyed a relaxing and enriching day with a scenic canal walk, a vibrant drum circle workshop, a calming yoga session, and a fun introduction to British Sign Language (BSL).





The evening was full of fun, with a delicious dinner, lively games, more marshmallows by the campfire — and surprise visits from Stitch and Cocomelon that delighted everyone.



Sunday morning was all about strengthening the bonds formed over the weekend, sharing a generous breakfast and heartfelt goodbyes. It was truly special to witness friendships blossom between children and parents — and Team Blue left with full hearts and the excitement of doing it all again.

Here are more photos from our Wellbeing Weekend at Runways End.









Testimonials from parents at the Wellbeing Weekender

"Runways End Families - What a weekend!!! 💙 Thank you all so so much for being just so incredible. It was absolutely brilliant 👏 and we truly have come away with our hearts full and the biggest of smiles.

Our hopes and dreams were well and truly smashed with the Aim of Making Friends ✨ 👐 completed. Little did we know that it would be the highlight of the weekend for so many of us along with many belly laughs and lots of crying tears of happiness.

Have a wonderful rest at home and we shall be in touch with all the photos soon love Karen x"

"Thank you so so much. It was truly an amazing weekend 🥰 💗." Sara

"I really hope Team Blue all have their feet up and are resting with their loved ones. Thank you for a great weekend it was tremendously successful weekend and lots of fun x" Rachel

"This weekend has been inspiring magical and beyond amazing. Team blue really are incredible 💙 thank you so so much for making this weekend happen.

To come away from this weekend with Logan telling me he wants to learn sign language this is huggggee as I've asked him for so long to learn the language and he's always brushed the conversation so to hear him say he's now ready to learn makes me proud and my heart burst.

Also hearing him say I love CSSEF everyone gets me and I belong (snotty crying)

It was also soooo nice to get to know the mums and dads and enjoy the weekend together laughing chatting and sharing advice literally had the best weekend thank you so so so much." Justine

"Can we please go back 🙏 I already miss being with the beautiful CSSEF bubble! #safespace 🙏 ❤️ 🙏 So grateful for you all xxx" Dru







Punk Chef Workshops

A total of 30 Deaf children attended this year's workshops over 3 Workshops.

We continued our much-loved **Punk Chef Cookery Workshops**, which remain a highlight for many of the Deaf children and young people we support. These workshops provide far more than an opportunity to learn how to cook—they create a space where Deaf young people can learn, connect, build confidence and see what is possible when they are given the right opportunities.

This year, our **Punk Chef Workshop** brought together Deaf young people aged 10–16 for an inspiring and empowering cooking experience led by the famous Deaf chef and role model, **Punk Che**f. Participants worked together to prepare a delicious two-course meal, developing practical cooking skills and greater independence along the way. Most importantly, the entire workshop was delivered in **British Sign Language (BSL)**, allowing the young people to learn in an accessible environment where communication was not a barrier.

The impact of the day went well beyond the kitchen. Punk Chef shared his own experiences and encouraged every young person to **follow their heart, believe in themselves and never see being Deaf as a barrier to achieving their dreams**. For our young people, having the opportunity to learn from a successful Deaf adult who has built a career doing something he loves is incredibly powerful. It provides a positive role model and demonstrates that Deafness does not have to limit their ambitions or the future they can create for themselves.

The workshop also strengthened friendships, encouraged teamwork and gave the young people an opportunity to experience success in a supportive Deaf-led environment. For some, it was a chance to try something completely new; for others, it was an opportunity to recognise their own abilities and begin thinking about what they might achieve in the future.

We are incredibly proud to continue providing experiences such as the Punk Chef Cookery Workshop. **Every child deserves to see themselves reflected in the role models around them, to feel that they belong, and to believe that their dreams are achievable.** Through accessible, inclusive and empowering opportunities, we are helping Deaf children and young people develop the confidence to do exactly that.











Testimonial Punk Chef Workshops

"Thank you so much for the Punk Chef workshops, they mean sooooo much to us and yes, Scott is such an incredible role model. We have been eating like Kings and Queens this week. Thank you to all the support crew too, it felt like it ran seamlessly'

"The work you do, it's just life changing and amazing. We have been blown away by Punk Chef."

Yumma Foods Online Workshops

In addition to our in-person workshops with Punk Chef, we continued our popular **Yumma Online Cookery Workshops,** run by the much-loved Deaf chef and television personality, Yvonne Cobb—better known as Yumma Foods. Over the past year, we held 6 virtual sessions designed to bring the joy of cooking into the homes of Deaf children, wherever they live.

Over the course of the year, a total of **40 Deaf children** took part across 6 sessions from England and North Wales.

Each session was taught in British Sign Language by Yvonne, creating a safe, accessible, and inspiring learning space for Deaf children to develop essential life skills while having fun. The workshops didn't just teach cooking—they reinforced Deaf identity, language pride, and the value of shared cultural experiences.



Many of the children who joined the Yumma sessions had never participated in extracurricular learning in BSL before. For them, having a Deaf chef model both language and life skills on screen was transformative. Parents regularly tell us that their children look forward to these sessions each month—not just to learn to cook, but to feel seen, supported, and proud to be Deaf.







Life Skills for Deaf Young People at Oak Lodge School

This year, we were proud to continue supporting the residential students at **Oak Lodge School in Wandsworth, London**, through our **"Life Skills for All"** initiative. This vital programme provides **£500 per term** to fund practical, confidence-building experiences for **19 Deaf young people** in Years 7 to 13 who live on site during the week.

The funding has opened the door to a wide range of **enriching, real-world activities**, tailored to build independence, communication skills, and emotional wellbeing. Students have enjoyed simple yet meaningful outings—like going out for ice cream, shopping trips, and visiting cafés—while also taking on bigger challenges such as **learning to navigate the London Underground**. These are experiences that many hearing peers may take for granted, but for Deaf young people, they require additional planning and support to access safely and confidently.

A highlight of the year was students **preparing and selling fruit kebabs at their Summer Fair**—an activity that boosted their confidence, teamwork, and money-handling skills. Off the back of this success, the school will be launching an **Enterprise Project**, giving students the opportunity to fundraise for items they need in their residential space—starting with a much-wanted dishwasher. This shift toward self-directed fundraising supports practical learning while empowering students to make a tangible difference to their shared environment.

These life skills activities go beyond practical lessons—they nurture **resilience, independence, and Deaf pride**. By supporting Deaf young people in navigating the world on their terms, we help ensure they leave school ready to thrive both personally and socially.





Oak Lodge Residential Young People – Life Skills 2025

‘Every summer during good weather we usually have BBQs two or three times during the summer term. We have used the donation money to contribute towards the BBQ treats such as fizzy drinks and ice creams. As always, we enjoy the trips to the local Sainsbury’s and using Life Skills practice to purchase the items using the self-checkouts and making cash payments’

Saul Allison, Head of Care, Oak lodge School





'The donation has contributed a lot towards Life Skills cooking. Whenever a student wants to learn to make/cook something inspired to them we use the money to buy the ingredients.'

Saul Allison, Head of Care, Oak lodge School

CYCLE HELMETS

Finding the right cycle helmet for a Deaf child is far more complex than it may seem. While we use standard helmets, locating ones that comfortably accommodate Cochlear Implants, BAHAs, or Hearing Aids without causing discomfort or dislodging the devices is a real challenge.

After testing **28 different helmet designs**, we identified two tried-and-tested models that consistently meet the needs of Deaf children: the **Carrera Foldable Helmet** and the **Crazy Safety Animal Series Helmet**. Both styles offer a better fit around Cochlear Implants, BAHAs, or Hearing Aids and are considerably more expensive than regular helmets—but they make a world of difference.

This year, we funded **17 helmets**, compared with 26 last year. While this represents a reduction of 9 helmets, the decrease was largely due to **supplier availability issues with our preferred models**. Helping Deaf children ride their bikes safely and confidently. These helmets don't just provide protection—they remove barriers to inclusion, allowing children to join family rides, play with friends, and feel fully part of the experience. For many, it's not just about cycling—it's about freedom, confidence, and emotional wellbeing.

By removing a barrier to participation, we help ensure Deaf children can join in, feel safe, and stay connected with their peers.



BRITISH SIGN LANUGAGE LEVELS – INTRODUCTION TO BSL LEVEL 3

At Chloe's and Sophie's Special Ears Fund, we continue to champion **British Sign Language (BSL)** as the native and preferred language of many Deaf people. We believe that **true inclusion starts with communication**—and that begins with access to BSL in schools, homes, and communities. That's why we are proud to fund BSL learning for **parents, teachers, Deaf children, and their peers.**

This year, we funded **BSL learning opportunities for over 312 people**, equating to **20,592 hours of BSL learning**, a significant increase from the previous year. This included:

- BSL Level 1, 2 and 3 courses for **parents and teachers**
- **In-school BSL lessons** for Deaf children and their classmates

These courses are life-changing. They empower families to **communicate meaningfully with their Deaf children**, improving **emotional wellbeing**, reducing isolation, and strengthening family bonds. For teachers and classmates, BSL learning helps create **inclusive school environments** where Deaf children feel seen, understood, and valued.



This year we funded:

- **30 parents/teachers to complete BSL Level 1** (equivalent to approximately **2160 hours** of learning – based on 72 hours per learner)
  (vs. 59 people last year = 4,272 hours)
- **9 parents/teachers to complete BSL Level 2** (equivalent to approximately **216 hours** of learning – based on 24 hours per learner)
  (vs. 28 people last year = 672 hours)
- **1 parent to complete BSL Level 3** (equivalent to **60 hours** of advanced BSL learning)

In addition, we funded **weekly BSL lessons for 232 children in schools**, giving both Deaf and hearing pupils the opportunity to **share a common language.** These sessions not only support academic learning but help build friendships and confidence through a shared, accessible means of communication.

Whether its parents signing their first bedtime story, teachers delivering lessons with greater awareness, or children holding conversations in BSL on the playground—**this is what inclusion looks like in action.**



Testimonial from Parent from St Johns and St Clements

'Completing the BSL course has made a significant difference in my ability to communicate with my son. As he is learning BSL at school, he already has a good understanding of signing, and being able to learn alongside him has strengthened our communication. When I don't understand something, he can sign it to me, that helps avoid frustration of not being understood and reduces behavioural challenges.

There are also times when he doesn't want to wear his processors, or when they are not working. In these situations, being able to use the basic signs I've learned has been incredibly helpful in maintaining communication and supporting his needs.

Having access to funding for this course has meant a great deal to me as a parent. It has given me the opportunity to better connect with my child, support his development, and create a more positive and understanding environment for both of us.'

EVENTS AND ACTIVITIES

Our **CSSEF Deaf Hubs** continue to be an important part of our work, providing regular opportunities for Deaf children, Children of Deaf Adults (CODA) and their families to come together in an environment where communication, identity and belonging are at the heart of every session.

Across the year, we delivered **35 Deaf Hub sessions**, with **25 sessions in England** and **10 sessions in North Wales**. These regular gatherings provide families with something that can be difficult to find elsewhere: a welcoming, Deaf aware space where children can communicate freely, develop friendships and see other Deaf children and families sharing similar experiences.

CSSEF Deaf Hub – Surrey

Our Deaf Hub in Surrey continued to meet fortnightly on Sundays, delivering **25 sessions** throughout the year. Our Deaf Hub welcomes an average of **10 families and 30 attendees** per session, providing a consistent source of connection and support for Deaf families.

The sessions are designed around the needs and interests of the children, with opportunities for sensory play, arts and crafts, games, movement and social interaction. By creating a BSL-rich and oral spoken environment, children are able to communicate naturally, build friendships and develop their confidence while parents and families can connect with others who understand their experiences.

The regularity of our Deaf Hub is particularly important. Rather than being an occasional activity, it has become a reliable part of family life, giving children something to look forward to and families a familiar community where they know they are welcomed and understood.

CSSEF Deaf Hub – North Wales

Our North Wales Deaf Hub, based at Ty Calon in Flintshire, continued to grow following its launch in 2024. This year, we delivered **10 monthly Saturday sessions**, welcoming an average of **10 families and 30 attendees** each time.

North Wales Deaf Hub provides Deaf and CODA children and their families with access to activities, social opportunities and BSL-rich interaction in a safe and inclusive environment. For families in North Wales, where accessible opportunities specifically designed with Deaf children in mind can be limited, the hub provides an important opportunity to meet other families, share experiences and build a sense of community.

Creating Community and Belonging

Together, our England and North Wales Deaf Hubs demonstrate the importance of regular, accessible and inclusive spaces for Deaf children and their families. Across **35 sessions** this year, we have continued to create opportunities for children to play, communicate, make friends and develop their confidence in an environment where being Deaf is simply part of who they are.

Our Deaf Hubs are not just about activities—they are about belonging. They give Deaf children the opportunity to be surrounded by peers, families and role models who understand Deaf culture and communication, while helping parents to build their own support networks.

We are proud that what began as individual community sessions has developed into a regular and valued programme that families can rely on throughout the year.

Fun at Deaf Hub England - Drumming Workshop, Party Games and Mr Pineapple Head visit









Deaf Hub North Wales Halloween Party

Blossom Group - For Deaf girls aged 7–12

Originally launched during our time in Guildford, **Blossom Group** has continued to flourish in Aldershot. Designed specifically for Deaf girls who are often the only Deaf child in their school, the group addresses key challenges around **identity, self-esteem, and confidence**.

Blossom provides a safe and nurturing space where girls can be themselves, connect with peers who "get it," and learn to **advocate for their own needs**. Through structured support and meaningful activities, the group helps participants grow into proud, confident individuals who feel empowered in both Deaf and hearing spaces.

Parents and teachers consistently tell us that **Blossom is transformational**. Girls who once felt isolated now laugh, sign, and share stories together—building strong friendships and rediscovering their own self-worth.



Meeting Bruno from Pets as Therapy with our Blossom Girls

A particularly special moment this year was inviting our Blossom Group girls to join us on stage at our Black Tie Ball. The same girls who once struggled to say hello to others stood proudly together, sharing what Blossom meant to them and how it had helped them grow in confidence.

United together, they had bloomed. Their courage and confidence moved the audience to give them a standing ovation—a truly unforgettable moment that captured the powerful impact of Blossom.





Testimonial from BTB Blossom parent

'Thank you for a fabulous night from the Prosecco arrival to the wonderful food, fabulous prizes, tear-jerking speeches and sore feet from dancing! Your passion for brightening the lives of Deaf children is on another level, the impact of your work hits the quiet family table to education institutions, Karen and the team, I will be forever grateful for stumbling across the charity at a time when I was really beginning to see that A needed something that I didn't know how to provide- she needed her world – CSSEF has given her that identity and belonging, that as a mum I couldn't. So, thank you for everything you do to make my little girl the best version of herself'

Youth Club - for Deaf young people aged 10+

Our **Youth Club** is a **youth-led focus and sense of community** we aim to foster.

Held in the same Wellbeing Hub space at Blossom, our **Youth Club** gives Deaf young people aged 10 and up a place to **socialise, share experiences, and just be themselves**. Whether they're chatting over slices of pizza, playing games, or discussing everyday challenges, the environment is inclusive, empowering, and accessible.

Youth Club now has **10 regular young people attending**, meeting **fortnightly on Saturdays during term time.**

The continued growth and regular attendance of the group demonstrate the importance of having a dedicated space where Deaf young people can **belong, connect and be themselves.**



Playing Games at Youth Club

FINANCIAL OVERVIEW

The charity had a total income of £342,270 which was an increase from the previous year of £35,428. Our main source of charitable income came from our charity shops, Grants, donations, and personal challenge fundraising.

Charitable donations to the charity totalled to £32,723. This was an increase to the previous year of £14,991. Fundraising activities totalled to £41,384. This was a decease to the previous year of £7,866. As a charity we have focussed our time on delivering our Wishes and making a positive impact to Deaf children to give an everlasting positive impact today and tomorrow.









Grants continued to be a great source of funds for our charity. We were able to secure grants to the sum of £21,801 which was a decrease to the previous year £64,805. Whilst grants were a great source of income for us we recognise that we received less grants due to restraints on our resources and the impact of the cost of living crisis to access grants. Between December 2024 and November 2025, the following grants were received:

Grants from December 2024 to November 2025

- Tesco - Brick Link Deaf Kids Build - £1,000 (restricted)
- Rushmoor Brough Council - £1000 (restricted)
- Sage Publications - £2748 (restricted)
- John Lewis - £1000 (restricted)
- Surrey County Council - £553 (restricted)
- Pierrepoint Trust £10,000
- St James Place £2,500
- Enterprise £1,000
- Costa £2,000

CHARITY SHOPS – JUST4KIDS

Our charity shops were a significant source of income during this financial year. They raised £222,566 as a combined total which includes shop revenue, rags and grants. With the opening of our fourth charity shop in October 2025 at Just4Kids Fleet we have gone from strength to strength.

Just4Kids Fleet Team Blue Opening



Charitable activities amounted to £240,226 of which £798 to support schools improve their Sound Acoustics and provide Sound Equipment for Deaf Children. An additional £4,184 was spent on Raising Deaf Awareness. We spent £59,110 to support the emotional wellbeing of Deaf children.

The Charity spent £329,063 in total for resources expendable. The Charity achieved a surplus of income over expenditure in 2025 of £13,207 (2024- deficit of £46,356)

Charity Reserves were agreed by the Board of Trustees to be set to £70,000.

PLANS FOR THE FUTURE

Over the next 12 months, the Trustees will continue to develop our main charity objectives and deliver on our Five-Year Strategy. Our focus remains clear—**helping Deaf children to be their best selves, while prioritising their mental health and emotional wellbeing.**

"We brighten the lives of Deaf children throughout the UK. We aim to provide an everlasting positive impact on their wellbeing and mental health by overcoming challenges, creating experiences and empowering individuals to be their best selves."

Key Priorities for the Year Ahead

- **Fundraising and Grant Development** – Over the past 12 months, we have placed a strong focus on fundraising and grant applications. Over the coming year, we plan to recruit a part-time Fundraiser and secure an additional £100,000 in funding to support the continued growth and sustainability of our services and programmes.

- **Just4Kids Charity Shops** – We will continue to maintain and develop our four existing Just4Kids charity shops, exploring opportunities to extend opening hours where viable. By maximising the income generated through our shops, we can increase the funds available to support Deaf children and young people.

- **Increasing Gift Aid** – We will focus on improving **customer service and the donation drop-off experience** within our charity shops. By encouraging more eligible donors to sign up for Gift Aid, we aim to increase our Gift Aid income from **17% to 25%**, generating additional income at no extra cost to our supporters.

- **Corporate Partnerships and Networking** – We will join a **business networking group** to increase awareness of our charity within the business community, develop new corporate relationships and create opportunities for longer-term partnerships, sponsorship and support.

- **Corporate Social Responsibility Days** – We aim to host **12 Corporate Social Responsibility (CSR) Days** over the next 12 months, giving businesses meaningful opportunities to support our charity while helping us develop strong and lasting corporate partnerships.

- **Deaf Awareness and Youth Support Champions** – We will recruit a **Deaf Awareness and Youth Support Champion** to provide positive Deaf role models for the children and young people we support. This role will help promote confidence, independence and inclusion, while ensuring our charity children have access to inspiring role models who understand their experiences.

Structure, Governance and Management

Governing Document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Structure and Management

The trustees, who are also the directors for the purpose of company law, and who served during the year were:

Mr Adam Lee (appointed 10.6.24)
Mrs R Chocian (appointed 10.6.24)
Mr S Garrett
Ms C Rise
Mr D Rainbird (appointed 8.4.24)

The Trustees are responsible for ensuring there are effective and adequate risk management and internal control systems in place to manage all major risks that the Charity is exposed to. Financial risk is directly managed by Trustees. Any items require pre-approval from the Trustees and are supported by receipts. Every expense must be counter signed. The charity has a procedure for the public to request Grants which are paid directly to the school, or the charity purchases the items rather than provide the applicant with monies. Grants are all approved by the Trustees.

Monthly Financial accounts are provided to our Board of Trustees on a monthly basis and discussed in further detail by our Treasurer. Other Risks include Health & Safety whereby Risk Assessments are carried out for any fundraising event. Our charity shop holds all Risk Assessments and Health and Safety documents.

The charity employed five full time staff and six part time staff. Five of which worked at our charity shop 'Just4Kids'. There are two paid Directors who are full time, one as the CEO role of the charity and one as the Retail Operations Manager. We also employ one Charity Operations Manager and three Full time Wish Granting Champions. Several of our volunteers support our charity with the day to day running of the charity shops, as well as our fundraising activities and events. None of the directors hold shares as there is no authorised share capital.

LEGAL AND ADMINISTRATIVE DETAILS

Charity Name:	CHLOE'S AND SOPHIE'S SPECIAL EARS FUND
Charity Number:	1151263
Company Number:	08300399
Registered Office:	CSSEF WELLBEING HUB MANOR CHAMBERS 304 HIGH STREET ALDERSHOT HAMPSHIRE GU12 4LT
Trustees:	DANIEL RAINBIRD SHAUN GARRETT RACHEL CHOCIAN ADAM LEE CERI RISE
Independent Examiner:	ELISABETH J NOBLE FCA BFP PROVIDENCE FINANCIAL LIMITED 01 MEADLAKE PLACE THORPE LEA ROAD EGHAM SURREY TW20 8HE
Bankers:	HSBC 15 WELLINGTON STREET ALDERSHOT GU11 1DY
Solicitors:	None

STATEMENT OF TRUSTEES' RESPONSIBILITIES FOR THE YEAR ENDED 30 NOVEMBER 2025

The trustees (who are also the directors of Chloe's & Sophie's Special Ears Fund for the purposes of company law) are responsible for preparing the Report of the Trustees 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. Under that law, the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those 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 judgements and estimates that are reasonable and prudent;
- 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 charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees key function is to safeguard the long-term sustainability of the charity so that we may positively impact the lives of deaf children now and in many years to come.

To achieve this, the trustees have demonstrated a flexible strategic plan, to ensure we react and adapt as a charity to any challenges that present themselves and equally allow us to be proactive in working to the charity strengths.

We have recognised that expanding too quickly could have a detrimental effect on our service level and so have decided to have a focused area that still leaves capacity for the team to grow and improve our offering.

We as trustees must always consider the individual and tailor our resources to aid, assist and inspire the individual to be their best selves and empower them with the realisation of their potential.

The Trustees are responsible for ensuring that the objectives of the Charity are fully achieved in a sustainable manner. With the short-term focus being to raise the necessary funds to deliver the Charity's objectives.

CONFLICT OF INTEREST

The Charity reports no Conflict of Interests.

Disclosure of information to the Independent Examiner

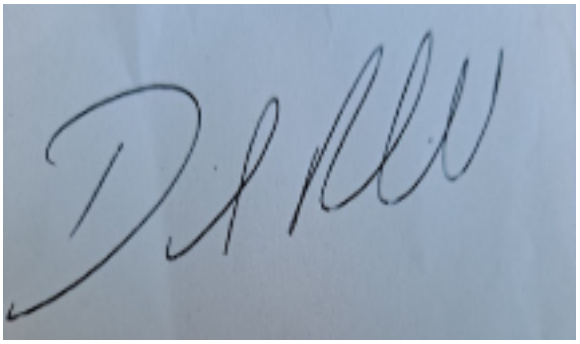
We, the directors of the company who held office at the date of the approval of these Financial Statements as set out above each confirm, as far as we are aware, that:

there is no relevant information of which the company's Independent Examiner is are unaware; and

We have taken all the steps that we ought to have taken as directors in order to make ourselves aware of any relevant information and to establish that the company's Independent Examiner is aware of that information.

In approving the Trustee's Annual Report, we also approve the Strategic Report included therein, in our capacity as company directors.

Approved by order of the Board of Trustees on 29th August 2026 and signed on its behalf by:



Daniel Rainbird, Chair of Trustee

Independent Examiner's Report to the Trustees of CHLOE'S & SOPHIE'S SPECIAL EARS FUND

Independent examiner's report to the trustees of CHLOE'S & SOPHIE'S SPECIAL EARS FUND ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 30 November 2025.

Responsibilities and basis of report

As the charity's 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 charity'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 your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered 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:

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.

Elisabeth J Noble FCA BFP

The Institute of Chartered Accountants in England and Wales

Providence Financial Limited

Chartered Accountants

01 Meadlake Place

Thorpe Lea Road

Egham

Surrey

TW20 8HE

29 August 2026

Chloe's & Sophie's Special Ears Fund

Statement of Financial Activities
for the Year Ended 30 November 2025

	Notes	Unrestricted fund £	Restricted fund £	30.11.25 Total funds £	30.11.24 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		56,519	-	56,519	24,315
Charitable activities					
General		15,500	6,301	21,801	86,606
Other trading activities	2	263,950	-	263,950	195,921
Total		335,969	6,301	342,270	306,842
EXPENDITURE ON					
Raising funds	3	53,745	112	53,857	83,019
Charitable activities					
General		(37,083)	-	(37,083)	-
Others		235,349	-	235,349	287,200
Emotional Wellbeing		59,356	12,052	71,408	(38,053)
Equipment and resources in school		737	61	798	16,387
Raising Deaf awareness		2,860	1,324	4,184	4,095
Other		550	-	550	550
Total		315,514	13,549	329,063	353,198
NET INCOME/(EXPENDITURE)		20,455	(7,248)	13,207	(46,356)
RECONCILIATION OF FUNDS					
Total funds brought forward		189,223	9,516	198,739	245,095
TOTAL FUNDS CARRIED FORWARD		209,678	2,268	211,946	198,739

The notes form part of these financial statements

Chloe's & Sophie's Special Ears Fund

Balance Sheet
30 November 2025

	Notes	Unrestricted fund £	Restricted fund £	30.11.25 Total funds £	30.11.24 Total funds £
FIXED ASSETS					
Tangible assets	8	3,300	-	3,300	3,850
CURRENT ASSETS					
Debtors	9	11,125	-	11,125	-
Cash at bank		204,681	2,268	206,949	201,248
		215,806	2,268	218,074	201,248
CREDITORS					
Amounts falling due within one year	10	(9,428)	-	(9,428)	(6,359)
NET CURRENT ASSETS		206,378	2,268	208,646	194,889
TOTAL ASSETS LESS CURRENT LIABILITIES		209,678	2,268	211,946	198,739
NET ASSETS		209,678	2,268	211,946	198,739
FUNDS	11				
Unrestricted funds				209,678	189,223
Restricted funds				2,268	9,516
TOTAL FUNDS				211,946	198,739

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 30 November 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 30 November 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for
(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes form part of these financial statements

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

The financial statements were approved by the Board of Trustees and authorised for issue on 29 August 2026 and were signed on its behalf by:

D P Rainbird - Trustee

1. ACCOUNTING POLICIES

Basis of preparing the financial statements
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income
All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Taxation
The charity is exempt from corporation tax on its charitable activities.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments
Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

1. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. OTHER TRADING ACTIVITIES

	30.11.25	30.11.24
	£	£
Fundraising events	41,384	49,250
Shop income	222,566	146,671
	263,950	195,921

3. RAISING FUNDS

Raising donations and legacies

	30.11.25	30.11.24
	£	£
Rates and water	2,128	1,056
Insurance	429	429
Light and heat	4,364	9,544
Telephone	114	276
Postage and stationery	63	162
Sundries	19,292	10,785
Repairs	4,734	2,985
Support costs	-	6,557
	31,124	31,794

4. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	30.11.25	30.11.24
	£	£
Auditors' remuneration for non audit work	3,084	2,340
Depreciation - owned assets	550	550
Other operating leases	1,714	3,325

5. TRUSTEES' REMUNERATION AND BENEFITS

	30.11.25	30.11.24
	£	£
Trustees' salaries	-	27,000
Trustees' social security	-	2,470
Trustees' pension contributions to money purchase schemes	-	810
	-	30,280

Trustees' expenses

There were no trustees' expenses paid for the year ended 30 November 2025 nor for the year ended 30 November 2024.

6. STAFF COSTS

	30.11.25	30.11.24
	£	£
Wages and salaries	191,911	202,324
Social security costs	8,992	11,196
Other pension costs	5,650	5,965
	206,553	219,485

The average monthly number of employees during the year was as follows:

	30.11.25	30.11.24
Full Time	5	-
Part Time	6	-
	11	-

No employees received emoluments in excess of £60,000.

7. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	24,315	-	24,315
Charitable activities			
General	12,700	73,906	86,606
Other trading activities	195,921	-	195,921
Total	232,936	73,906	306,842
EXPENDITURE ON			
Raising funds	83,019	-	83,019
Charitable activities			
Others	283,421	3,779	287,200
Emotional Wellbeing	(94,949)	56,896	(38,053)
Equipment and resources in school	14,409	1,978	16,387
Raising Deaf awareness	2,358	1,737	4,095
Other	550	-	550
Total	288,808	64,390	353,198
NET INCOME/(EXPENDITURE)	(55,872)	9,516	(46,356)
RECONCILIATION OF FUNDS			
Total funds brought forward	245,095	-	245,095
TOTAL FUNDS CARRIED FORWARD	189,223	9,516	198,739

8. TANGIBLE FIXED ASSETS

	Motor vehicles £
COST	
At 1 December 2024 and 30 November 2025	5,500
DEPRECIATION	
At 1 December 2024	1,650
Charge for year	550
At 30 November 2025	2,200
NET BOOK VALUE	
At 30 November 2025	3,300
At 30 November 2024	3,850

9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	30.11.25 £	30.11.24 £
Trade debtors	11,125	-

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	30.11.25 £	30.11.24 £
Trade creditors	1,353	358
Social security and other taxes	3,162	2,266
Other creditors	2,383	1,395
Accrued expenses	2,530	2,340
	9,428	6,359

	At 1.12.24 £	Net movement in funds £	At 30.11.25 £
Unrestricted funds			
General fund	189,223	20,455	209,678
Restricted funds			
Restricted	9,516	(7,248)	2,268
TOTAL FUNDS	198,739	13,207	211,946

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	335,969	(315,514)	20,455
Restricted funds			
Restricted	6,301	(13,549)	(7,248)
TOTAL FUNDS	342,270	(329,063)	13,207

Comparatives for movement in funds

	At 1.12.23 £	Net movement in funds £	At 30.11.24 £
Unrestricted funds			
General fund	245,095	(55,872)	189,223
Restricted funds			
Restricted	-	9,516	9,516
TOTAL FUNDS	245,095	(46,356)	198,739

11. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	232,936	(288,808)	(55,872)
Restricted funds			
Restricted	73,906	(64,390)	9,516
TOTAL FUNDS	306,842	(353,198)	(46,356)

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.12.23 £	Net movement in funds £	At 30.11.25 £
Unrestricted funds			
General fund	245,095	(35,417)	209,678
Restricted funds			
Restricted	-	2,268	2,268
TOTAL FUNDS	245,095	(33,149)	211,946

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	568,905	(604,322)	(35,417)
Restricted funds			
Restricted	80,207	(77,939)	2,268
TOTAL FUNDS	649,112	(682,261)	(33,149)

12. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 30 November 2025.

Chloe's & Sophie's Special Ears Fund

Detailed Statement of Financial Activities
for the Year Ended 30 November 2025

	30.11.25 £	30.11.24 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Gifts	1	(1)
Donations	32,723	17,732
Gift aid	23,795	6,584
	56,519	24,315
Other trading activities		
Fundraising events	41,384	49,250
Shop income	222,566	146,671
	263,950	195,921
Charitable activities		
Grants	21,801	86,606
Total incoming resources	342,270	306,842
EXPENDITURE		
Raising donations and legacies		
Rates and water	2,128	1,056
Insurance	429	429
Light and heat	4,364	9,544
Telephone	114	276
Postage and stationery	63	162
Sundries	19,292	10,785
Repairs	4,734	2,985
	31,124	25,237
Other trading activities		
Trustees' salaries	-	27,000
Trustees' social security	-	2,470
Trustees' pension contributions	-	810
Wages	18,542	15,534
Other operating leases	1,714	3,325
Carried forward	20,256	49,139

Chloe's & Sophie's Special Ears Fund

Detailed Statement of Financial Activities
for the Year Ended 30 November 2025

	30.11.25 £	30.11.24 £
Other trading activities		
Brought forward	20,256	49,139
Bank interest	2,477	2,086
	22,733	51,225
Charitable activities		
Wages	154,827	144,256
Social security	8,992	8,726
Pensions	5,650	5,155
Rates and water	358	327
Insurance	1,223	1,178
Telephone	487	65
Postage and stationery	1,145	1,252
Sundries	3,452	5,404
Sound clouds and equipment in school	798	16,500
Emotional wellbeing expenses	59,110	57,001
Raising deaf awareness expense	4,184	3,816
	240,226	243,680
Other		
Depreciation of tangible fixed assets	550	550
Support costs		
Management		
Wages	18,542	15,534
Rates and water	-	(1,204)
Telephone	2,915	2,705
Postage and stationery	248	574
Sundries	401	497
Travel costs	3,038	6,458
	25,144	24,564
Finance		
Bank charges	548	547
Information technology		
Computer and IT expenses	5,654	5,055
Governance costs		
Auditors' remuneration for non audit work	3,084	2,340

Chloe's & Sophie's Special Ears Fund

Detailed Statement of Financial Activities
for the Year Ended 30 November 2025

	30.11.25 £	30.11.24 £
Total resources expended	329,063	353,198
Net income/(expenditure)	13,207	(46,356)