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Manchester Deaf Centre

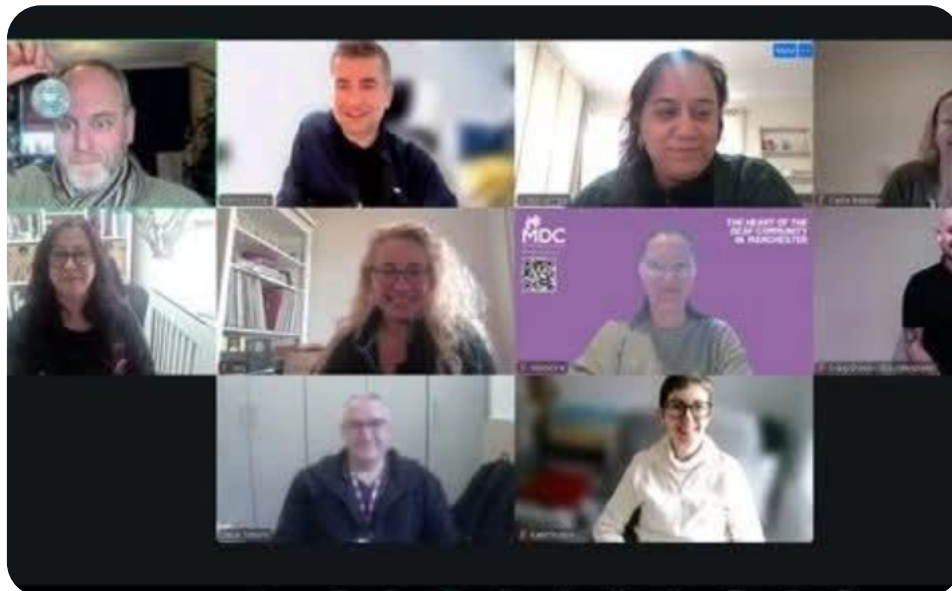
Financial sustainability and funding

Manchester Deaf Centre (MDC) is a charitable incorporated organisation working at the heart of Greater Manchester’s deaf community. It is a hub for inclusion, advocacy, accessibility, support, training and information, providing a holistic range of services to support and empower deaf people. Part of MDC’s offer includes BSL/English interpreting services, as well as delivering training to increase awareness and understanding of deafness and British Sign Language.

MDC had seen income from its interpreting services and training courses grow; however, its costs had also risen significantly. The organisation approached Manchester Community Central, for support to improve its financial sustainability and access to funding.

To support MDC in managing increasing demand and income from trading activities, Manchester Community Central worked with MDC to develop a structured approach for assessing how potential new work aligns with its mission and existing services. This included strengthening decision-making processes, reviewing elements of its pricing approach, and how this is communicated to different customer groups, with the aim of improving financial sustainability.





This support was delivered through a series of structured conversations and meetings, providing space for MDC to reflect on its strategic plans and consider how its sustainability and funding strategies align with potential future developments.

The programme was designed to offer a trusted sounding board, with advice and guidance resulting in a set of practical, usable tools to support informed decision-making about the organisation's future direction.

Manchester Deaf Centre said of the support:

“Through meetings with the consultant, Adrian, we were able to get to the heart of the support we needed. Together, we identified practical tools and delivered two training sessions with our management team, helping them to think more commercially and in terms of real-world application.

We were introduced to tools and frameworks that were new to the team, and the training was delivered in a well-paced, engaging and practical way, with helpful context throughout. All managers fed back that it had supported and strengthened their day-to-day practice.

We're very grateful for the support and guidance provided.”



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