

CAMBRIDGESHIRE HEARING HELP

Annual Report and Accounts for the year ended 31 March 2018



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Cambridgeshire Hearing Help Trustees' Annual Report

For the period April 1st 2017 to March 31st 2018

1. Chair's message

This has been a successful year for Cambridgeshire Hearing Help after the challenges and uncertainties of the last two years.

We have made strong progress towards stabilising our financial position following confirmation of funding from our primary funders, Cambridgeshire County Council (CCC) and the Cambridgeshire and Peterborough Clinical Commissioning Group (CPCCG) until the end of this financial year.

Much of our improvement in financial performance has been made through a reduction in general management costs. We also made the decision to move from our central Cambridge location to new offices in Hardwick during the year. This has been very successful and has had the huge benefit of improved access and reduced travel times for our staff and session supervisors. However, much of the financial benefit of our office move will only begin to show in the current financial year.

The 5% annual growth in demand for our services, whilst still strong, has slowed somewhat from the very high levels seen over the last couple of years. Nevertheless, over the last four years growth in demand has reached 37.2% with no corresponding increase in funding from our primary funders.

Our new strategy for fundraising, developed by our Director, is now being implemented and we are already seeing progress in obtaining alternative funding in the current financial year.

Our wonderful volunteers have worked tirelessly and with great enthusiasm at our Hearing Help sessions, residential homes and in home visits. We have recruited 16 new volunteers this year and we offer our warm welcome to them.

Again we have received high levels of satisfaction from surveys of our hearing aid service users. I am extremely grateful for the commitment shown by our volunteers and staff that has enabled us to maintain such a high quality of service whilst continuing to manage the rise in demand.

So, what are some of the biggest challenges for the coming year? We will be required to competitively bid for a new funding contract from the CCC and CPCCG. We will also need to listen to our staff and volunteers to ensure that they continue to enjoy their work with us in helping those in Cambridgeshire with hearing loss in the face of increases in demand. I hope we can continue to support each other in overcoming these challenges!

As usual we have many thanks to give to people for our successful year. For Amanda, huge thanks for the way she has wholeheartedly thrown herself into supporting CHH in everything she does since she was appointed as Director a year ago! We also have a huge debt of thanks to give to our President, Alan Jones, who has decided to retire. Alan led CHH for many years as it progressed from a small charity to where we are today. We are profoundly grateful to him for his work.



Roger T. Hill

2. Charitable objectives & activities

The charity's charitable object, as set out in the Constitution:

"To relieve the needs 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 public benefit:

The charity works across Cambridgeshire and its main activities are:

Providing community NHS hearing aid maintenance. Running 43 community-based Hearing Help Sessions (1 weekly, 1 bi-monthly, 32 monthly, and 9 quarterly), visiting the housebound in their own homes or in residential care, and visiting inmates at HM Prison Littlehey, to clean, re-tube, and supply batteries for NHS hearing aids.

Training residential home and care agency staff in hearing aid maintenance and hearing loss awareness.

Providing hearing loss information, advice, and signposting to people with hearing loss, including advice relating to coping strategies and information about assistive technology.

Educating the general public through the provision of hearing loss awareness talks, information stalls, a website and publicity materials.

Providing valuable peer support given the majority of staff and volunteers have hearing loss.

The Trustees confirm they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers or duties.

Providing a wide variety of rewarding volunteering roles for people with and without hearing loss to enable us to deliver the charity's activities.

Providing a lip-reading class in Cambridge.

Promoting the interests of people with hearing loss by representing them in forums.

Our work is a lifeline for those who face barriers to accessing mainstream audiology services for routine hearing aid maintenance because they are older, frail, have other disabilities, or live in rural areas. These barriers include: lack of public transport in rural areas; inability/reluctance to use public transport due to the sense of vulnerability that hearing loss causes, coupled with potential mobility issues; inability to hear on the phone to make an appointment/get information; and difficulty maintaining hearing aids at home due to limited dexterity/poor eyesight.

Left unmanaged, hearing loss can lead to loss of wellbeing and independence. For example, it increases the risk of loneliness and isolation, reduced quality of life, poor physical health, falls, dementia, depression and other mental health issues. It also puts a person's safety at risk. For example, it can cause them to miss important signals that alert them to danger – e.g. fire alarms, and the doorbell; and leave people vulnerable to abuse/exploitation. Older people are more at risk because of reduced social networks/family member support and increased vulnerability to other long-term health/medical conditions. Unmanaged hearing loss also increases the burden on carers and can put a tremendous strain on relationships.

3. Achievements & performance

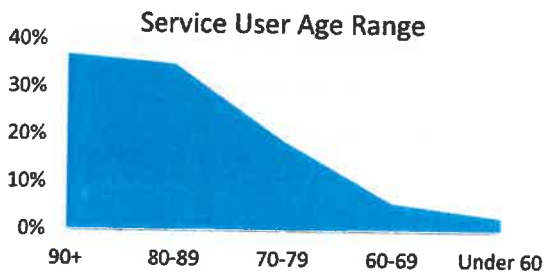
Increased demand as a result of the ageing population

Hearing loss is a widespread and growing issue, today affecting approx. 142,000 people in Cambridgeshire, including 41.7% of over 50-year-olds, and 71.1% of over-70-year-olds. Over the next 20 years the 65-74 age group is forecast to increase by 36%, the 75-84 age group by 71%, and the 85yrs+ age group by 154% (Cambridgeshire County Council).

Consequently, we face a continual increase in demand for our work, reflected in the performance figures below.

NHS hearing aid maintenance age demographics

We currently support approximately 6,500 service users per year through our NHS hearing aid maintenance work. 37% are aged 90+, 35% are in their 80s, 19% are in their 70s, 6% are in their 60s and 3% are under 60.



"I am struggling to walk. I am 93. I use my scooter to get about. This service is a lifeline for me and others."

"I am 86 years old and it is impossible for me to get anywhere else. The volunteers are very kind and helpful and it's another way of not clogging up the doctor's waiting list."

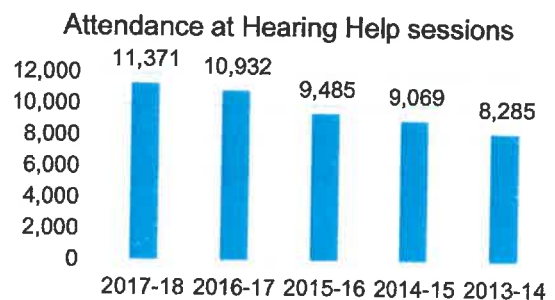
"I am 92 and have difficulty putting my hearing aid in and I need help to clean and maintain it. I can't imagine having to travel long distances to do this, it would make my life unmanageable."

"A very comforting service that has given me a new lease of life and the confidence to wear my hearing aids. Thank you to everyone involved."

Our 43 community-based Hearing Help sessions

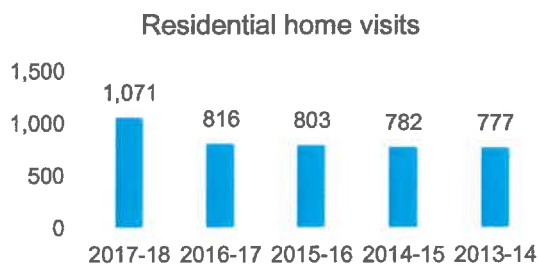
In 2017 we opened a 43rd Hearing Help session in Sawtry to ensure an even geographical coverage across Cambridgeshire.

Across the year we saw 11,371 attendances at our 43 (1 weekly, 1 bi-monthly, 32 monthly, and 9 quarterly) community-based Hearing Help sessions for NHS hearing aid cleaning and re-tubing, and to pick up NHS hearing aid batteries. This represents a 4% increase in attendance compared to 2016/17. Across the last four years attendance has increased by 37.2%.



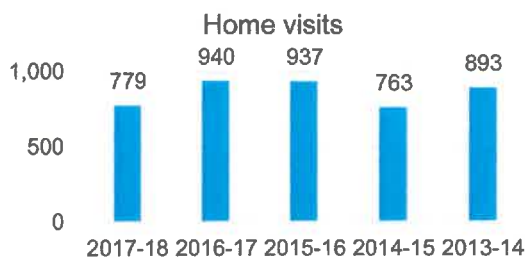
Residential home visits

Across the year we made 1,071 residential home visits to clean and re-tube NHS hearing aids. This represents a 31% increase in such visits compared to 2016/17. Over the last four years home visits have increased by 37.8%.



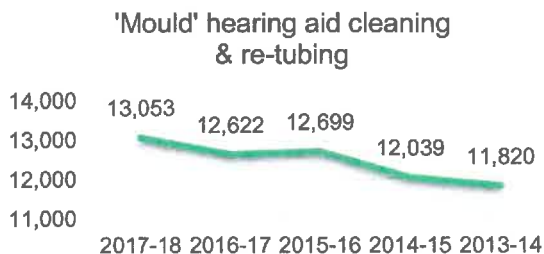
Home visits

Across the year we made 779 home visits to clean and re-tube NHS hearing aids. This represents a 17.1% decrease in such visits compared to 2016/17. Over the last four years home visits have decreased by 12.8%.



'Mould' hearing aid cleaning and re-tubing

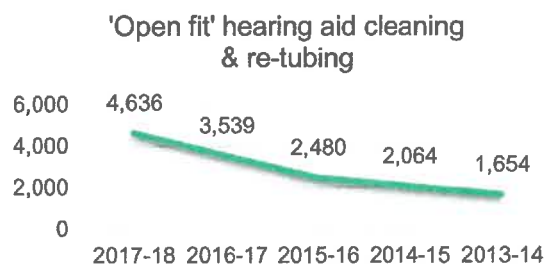
Across the year we cleaned and re-tubed 13,053 traditional-style 'mould' hearing aids through our Hearing Help Sessions, home and residential home visits. This represents a 3.4% increase compared to 2016/17. Over the last four years numbers have increased by 10.4%.



'Open Fit' hearing aid cleaning and re-tubing

Across the year we re-tubed 4,636 'open fit'

style hearing aids at our Hearing Help Sessions, home and residential home visits. This represents a 31% increase compared to 2016/17. Over the last four years numbers have increased by 180.3%. 'Open Fit' hearing aids are prescribed more and more by audiology providers. There is a large array of open fit style tubing and dome fittings. This makes the job of re-tubing them quite complex, and our volunteers have required extra training.



Distribution of NHS hearing aid batteries

Across the year we distributed 34,916 packs of six batteries to NHS hearing aid users. This represents a 6.1% increase compared to 2016/17. Over the last four years the number of packs of batteries we have distributed has increased by 48.7%. We distribute these batteries via our community Hearing Help sessions, home visits, residential home visits and our 'batteries by post' service.

NHS hearing aid maintenance at HM Prison Littlehey

Across 2017/18 our two Hearing Aid Maintenance Supervisors made four visits to HM Prison Littlehey. At these visits they cleaned and re-tubed 85 NHS hearing aids. They also trained 11 inmate Health Trainers in hearing aid maintenance, one of which provided invaluable support at each visit.

"Since you trained our Health Trainers I have had more help with my hearing aids in the last 2 weeks than I received in the last year"

The results of our Nov 2016 to Oct 2017 Service User Satisfaction Survey

We had 243 responses. The findings included:

- 92% very satisfied/satisfied with our services, 2% 'neutral', 6% didn't respond.
- 94% strongly agreed/agreed they could get the advice they needed to manage their hearing loss, 4% 'neutral', 1% disagreed, 1% didn't respond.
- 85% strongly agreed/agreed our services supported their communication confidence, 12% 'neutral', 1% disagreed, 2% didn't respond.
- 86% strongly agreed/agreed our services supported their enjoyment of life, 7% 'neutral', 1% disagreed, 6% didn't respond.
- 93% said they would recommend our services, 7% didn't respond.

Training for residential home and care agency staff

Our volunteers delivered 8 talks to residential home staff. These talks, together with the NHS hearing aid visits we made, helped to ensure hearing aids were used and maintained and residents were able to access the assistive technology they needed.

Information, advice and signposting

We provided 1,257 hearing loss information, advice and signposting sessions.

Educating the general public

Our volunteers delivered 13 community talks, which included information about assistive technology. We are grateful to our volunteer and previous Director, Frances Dewhurst, who trained 8 volunteers to deliver community talks, which will enable

us to increase the number of talks we give in the future.

Peer support

Through all our work, our staff and volunteers with hearing loss are able to provide valuable peer support to service users and colleagues. Peer support is proven to help people through difficult situations because peers can better relate to one another, offer practical advice and suggestions that professionals may not know about, and increase one's sense of belonging.

We are grateful to our volunteer, Norman Hardy, who started a quarterly 'Hear for You' peer support group in St Neots. We hope to start up similar groups in other areas of the county.

Volunteers

We would like to pass on huge thanks to all our dedicated volunteers, who are the backbone of our charity.

We enjoyed the support of 116 volunteers across the year, many of whom have given years of service. The majority are trained to provide hearing aid maintenance at our community-based Hearing Help sessions, or via home or residential home visits. Others undertake Hearing Help Session receptionist duties, help with administration at the office, provide fundraising support, and/or deliver community talks. Some are also Trustees.

Two volunteers, Margaret Port and Barbara Atkins, received their awards for 10 years of service at June's Volunteer Tea Party.

Hearing aid maintenance volunteer training

In the autumn we ran a training course (across six mornings) for new hearing aid maintenance volunteers, and, as a result, welcomed 16 new hearing aid maintenance volunteers. We also ran a refresher training

afternoon for existing volunteers. We are very grateful to the audiologists at Addenbrookes and Hinchingbrooke who delivered the technical aspects of this training.

Lip-reading

We ran a free lip-reading class in Cambridge. Across the year 17 individuals benefited from this class.

Promoting the interests of people with hearing loss

We represented the interests of people with hearing loss at local and national forums – e.g. Cambridgeshire County Council's Partnership Boards, voluntary sector stakeholder groups, and at national Hearing Loss and Deafness Alliance meetings.

Partnership and the wider community

We continue to work closely with Cambridgeshire and Peterborough Clinical Commissioning Group, Cambridgeshire County Council, Sensory Services, Addenbrooke's hospital, Hinchingbrooke hospital, Specsavers, Cambridgeshire Deaf Association and other stakeholder organisations, to support people with hearing loss to live a full life.

Some of our 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.

Fundraising

In autumn 2017 we began implementing a new fundraising strategy. The aim of this strategy is to increase our unrestricted fundraised income and introduce new projects to address need.

Huge thanks to our Fundraising and PR Group volunteers. This year they produced our new legacy leaflets, ran information stalls at numerous community events, and

raised over £2,800 running our Grafham Water Safari Sponsored Walk.



Some of our 2017 Grafham Water Safari Sponsored Walk fundraisers

We would also like to say a very special thank you to Alan Jones who has stepped down from his role as Chair of this group after 9 years of dedicated service.

A very big thank you to all our funders and supporters, including:

Cambridgeshire County Council, Cambridgeshire and Peterborough Clinical Commissioning Group, NHS England, National Lottery Awards for All, City and University of Cambridge Masonic Charitable Trust, Batterson Chivers Foundation, The Hearing Trust, Girton Town Charity, John Huntingdon's Charity, Linton Parish Council, Nicholas Swallow and Other Charities, St Neots Town Council, Thomas Galon Charity, Balsham Plough Monday Club, Cambridge RAG, Rotary Club of St Neots and St Mary's, Descensus Aquarium Lodge, JCI Cambridge, John Lewis, and all the individuals who have given so generously.

4. Financial Review

The accounts show a deficit of £13,128 on day to day running costs, a considerable improvement from last year when the deficit stood at £30,285. This was largely attributable to a reduction of over £14,000 in staff costs. The financial impact of the office move will not be felt until next year's accounts, but it is anticipated there will be substantial future cost savings. However, some additional costs were incurred this year in respect of redecoration and additional office equipment.

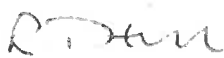
Cambridgeshire Hearing Help relies on income received from Cambridgeshire County Council and Cambridgeshire and Peterborough Clinical Commissioning Group to cover its normal running costs. The Trustees have examined various scenarios, trying to predict what would happen if this income were to be reduced or stopped. It is comforting to note that Cambridgeshire Hearing Help has sufficient unrestricted reserves to continue its current level of service for at least ten months even if all income from these sources should cease. The Trustees are also seeking additional sources of income. During the year grants have been received from the National Lottery Awards for All to improve our public image, and from The Hearing Trust towards a new "Living well with hearing loss" project. Funds already received following the closure of Our Voice are being used to provide our free lip-reading classes in Cambridge.

Declaration

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

Signed by the Chair of the Trustees, Roger T Hill, on behalf of the Trustees:

Signed:



Date: 21.05.18

5. Independent Examiner's report

Independent Examiner's report to the Trustees of Cambridgeshire Hearing Help on the accounts for the year ended 31st March 2018 on pages 9 to 12.

Respective responsibilities of Trustees and Independent 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,
- follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- 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 which:

1. 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. A. Clements

Date: 11th June 2018

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

Relevant professional qualification:
Fellow of the Association of Charity Independent Examiners

6. Reserves Policy

The Accounts show unrestricted reserves of £111,011. Going forward, in accordance with our Reserves Policy, our absolute critical level of reserves represents 67% of our 2018/19 budgeted income at £89,000. This would allow us six months to wind down and give our 6,500 service users enough notice to source alternative services/support. It would also cover the cost of staff redundancies and £5,000 contingency for unforeseen operational costs. Our new fundraising strategy consequently aims to preserve our current level of unrestricted reserves so that we can mitigate the risk of them reaching critical level.

7. Plans for the future

We plan to continue to operate and meet our charitable objects for the foreseeable future. We have experienced a 37.3% growth in attendances at our 43 community Hearing Help Sessions over the last four years, with no increase in funding from our primary funders. Our plans for the future include: further exploring additional funding sources to make up the shortfall from our primary funders; finding new and innovative ways to manage increased demand for our services; identifying unmet service user need and introducing new projects and activities to meet this need.

8. Risk management

The Trustees have considered their responsibilities towards risks to the charity and have assessed the main areas of risk. They have taken, or are in the process of taking, steps to minimise risk, through the action plan incorporated into the Business Plan. The risk assessment updates in 2018 covered the following risks:

- **Financial:** The uncertainty regarding our Cambridgeshire and Peterborough Clinical Commissioning Group funding across 2017/18 and beyond; successfully tendering for new contracts in 2018; and the need to obtain alternative sources of funding to balance the books in the long-term.
- **External relationships:** Maintaining our visibility within the CPCCG and CCC and a strong partnership with NHS Audiology providers.
- **Staff:** The increasing staff workload given continually increasing service demand.
- **Reputation:** The challenge of maintaining an even quality of service across district boundaries.
- **Operations and technology:** The security of data and IT systems; the need to train sufficient numbers of volunteers to meet demand, and to provide them with a suitable level of support and recognition.

9. Cambridgeshire Hearing Help financial statements, for the year ended March 31st 2018

Receipts & Payments accounts	Restricted funds					
	Unrestricted funds	Our Voice	Awards for All	Living well with hearing loss	Total this year	Total last year
Income						
Charitable activities						
Hearing aid maintenance sales	283	-	-	-	283	394
Talks and training	75	-	-	-	75	468
Other charitable activities	141	-	-	-	141	418
Fundraising activities						
Fundraising events	4,158	-	-	-	4,158	714
Grants received						
NHS Clinical Commissioning Group	34,682	-	-	-	34,682	42,934
NHS England	1,261	-	-	-	1,261	-
Other grants	1,652	-	9,919	10,000	21,571	327
Contract income						
Cambridgeshire County Council	50,000	-	-	-	50,000	50,000
Donations received						
Donations - individuals	4,401	234	-	-	4,635	3,880
Donations - community & faith	7,279	-	-	-	7,279	5,189
Hearing Help Sessions & Home Visits	5,109	-	-	-	5,109	4,858
Tax recovered on Gift Aid donations	151	-	-	-	151	413
Bank interest	1,477	-	-	-	1,477	2,049
Total income	110,669	234	9,919	10,000	130,822	111,644

9. Cambridgeshire Hearing Help financial statements, for the year ended March 31st 2018

Expenditure	Restricted funds				Total last year
	Unrestricted funds	Our Voice	Awards for All	Living well with hearing loss	
Cost of providing charitable activities					
Consultants' costs	-	2,340	-	-	2,340
Supplies and equipment	762	-	2,168	-	2,930
Room hire for Hearing Help sessions	3,135	-	-	-	3,135
Fundraising costs	305	-	-	-	305
Administration					
Bank charges	350	-	-	-	350
IT equipment and support	1,720	240	2,750	-	4,710
Office equipment & supplies	2,452	-	-	-	2,452
Postage	988	-	-	-	988
Printing	1,819	-	1,388	-	3,207
Publicity	35	-	-	-	35
Subscriptions	385	-	-	-	385
Telephones	2,325	-	-	-	2,325
Premises costs					
Rent, rates & insurance	9,656	-	-	-	9,656
Moving costs	874	-	-	-	874
Cleaning	612	-	-	-	612
Repairs	159	-	-	-	159
Utilities	1,588	-	-	-	1,588

9. Cambridgeshire Hearing Help financial statements, for the year ended March 31st 2018

	Restricted funds					Total last year
	Unrestricted funds	Our Voice	Awards for All	Living well with hearing loss	Total this year	
Expenditure contd...						
Staff costs						
Salaries and NI	80,495	1,067	1,951	-	83,513	90,358
Pensions	5,531	-	-	-	5,531	9,831
Reimbursed travel and expenses	4,282	-	-	-	4,282	4,156
Training	150	1,000	-	-	1,150	174
HR Consultancy	444	-	-	-	444	-
Volunteer costs						
Reimbursed travel and expenses	3,245	-	-	-	3,245	4,729
Training	397	-	-	-	397	926
DBS checks	140	-	-	-	140	224
Volunteer entertainment	21	-	-	-	21	-
Governance	-	-	-	-	-	-
AGM expenses	657	-	-	-	657	562
Trustee's expenses	1,671	-	-	-	1,671	392
Independent examination	191	-	-	-	191	150
Total expenditure	124,389	4,647	8,257	-	137,293	141,773
Surplus (deficit) for the year	(13,720)	(4,413)	1,662	10,000	(6,471)	(30,129)
Balances brought forward 1 April 2017	124,139	14,354	-	-	138,493	168,622
Balances carried forward 31 March 2018	110,419	9,941	1,662	10,000	132,022	138,493

9. Cambridgeshire Hearing Help financial statements, for the year ended March 31st 2018

	Restricted funds					
	Unrestricted funds	Our Voice	Awards for All	Living well with hearing loss	Total this year	Total last year
Statement of Assets & Liabilities						
Cambridge & Counties BS	56,351	9,941	-	10,000	76,292	75,000
Petty cash	158	-	-	-	158	147
Unity Trust current account	31,297	-	1,662	-	32,959	25,918
Virgin Money deposit account	22,613	-	-	-	22,613	37,428
	110,419	9,941	1,662	10,000	132,022	138,493

10. Structure & governance

Type of governing document: Constitution

How the charity is constituted: Charitable

Incorporated Organisation (CIO)

Trustee selection method: Election at AGM

Trustee Name	Office (if any)
Roger Hill	Chair
Paul McCloskey	Vice Chair
Robert Andrews	Treasurer
Diane Edwards	
Isobel Hambleton	

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.

Alan Jones	President
Stephen Webster	Hon Vice President
Avril Dring	Hon Vice President

11. Reference & administrative 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: 153 St Neots Road, Hardwick, Cambridge, CB23 7QJ

Thank you to all our staff:

Staff Name	Position
Amanda Morgan	Director
Fran Mills	Volunteer/Session Supervisor
Gaynor Curry	Volunteer/Session Supervisor
Melanie Lombardi	Office Manager
Ruth McAllen	Office Administrator

Thank you to all our volunteers:

Bob Andrews	Anthea Hoverd
Patricia Ashmore	Brenda Hutchison
Donald Ashmore	Sue Imrie
Barbara Atkins	Ann Jackson
Sally Baines	Alan Jones
Sheila Ball	Bob Jones
Lesley Bartlett	Erica Jones
Freyja Bjornson	Angela Kerins
Alison Bottomley	Ann Killen
Oonagh Bowler	Christine Kimmitt
Louise Boyer	Marilyn Kirkby
Beryl Brown	Sue Kruczynska
Carolyn Bullman	Penny Lambert
Graham Caswell	Elizabeth Lampitt
Jeannette Cavey	Sandra Langford
Kelly Chapman	Ron Loewenbein
Sheila Chivers	Polly Macartney
Pat Chow	Joyce Marsh
David Clarke	Mavis Matthews
Sharon Coaker	Paul McCloskey
John Cockram	Shona Mcintosh
Julia Cole	Elma Mclean
Chery Cornwell	John Mcleod
Claire Davenport	Vicky Meadows
Barry Davies	Donald Monk
Frances Dewhurst	John Morley
Pam Dodman	Gail Norman
Avril Dring	Philippa Osborn
Penny Duce	John Payne
Barbara Duffett	Roger Pepper
Daphne Eaton	Janet Pettit
Diane Edwards	Margaret Port
Roger Edwards	Ingrid Pryor
Brenda Elcome	Elizabeth Rayner
James Elson	Mary Reed
Liz Elson	Elaine Rice
Ann Flemming	Barrie Rowland
Kirk Forrest	Brian Sandall
Doris Foster	Jim Sartain
Sheila Fulton	Tony Sherman
Sue Gardner	Jo Shields
Veronica Greenwood	John Smith
Sue Hackett	Sue Stanley
Isobel Hambleton	Christine Starkey
Kathy Hamilton	Denise Thomas
Rachel Hamilton-Meikle	Alison Thornton
Mary Hardwick	Jenny Tootal
Norman Hardy	Bruce Tucker
Julia Hart	Elizabeth Ulas
Alan Harvey	Maureen Upchurch
Sue Hempstead	Wendy Walford
John Herring	Joan Wall
Edmund Heywood	Betty Watts
Roger Hill	Elizabeth Wheeler
Olga Hirst	Bob Wilson
David Hodge	Margaret Wright
David Hollingsworth	Alice Zeitlyn
Kate Hopkinson	

