

CAMBRIDGESHIRE HEARING HELP

Annual Report and Accounts for the year ended 31 March 2019



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Cambridgeshire Hearing Help Trustees' Annual Report

For the period April 1st 2018 to March 31st 2019

1. Chair's message

I am very pleased to report that this has been another successful year for Cambridgeshire Hearing Help.

The financial plan for the year was to make up for the shortfall in funding from our two primary funders, Cambridgeshire County Council (CCC) and the Cambridgeshire and Peterborough Clinical Commissioning Group (CPCCG), by seeking alternative funding. Following a fundraising strategy devised by our Director, Amanda Morgan, I am pleased to say this has been very successful, with the result that we made a small financial surplus this year.

This was achieved by a combination of success in applying to many charity funders for core funding, the reduced cost of office accommodation following our move to Hardwick, and the winning of grants for projects, including a project to improve the efficiency of our administration.

The strong recent growth in demand for our services at Hearing Help Sessions was reduced this year and we saw a small reduction in attendances. This was mostly due to the gradual technology shift from hearing aids with moulds to open fit hearing aids. Moulds require re-tubing every three months, whereas open fit hearing aids require re-tubing every six months, which means the need for users to make fewer visits to our Hearing Help Sessions. Over the year mould re-tubing was reduced by about 1,500, whilst open fit re-tubing increased by about 1,000.

However, we have seen a growth in demand for visits to residential homes and the housebound. To serve hearing aid users

in this community better, we have been successful in receiving additional funding for an 18-month pilot project to start April 2019 - the Community Leaders project - aimed at providing increased volunteer help for residential homes and the homebound from within the communities where our volunteers live. We employed Claire Davenport as the supervisor to manage this project and we warmly welcome her to CHH.

Again, our wonderful volunteers have worked tirelessly and with great enthusiasm at our Hearing Help sessions, residential homes and in visits to the housebound. We recruited 6 new volunteers this year and we offer our warm welcome to them. Also we continue to receive 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 enabling us to maintain such a high quality of service.

So, what will be our two biggest challenges this year? Firstly, there is the challenge of fundraising to cover the costs of the almost 40% increase in demand since our last funding review by the CCC and CPCCG. Secondly, there is the challenge of making a success of the Community Leaders pilot project and I am sure you will all give us the support in doing so.

Finally, we must give Amanda our huge thanks for the way she has managed CHH to achieve our successes this year!



Roger T. Hill

2. Charitable objectives & activities

The charity's charitable objective, 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. This includes delivering our 'Living Well with Hearing Loss' workshops and distributing our 'Living Well with Hearing Loss' information and signposting pamphlets.

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

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

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 locally and nationally.

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 transport/get from A to B due to mobility issues and the sense of vulnerability that hearing loss causes; 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

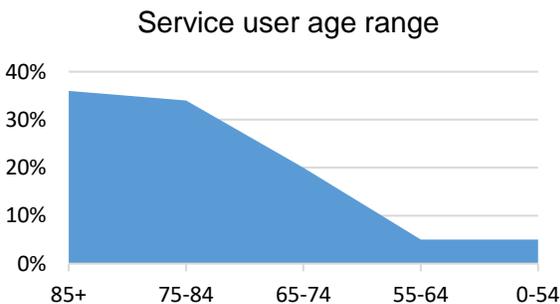
Ever-increasing demand because of the ageing population

Hearing loss is a widespread and growing issue, today affecting approx. 145,000 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 service user age range

We currently support approx. 6,500 service users per year through our NHS hearing aid maintenance work. 36% are aged 85+, 34% are aged 75 to 84, 20% are aged 65 to 74, 5% are aged 55 to 64 and 5% are aged 54 or under.



“I am 92 and have difficulty putting my hearing aid in and I need help to clean and maintain it. This service gives me peace of mind and enables me to enjoy my life.”

“I rely on both ear pieces, and at 94 I am unable to service them. This service is excellent, friendly, and really important to pensioners.”

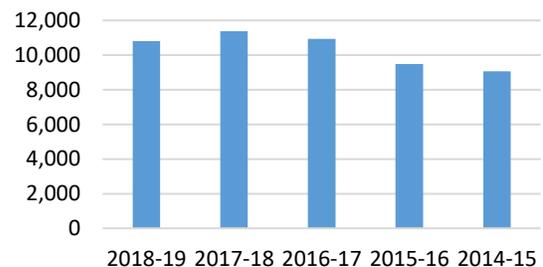
“I was inspired to start volunteering 40 years ago because my youngest brother was born deaf. I enjoy the volunteering immensely.”

“I joined Cambridgeshire Hearing Help because I wanted to give back and help others with hearing loss. I love the volunteering because there is a great camaraderie within the team and huge appreciation for the work that we do.”

Our 43 community-based Hearing Help drop-in sessions

Across the year we saw 10,801 attendances at our 43 (1 weekly, 1 bi-monthly, 32 monthly, and 9 quarterly) community-based Hearing Help drop-in sessions for NHS hearing aid cleaning and re-tubing, and to pick up NHS hearing aid batteries. This represents a 5% decrease in attendance compared to 2017/18. This decrease is the result of ‘open fit’ style hearing aids being more frequently prescribed by NHS audiology. These hearing aids need re-tubing approx. every six months, as opposed to the more traditional ‘mould’ style hearing aids which need re-tubing approx. every three months. Across the last four years attendance has increased by 19%.

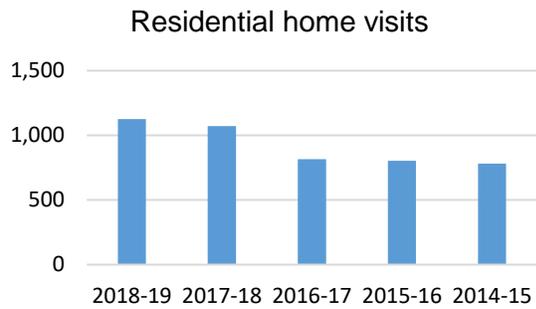
Community drop-in attendances



Residential home visits

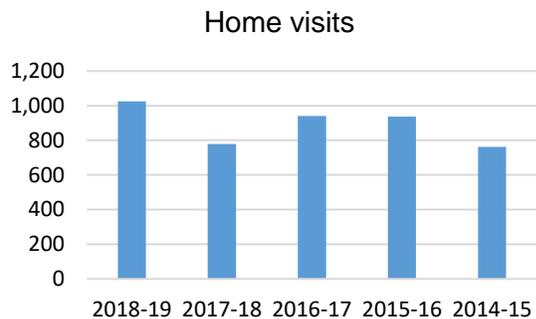
Across the year we made 1,125 residential home visits to clean and re-tube NHS hearing aids. This represents a 5% increase in such visits compared to 2017/18. Over the last four years residential home visits

have increased by 44%.



Home visits

Across the year we made 1,025 home visits to clean and re-tube NHS hearing aids. This represents a 32% increase in such visits compared to 2017/18. Over the last four years home visits have increased by 34%.

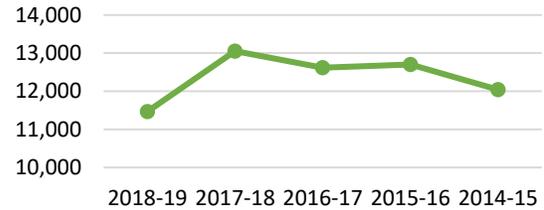


'Mould' hearing aid cleaning and re-tubing

Across the year we cleaned and re-tubed 11,467 traditional-style 'mould' hearing aids through our Hearing Help drop-in sessions, home and residential home visits. This represents a 22% decrease compared to 2017/18, and over the last four years a 5% decrease. These decreases are down to the fact that 'open fit' style hearing aids are more frequently prescribed by NHS audiology.

"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."

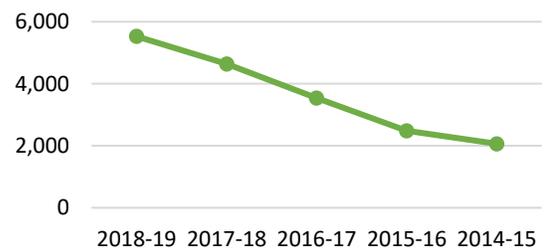
'Mould' hearing aid cleaning and re-tubing



'Open fit' hearing aid cleaning and re-tubing

Across the year we re-tubed 5,528 'open fit' style hearing aids at our Hearing Help drop-in sessions, home and residential home visits. This represents a 19% increase compared to 2017/18. Over the last four years numbers have increased by 168%. 'Open fit' style hearing aids are prescribed more and more by NHS audiology. 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.

Open fit' hearing aid re-tubing



Distribution of NHS hearing aid batteries

Across the year we distributed 38,769 packs of six batteries to NHS hearing aid users. This represents a 11% increase compared to 2017/18. Over the last four years the number of packs of batteries we have distributed has increased by 49%. We distribute these batteries via our community Hearing Help drop-in sessions, home visits, residential home visits, mobile library and our 'batteries by post' service.

NHS hearing aid maintenance at HM Prison Littlehey

Across 2018/19 our two Hearing Aid Maintenance Supervisors made four visits to HM Prison Littlehey. At these visits they helped 119 inmates, cleaning and re-tubing 122 NHS hearing aids.

Last year our supervisors trained 11 inmate Health Trainers in hearing aid maintenance, who have since provided our supervisors with invaluable support. In addition, this year the prison Healthcare Team have supported these Health Trainers to hold their own hearing aid maintenance sessions. This has reduced the number of inmates our supervisors see to those with more complicated 'open fit' hearing aid issues. This arrangement is proving to be most successful and beneficial to all involved.

Training for residential home and care agency staff

Our volunteers delivered six talks to residential home staff. Our Director also delivered four training sessions to 22 care staff at Bluebird Care. These talks and training sessions supported care staff to troubleshoot issues relating to managing hearing loss and keeping hearing aids working, as well as signpost to other appropriate services such as sensory services and ourselves.

Information, advice and signposting

We provided 1,412 hearing loss information, advice and signposting sessions. This represents 37% increase in these sessions over the last four years.

In March 2018 we started our Living Well with Hearing Loss project funded by the Eastern Academic Health Science Network and The Cambridge Hearing Trust. Through this project we have been delivering hearing loss information and advice workshops.

Across the year we delivered a total of 12 workshops, attended by 90 people.

"The workshop was extremely helpful. I came away with a better understanding of my condition and equipped with strategies to deal with it."

Educating the general public

Our volunteers delivered 17 community talks, which included information about assistive technology.

Peer support

Through all our work, our staff and volunteers with hearing loss 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 run a quarterly 'Hear for You' peer support group in St Neots. We hope to start up similar groups in other areas of the county next year.

"It's really good to be amongst people that have hearing loss too as they understand. I also found out about personal listeners and bought one for myself which has made life a lot easier for me."

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 114 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.

At June's Volunteer Tea Party three volunteers, Elaine Rice, Wendy Walford and Roger Hill, received their awards for 10 years of service and Alice Zeitlyn received her award for 30+ years of service.

Hearing aid maintenance volunteer training

In the autumn we ran a training course (across two days) for new hearing aid maintenance volunteers, and, as a result, welcomed 6 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 Hinchingsbrooke Cambridgeshire County Council's Sensory Team who delivered some of the technical aspects of this training.

Lip-reading

We ran a free lip-reading class in Cambridge. Across the year 25 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, Hinchingsbrooke 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

We significantly increased our unrestricted fundraised income and introduced new projects to address need. For example, we received £39,639 in grants, compared to £21,571 the previous year.

Huge thanks to our Fundraising and PR Group volunteers. This year they delivered numerous community talks and information stalls, and raised over £2,000 running our Grafham Water Safari Sponsored Walk.

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

AMNET, Batterson Chivers Foundation, Bottisham Parish Council, Brampton Parish Council, Burwell Parish Council, Burwell Knit and Natter, Cambridgeshire County Council, Cambridgeshire and Peterborough Clinical Commissioning Group, Cambridgeshire Community Foundation, Cambridge Masons, Comberton Parish Council, City and University of Cambridge Masonic Charitable Trust, City of Ely Council, Ely Hereward Rotary Club, Evelyn Trust, Girton Town Charity, Huntingdon Feemen's Trust, Garfield Weston, Huntingdonshire District Council, John Huntingdon's Charity, Linton Parish Council, Melbourn Parish Council, NHS England, Nicholas Swallow and Other Charities, The Pye Foundation, Sawston Shop for Your Community, Soham Town Council, Somersham Parish Council, St Mark's Church, St Ives Free Church, The Cambridge Hearing Trust, TWI Ltd, Waitrose, Whittlesey Parish Council, Willingham Parish Council, and all the individuals who have given so generously.

The results of our Nov 2017 to Oct 2018 Service User Satisfaction Survey - 154 respondents

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Don't know/no answer
The drop-in sessions are conveniently located (drop-in sessions only)	70%	26%	0%	0%	1%	3%
The times of the drop-in sessions suit me (drop-in sessions only)	50%	44%	5%	0%	0%	1%
This is an essential service for me as I do not have the mobility and/or transport to get to my hearing aid provider on a regular basis (drop-in sessions only)	32%	37%	16%	4%	2%	9%
This service is responsive to my needs and my home visit is always arranged quickly (home visits only)	44%	44%	0%	0%	0%	12%
This is an essential service for me because I am unable to leave my own home (home visits only)	56%	33%	0%	0%	0%	11%
This service has improved my ability to manage my hearing loss and my hearing aids	52%	37%	7%	1%	1%	2%
This service has increased my sense of personal safety	28%	36%	29%	1%	1%	5%
This service has increased my confidence in communicating with others	30%	40%	21%	1%	1%	7%
This service has supported me to maintain my independence	31%	38%	26%	1%	1%	3%
This service has increased the level of choice and control I have over how to manage my hearing loss	37%	45%	10%	1%	1%	6%
This service has increased the level of support I receive from others who have hearing loss	21%	40%	27%	2%	1%	9%
This service has reduced my sense of isolation	16%	42%	30%	5%	1%	6%
This service has improved my mental/emotional wellbeing	16%	36%	30%	3%	2%	13%
This service has improved my quality of life	23%	54%	17%	1%	1%	4%
This service has improved my awareness of other services that could help support me with my hearing loss	20%	37%	25%	4%	1%	13%

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know/no response
Overall how satisfied are you with Cambridgeshire hearing Help's services?	81%	17%	0%	0%	1%	1%

	YES	NO	Don't know/no response
Would you recommend the service of Cambridgeshire Hearing Help to others?	97%	1%	2%

4. Financial Review

The accounts show a surplus of £4,575 on day to day running costs, a considerable improvement on last year which showed a deficit of £13,128. The improvement can be attributed to reduced accommodation costs following the move to Hardwick and an increase in the level of general grants and donations received. We have also been able to transfer £10,078 from our restricted funds to cover the administrative costs of running four special projects.

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 also continue to seek additional sources of income.

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: 29.05.19

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 13.

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: Alan Clements

Date: 28th June 2019

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 £114,923. Going forward, in accordance with our Reserves Policy, our absolute critical level of reserves represents 64% of our 2019/20 budgeted income at £114,000. 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 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 significantly increased demand over the last few 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 2018/19 covered the following risks:

- **Financial:** The uncertainty regarding our Cambridgeshire and Peterborough Clinical Commissioning Group funding in 2019/20 and beyond; successfully tendering for new contracts in 2019; and the continual 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:** Increased staff workload due to the need to generate significantly more fundraised income.
- **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.

“Hearing loss continues to be a growing challenge in England with over 9 million people affected by it. The scale of the challenge requires concerted effort and action from a wide range of stakeholders across public, private, professional and voluntary sectors.” Action on Hearing Loss and NHS England, 2018.

9. Cambridgeshire Hearing Help financial statements, for the year ended March 31st 2019

	Restricted funds						Total this year	Total last year
	Unrestricted funds	Our Voice Lip reading	Awards for All	Living well with hearing loss	Staying Safe and Well	Database project		
Income								
Charitable activities								
Hearing aid maintenance sales	210	-	-	-	-	-	210	283
Talks and training	351	-	-	40	-	-	391	75
Other charitable activities	42	-	-	-	-	-	42	141
Fundraising activities								
Fund raising events	2,135	-	-	-	-	-	2,135	4,158
Grants received								
NHS Clinical Commissioning Group	34,682	-	-	-	-	-	34,682	34,682
NHS England	1,235	-	-	-	-	-	1,235	1,261
Other grants	12,493	-	-	18,000	4,466	4,680	39,639	21,571
Contract income								
Cambridgeshire County Council	50,000	-	-	-	-	-	50,000	50,000
Donations received								
Donations from individuals	3,479	-	-	-	-	-	3,479	4,635
Donations from community & faith organisations	10,709	-	-	-	-	-	10,709	7,279
Hearing Help Sessions & Home Visits	5,255	-	-	-	-	-	5,255	5,109
Tax recovered on Gift Aid donations	5,236	-	-	-	-	-	5,236	151
Bank interest	1,389	-	-	-	-	-	1,389	1,477
Management fees received (paid)	10,078	(750)	(1,662)	(5,600)	(2,066)	-	-	-
Total income	137,294	(750)	(1,662)	12,440	2,400	4,680	154,402	130,822

9. Cambridgeshire Hearing Help financial statements, for the year ended March 31st 2019

	Restricted funds						Total this year	Total last year
	Unrestricted funds	Our Voice Lip reading	Awards for All	Living well with hearing loss	Staying Safe and Well	Database project		
Expenditure								
Cost of providing charitable activities								
Consultants' costs	-	1,800	-	4,482	-	-	6,282	2,340
Supplies and equipment	4,106	-	-	-	-	-	4,106	2,930
Room hire	-	525	-	458	-	-	983	3,135
Fundraising costs	-	-	-	-	-	-	-	305
Administration								
Bank charges	237	-	-	-	-	-	237	350
IT equipment and support	2,191	-	-	1,567	-	4,136	7,894	4,710
Office equipment & supplies	1,452	-	-	173	-	-	1,625	2,452
Postage	1,353	-	-	-	-	-	1,353	988
Printing	2,513	-	-	1,069	-	-	3,582	3,207
Publicity	99	-	-	-	400	-	499	35
Subscriptions	382	-	-	-	-	-	382	385
Telephones	2,946	-	-	1,022	-	-	3,968	2,325
Premises costs								
Rent, rates & insurance	8,714	-	-	-	-	-	8,714	9,656
Moving costs	-	-	-	-	-	-	-	874
Cleaning	-	-	-	-	-	-	-	612
Repairs	-	-	-	-	-	-	-	159
Utilities	-	-	-	-	-	-	-	1,588

9. Cambridgeshire Hearing Help financial statements, for the year ended March 31st 2019

	Restricted funds						Total this year	Total last year
	Unrestricted funds	Our Voice Lip reading	Awards for All	Living well with hearing loss	Staying Safe and Well	Database project		
Expenditure								
Staff costs								
Salaries and NI	92,253	1,367	-	1,158	-	-	94,778	83,513
Pensions	6,310	-	-	-	-	-	6,310	5,602
Reimbursed travel and expenses	4,089	-	-	-	-	-	4,089	4,282
Training	60	-	-	-	-	-	60	1,150
HR Consultancy	-	-	-	-	-	-	-	444
Volunteer costs								
Reimbursed travel and expenses	3,453	-	-	-	-	-	3,453	3,245
Training	393	-	-	-	-	-	393	397
DBS checks	264	-	-	-	-	-	264	140
Volunteer entertainment	-	-	-	-	-	-	-	21
Governance								
AGM expenses	784	-	-	-	-	-	784	657
Trustee's expenses	940	-	-	-	-	-	940	1,671
Independent examination	180	-	-	-	-	-	180	191
Total costs	132,719	3,692	-	9,929	400	4,136	150,876	137,364
Surplus(deficit) for the year	4,575	(4,442)	(1,662)	2,511	2,000	544	3,526	(6,542)
Balances brought forward 1 April 2018	110,348	9,941	1,662	10,000	-	-	131,951	138,493
Balances carried forward 31 March 2019	114,923	5,499	-	12,511	2,000	544	135,477	131,951

9. Cambridgeshire Hearing Help financial statements, for the year ended March 31st 2019

	Unrestricted funds	Restricted funds				Database project	Total this year	Total last year
		Our Voice Lip reading	Awards for All	Living well with hearing loss	Staying Safe and Well			
Statement of Assets & Liabilities								
Cambridge & Counties BS	77,553	-	-	-	-	-	77,553	76,292
Petty cash	1,140	-	-	-	-	-	1,140	158
Unity Trust current account	13,489	5,499	-	12,511	2,000	544	34,043	32,888
Virgin Money deposit account	22,741	-	-	-	-	-	22,741	22,613
Total assets at 31 March 2019	114,923	5,499	-	12,511	2,000	544	135,477	131,951

10. Structure & governance

Type of governing document: Constitution

How the charity is constituted: Charitable

Incorporated Organisation (CIO)

Trustee selection method: co-opted

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

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.

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	Brenda Hutchison
Patricia Ashmore	Sue Imrie
Donald Ashmore	Ann Jackson
Barbara Atkins	Alan Jones
Sally Baines	Bob Jones
Cheryl Bampton	Erica Jones
Lesley Bartlett	Edward Joyce
Andy Beaven	Michael Judkins
Christine Beaven	Angela Kerins
Alison Bottomley	Ann Killen
Beryl Brown	Christine Kimmitt
Carolyn Bullman	Marilyn Kirkby
Graham Caswell	Sue Kruczynska
Jeannette Cavey	Penny Lambert
Kelly Chapman	Elizabeth Lampitt
Sheila Chivers	Sandra Langford
Pat Chow	Joyce Marsh
Paulette Church	Mavis Matthews
David Clarke	Paul McCloskey
John Cockram	Shona Mcintosh
Julia Cole	Elma Mclean
Chery Cornwell	Vicky Meadows
Claire Davenport	Donald Monk
Barry Davies	John Morley
Frances Dewhurst	Gail Norman
Pam Dodman	Lorraine O'Brien
Penny Duce	Philippa Osborn
Barbara Duffett	John Payne
Claire Duffett	Roger Pepper
Daphne Eaton	Janet Pettit
Diane Edwards	Margaret Port
Roger Edwards	Ingrid Pryor
Brenda Elcome	Elizabeth Rayner
Jane Ellwood	Mary Reed
James Elson	Elaine Rice
Liz Elson	Barrie Rowland
Stuart Findlay	Brian Sandall
Kirk Forrest	Anna Sewell
Doris Foster	Phyllis Shaw
Sheila Fulton	Jo Shields
Sue Gardner	John Smith
Alison Gibson	Sue Stanley
Veronica Greenwood	Christine Starkey
Sue Hackett	Denise Thomas
Isobel Hambleton	Alison Thornton
Mary Hardwick	Jenny Tootal
Norman Hardy	Bruce Tucker
Alan Harvey	Elizabeth Ulas
Sue Hempstead	Maureen Upchurch
John Herring	Wendy Walford
Edmund Heywood	Joan Wall
Roger Hill	Betty Watts
Olga Hirst	Elizabeth Wheeler
David Hodge	Bob Wilson
David Hollingsworth	Margaret Wright
Kate Hopkinson	Mary Wright
Anthea Hoverd	Alice Zeitlyn