

# CAMBRIDGESHIRE HEARING HELP

Annual Report and Accounts for the year ended  
31 March 2017



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# Cambridgeshire Hearing Help CIO

## Trustees' Annual Report for the Period 2016-2017

### 1. Chair's message

This has been a year of change for Cambridgeshire Hearing Help, but not a year without considerable success.

After many years of steady growth at about 5% per year we saw an increase of 15% in attendances at our Hearing Help Sessions during the year 2016-17. As this has coincided with high levels of satisfaction in surveys of our hearing aid service users I am delighted and extremely grateful for the commitment shown by our volunteers and staff that has enabled us to maintain such a high quality of service whilst managing such a rise in demand.

We also saw some unexpected changes in the management of the charity following the resignations during the year of our Chair, Ruth Kern, and our Director for the last eight years, Frances Dewhurst. I thank Ruth for her contribution as Chair for the past two years and fully understand her reasons for stepping down owing to the pressures of work and bringing up a young family. Frances, who will retain her links with the charity as a volunteer, has been immensely successful in shepherding the organisation through the changes required to bring it up to the professional level of management required to submit competitive bids for our services to the NHS Cambridgeshire and Peterborough Clinical Commissioning Group (CPCCG) and Cambridgeshire County Council (CCC). Our CCC grant has been extended for a further year and whilst we still await confirmation of the extension to our CPCCG grant we see no reason why this should not also be extended – but these are difficult times for the funding of charities.

We are delighted to welcome Amanda Morgan as our new Director of Cambridgeshire Hearing Help. Amanda has had a working background in the charitable sector and in fundraising for many years but also has the personal experience of knowing what it is like to live with progressive hearing loss, now helped through her use of a cochlear implant. I know Amanda wants to get to know as many volunteers as she can over the next year, so they can share their thoughts with her on how we can continue to make life better for those suffering from hearing loss. Amanda has an immense passion for our organisation and for helping the hearing impaired. I look forward to working with her over the next few years to build on our success.

I would particularly like to thank Sue Stanley as she stands down as a Trustee and for the support she has given the Trustee Board over the last four years. Following the resignation of Ruth Kern I was asked by my fellow Trustees to act in the role of Chair. Having been an active volunteer at hearing help sessions for many years I love the work of the charity, the enthusiasm of our volunteers and staff, and the enormous sense of satisfaction at the genuine emotion expressed when our users leave a session with a smile saying "I can hear again!"

**Roger T. Hill**

## **2. Objectives and activities**

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

The object of Cambridgeshire Hearing Help is to help people with hearing loss or deafness in 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 one weekly, one bi-monthly, 32 monthly, and eight quarterly, community-based Hearing Help Sessions, and visiting the housebound in their own homes or in residential care, to maintain, re-tube, and supply batteries for 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's and informal carers, friends, relatives and colleagues of people with hearing loss about the various ways of tackling the communication problems arising, via information stalls and displays, talks, training and our educational Deaf Awareness DVD.
- Promoting the interests of people with hearing loss by representing them in forums.
- Training volunteers, many of whom themselves have the condition, to deliver the services provided by the charity.

All the above activities are carried out across 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 have reviewed the financial procedures in the year 2016-17.**

### 3. Achievements and performance

#### Hearing help statistics

Type of Service	Service user events 2016-2017	Service user events 2015-16
Home visits	940	937
Residential Home visits	816	803
Community-based Hearing Help Sessions	10,932	9,485
Total overall	<b>12,688</b>	<b>11,225</b>

	2016-2017	2015-2016
Packs of 6 batteries distributed	32,914	29,086
Clean and re-tubes	13,680	12,699
Open fit re-tubes	3, 538	2,480
<i>Total number of re-tubes</i>	<i>17,218</i>	<i>15,179</i>

The number of attendances at our 42 community-based Hearing Help sessions has increased by 1,447 – a percentage increase of 15%. Both Fenland and the Huntingdon areas have seen a 21% growth in attendances. Individual areas that have shown growth in attendances of greater than 15% are: Bottisham, Milton, Fulbourn, Cambourne, Linton, Willingham, Cottenham, Shelford, Sawston, Ely, Littleport, Soham, Little Paxton, St Neots, Somersham, St Ives, Gt Staughton, Huntingdon, Eaton Socon, March and Chatteris.

We have given 1,263 advice sessions during the year to our service users. Our volunteers and staff have coped well with the numbers but some of the sessions have reached maximum capacity for the size of the venue. We have stopped or reduced to quarterly a few of the sessions that were less well attended.

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

We have been informed that there has been no significant increase in the take-up of hearing aids so our numbers reflect people making the choice to use the service. This is borne out by the results of our annual survey which show high levels of satisfaction.

*“Being partially sighted I do not get out very much, having you come near where I live is wonderful.”*

*“Very, very satisfied. Helpful, friendly. I look forward to my next visit.”*

#### Home visits

The number of home visits undertaken is similar to the previous year. This work is delivered entirely by our team of committed volunteers.

#### Littlehey prison

We started providing a hearing help service to the inmates of Littlehey prison, which will include training up their own Health Champions to carry out routine hearing aid re-tubing and maintenance. Littlehey report that this work is highly valued.

## **Training**

Volunteer training courses were held in Cambridge and Brampton, with 14 new volunteers signing up and joining the team. We also held a Refresher and Open Fit training day in November. As ever, we are grateful to the audiologists at Hinchingsbrooke and Addenbrooke's for delivering the technical aspects of this training.

## **Assistive equipment**

The Trustees made the decision to reduce the number of Equipment Demonstrations owing to the significant increase in demand at our Hearing Help Sessions. We also worked closely with the County Council sensory team to keep equipment information current and available to service users.

## **Lip-reading**

We are trialling lip-reading classes, partly funded from restricted funds donated to us when the 'Our Voice' charity was wound up and partly by contributions from service users. Addenbrooke's Hospital informed us that it could no longer support lip-reading classes so we are providing these classes on a trial basis to see whether there is a continuing demand, with participants being asked to make a contribution to the costs.

## **Talks and information stalls**

Twenty nine talks were delivered to social groups, carers, and CRUSE volunteers. This work was carried out to reach the many people who are not yet managing their hearing loss, and people who have become dependent on others to manage their loss. Thanks to our PR and Fundraising Group we ran information stalls at the St George's Fair in March, the Rose Fair in Wisbech, and other events where we were able to inform the public about our work.

## **Partnership and the wider community**

We continue to work closely with Cambridgeshire County Council, Specsavers, Addenbrooke's hospital, Hinchingsbrooke hospital, and other stakeholder organisations, to support people with hearing loss to live a full life.

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

## **Quality**

Our Best Practice Advisory Group works to continually improve our practice. We are grateful for the support of Elizabeth Hough at Addenbrooke's hospital.

## **Governance management and administration**

The Trustees held their regular away day in January to consider the future direction of the charity. The main issues were: how to secure new sources of income to meet rising demand for our services at a time when public money is being restricted, and ensuring a focus on improving the lives of those most in need.

## **NHS – CPCCG**

The Cambridgeshire and Peterborough Clinical Commissioning Group (CPCCG) asked us in 2015/16 both to expand in the Fenland area and to accept an increased number of referrals from Specsavers, and provided additional funding for this purpose. However, the increase in referrals from Specsavers did not materialise in 2015/16 and this additional funding was withdrawn in 2016/17. However, during 2016/17 we have seen a 21% growth in attendances at our Hearing Help Sessions in the Fenland area from 769 attendances to 929 attendances, with no additional funding provided.

**Fundraising and publicity**

We are incredibly grateful to our dedicated PR and Fundraising Group led by Alan Jones, all of whom are volunteers. The Group gives us a presence at community events and raises much needed funds through various fundraising activities.

Barrie Rowland and Norman Hardy raised £300 for taking part in the 3 mile walk at Grafham Water. Alan Jones raised £142 at the Freemasons Raffle. Thank you to you all. We received £139 through our talks and training and also £127.27 via Easy Fundraising Online.

**Grants and donations**

Thank you to the Thomas Galon Charity and the Nicholas Swallow Charity who supported us again this year.

Thank you also to John Huntingdon's Charity, Batterson Chivers Foundation, The Masonic Charitable Trust, Cambridge Rag and The Macafie Trust, who gave us grants.

As a result of the excellent work of our volunteer Jenny Tootal, we increased the number of grants we received from local Parish Councils to £3,000. A huge thank you to all the Parish Councils that supported us.

And, finally, thank you to Cambridgeshire County Council, Cambridge City Council and Cambridgeshire and Peterborough Clinical Commissioning Group for their continued support.

## 4. Financial report

### Financial review

The accounts show a deficit of £30,129, compared with a deficit of only £7,627 in 2015/16. This was a worsening of £22,502, but was to be expected given that the grant provided by the Cambridgeshire & Peterborough CCG was reduced by £24,750. The reduction in the grant for 2016/17 by the CPCCG reflected the small number of referrals by Specsavers to Cambridgeshire Hearing Help during 2015/16, which was less than anticipated by the CPCCG when the grant increase was originally awarded. Personal donations received and contributions collected at Hearing Help Sessions both increased, meaning that income reduced by only £23,671.

The Trustees have exercised a tight budgetary control of expenditure and they appreciate that some decisions may have been unpopular. The mileage rate paid to Trustees and volunteers was reduced from 45p per mile to 35p per mile. Subsequently expenses claimed were reduced by a little over £3,000. Further reductions in expenditure have also occurred through efficiency savings which will take effect during the current financial year. Unfortunately, other items of expenditure increased. We were required to pay Business Rates of £1,500 on 8a Romsey Terrace for the first time and the ageing computer server had to be replaced at a cost of £1,674. The Trustees had budgeted £5,000 for the replacement of the server, based on estimates provided by our long established computer support company, yet our Treasurer was able to negotiate a much lower price through one of his business contacts.

We are very reliant on the contract we receive from Cambridgeshire County Council and the grant we receive from Cambridgeshire and Peterborough Clinical Commissioning Group. The Trustees have examined various scenarios, trying to predict what would happen if one or both of these sources of income were to be reduced or stopped. We have sufficient reserves to continue our current level of service for at least twelve months, but the Trustees are looking to reduce future deficits and spread the risk through additional sources of funding. The objective of the Trustees is that the charity should break even financially each year. With the savings that have been made, and with a modest increase in income raised through greater fundraising, we see no reason why our financial objectives cannot be met in the future. This, however, is based on the assumption that the demand for our services will not significantly increase.

It is three years since Cambridgeshire Hearing Help was set up as a Charitable Incorporated Organisation. Cambridge CAMTAD continued mainly to accept any remaining donations. With minimal activity during the year the Trustees agreed to close the bank account for Cambridge CAMTAD and transfer the small balance to Cambridgeshire Hearing Help.

### Declaration

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

Signed on behalf of the Charity's Trustees

<b>Signed:</b>
<b>Chair:</b> Roger T. Hill
<b>Date:</b> 30th May 2017

## 5. 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 2017 set out on pages 10 to 13

### 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 Acthave 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: 12<sup>th</sup> June 2017

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 2017

#### 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			
<b>Receipts</b>						
Charitable activities						
Hearing aid maintenance sales	394	-	394	-	394	417
Talks and training	114	354	468	-	468	363
Other charitable activities	418	-	418	-	418	22
Hearing Help Sessions & Home Visits	4,858	-	4,858	-	4,858	4,451
Fundraising activities						
Sale of Christmas cards	-	-	-	-	-	84
Fund raising events	714	-	714	-	714	1,353
Grants received	93,261	-	93,261	-	93,261	118,156
Bank interest	2,048	-	2,048	-	2,048	1,828
Donations received						
Donations from individuals and organisations	9,037	-	9,037	33	9,070	8,354
Tax recovered on Gift Aid donations	413	-	413	-	413	287
<b>Total receipts</b>	<b>111,257</b>	<b>354</b>	<b>111,611</b>	<b>33</b>	<b>111,644</b>	<b>135,315</b>

## 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			
<b>Payments</b>						
Cost of providing charitable activities						
Loan equipment purchased	220	-	220	-	220	215
HSS room hire and equipment used	3,390	180	3,570	-	3,570	4,542
Administration						
Bank charges	262	-	262	51	313	116
IT support	4,061	-	4,061	-	4,061	3,432
Office equipment & supplies	1,520	-	1,520	-	1,520	2,459
Postage	1,160	-	1,160	-	1,160	1,181
Printing	3,412	-	3,412	-	3,412	3,175
Publicity	1,062	-	1,062	-	1,062	624
Subscriptions	458	-	458	-	458	254
Telephones	2,343	-	2,343	-	2,343	1,886
Fundraising costs	-	-	-	-	-	124
Governance						
AGM expenses	562	-	562	-	562	576
Trustee's expenses	392	-	392	-	392	823
Room hire for trustee meetings	-	-	-	-	-	14
Independent examination	150	-	150	-	150	150

## 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			
Premises costs						
Rent, rates & insurance	9,328	-	9,328	-	9,328	7,605
Cleaning	972	-	972	-	972	918
Repairs	459	-	459	-	459	98
Utilities	1,392	-	1,392	-	1,392	1,796
Staff costs						
Salaries and NI	90,358	-	90,358	-	90,358	90,634
Pensions	9,831	-	9,831	-	9,831	8,796
Travel costs	4,156	-	4,156	-	4,156	5,781
Training	174	-	174	-	174	135
Recruitment costs	-	-	-	-	-	-
Volunteer costs						
Travel costs	4,729	-	4,729	-	4,729	6,054
Training	927	-	927	-	927	592
DBS checks	224	-	224	-	224	418
Volunteer entertainment	-	-	-	-	-	544
<b>Total payments</b>	<b>141,542</b>	<b>180</b>	<b>141,722</b>	<b>51</b>	<b>141,773</b>	<b>142,942</b>
Surplus(deficit) for the year	(30,285)	174	(30,111)	(18)	(30,129)	(7,627)
Balances brought forward 1 April 2016	154,065	14,180	168,245	377	168,622	176,249
Balances transferred from CAMTAD	359	-	359	(359)	-	-
<b>Balances carried forward 31 March 2017</b>	<b>124,139</b>	<b>14,354</b>	<b>138,493</b>	<b>-</b>	<b>138,493</b>	<b>168,622</b>

## 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			
<b>Statement of Assets and Liabilities</b>						
Cambridge & Counties BS	60,646	14,354	75,000	-	75,000	75,000
Unity Trust cash card	-	-	-	-	-	130
Petty cash	147	-	147	-	147	335
Unity Trust current account	25,918	-	25,918	-	25,918	18,286
Virgin Money deposit account	37,428	-	37,428	-	37,428	74,871
<b>Total assets</b>	<b>124,139</b>	<b>14,354</b>	<b>138,493</b>	<b>-</b>	<b>138,493</b>	<b>168,622</b>

Approved by the trustees on 30<sup>th</sup> May 2017 and signed on their behalf by Roger T. Hill

## 6. Reserves policy

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

## 7. Plans for the future

The charity plans to continue to operate and meet its aims and objectives for the foreseeable future. This year we have seen a significant growth in attendances at our Hearing Help Sessions. Furthermore we have experienced a 32% growth in attendances over the last four years, with only a minor increase in funding from our primary funders. Our plans for the future include: an exploration of additional funding sources to make up the shortfall from our primary funders; and finding new and innovative ways to manage increased demand for our services.

## 8. Risk management

The charity periodically undertakes a risk assessment of its activities. The risk assessment updates in 2017 covered the following risks:

**Financial:** The uncertainty regarding the extension of our Cambridgeshire and Peterborough Clinical Commissioning Group (CPCCG) grant across 2017/18 and beyond; successfully re-tendering for our (3 year + 1) Cambridgeshire County Council (CCC) contract in 2017; and the need to obtain additional funding to ensure the balancing of our books in the long-term.

**External relationships:** Maintaining our visibility within the CPCCG and CCC and a strong partnership with Specsavers and NHS Audiology.

**Staff:** The increasing staff workload as a result of the continual increase in demand for our services.

**Reputation:** The challenge of maintaining an even quality of service across district boundaries.

**Operations and technology:** The security of IT systems; the need to train sufficient volunteers to meet demand; and the need to maintain close links with our volunteers across Cambridgeshire.

## 9. Structure governance and management

Type of governing document: Constitution

How is the charity constituted: Charitable Incorporated Organisation

Trustee selection method: Election at AGM

## 10. Administrative information

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	Acting Chair from 25.01.17
Ruth Kern	Chair	01.04.16-25.01.17 (resigned)
Susan Stanley		
Paul McCloskey		

### Name and addresses of advisers

Stephen Webster	President (not Trustee)	01.04.16 – 30.06.16
Alan Jones	President (not Trustee)	30.06.16 – onwards
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

**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 in 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**

We have 103 active volunteers, many of whom have given years of service. The majority are trained to work at our Hearing Help Sessions and provide home visits, and some also work in care homes. Some 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 two volunteers who work in the office, and others who help with PR and fundraising. Some are also Trustees.

We are reliant on our volunteers to deliver our services, all of whom 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. A huge thank you to each and every one!

## We thank our Trustees and Volunteers

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