

CAMBRIDGESHIRE HEARING HELP

Mandy Powell
Parish Council Office
Ploughman Hall
West Fen Rd
Willingham
Cambridge CB24 5LP

3 May 2016

Dear Mandy

This is to report on our Hearing Help Service in Willingham in 2015/16. I have not completed a breakdown of costs spent as we have not completed a full year of expenditure since the grant was made.

Over the year we had 223 attendances at the monthly drop-in session at the surgery, and this is a marked increase on last year when we had 140 attendances.

People come to us primarily for a local friendly NHS hearing aid maintenance service operated by volunteers, who live locally. Hearing aids need servicing every 3-6 months to keep the quality of sound.

We also distribute hearing aid batteries. We provide advice to anyone who wants to know about hearing loss, including carers and family members and we gave 31 instances of advice in Willingham over the year.

85 % of our users are over 65 and many are much older than that. 30% admit to a disability other than hearing loss, so the people we see are often frail and struggling to manage to live independently. People who use our service tell us that they value the fact that they do not have to travel far to get the service and that the volunteers often have the condition themselves and give practical down to earth advice from their own experience.

Some of the comments we get are:-

"It is prompt, constant, reliable and nearby"

"I like the service I get & the social atmosphere"

"Convenient, free, competent and friendly"

Cambridgeshire Hearing Help CIO, 8A Romsey Terrace, Cambridge, CB1 3NH
Registered Charity No 1154071
Tel 01223 416141 Fax: 01223 245800 enquiries@cambridgeshirehearinghelp.org.uk
www.cambridgeshirehearinghelp.org.uk

CAMBRIDGESHIRE **HEARING HELP**

The impact of hearing loss on people's lives is generally underestimated. There is evidence that shows people with hearing loss have higher levels of anxiety and depression and the loneliness it brings can have a devastating effect on health and wellbeing. There is also now evidence of links with dementia. CHH helps people to meet the challenges and manage the condition so it becomes an inconvenience not a life changing problem.

We are extremely grateful to Willingham Parish Council for enabling us to continue with this work.

I look forward to seeing you on 18th May 2016 at the AGM.

Yours sincerely

Frances Dewhurst

CAMBRIDGESHIRE **HEARING HELP**

Annual Report and Accounts for the year ended
31 March 2015



Table of contents

Chair's Message	2
Annual Report of the Trustees	3
Independent Examiner's Report	10
Statement of Financial Activities	11
We thank our Volunteers	15

Cambridgeshire Hearing Help CIO

Trustees' Annual Report for the Period 2014-2015

Chair's message

It has been another very successful year for CHH, with an ever-growing number of people benefiting from the dedication and resourcefulness of our volunteers and staff team.

As trustees, our primary responsibility is to ensure that the charity continues to meet its purpose to support people around the county who experience hearing loss. We are very proud that this year, as for the last 4 years, more people have been reached by the work of the charity and the results of the annual survey of people who use hearing help sessions clearly demonstrates the impact that the simple act of maintaining a person's hearing aids can have on his or her life. We hope that our volunteers, supporters and funders are equally proud of their roles in improving the quality of life for so many in Cambridgeshire.

It is important to remember that all this is achieved on a modest budget with a small staff team who have taken on the challenge of adapting to the complex demands of changing funding mechanisms in the local authority and NHS with professionalism and efficiency, not to mention good humour. Procedures for gathering data, running the office, dealing with IT and communicating with all our many stakeholders have all been improved this year, which may not be glamorous but are vital to the continuation of our work.

CHH is fortunate to punch above its weight in influencing policy on hearing support through Frances' work both locally and as part of national groups of hearing support charities. As trustees we take a keen interest in developments across the country and the recent publication of the government Action Plan on Hearing Loss will no doubt prove influential. On a lighter note we were delighted that a letter from Frances was published in the Independent highlighting the difficulties experienced by those whose hearing is deteriorating, on their relationships with family and friends.

It only remains to offer my huge thanks, on behalf of myself and the trustees, to staff, volunteers, supporters and funders and to look forward to another successful year in 2015-16.

Ruth Kern

Cambridgeshire Hearing Help CIO
Trustees' Annual Report for the period
1st April 2014 – 31st March 2015

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
Alan Jones	Chairman	01/04/14 – 04/06/14
Robert Andrews	Treasurer	
Andy Glyde		01/04/14-04/06/14
Roger Hill	Vice Chair from 04/06/15	
Susan Imrie		01/04/14 -04/06/14
Ruth Kern	Chair from 04/06/15	
Susan Stanley		
Donald Ashmore		Appointed 04/06/14
Paul McCloskey		Appointed 04/06/14

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
Barbara Cassey	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 Castel Street, Cambridge, CB3 0JA
Virgin Money	Bank	Jubilee House, Gosforth, Newcastle upon Tyne NE3 4PL

On 1 April 2014 Cambridgeshire Hearing Help (CHH) formally took over the activities of Cambridge CAMTAD (CAMTAD). The charity was newly incorporated for this purpose and it has continued the business of CAMTAD without interruption and the staff were all transferred to the new employer on the same terms. This Report therefore looks back to comparisons with CAMTAD activities and developments planned under the CAMTAD name.

Staff

Director:	Frances Dewhurst
Co-ordinator/Session supervisor	Fran Mills
Session Supervisor	Gaynor Curry
Assistant Supervisor	Anthony Palmer
Senior Administrator	Melanie Lombardi
Administrative Support	Ruth McAllen, Polly Macartney

Volunteers

There are 96 active volunteers, 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. Our service user satisfaction survey continues to show that it is the friendliness of the volunteer teams that is the hallmark of our work and for which we are most 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 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, 32 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 and making loans of equipment.
- 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 have reviewed their financial procedures in the current financial year.

D. Achievements and performance

This year was one of consolidation as we implemented the transfer of activities from CAMTAD to CHH with the considerable administrative work this involved. We have seen no detriment to our services in the change and it has had very little impact on service users. Long-term users still refer to us as CAMTAD but the new name has been much easier to use in the context of prospective users and interested partners. The only downside has been the length of the name on our advertising materials.

The year has seen some changes in staff. A session supervisor left in April and we were not able to replace her until September with Gaynor Curry. Ruth McAllen has joined as administrative assistant and Polly Macartney, a hearing help volunteer, is now working in the office as a member of staff. We have also had help from Anthony Palmer in the office and at hearing help sessions. The start of the year was challenging but we now have a strong team in place.

We entered into negotiations with the Cambridgeshire and Peterborough Clinical Commissioning Group to increase the number of hearing aid servicing activities and this has resulted in the opening of new sessions in South Cambs and preparations for the opening of sessions in Wisbech and March. We have secured a further one year contract with additional funding to cover the increased costs.

We had two very successful volunteer training courses in Cambridge and March and welcomed a team of excellent new volunteers from across the County to supplement the numbers and replace retiring volunteers.

We have been active in Fenland, attending Golden Age events, holding an equipment demonstration in March and linking with other partners in the area. This is to meet our commitment to provide an equal service across the County and generate interest in the hearing help sessions due to open in the next financial year.

Services

Hearing Help

Type of Service	Service user events 2014-2015	Service user events 2013-2014
Home and office visits	763	893
Residential Homes	782	777
HH Sessions	9,069	8,285
Total overall	10,614	9,955

	2014-2015	2013-2014
Batteries	26,010	23,477
Clean/retube	12,039	11,820
Open fits	2,064	1,654
Total c/rt/of	14,103	13,474
Advice	1,029	1,254

There has been a steady increase of 784 in the number of visits to hearing help sessions. We have seen an overall increase in all districts but it is particularly noticeable across the centre of the county with Somersham, Chatteris, Doddington and Ramsey all busier. Sawston and Shelford were also markedly active.

We conducted fewer home visits and this is an aspect we will need to review in the coming year. A number of our home visiting volunteers have retired and we are working with new volunteers to boost the team, so we can advertise the service more widely. The visits to service users in residential care has remained steady.

Advice is given by CHH volunteers and staff informally to service users as an integral part of the service. The volunteers offer their experience and expertise to all comers. The recorded numbers of advice given do not reflect the great value of this service to the hearing aid users. However the results of our annual survey on the hearing help service show how CHH adds much more than hearing aid servicing to the quality of people's lives.

Survey Results

This is the second year we have conducted a survey of service user satisfaction and there has been little change from last year, with very high levels of appreciation for the service in hearing help sessions. Over 91% of respondents were satisfied or very satisfied that they would get the help and advice they needed to manage their hearing loss from CHH. The majority also felt that CHH helped them to be more confident and in control of their condition and that it helped them to enjoy life more. Again many comments were made about the friendliness of the service and how much it is valued.

"The volunteers are delightful & very efficient. It is a pleasure to be with them"

"Local & convenient. Knowledgeable & expertise of staff"

"Having such a good service, LOCAL, means so much. Please do not move!"

The only criticisms related to timing from people who were working (less than 10% of the service users) and some who wanted us to do more activities, such as wax removal.

Assistive Equipment

We held demonstrations of equipment in venues in March, Ely and Cambridge, with 3 “mini” demos alongside hearing help sessions. The Cambridge event at Scotsdales Garden Centre was particularly well attended this year with 69 visitors. The number of loans made this year from the office was lower than last year at 49 loans. There are challenges in providing the range of equipment for loan that we demonstrate at sessions and keeping it up to date. People will sometimes prefer to purchase with a 28 day return option rather than borrow. The phones are still the most popular items to borrow as they are not available from the Sensory Team.

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 were able to give 26 talks this year, with 8 training sessions given to staff in care homes by two volunteers. There were fewer talks than last year but more stalls at events and open days with 12 attended over the course of the year.

The Best Practice Advisory Group has worked hard producing a Care Home Information Pack. This has at present only been given to a selected number of Care Homes where we can monitor its use. However we would like to be able to provide this to all Care Homes as an essential aid to supporting their residents.

The first edition of the service users’ newsletter was issued in February as part of our project to inform and engage more closely with service users and so far this has been well received. This dovetails with the County Council’s Transforming Lives agenda which places great emphasis on prevention and management of conditions through information.

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.

With Anglia Ruskin University we facilitated a meeting with the Alzheimer’s Society to discuss current research on the links between dementia and hearing loss, which we hope will give more prominence to the need to manage hearing loss for dementia sufferers.

An Action Plan for Hearing Loss has been published by the Department of Health and NHS England and Frances, our Director, was part of the Hearing Loss Alliance that contributed to the lengthy process of debate over the last 5 years.

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.

Governance management and administration

The changeover to CHH has absorbed a great deal of our time. The Trustees have continued the use of the Away Day to develop ideas about the future direction of the organisation.

We have significantly improved record keeping, which is now up to date, and our control over stock for the hearing help sessions

Fundraising

The main fundraising event was the concert in Cambridge given by the Cambridge Concert Orchestra which raised over £1,900. Events such as this help us to engage with people outside our usual range and make our work better known as well, as making money. Volunteers held coffee mornings for us and we sold some of last year's Christmas cards, which was a bonus.

Grants and Donations

The Evelyn Trust has helped to fund the expansion in Fenland.

The Masons and Chivers Family Trust generously contributed again to us.

Waitrose, Tesco's, Peter Ward (graphic designer), Garry Hardy (Newnorth Print), Peter Graves, florist, and Noyes & Noyes, chartered surveyors, all contributed to the expenses of the concert with gifts in kind or money.

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. A grant was received from the City Council in relation to rates.

Our accounts show a planned deficit paid for out of reserves. This was to ensure continuity of staff with the anticipated retirement of one of the session supervisors.

Our Voice, an advocacy charity that has now been wound up, transferred to us their remaining funds but this is restricted use for Deaf Awareness projects only.

Declaration

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

Signed on behalf of the Charity's Trustees

Chair Ruth Kern
Date: 13th May 2015

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 2015 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 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
15 Carleton Road
Great Knowley
Chorley
Lancs
PR6 8TQ

Date: 14th June 2015

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 2015

Receipts & Payments accounts

	Cambridgeshire Hearing Help			CHH Total this year	CAMTAD total this year	Combined total this year	CAMTAD Total last year
	Unrestricted funds	Restricted Fenland	Deaf awareness				
Income							
Charitable activities							
Hearing aid maintenance sales	255	-	-	255	-	255	245
Talks and training	233	-	-	233	-	233	146
Other charitable activities	2	-	-	2	-	2	-
Deaf Awareness week 2014	200	-	-	200	-	200	-
Fundraising activities							
Sale of Christmas cards	137	-	-	137	-	137	-
Fund raising events	1,835	-	-	1,835	-	1,835	1,456
Grants received	90,473	-	12,299	102,772	-	102,772	98,475
Bank interest	380	-	-	380	1,451	1,831	3,022
Donations received							
Donations from individuals and organisations	12,487	-	-	12,487	1,942	14,429	12,254
Tax recovered on Gift Aid donations	8	-	-	8	-	8	-
Research grant	-	-	-	-	-	-	8,850
Legacies	-	-	-	-	-	-	40,613
Total income	106,010	-	12,299	118,309	3,393	121,702	165,061

Cambridgeshire Hearing Help and Cambridge CAMTAD

	Cambridgeshire Hearing Help			CAMTAD	Combined	CAMTAD
	Unrestricted funds	Restricted Fenland	Deaf awareness	CHH Total this year	total this year	Total last year
Expenditure						
Cost of providing charitable activities						
Loan equipment purchased	403	-	-	403	-	600
HSS room hire and equipment used	6,597	-	-	6,597	187	3,952
Deaf awareness week	3,896	-	-	3,896	-	4,119
Administration						
Bank charges	83	-	-	83	55	153
IT support	2,862	-	-	2,862	-	4,852
Office equipment & supplies	2,343	-	-	2,343	-	-
Postage	1,476	-	-	1,476	16	1,228
Printing	4,076	-	-	4,076	-	5,202
Publicity	1,139	-	-	1,139	-	503
Subscriptions	371	-	-	371	-	377
Telephones	2,000	-	-	2,000	-	1,831
Fundraising costs	315	-	-	315	-	656
Governance						
AGM expenses	486	-	-	486	-	387
Trustee's expenses	638	-	-	638	-	499
Room hire for trustee meetings	356	-	-	356	-	320
Independent examination	-	-	-	-	-	116

Cambridgeshire Hearing Help and Cambridge CAMTAD

	Cambridgeshire Hearing Help			CAMTAD	Combined	CAMTAD
	Unrestricted funds	Restricted Fenland	Deaf awareness	CHH Total this year	total this year	Total last year
Premises costs						
Rent, rates & insurance	7,389	-	-	7,389	-	7,306
Cleaning	936	-	-	936	-	918
Repairs	1,214	-	-	1,214	-	280
Utilities	1,523	-	-	1,523	37	1,362
Rent review costs	108	-	-	108	-	-
Staff costs						
Salaries and NI	82,178	1,560	-	83,738	-	81,841
Pensions	8,240	-	-	8,240	-	8,155
Travel costs	4,203	-	-	4,203	-	6,188
Training	167	-	-	167	-	344
Recruitment costs	731	-	-	731	-	553
Volunteer costs						
Travel costs	4,174	-	-	4,174	215	4,955
Training	413	-	-	413	-	-
DBS checks	224	-	-	224	-	-
Other costs						
Research project	-	-	-	-	-	12,850
Incorporation costs and legal fees	-	-	-	-	-	1,821
Total costs	138,541	1,560	-	140,101	510	151,368
Surplus (deficit) for the year	(32,531)	(1,560)	12,299	(21,792)	2,883	13,693
Balances brought forward 1 April 2015	-	-	-	-	195,158	181,465
Balances transferred from CAMTAD	188,287	1,560	1,881	191,728	(191,728)	-
Balances carried forward 31 March 2015	155,756	-	14,180	169,936	6,313	195,158

Cambridgeshire Hearing Help and Cambridge CAMTAD

	Cambridgeshire Hearing Help			CAMTAD	Combined	CAMTAD	
	Unrestricted funds	Restricted Fenland	Deaf awareness	CHH Total this year	total this year	total this year	CAMTAD Total last year
Represented by							
Cambridge & Counties BS	85,000	-	-	85,000	-	85,000	-
Unity Trust cash card	444	-	-	444	4	448	65
Petty cash	188	-	-	188	-	188	157
Unity Trust current account	13,229	-	14,180	27,409	6,309	33,718	30,304
EOIF	-	-	-	-	-	-	63,563
Santander (fixed deposit)	-	-	-	-	-	-	50,000
Virgin Money deposit account	56,895	-	-	56,895	-	56,895	51,069
Total funds	155,756	-	14,180	169,936	6,313	176,249	195,158

Approved by the trustees on 13th May 2015 and signed on their behalf by Ruth Kern

We thank our Trustees and Volunteers

Bob Andrews
Patricia Ashmore
Donald Ashmore
Barbara Atkins
Shelia Ball
Helen Ballantyne
Leslie Bartlett
Andy Beaven
Oonagh Bowler
Louise Boyer
Beryl Brown
Eric Brown
Carolyn Bullman
Kelly Chapman
Sheila Chivers
Sharon Coaker
Cheryl Cornwell
Clare Davenport
Barry Davies
Avril Dring
Barbara Driver
Barbara Duffett
Daphne Eaton
Roger Edwards
Brenda Elcome
James Elson
Liz Elson
Ann Flemming
Margaret Forster
Sue Gardner
Veronica Greenwood
Norman Hardy
John Harnwell
Julia Hart
Alan Harvey
Derek Haylock
Sue Hempstead
Edmund Heywood
Roger Hill
Olga Hirst
David Hodge
Brenda Hutchison
David Imrie
Sue Imrie
Bob Jones
Alan Jones
Susan Judd
Angela Kerins

Ruth Kern
Ann Killen
Christine Kimmitt
Marilyn Kirkby
Sue Kruczynska
Elizabeth Lampitt
Sandra Langford
Ron Loewenbein
Polly Macartney
Roger Mallabon
Mavis Matthews
Nigel May
Paul McCloskey
Vicky Meadows
Donald Monk
John Morley
Gail Norman
Philippa Osborn
John Payne
Roger Pepper
Janet Pettit
Margaret Port
Ingrid Pryor
Mary Reed
Elaine Rice
Barrie Rowland
Jim Sartain
Carole Scullion
Jo Shields
Robin Shoult
Crawford Smith
John Smith
Daphne Sparkes
Sue Stanley
Christine Starkey
Jonathan Stearn
Mark Thompson
Sue Thompson
Jenny Tootal
Elizabeth Ulas
Maureen Upchurch
Wendy Walford
Betty Watts
Elizabeth Wheeler
Joan White
Bob Wilson
Margaret Wright
Alice Zeitlyn