

CAMBRIDGESHIRE HEARING HELP

Annual Report and Accounts for the year ended
31 March 2016



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Cambridgeshire Hearing Help CIO

Trustees' Annual Report for the Period 2015-2016

Chair's message

I'm pleased to be writing this message reflecting on another successful and productive year at Cambridgeshire Hearing Help. Our staff and volunteer team have again delivered an increase in activity across the areas where we work, we have seen further geographical expansions and expanded our work in partnership with other local organisations.

Some key achievements I would like to note include:

- An increase of 611 attendances to bring the total number to 11,225. We are particularly pleased to see growth in the numbers of home and residential home visits.
- We have increased our support to people living in remote rural areas by working with the mobile library service to distribute batteries.
- We have continued to fundraise successfully, with several local parishes and grant givers generously donating to support work in Cambridgeshire's communities.
- We have had 126 visits to the newly set-up March and Wisbech sessions, most of whom were new to the service. We have worked hard in the Fenland area to give out the message that looking after hearing is important, by giving a series of talks in the Fenland libraries' engage groups and with Carer's trust in the area as well as attending Golden Age Fairs.
- We have trained 5 new volunteers for this area who are settling into their new roles well and are generously supporting us with their time.

I was delighted to meet with so many of our volunteers at the tea party in Ely in October 2015, which was brilliantly organised by the staff team and my fellow trustee, Sue Stanley. It was a very enjoyable occasion and a pleasure to reward our dedicated volunteers in some small way for their significant contributions to the charity.

I would also like to take this formal opportunity to thank all the staff and volunteers for their hard work this year; they are always unstinting in their generosity to the organisation and their commitment to the people we serve. As Chair I want to thank our Director, Frances Dewhurst, for the leadership and direction she provides to the organisation, dealing this year in particular with some complex organisational challenges.

In this annual report I would particularly like to thank Sue Stanley and Donald Ashmore, who are standing down as trustees, for their support to me as Chair and to the organisation as a whole. They will be very much missed, but their energy and wise counsel has contributed significantly to the strategic direction of the charity over the last 3 years.

One other person who deserves a particular mention is Garry Hardy (son of volunteer Norman Hardy) who has been amazingly generous in supporting Cambridgeshire Hearing Help with the Mud Challenge and raising £1,125 for us.

Finally, I feel it is necessary to mention that at the time of writing the future looks somewhat uncertain for Cambridgeshire Hearing Help, with the news that the NHS Cambridgeshire and Peterborough Clinical Commissioning Group are planning to terminate our contract with effect from October 2016. No reasons other than financial have been given. This would end a relationship that has been supporting CAMTAD and CHH for more than 20 years, and we believe poses a serious threat to our services as it represents almost half our income on an annual basis. We will be looking to the support of our volunteers, friends, partner organisations and others as we challenge this decision and look for ways to sustain CHH's excellent work in future.

Ruth Kern

**Cambridgeshire Hearing Help CIO
Trustees' Annual Report for the period
1st April 2015 - 31st March 2016**

A. Reference and administration details

Charity Name: Cambridgeshire Hearing Help CIO

Other names Charity is known by: CHH Cambridgeshire Hearing Help

Charity Registration Number 1154071

Charity's principal address 8A Romsey Terrace Cambridge CB1 3NH

Names of the charity trustees who manage the charity

Trustee Name	Office (if any)	Dates acted if not for the whole year
Robert Andrews	Treasurer	
Roger Hill	Vice Chair	
Ruth Kern	Chair	
Susan Stanley		
Donald Ashmore		01.04.16 - 23.02.16
Paul McCloskey		

Name and addresses of advisers

Stephen Webster	President (not Trustee)	
Avril Dring	Hon Vice President (not Trustee)	
John Martin	Hon Vice President (not Trustee)	
Elizabeth Hough	Audiologist	Addenbrooke's Hospital
Elaine Fleet	Disability Services	Cambridgeshire County Council
The Rev'd Alan Clements	Independent Examiner	
Unity Trust	Bank	Nine Brindleyplace, Birmingham B1 2HB
Cambridge & Counties Bank	Bank	42 Castle Street, Cambridge, CB3 0JA
Virgin Money	Bank	Jubilee House, Gosforth, Newcastle upon Tyne NE3 4PL

Staff

Director: Frances Dewhurst

Co-ordinator/Session supervisor Fran Mills

Session Supervisor Gaynor Curry

Senior Administrator Melanie Lombardi

Administrative Support Ruth McAllen, Polly Macartney

It is considered that all Trustees and any others who could be understood to be 'managers' in the activities and affairs of Cambridgeshire Hearing Help are deemed to be 'fit and proper' persons under the terms of the Finance Act 2010. The charity has a policy of supplying all new Trustees with copies of the most recent minutes; budget and current financial information; the last Annual Report and business plan. All new and returning Trustees are encouraged to attend training on the role provided by our local Council for Voluntary Services. Before appointment prospective Trustees meet with the Chair and Director to discuss their role and future plans for the charity.

Volunteers

There are 102 active volunteers, 6 more than last year, the majority of whom are trained to work in the hearing help sessions and with home visits. Some volunteers have additional expertise in Open Fit hearing aids for which we provide special training. The Equipment Group assists in the demonstrations of assistive technology. There are 2 volunteers who assist in the office and others who help with fundraising.

The service is entirely reliant on the contribution of volunteers who offer their time and skills without payment. As our annual survey demonstrates, they are professional and caring and offer our service users a good humoured and friendly service which is highly valued.

B. Structure Governance and Management

Type of governing document: Constitution

How is the charity constituted: Charitable Incorporated Organisation

Trustee selection method: Election at AGM

C. Objectives and activities

Summary of the objectives of the Charity set out in the governing documents

The object of the CHH is to relieve the needs of and help people with hearing loss or deafness in or near Cambridgeshire, for the purpose of removing or reducing the limitations caused by those conditions on the ability to communicate and to enjoy life

Summary of the main activities undertaken for the public benefit in relation to those objectives

The main activities of the charity are:

- Running 1 weekly, 1 bi-monthly, 35 monthly and 9 quarterly Hearing Help Sessions and visiting the housebound in their own homes or in residential care throughout Cambridgeshire to service NHS hearing aids.
- Advising on and assisting people with hearing loss with strategies for coping and providing information about assistive technology.
- Advising and educating the general public, professional and informal carers and friends, relatives and colleagues of people with hearing loss about the various ways of tackling the communication problems arising, through stalls and displays, talks, training and our educational Deaf Awareness DVD.
- Promoting the interests of people with hearing loss by representing them in local and national forums.
- Training volunteers, many of whom themselves have the condition, to deliver the services provided by the charity.

These activities are now carried out throughout Cambridgeshire.

The Trustees declare that they have had regard to the guidance issued by the Charity Commissioners on public benefit and are satisfied that the charity fulfils the criteria.

The Trustees have considered their responsibilities for risk to the charity and have assessed the main areas of risk. They have taken, or are in the process of taking, steps to minimise that risk, through the action plan incorporated into the Business Plan.

The Trustees will be reviewing the financial procedures in the year 2016-17.

D. Achievements and performance

Hearing Help statistics

Type of Service	Service user events 2015-2016	Service user events 2014-2015
Home and office visits	937	763
Residential Homes	803	782
HH Sessions	9,485	9,069
Total overall	11,225	10,614

	2015-2016	2014-2015
Batteries distributed	29,086	26,010
Clean/retube	12,699	12,039
Open fits	2,480	2,064
Total c/rt/of	15,179	14,103
Advice	1,422	1,029

There has been a steady increase of 611 in the number of visits to hearing help sessions, with 126 visitors to the new Wisbech and March sessions.

Figures for home and residential home visits recovered this year and this was particularly noticeable for home visits.

We have improved the recording of advice over the year, which is not an accurate reflection of all the advice we give informally but demonstrates that the contribution of the staff and volunteers is more than a hearing aid maintenance service.

There is a steady increase in the number of open fit retubing, reflecting the greater use of these by the audiologists.

Other activities

We held a volunteer training course in Bluntisham in September with 9 people attending. Staff and new volunteers enjoyed the training course and we got excellent feedback on the quality of the course.

We are now so widespread across the county that volunteers sometimes do not meet, so we held a tea party in October in Ely. This was to say thank you to our volunteers and give them the

chance to catch up with each other. The office staff organised this and produced a quiz to test the memory of our guests and help volunteers to get to know one another.

In December we started to work in partnership with the County Council Mobile Library. This service travels to many more villages than we can reach and we are happy that they can distribute batteries to people who may struggle to get transport to our venues. The library staff will also advise people to get their aids retubed regularly.

This year we have made a bigger effort to source local funds to meet the gap between public funding and our expenditure. We have had some success with this and details are given below of these local funders and others who have continued to support the charity.

NHS - CAPCCG

Cambridgeshire and Peterborough Clinical Commissioning Group (CAPCCG) gave us additional funding this year to expand our service specifically to take over a significant additional part of the hearing aid maintenance work from the contractual providers. However they failed to secure the agreement of the contractual providers to this, and in spite of our efforts which have increased the attendances at our sessions, achieving what was envisaged by the CAPCCG was unrealisable without the full co-operation of the providers. This has resulted in excess capacity, particularly in Fenland where we are trying to establish our service. Led by the needs of the CAPCCG our work this year has been focussed on expansion in the hearing help sessions and making the service better known to encourage referrals.

Survey Results

We have been conducting a survey of service user satisfaction since 2012. The overwhelming majority are either satisfied or very satisfied with the service and this has not changed over this period. The majority of respondents agree that the service contributes to their enjoyment of life. We completed an analysis of the equality data this year. What emerged from this was that 30% of the people who responded define themselves as disabled, but of these only a small proportion regard their hearing loss to be the cause of the disability. These figures reflect national data which show that people with hearing loss frequently suffer from other long term conditions and show that the service is addressing the needs of frail older people.

Here are some of the comments from service users.

“Friendly and helpful. Saves me money on parking at Addenbrooke's Hospital”

“Ideal clinic time of day. Staff are knowledgeable & caring”

“I like the service I get & the social atmosphere”

“Convenient, free, competent and friendly”

Assistive Equipment

There has been a rethink about the way we demonstrate equipment and get information about what is available, to people for whom hearing aids are not suitable or insufficient. We had three big demonstrations in Chatteris, St Neots and Shelford (Cambridge). The Chatteris event was

poorly attended but the other two had a good flow of people. At the Shelford demonstration, Action on Hearing Loss and the County Council sensory teams had stalls, so the range of products went beyond our own collection. We had 9 mini demos with a small range of equipment at hearing help sessions throughout the year, and started a regular monthly mini demo at the Cambridge hearing help session.

We had a very positive response to this greater collaboration with partners from one of our long term supporters:-

“We had a visit today from the Sensory team, who have advised, checked and restored some of our hearing devices. This came about as we mentioned the problems to the team at the event at Scotsdales; I wanted you to know that the exhibition was most useful for these contacts. Keep organising them please!”

But the retailers keep changing their products and it is difficult and expensive for us to keep abreast of this. We will no longer keep the more costly items but use catalogues to demonstrate what is available and ask the retailers to events from time to time so we can keep up to date and service users can be aware of the full range on the market. We have also decided to stop offering loans, a service which was poorly used and only useful to people living near the office. We will direct people to the service in central Cambridge and other demos we have from time to time, as well as directly to retailers.

Training talks stalls Information

As well as training for new volunteers, we held the annual Refresher Training and Open Fit training in Cambridge. We are very grateful for the help in this we received from the Hinchingsbrooke and Addenbrooke’s audiologists.

We gave a similar number of talks this year to last year with 23 general talks and 6 to staff members. But the majority of talks were given in Fenland where 14 of the events took place. We worked with Carers’ Trust to inform carers of the need to look after their own hearing as well as the hearing of the person they care for, and gave a number of talks at Library Engage events. We increased significantly our presence at events with stalls and we attended 19 of these, greatly helped by Alan Jones who was a stalwart at helping out at these occasions.

We produced a second edition of the service users’ newsletter and will be continuing to produce this as we find we get a good response from readers and it is an engaging offering for people who have not yet encountered our service.

Partnership and the Wider Community

We continue to work with Specsavers, Addenbrooke’s and Hinchingsbrooke hospitals and the County Council Sensory Services team to deliver our support to people with hearing loss, and with our local charity colleagues who work with older people and those with sensory loss.

Volunteers again participated in an audiology Student/Volunteer workshop at Anglia Ruskin University in which the students had the opportunity to understand more about the experience of the hearing aid users.

We are pleased to be sharing one of the Wisbech hearing help sessions with Cam Sight and we have developed closer links with the Library service to share information and to make use of their network.

We were able to help a number of students at Cambridge University with research projects including the trialling of assistive equipment for students working at the Judges Institute. Our Soham hearing help session was a venue for consultation into traffic proposals for East Cambs.

Our Director, Frances, was active in the campaign in Essex and Norfolk to prevent rationing of hearing aid provision for people with a mild hearing loss.

Quality

The Best Practice Advisory Group continues to work on improving our practice. We are grateful for the support of Elizabeth Hough at Addenbrooke's to the group. We made a small but significant contribution to the wellbeing of residents in care homes by trialling stickers on hearing aids so the owners can easily be identified.

Governance management and administration

The Trustees held their regular away day in January to consider the future direction of the charity. The main issues are how to secure a reliable income at a time when public money is being squeezed, and how to ensure that we use the money we have to improve the lives of the most needy people with hearing loss.

Fundraising and Publicity

Veronica Greenwood had a coffee morning to support us and Alan Jones is raising money in his local stores 5p plastic bag collection. We also received a number of small gifts for which we are extremely grateful. But the greatest effort was made by Norman Hardy's son Garry Hardy who took on the Tough Mudder challenge for us and raised over £1,000.

Grants and Donations

The Masons generously contributed.

The Parishes of Brampton, Chatteris, Girton, Melbourn and Willingham gave small grants. We were the Mayor's Charity in Chatteris and the chosen charity for the Cambridge Castle Towns' Women's Guild. We are also supported by the Thomas Galon charity and the Nicholas Swallow charity. There was also a generous donation from St James' Church in Cambridge

Thanks to Cambridgeshire County Council, Cambridge City Council and Cambridgeshire and Peterborough Clinical Commissioning Group for their continued support.

E. Financial Review

Brief Statement of the charities policy on reserves

The charity aims to keep in reserve at least 6 months' expenditure together with the potential costs of relocation and lease termination, as the lease of the office premises has expired and we are holding over, under the terms of the old lease.

Details of any funds materially in deficit

None.

Additional Information

The principal sources of funding were grants from Cambridgeshire and Peterborough CCG and Cambridgeshire County Council. We actively sought money from local donors and grant givers to increase our income and this has resulted in a larger sum from these sources, compared to last year but we had no legacy income this year. The expenses were kept down but travel costs for both staff and volunteers were higher due to the increased activity, especially in Fenland.

The accounts show a deficit of £7,627 (last year deficit of £18,909) which was much better than our budgeted deficit of £16,500. Income was about £800 more than anticipated whilst expenditure was £8,000 less than budget. This was largely due to reductions in the cost of running our Hearing Help sessions and tight control of office costs.

Declaration

The Trustees declare they have approved the Trustees' Report above.

Signed on behalf of the Charity's Trustees

Chair Ruth Kern
Date: 20th May 2016

**Independent examiner's report on the accounts
Report to the trustees/ members of
Cambridgeshire Hearing Help
Registered Charity number. 1154071**

On accounts for the year ended 31 March 2016 set out on pages 11 to 14

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

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

Independent examiner's statement

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

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Alan Clements MA, ACIB, FCIE

Signed: A. Clements

15 Carleton Road, Great Knowley,
Chorley, Lancs, PR6 8TQ

Date: 9th June 2016

Relevant professional qualification:

Fellow of the Association of Charity Independent Examiners

Cambridgeshire Hearing Help and Cambridge CAMTAD

Financial statements

for the year ended 31 March 2016

Receipts & Payments accounts

	Cambridgeshire Hearing Help			CAMTAD total this year	Combined total this year	Combined total last year
	Unrestricted funds	Deaf awareness	CHH Total this year			
Income						
Charitable activities						
Hearing aid maintenance sales	417	-	417	-	417	255
Talks and training	312	-	312	50	362	233
Other charitable activities	23	-	23	-	23	2
Hearing Help Sessions & Home Visits	4,451	-	4,451	-	4,451	-
Deaf Awareness week 2014	-	-	-	-	-	200
Fundraising activities						
Sale of Christmas cards	84	-	84	-	84	137
Fund raising events	1,353	-	1,353	-	1,353	1,835
Grants received	118,156	-	118,156	-	118,156	102,771
Bank interest	1,828	-	1,828	-	1,828	1,831
Donations received						
Donations from individuals and organisations	8,280	-	8,280	74	8,354	14,430
Tax recovered on Gift Aid donations	287	-	287	-	287	8
Total income	135,191	-	135,191	124	135,315	121,702

Cambridgeshire Hearing Help and Cambridge CAMTAD

	Cambridgeshire Hearing Help			CAMTAD total this year	Combined total this year	Combined total last year
	Unrestricted funds	Deaf awareness	CHH Total this year			
Expenditure						
Cost of providing charitable activities						
Loan equipment purchased	215	-	215	-	215	403
HSS room hire and equipment used	4,542	-	4,542	-	4,542	6,784
Deaf awareness week	-	-	-	-	-	3,896
Administration						
Bank charges	56	-	56	60	116	138
IT support	3,432	-	3,432	-	3,432	2,862
Office equipment & supplies	2,459	-	2,459	-	2,459	2,343
Postage	1,181	-	1,181	-	1,181	1,493
Printing	3,175	-	3,175	-	3,175	4,076
Publicity	624	-	624	-	624	1,139
Subscriptions	254	-	254	-	254	371
Telephones	1,886	-	1,886	-	1,886	2,000
Fundraising costs	124	-	124	-	124	315
Governance						
AGM expenses	576	-	576	-	576	486
Trustee's expenses	823	-	823	-	823	638
Room hire for trustee meetings	14	-	14	-	14	356
Independent examination	150	-	150	-	150	-
Premises costs						
Rent, rates & insurance	7,605	-	7,605	-	7,605	7,389

Cambridgeshire Hearing Help and Cambridge CAMTAD

	Cambridgeshire Hearing Help			CAMTAD total this year	Combined total this year	Combined total last year
	Unrestricted funds	Deaf awareness	CHH Total this year			
Cleaning	918	-	918	-	918	936
Repairs	98	-	98	-	98	1,214
Utilities	1,796	-	1,796	-	1,796	1,560
Rent review costs	-	-	-	-	-	108
Staff costs						
Salaries and NI	90,634	-	90,634	-	90,634	83,738
Pensions	8,796	-	8,796	-	8,796	8,239
Travel costs	5,781	-	5,781	-	5,781	4,203
Training	135	-	135	-	135	167
Recruitment costs	-	-	-	-	-	731
Volunteer costs						
Travel costs	6,054	-	6,054	-	6,054	4,389
Training	592	-	592	-	592	413
DBS checks	418	-	418	-	418	224
Volunteer entertainment	544	-	544	-	544	-
Total costs	142,882	-	142,882	60	142,942	140,611
Surplus(deficit) for the year	(7,691)	-	(7,691)	64	(7,627)	(18,909)
Balances brought forward 1 April 2015	155,756	14,180	169,936	6,313	176,249	195,158
Balances transferred from CAMTAD	6,000	-	6,000	(6,000)	-	-
Balances carried forward 31 March 2016	154,065	14,180	168,245	377	168,622	176,249

Cambridgeshire Hearing Help and Cambridge CAMTAD

	Cambridgeshire Hearing Help			CAMTAD total this year	Combined total this year	Combined total last year
	Unrestricted funds	Deaf awareness	CHH Total this year			
Represented by						
Cambridge & Counties BS	75,000	-	75,000	-	75,000	85,000
Unity Trust cash card	126	-	126	4	130	448
Petty cash	335	-	335	-	335	188
Unity Trust current account	3,733	14,180	17,913	373	18,286	33,718
Virgin Money deposit account	74,871	-	74,871	-	74,871	56,895
Total funds	154,065	14,180	168,245	377	168,622	176,249

Approved by the trustees on 20th May 2016 and signed on their behalf by Ruth Kern

We thank our Trustees and Volunteers

Andrews	Bob	Hempstead	Sue	Sandall	Brian
Ashmore	Patricia	Heywood	Edmund	Sartain	Jim
Ashmore	Donald	Hill	Roger	Scullion	Carole
Atkins	Barbara	Hirst	Olga	Sherman	Tony
Ball	Shelia	Hodge	David	Shields	Jo
Ballantyne	Helen	Hutchison	Brenda	Smith	Crawford
Bartlett	Leslie	Imrie	Sue	Smith	John
Beaven	Andy	Jones	Alan	Sparkes	Daphne
Bowler	Oonagh	Jones	Bob	Stanley	Sue
Boyer	Louise	Judd	Susan	Starkey	Christine
Brown	Beryl	Kerins	Angela	Thornton	Alison
Brown	Eric	Kern	Ruth	Tootal	Jenny
Bullman	Carolyn	Killen	Ann	Ulas	Elizabeth
Chapman	Kelly	Kimmitt	Christine	Upchurch	Maureen
Chivers	Sheila	Kirkby	Marilyn	Walford	Wendy
Chow	Pat	Kruczynska	Sue	Watts	Betty
Clarke	David	Penny	Lambert	Wheeler	Elizabeth
Coaker	Sharon	Lampitt	Elizabeth	White	Joan
Cockram	John	Langford	Sandra	Wilson	Bob
Cornwell	Cheryl	Loewenbein	Ron	Wright	Elizabeth
Davenport	Clare	Macartney	Polly	Wright	Margaret
Davies	Barry	Mallabon	Roger	Zeitlyn	Alice
Dring	Avril	Matthews	Mavis		
Driver	Barbara	May	Nigel		
Duffett	Barbara	McCloskey	Paul		
Eaton	Daphne	Meadows	Vicky		
Edwards	Diane	Monk	Donald		
Edwards	Roger	Morley	John		
Elcome	Brenda	Norman	Gail		
Elson	James	Orme	Astrid		
Elson	Liz	Osborn	Philippa		
Fleming	Ann	Payne	John		
Forster	Margaret	Pepper	Roger		
Gardner	Sue	Pettit	Janet		
Greenwood	Veronica	Port	Margaret		
Hamilton	Kathy	Powell	Richard		
Hardy	Norman	Pryor	Ingrid		
Harnwell	John	Reed	Mary		
Hart	Julia	Rice	Elaine		
Harvey	Alan	Rowland	Barrie		