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Farewell



## *Dear All*

The Trustees have now appointed Amanda Morgan to be my successor. Amanda and I will work together for a week at the end of March, and then she will take over the role of Director on 3rd April 2017.

This will be my last message as Director of CAMTAD and then Cambridgeshire Hearing Help and I want to thank you all for being so supportive to me. My time here has seen some big changes including the new sessions in the Huntingdon and Fenland Districts and of course the change of name. We now work on a much larger scale. In 2009 we saw 5,500 people in the Hearing Help sessions and by the end of this financial year that number will have doubled! But this has not changed the spirit of the organisation which greatly lies with the volunteers. You are dedicated, professional and generous and greatly valued by the service users for your commitment and friendliness. It has been a privilege to work with you and I will miss you all.

I also want to thank the great staff members who work here. They have seen me through some ups and downs and they are a very strong team who will provide Amanda with all the back-up that she needs and help with a seamless transition.

And finally I am very grateful to the Trustees, past and present who have helped to take the charity forward and keep the organisation on the right track.

So where are we now? Funding continues to be an issue. The County Council funding is for one more year and then will need to be renegotiated and the NHS funding is vulnerable to cuts. CHH will have to become a fundraising focussed organisation and may need to rely more on voluntary help for representation in the community.



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Registered Charity No 1154071

But both the NHS and the Local Authority see voluntary organisations as key to building resilience in society and keeping people well and in their own homes. We are now part of the Health and Wellbeing network which is a cluster of organisations involved in health and social care. This aims to identify people who are at risk before crises occur and then direct them to groups that can support them.

While the future is not secure for a small charity like ours, there are signs that the contribution we make is valued and that the impact we make on peoples' lives is recognised both in terms of wellbeing and cost saving.

On more day to day matters, Eric Brown has retired and we wish him well. He will be missed in the Hearing Help sessions and with the equipment team. We will not be able to continue the Equipment Demonstrations at St. Andrews Street Baptist Church at the moment. The larger equipment demonstrations will resume when Amanda has found her feet and may take the form of a partnership with other enterprises.



Lip-reading classes have started in Cambridge and so far they are going well, but we need more people enrolled to make this viable in the long run, so please do direct people to the classes if you think they might be of interest. See Diary Dates for more details.

The prison population is aging and managing hearing loss for prisoners is challenging. We have teamed up with Sensory Services through an initiative at Littlehey Prison to explore provision of a hearing aid maintenance service in the prison. This is an innovative model which could be copied in other parts of the country.



We are also taking part in the annual student/volunteer workshop at Anglia Ruskin College in Cambridge. This is an opportunity to influence the next generation of audiologists.

We had a very generous donation from the Chivers Trust of £1,500 which was very welcome. We also received a number of gifts from individuals before Christmas amounting to £220. The number of volunteers who do not claim expenses but register for gift aid has also increased so thank you to those who are making the effort to fill in the expenses form for this.

In 2008 I almost overlooked the job advertisement for the Director of CAMTAD and it was only on a second reading that I realised that it might be just the job I was looking for. How many jobs could there be where having a hearing aid was a selling point?

But it turned out to be the best job I could have taken and it has been a wonderfully fulfilling (almost) 9 years. I wish you all the very best for the future. You may still see me around volunteering from time to time and you will definitely find me with the dog on the Grafham Water sponsored walk.

Good bye for now,

*Frances*



## *Introducing Amanda*

The Trustees of CHH are delighted to announce the appointment of Amanda Morgan to replace Frances Dewhurst as Director of the charity. Amanda will be taking over on 3<sup>rd</sup> April 2017.

Amanda has a strong background in fundraising, management, and leadership within the disability charity sector. She has personal experience of hearing loss and has recently acquired a cochlear implant.



*Amanda says..... "I have long admired the fantastic service that Cambridgeshire Hearing Help provides for the county's hard of hearing community. My own lived experience of hearing loss, and the daily frustrations and barriers it can create, gives me a huge amount of passion for the cause and I am really looking forward to being part of the amazingly dedicated team of staff and volunteers."*

## *Best Practice*

Calling all receptionists. Keeping the records is a hugely responsible part of your job as our finding depends on being able to tell people accurately what we do with figures to back up bids for money. We have noticed that the records for new service user referrals are a bit patchy and don't match up to the increased numbers we are seeing. We do need to know how people find out about us and which organisations make use of our service, so please have a think about this when you are filling in the record for a new user and simply ask how they found out about us. Thank you!

Specsavers are no longer providing batteries by post and we are getting an increased demand for batteries only. Please remind people that they can get batteries from the Mobile Library service. This will help to relieve the pressure in the busy Hearing Help Sessions.

## *Alan Jones writes...*

Do you, your family or friends enjoy walking? Could you walk either 3 or 10 miles around a beautiful reservoir, full of interest, and at the same time raise much needed funds for Cambridgeshire Hearing Help? The exercise will do you and our budget deficit a great deal of good, we promise! We are joining the Annual Grafham Water Lions Club Sponsored Safari Walk, which is always a great occasion. Please see our Diary Dates for more information.

Six of us have already signed up to walk and are starting to recruit our sponsors. If you can sign up on the CHH website, or ask Frances, Fran, Gaynor, or myself to help you. There are leaflets available describing all the arrangements and we may be able to offer some lifts to Grafham Water too.

If you are unable to join the Walk but would like to make a donation please do this via the CHH website or register on our Virgin Money Giving Event Page. We will also have a Stand displaying CHH information at the Walk and will need two happy volunteers' to cover this too. Could we raise £3,000? Do help us!

Help Healthwatch Cambridgeshire check that local people are getting information from health and care organisations in a format that they can use.

Last July, the government introduced the Accessible Information Standard for NHS and social care services. This tells organisations what they need to do to make sure their services are accessible for people with disabilities and sensory loss. The standard aims to make sure that people are given information in a format that they can easily read or understand with support, so they can communicate effectively with health and social care services.

Healthwatch want to determine how well this is working for local people - starting with the experiences of people with hearing loss or who identify as deaf. Cambridgeshire Hearing Help and Cambridgeshire Deaf Association are working alongside them on this project.

Short surveys will be available at our Hearing Help Sessions during March and April for service users and volunteers. At some sessions, one of the staff will also be there to chat to people and help with any questions about the survey. The survey will also be available online [www.healthwatchcambridgeshire.co.uk](http://www.healthwatchcambridgeshire.co.uk)

Please get in touch and chat to Julie or Heather at Healthwatch to find out more, or to share your experiences of care in Cambridgeshire.

**01480 420628**  [enquiries@healthwatchcambridgeshire.co.uk](mailto:enquiries@healthwatchcambridgeshire.co.uk) or free post address: Freepost RHA\_RTye\_SATT, Healthwatch Cambridgeshire, 6 Oak Drive, Huntingdon, PE29 7HN

## *Hearing Aid Bandwidth Frequency*

There is a threat to the use of hearing aids with Bluetooth, from governments that want to sell this off for commercial use. A small fraction of the available bandwidth used by hearing aids that connect to Bluetooth should be reserved for the hard of hearing, if not 120 million Europeans are at risk of poorer quality of life.

Hear-it AISBL, the organisation behind hear-it.org, has written a letter to a series of European and national regulatory authorities, organisations and members of the European and national parliaments where hear-it AISBL strongly recommend the reservation of a small fraction of available Bluetooth bandwidth for the hard of hearing.

To find out more visit the website below.

<http://www.hear-it.org/120-million-europeans-risk-poorer-quality-life>



## *How 'Giant Hearing Aid in the Sky' could transform mobile phone calls for millions*

Trials are under way of software that will transform the experience of using a mobile phone for those with hearing impairment. Having some form of hearing impediment and using a mobile phone can be a frustrating and difficult experience for those with hearing loss.

But now Goshawk Communications, a start-up from the Cambridge Social Ventures programme at the Judge Business School's Cambridge Centre for Social Innovation, has a solution – an integrated software service within the core mobile phone network that enhances the audio signal in a personalised way to an individual's hearing.

Matthew Turner, who has been hard of hearing since childhood, was prompted to launch Goshawk, based on Cambridge's Future Business Centre, in 2012 after struggling to communicate via mobiles during a career in corporate finance and other roles in Europe and the US.

He said " Poor product design, call signal and service quality have left people with hearing loss feeling 'isolated', 'tired', and 'nervous' – these are just a few of the responses we got to Goshawk's survey about difficulties people face when using the phone. We have a simple yet novel solution to this problem – effectively a hearing aid in the sky."

Read more - <http://goshawk-communications.com/>

### *Message from the Office*



To enable us to keep our costs down, consider receiving your copy of the News Letter by email. For CHH this will mean, a saving on postage, paper and printing. Please let the office know if you can transfer to News Letter by email.

Also, please assist us to promptly finalise our year-end figures, by letting the office have all Home Visiting and Residential Home Visiting Returns at the end of March. **THANK YOU!**

### *Diary Dates*

Lip Reading	Fri 24 <sup>th</sup> Feb – Fri 24 <sup>th</sup> March, 10.30am -12.30pm Cambridgeshire Deaf Association, 8 Romsey Terrace, Cambridge, CB1 3NH. £6 per session. Booking required
Grafham Safari	Sunday 21 <sup>st</sup> May, 10am start for 3 or 10 mile walk options
AGM	Thurs 29 <sup>th</sup> June, at C3 Centre, Coldham's Lane, Cambridge, CB1 3HR

## *Farewell and Thank You*

Both Frances and I joined our forerunner, CAMTAD, at the same time in 2009. We were of course in completely different roles. I was a new volunteer coming to terms with my own hearing loss but also trying hard to work out how to thread a tube through a plastic mould, wondering which way up it was and then working out how it might fit in an ear!



We have moved on a long way since then and Frances has guided us through a number of challenges with her abundant energy and determination. Her achievements over this period have been considerable. The first came with the change in the way age-related audiology was managed in Cambridgeshire with the formation of a partnership between the NHS, Specsavers and CAMTAD alongside Cambridgeshire County Council. This required us to bid competitively online to win contracts from our main funders, who also required much more data and information to be collected to justify our funds. It was then that we were grateful for Frances' legal skills. Following her advice we changed the legal status of the charity to one of limited liability recognising our new contractual liabilities, and at the same time changed our name to Cambridgeshire Hearing Help. During all this time it was clear that our management processes also needed to be written down which of course Frances completed. It is safe to say we are now set up in the professional way required to compete successfully for our major funding contracts.

Over the period of Frances' tenure the demand for our services doubled. However, as we all know, government funding has not been able to keep up with the rate of growth in health and social care services so, like everyone else, we are having to economise our operations and begin to seek alternative funding. Our new Director Amanda has a wealth of experience in fundraising and she could not be joining the charity in a better position, and for that we are indebted to Frances. On behalf of the Trustees I offer Frances my sincere thanks and wish her well in her new ventures.



*Roger Hill, Chairman of Trustees*