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31 Mar 14



Hertfordshire
Hearing
Advisory Service

Annual Report and Accounts

2013/14

CHARITY COMMISSION
FIRST CONTACT

24 NOV 2014

ACCOUNTS
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INVESTOR IN PEOPLE

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1 Welcome from the Chairman

Dear Friends and Supporters

The Charity has had a busy year.

With the help of our supporters, we're helping more people than ever before, providing:

- 4,250 consultations by our 'Hearing Aiders', our volunteer support service
- 5,360 consultations by our 'Hearing Support Service' staff and volunteers
- 1,520 consultations by our 'Bedfordshire Hearing Advisory Service'
- 400 consultations by our pilot schemes in West Essex and South Northants

After four years of depressed economic growth in the UK, there appears to be some signs of recovery. A strong economy brings with it more opportunities for people and organisations to support charities and voluntary sector.

We support people who are affected by hearing loss, and our services are therefore linked to the increasing length of healthy life expectancy, and needs of older people.

Financial results

The Charity had a reasonable financial result, given the continued challenging conditions for the twelve months to 31st March 2014. Our main contracted services performed really well, although our South Northamptonshire pilot continued to struggle until the last quarter of the year, when arrangements were successfully put in place and finalised.

The Charity produced an income of £163,868, which was 7.5% higher than the previous year. Our expended resources were £167,078, and resulted in a modest deficit of £3,210.

Investment

Hertfordshire Hearing Advisory Service is a friendly, client centred charity who are fortunate to be supported by kind, dedicated and caring volunteers, staff and trustees. In 2005, the Charity was awarded the quality mark, 'Investor in People'. I am delighted to report that in 2014/15, we will be seeking to review our quality standards, thanks to a grant by the Sylvia Adams Charitable Trust.

The Charity increasingly depends on technology, to communicate with our people and with the world. It is excellent to be in a position to report that in the year ahead, we will investing in our computer systems, website and on-line presence, reported elsewhere and kindly paid for by the BIG Lottery fund, 'Awards For All, England'.

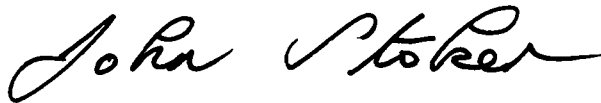
Whilst we are fortunate to have been able to provide services in Hertfordshire and Bedfordshire, we remain vigilant for opportunities for additional and diversified sources of funding. We were able to work with Hertfordshire Society for the Blind, HSB through a secondment agreement whereby our CEO, Phil Linnegar, ran both HHAS and HSB.

As a result, we were able to generate some additional income, and Laura Gillespie was invited to join HHAS to increase our capacity as our new Fund-raising Administrator.

Appreciation

In November 2013, Veronica Broadie, announced her retirement as Chairman and Trustee. As Veronica's successor, I wish Veronica and husband Roger a long and happy "retirement", with our grateful thanks.

I would like to make particular mention of and thank our staff and volunteers, for their dedication, flexibility and hard work. I would also like to thank the Board of Trustees for their encouragement and enthusiasm. Finally, to all the clients of our various services, we are aware that your continued support gives us the opportunity to be successful and deliver the services that you require.



John Stoker
Chairman
Hertfordshire Hearing Advisory Service

2 Activities and Achievements

Volunteer Support Service – Our ‘Hearing Aiders’

The ‘Hearing Aider Service’ helps people to increase their confidence in using their hearing aid. Cleaning and maintaining the aids, and offering support and advice, all helps to reduce the isolation and bewilderment that hearing loss can cause. This continues the important process of rehabilitation after hearing loss, started by our audiology colleagues.

Service Co-ordinator, Gary Appleby, received the support of our trained volunteers during the year. Our friendly volunteers visit residential homes, sheltered accommodation and other similar community venues for at least an hour or two each month.

This service is so important if a client has poor sight and dexterity. We acknowledge the valuable work each of our trained volunteers do to support clients.

Volunteer Base Rejuvenation

The rejuvenation and expansion of our dedicated group of volunteers, is an important and necessary strategic objective, to maintain the strength of the service as projected demand due to age related hearing loss increases.

‘Hearing Aider’ Training is an intensive one-day course on hearing aid maintenance and deaf awareness for front-line care home staff. This is ideal in areas where demand for support cannot be met by volunteers, or as in-house training across care home groups.

Training and Development

We continued to maintain contact with local Volunteer Centres in most boroughs and districts, which helped maintain some level of enquiries about both services and volunteering. In 2013/14, the Charity received 27 volunteering enquiries. Of these, 18 people were recruited and trained. (2012/13: 18 enquiries; 12 ‘Hearing Aider’ volunteers recruited and trained).

The total number of ‘Hearing Aider’ volunteers supported by the Charity in 2013/14 was 150, (2012/13: 150).

Our annual Volunteers Evening

In October 2013, we celebrated the achievements of our fantastic Volunteers at our annual “Volunteer’s Evening”, at The Collingwood Suite, in Welwyn Garden City. We were delighted to have presentations from our Guest Speakers, Keith Stiff of Oticon, and Tony Stoyles, Director of Deaf Rugby, at the RFU.

The chairman and Board of Trustees pay tribute to their contributions to the success of the Charity, and to all our loyal Volunteers who give a few hours of their time to support people affected by hearing loss.

Hearing Support Service – Our Mobile Advisory Service

The Hearing Support Service operates a scheduled service across Hertfordshire, and can be a real help for people who wear a hearing and who have mobility, dexterity or transport problems. The services offered include:

- Advice and information
- Battery exchange and replacement
- Cleaning and re-tubing of NHS hearing aids
- Demonstration of hearing aid functions
- Equipment demonstration or signposting
- Front-line staff 'Deafness Aware' training

The service this year was staffed by Bob Macdonald and Manjeet Cross, with occasional appearances by Gary Appleby, Jenny Begg and John Stoker.

Once again, the service was co-ordinated by Gary, and a high level of consistency was maintained.

The managers of our scheduled locations on whom we and our clients depend have maintained their support, and we record our thanks to Gary, scheme managers, volunteers and staff, in helping us in delivering the service during the year.

Location-specific cards giving dates for the entire year ahead have proved popular. The latest version of the complete schedule can be downloaded from www.hhas.org.uk/mobile, or requested through the website, or calling Woodside Centre.

Technical Support Service – Our Equipment Specialists

The Technical Support Service continued to offer advice and information on useful equipment that support daily living. This includes personal amplifiers, induction loop systems, and alerting devices during our weekly open sessions. This service assists deaf and hard of hearing people in the home and workplace, supported by our trained technical volunteers.

People contact us by telephone, or email for advice, or visit our central display room at Woodside Centre, and local resource centres which feature much of the latest technology available.

Local Resource Centres

The provision of our monthly local resource centres, LRCs, continued operating in Hemel Hempstead, Stevenage, and Bishops Stortford and are publicised on the HHAS website and the local Hearing Support Service schedules.

The majority of our visitors to Woodside Centre come from Welwyn Hatfield borough. Our LRCs provided consultations for hearing aid maintenance (270), and equipment (80), with the total activity of this service therefore 350, (2012/13: 450).

Loop Installation, Advice and Information Service, LIAISE

Our 'Loop Installation Advice Service' provides loop installation advice for village halls, places of worship and community centres.

The Loop Installation Advice and Information Service continued to provide a valuable specialist service to organizations, concerned with providing support for visitors, residents, and parishioners. In total, 4 installations were provided and 2 inspections were completed, (2012/13: 1 installations and 3 inspections).

Our sincere thanks go to the Volunteers who support our clients and their carer's at our various local centres.

The 'Equipment Follow-Up Service' and 'Hearing Aid Follow-Up Service', for housebound clients, were supported by HHAS volunteers and staff, and continued to undertake referrals during the year.

Hertfordshire Deaf Community Projects

The BME/BSL Research and Development project, explored attitudes, barriers and access to services by black and minority ethnic communities, including the deaf community (who use British Sign Language), as a minority language group. The intention was to then recruit volunteers to become 'Hearing Aiders', in their communities. This two year initiative was kindly funded by Lloyds TSB Foundation for England and Wales, and ended during summer 2012.

Work had been undertaken to form links with different communities within the county. Our understanding of other organisations such as Hertfordshire Equality Council and NHS Hertfordshire's 'Equality Delivery System', (EDS), programme increased, and has been maintained. The project concluded, among other things, that health and social care information is received in a second hand way that is fragmented and of less use.

Bottled Up! and Keep Warm, Stay Well!

The original project did not achieve the recruitment of volunteers as we had envisaged. However, we identified barriers in service provision and gave us further opportunities to extend the work in beneficial directions. In 2012, we developed 'Bottled Up!', a series of workshops in BSL for people who are, on the dangers of alcohol abuse. We were able to use our existing contacts to publicise the 'Keep Warm, Stay Well', project, alongside our existing services. It also identified areas of research and development to improve access for clients and training needs for front-line staff.

Public Health Workshops

During 2013/14, a second and final year of funding commissioned successfully produced a series of six workshops on a wide range of topical public health issues. These were all led by deaf or hard of hearing trainers, with BSL interpreting support. In total, 122 people attended, and learnt about the following subjects:

- Alcohol awareness
- Drug awareness
- Domestic violence
- Mental health
- Diabetes
- Deaf Cancer

Drop In 4 Deaf Adults

In September 2013, a weekly Drop-In Service started every Tuesday at Woodside Centre for hard of hearing and deaf people. Initially, the Drop-Ins were linked with the alcohol awareness course for Deaf People, but such was the demand for information on a wide range of issues, that now it provides practical guidance and information on various issues, including Access to NHS, Access To Work, Access to Interpreter and Professional Services, Education and Volunteering Opportunities.

The service supported 18 on-going clients, with clients returning as necessary. Clients were self-referring, and it was our intention that the Deaf Community build their trust of our service and intentions, and thereby their engagement with our public health programmes.

Hearing Advisory Services in the East of England

HHAS continues to work with Audiology Department Heads, to seek additional resources from charitable trusts and others. Our intention is to pilot new services during 2013/14, and provide the evidence of need required by emerging Clinical Commissioning Groups.

Bedfordshire Hearing Advisory Service

The Bedfordshire Hearing Advisory Service extends our 'Hearing Support Service', with the difference that the main service operates using an appointments system, in partnership with the health centres and surgeries, and residential home on an ad hoc basis. For a county like Bedfordshire, with rural areas to the North, a mobile service is ideal and saves long journeys into town.

Developing this service was made possible because of the support given by our colleagues at the Audiology Department of Bedford Hospital, L&D, Sight Concern Bedfordshire and Bedfordshire County Council.

Our Hearing Advisor, Beth Moore, continued to work hard in developing the service during the year. An important part of this was extending this service in 2012/13 to include Central Bedfordshire within our existing resources, and working with Cambridgeshire CAMTAD, who operate along the county boundary. This was welcomed by Bedford Audiology and had a significant increase in client numbers. This demand continued to increase in 2013/14, with the stability provided by Beth, Ruth and our volunteer, Beryl.

In January 2014, we were sad to say goodbye to Beth Moore. Beth had been with us since October 2008, and during this time had made important improvements to the performance of the service and had proved a valuable member of the team.

Northamptonshire Hearing Advisory Service

Our Hearing Advisor, Ruth Roberts, provides our existing services in North Bedfordshire and our pilot scheme in Northamptonshire. In summer 2012, the Northamptonshire Community Foundation kindly awarded one year funding for the pilot scheme, and we continue to gather evidence of need in the county.

West Essex Hearing Advisory Service

Our Hearing Advisor, Bob Macdonald, provides our existing services in our pilot scheme in West Essex. In summer 2012, the Charles French Charitable Trust kindly awarded some funding towards the pilot, and we continue to gather evidence of need in the county.

Suffolk Hearing Advisory Service

It is anticipated that the five year contract for the provision of services in Suffolk will be put out for competitive tender during the 2014/15 financial year. Our robust governance, institutional memory, and specialist team will invest to meet this opportunity when it becomes published. The Charity would endeavour to provide client centred services, with improved performance and provision, and an aspiration common to all our work – the highest possible quality of service, free at the point of delivery.

Increasing awareness of Hearing Advisory Services

The Charity will continue to raise awareness of our services, by modestly investing and improving our channels of communication. Awareness of the Charity was gauged as part of our Measuring Outcomes work, reported elsewhere. Being online is a great way to engage supporters and volunteers, and is an important way to reach service users. And of course, using digital tools can help keep overheads down. More people spend more time online, so we need to be ready to meet them there.

Hearing Helpline

Our aspiration is to ensure that the telephone is manned during week-day office hours, although this is not always possible. We are working with Evolve Telecom to improve our mobile and landline infrastructure.

News and Views

'News and Views' is the Charity's newsletter distributed free to our volunteers and available on subscription to our supporters, in Hertfordshire and Bedfordshire. We take this opportunity to thank our sponsors, advertisers, contributors and subscribers for helping us to continue investment in our newsletter.

Website

The internet used to be a service through which organisations could push their messages. But over recent years it's become increasingly about online communities and user-generated content. However, digital media can have its drawbacks because it's free and quick.

We need to discover how the internet can make a real difference to the lives of our clients. Our service supports so many people, including many who are less likely to be online, but may have friends, family and carers, who are. We also have an on-line presence on the HCC Hertfordshire eMarketplace.

Social Media

Social media is now an integral part of every charity's communications strategy – with supporters, campaigners and policymakers using it to share information, raise awareness and keep abreast of developments in their sectors. Creating a successful social media campaign requires a different set of skills and software tools to maintaining a personal profile, so we need to learn about these too.

We have to be selective about our communications. It takes resources to manage digital media, and it should be used in a targeted way. We have created a Facebook page and twitter feed for the Charity...

- [facebook.com/hearingadvisoryservice](https://www.facebook.com/hearingadvisoryservice)
- twitter.com/hearingadvisory

It would be great if you could send these links to any friends and colleagues to get them to Like the Facebook page and/or follow the twitter feed.

Equality and Diversity

Deafness Aware

The Charity has a continuing commitment to improve the ability of front-line NHS staff to communicate with Deaf and hard of hearing patients, originally started by our Deafness Aware Working Group, DAWG. Sensory awareness training forms part of the NHS Audiology 'Quality Evaluation Tasks', or QET Audiology, which is a positive development.

Hertfordshire Hearing Advisory Service is aware of the problems deaf and hard of hearing people have as out-patients and in-patients, highlighted in the RNID report 'A Simple Cure', the Department of Health report 'Deafness and Mental Health – Towards Equality and Access', and the SignHealth Report, 'Please communicate with me'.

The Charity is delighted that the work of the DAWG, has largely been absorbed into the terms of reference of the Sensory Disability Working Group led by Hertfordshire Valley Clinical Commissioning Group, HVCCG. The purpose of the working group is to discuss and take action on access issues for patients, carers and service users with a sensory disability.

The Sensory Disability Working Group commitments are set out below.

Herts Valleys Clinical Commissioning Group (HVCCG) Commitment

- To provide a forum for countywide issues to be discussed and actions to be agreed
- To provide administrative support for the group, take and distribute action points from discussions, keep the group informed and provide updates within Herts Valleys Voices
- To ensure as Commissioners, through contract management, that any issues are addressed and actions are completed

Members Commitment

- To influence action plans, feedback on actions taken and take responsibility for ensuring that actions owned are delivered

The Members of the Sensory Disability Working Group include representatives from Hertfordshire Hearing Advisory Service, Hertfordshire Society for the Blind, Hertfordshire HealthWatch, Guide Dogs for Blind People, Hearing Dogs for Deaf People, Watford Disability Forum, and the NHS from primary, secondary and commissioning organisations.

Measuring Achievement

Commissioning managers are being directed to move from the efficiency, to the effectiveness of spending. For the voluntary sector in Britain, the 'Social Return on Investment', SROI, approach is steadily increasing to demonstrate to funding organisations a more rigorous approach to performance management, while attempting to capture the social impacts of public spending. The aim of the SROI approach is to maximise the value of social outcomes produced by a given level of expenditure.

However, outcomes need to be organised in a clear hierarchy, so that they are capable of driving a set of operational plans. The Coalition Government's plans focus on creating the right conditions to secure desired outcomes, but do not clearly articulate the outcomes themselves: Charities are expected to articulate the outcomes themselves.

The Charity's Commissioning Managers require us to state how we have measure and monitored outcomes we have agreed to. The agreed outcomes are:

- People are managing their [hearing loss] conditions better.
- People know where to go for help.
- People are no longer isolated with social networks of 4 or more.
- People are more able to access other services
- Reduction in use of NHS Audiology Departments
- Improved relationships with family, friends and carers

Outcome Measurement

Outcome Measurement, with respect to post-hearing aid instrument fitting in a social care context, (as opposed to a clinical or health care context), is a new area of work within the hearing impairment field. The 'Rapid Participatory Appraisal' method, RPA, and questions asked, do appear to indicate whether outcomes have been achieved.

The Charity will need to move from not only measuring what we do, (outputs), to being clear about what it is trying to achieve, (outcomes). This is also consistent with the Charity Commission requirements to report on how our charitable purpose relates to our operational services and our financial activity.

Survey 1 'Has our service met your needs?'

The Charity has shared the investment in research and development of our Outcome Measurement RPA model with other sensory impairment charities, in a spirit of open cooperation. The first stage, Survey 1, is a simple freepost postcard. Clients answer questions related to outcome measures and invited to share their more general thoughts and comments, too. They may also provide contact details, to take part in Survey 2.

Survey 2 'How do you feel now..?'

Our second survey to clients up to 3 months later, identifies changes in behaviour after our service had been used. If clients reported an action as a result of our help or advice, it would be a successful outcome. A period of 3 months would be long enough for a change to be noticed, and short enough for the change to be attributed to the service.

100 survey forms were sent out, and 38 were returned, (38% response) (2012/13: 40%).

People are managing their hearing loss better.

In 2013/14, 64% (2012/13: 75%) of those who responded said they were managing their hearing loss better overall. The results were skewed by low responses to questions about other hearing support and equipment. 64% of respondents (2012/13: 75%) had tried wearing their hearing aid for longer, comfortably; and 40% (2012/13: 50%), had tried the 'T' position on their hearing aid or asked people to face them in conversation.

People know where to go for help.

Our HHAS clients are a 'shared group', being also NHS Audiology out-patients. Clients were familiar with NHS Audiology at 82% (2012/13: 77%), but less so with HHAS Services at 56%, (2012/13: 50%). Familiarity with Local Authority Sensory Services was higher at 61%, (2012/13: 37%). There was less awareness of Hertfordshire Society for the Blind and Carers in Hertfordshire, and the county's newest of services yet, Herts Help.

People are no longer socially isolated.

In 2013/14, 60% (2012/13: 72%) their 'sense of belonging in areas where they lived had increased to some extent, as a result of having their hearing aids maintained. The lowest response was to a question reporting involvement with their community or groups. We noted that this may be due to:

- No appropriate age related groups
- No appropriate hard of hearing related groups
- No information on groups
- No transport or mobility problems

People are more able to access other services.

In 2013/14, 79% (2012/13: 80%) of those who responded to questions about their options and choices, appeared to feel that the hearing aid and having it maintained, helped deliver positive outcomes with more control over their hearing loss, and that they felt they had choices, 81%, (2012/13: 49%).

Reduction in use of NHS Audiology Departments

Hertfordshire Hearing Advisory Service provided over 13,855 service consultations or advice, (2012/13: 13,000 consultations/advice), every year, and clients are encouraged to use our services if it is more appropriate than travelling to the audiology Departments. Clients reported two additional outcomes that were unexpected about our service:

- Transport - Clients found it difficult to get to hospitals
- Convenience - Clients carers found care closer to home much easier

Improved relationships with family, friends and carers

We asked some general questions about experiences over the past month. 48% of respondents (2012/13: 60%), said their hearing difficulties had affected them, or felt they had bothered others. However, in situations where people wanted to hear better, having their hearing aid has helped 94%, (2012/13: 88%).

3 Governance information

Hertfordshire Hearing Advisory Service helps people affected by hearing loss and associated conditions in Hertfordshire and Bedfordshire. HHAS is a charitable company limited by guarantee, and was incorporated on 28 May 1997, commencing on 19 August 1997. The governing document is the Memorandum & Articles of Association.

Charity registration number 1063430
Company registration number 3376847

Registered office **Hertfordshire Hearing Advisory Service**
Woodside Centre, The Commons
Welwyn Garden City, AL7 4SE
Company Secretary Mr Philip Linnegar*

Performance and Results

The Board of Trustees Annual Report 2013/14 report links between the HHAS governing document and the Statement of Financial Activity, (page 26). This will be achieved by reporting the aim of the charity, our strategies, and how successfully our principal activities have been achieved using different strategies. Our main service activity is summarized elsewhere in this report.

Aim of the Charity

Hertfordshire Hearing Advisory Service is established to relieve people suffering from hearing impairment and associated conditions resident within our 'Beneficiary Area' of Hertfordshire and Bedfordshire, (including the Borough of Luton), and their carers.

Strategies of the Charity

During the year, the Board monitored the performance and results of the charity against five charitable company strategies set out below.

- To rejuvenate the volunteer base
- To increase awareness of HHAS and initiate publicity about its work
- To seek and retain a diversity of funding sources for HHAS
- To seek closer links and partnerships with other organizations to gain economies of scale and extend resources
- To operate a process of performance goals and reviews with all HHAS personnel

Objectives of the Charity

In furtherance of the aim of the Charity, the objectives are met by providing services including:

- Hertfordshire 'Hearing Advisors'
- Hertfordshire Hearing Support Service
- Bedfordshire Hearing Advisory Service
- West Essex Hearing Advisory Service
- South Northants Hearing Advisory Service
- Technical Support Service

The Trustees

The Members of the Board are the directors for the purposes of the Companies Act and the charity trustees for the purposes of the Charities Act. They determine the general policy and ensure the governance of the Company. Day to day management is delegated to the CEO, who is an ex officio member of all the committees and working groups.

Veronica Broadie is a long standing HHAS volunteer. She is also a part-time maths tutor, and also serves as committee member and visitor for the Elizabeth Finn Trust, a national charity which helps professionals in need. Veronica retired from the Board in November.

Jo Boyne is a senior Community Care Officer with 15 years experience of working inside Health and Social Care profession, of which 10 years working within Hertfordshire's Sensory Services team. Jo is currently studying towards her MSc in Social work.

Tony Edwards is Deputy Director of Operations at The Papworth Trust, and was formerly Director of Trading and Enterprise at Volunteering England, and CEO of Hertfordshire Society for the Blind.

Dennis Furnell* is a naturalist and broadcaster, who has been involved with national and international conservation projects. He has worked on BBC and Independent Radio, and BBC Television, Channel 4, Anglia TV and The Discovery Channel. He was also instrumental in helping to set up the Visual Language Media Group, a television training facility for people with hearing impairment.

Ardeshir Laloui is the former European Finance Director of McCann Erickson Advertising Agency. He has 48 years experience in airlines, manufacturing, research and industry. He is Hon Treasurer of faith inspired charities, 'BASED UK' and EBBF Europe, and has served as our Hon Treasurer since 2001.

Ingrid Marson is the director of Acorn PR, who work exclusively with charities and social enterprises across the UK, providing a range of services including PR, copywriting, internet marketing and training. Ingrid has previously worked as a communications manager at Computer Aid, and as a journalist and editor for online news site CNET.

Bill Manning* is the Hon Secretary of 'Life after Deaf Group', an active club for people in Hertfordshire affected by hearing loss, and their friends. Bill is also a member of the Hertfordshire Hearing Dogs for Deaf People Group. Bill retired from the Board this year.

Louise Reed is a lip-reading teacher who works in South East Hertfordshire.

John Stoker* is an HHAS Volunteer, and was formerly a Regional Director with a large multi-national consulting firm having enjoyed a long career as a mechanical, electrical and environmental engineer, both in the UK and overseas. John's leisure activities include motor-caravanning, singing and playing guitar.

Philip Linnegar* is CEO of Hertfordshire Hearing Advisory Service. His former appointments include CEO for Middlesex Association for the Blind, CEO for Hertfordshire Society for the Blind, and Head of Membership & Development at Hearing Concern. He is Chairman of Hemel Aces Football Club.

* Indicates deafness or hearing impairment

The Board, Committees and Working Groups

During the 2013/14 financial year, Veronica Broadie chaired the Board and the Annual General Meeting. Veronica is chair of the Service Committee, and Ardeshir Laloui is chair of the Finance and General Purposes Committee.

Each Trustee has taken responsibility for monitoring our activities in specific operational areas. Through their chairman, each committee present any reports or recommendations for action to the Board.

Trustees are appointed where they have the necessary skills and experience to contribute to the charity's development. Prospective Trustees are invited to attend HHAS Board meetings at least once, as a non-voting observer. This forms part of the Board co-option process. New Trustees are supported through an induction process, based on the NCVO Best Practice guidance.

We are grateful to all our Trustees and Committee Members for the commitment of time and consideration they have given towards the good governance of the Charity and attending the meetings and functions.

Finance and General Purposes Committee

Ardeshir Laloui	Committee chair, Hon Treasurer
Philip Linnegar*	CEO

Service Committee Hertfordshire

Gary Appleby*	Volunteer Co-ordinator
Elaine Bond	Audiology Manager, West Herts Hospital NHS Trust
Veronica Broadie	HHAS Volunteer and Trustee, (Chair)
Manjeet Cross*	BME Deaf Project; Mobile Technician
Patty Avigliano*	HCC Sensory Services
Glynis Riddiford	Audiologist, Chase Farm Hospital NHS Trust

* Indicates deaf or hearing impaired members, volunteers or staff

Service Committee Bedfordshire

Ruth Cooper	Twinwoods Sensory Services
Anna Lazenby	Head of Audiology, Bedford Hospital NHS Trust
Alison Lowe	Senior Practitioner, Bedford Sensory Services
Beth Moore	Hearing Advisor, Bedfordshire Hearing Advisory Service
Ruth Roberts	Hearing Advisor, Bedfordshire Hearing Advisory Service

Honorary Patron, Advisors and Officers

Hon Patron	Mr Mike Penning MP
Hon Solicitor	Mr Michael Bottomley, Partner, Ewart Price Solicitors 16/18 Church Road, Welwyn Garden City, AL8 6PS
Independent Examiner	Mr Peter Bladon, Accountant 5 Athelstan Road, Hemel Hempstead, HP3 9QE
Insurers	Zurich Insurance plc 3000 Parkway, Whiteley, Fareham, Hants, PO15 7JZ
Bankers	CAF Bank plc 25 Kings Hill Ave, Kings Hill, West Malling, ME19 4TA

Our Benefactors and Supporters

We take this opportunity to record our grateful thanks to all our Benefactors and friends who have provided us with valuable support in many different ways during the past year.

Our Corporate Benefactors

British Telecom	Citroen Hatfield
Flexicare	Geemarc Telecom
Horizon Healthcare	Lloyds TSB Charitable Trust England
HR Initiatives	OSS Health and Safety
Pictons Solicitors LLP	Hearing Healthcare Practice
Sarabec Limited	Hearing Products International

Our Colleagues in Local Authorities and the NHS

Bedfordshire County Council, Sensory Services Team
Hertfordshire County Council, Sensory Services Team
NHS Bedfordshire
NHS Hertfordshire

Our Colleagues in NHS Audiology Departments

Cambridgeshire	Addenbrookes Hospital
Bedfordshire	Bedford General Hospital Luton and Dunstable Hospital
Buckinghamshire	Stoke Mandeville Hospital
Hertfordshire (West)	Hemel Hempstead General Hospital St Albans City Hospital Watford General Hospital
Hertfordshire (East)	Lister Hospital, Stevenage QE2 Hospital, Welwyn Garden City Hertford County Hospital
Essex (West)	St Margaret's Hospital, Epping
Middlesex	Chase Farm Hospital, Barnet Mount Vernon Hospital, Hillingdon
Northamptonshire	Kettering General Hospital Northampton General Hospital

The Hertfordshire Hearing Advisory Service offers essential services directly to people with hearing impairment, and offers of support are always appreciated.

Please contact any member of staff if you can help us to help others.

Our Colleagues in the Charity Sector

The Charity continued to work and co-operate with other charities and organisations, in pursuit of our strategic and charitable objectives. We work closely with other countywide social care charities, and the county branches of national charities, such as Hearing Dogs for Deaf People, and Phoenix Group for Deaf Children. At a sub-county groups we also work with 'WFC Enables', (the Watford Football Club disabled supporters group), and the popular 'Life after Deaf' Hard of Hearing Group.

The Charity maintains a dialogue with colleagues in the Eastern Region, (Essex Hearing Help, West Norfolk Deaf Association, CAMTAD), through the Eastern Area Region Hearing Help Group, and similar organisations elsewhere in England and abroad.

Particular thanks go to:

Frances Dewhurst	CEO, Cambridgeshire CAMTAD
Nick Gibson	CEO, Sight Concern Bedfordshire
Ron Pickford	CEO, Hertfordshire Society for the Blind
Annabelle Waterfield	CEO, Hertfordshire Action on Disability

Our Woodside Facilities Team

Office Cleaner	Jill Norris
Office Facilities	George West

Our supporters, organisations and groups

Supporters

Mrs R Atkin	Mr R Broadie	Mr J Croft (Web Guy)
Mrs M Bushby	Mrs V Chury	Mr G Kirby (IT Expert)
Mr M Leon	Mrs W Turner	Mrs S Walter

Organisations and Groups

Access to Work Business Centre	Bengeo Women's Institute
Bennetts End Surgery Team	Codicote Women's Institute
Leaside Turned Parts	
Macular Disease Society, Hertford	Moorlands Women's Group
Otodynamics Limited, Hatfield	St.Albans Old People's Trust
Royston Methodist Church (Music Evening)	All Saint's Church, Berkhamsted
Waitrose Berkhamsted	Watford Football Club
West Essex Sunday Charity Football Cup	

And to all our voluntary helpers and all other voluntary societies with whom we have co-operated during the year.

Our HHAS Team

The Trustee Board pay tribute to the staff for their commitment, hard work and dedication.

Chief Executive Officer Philip Linnegar*

Operational Team

Volunteer Co-ordinator Gary Appleby*

Volunteer Service Administrator Kathy Dugan*

Hearing Advisor – Bedfordshire Ruth Roberts

Hearing Advisor – Bedfordshire Beth Moore (to January 2014)

Hearing Advisor – Bedfordshire Garnet Newman (from February 2014)

Hearing Advisor – Hertfordshire Bob Macdonald

Hearing Advisor – Hertfordshire Manjeet Cross*

Community Development Officer Manjeet Cross*

Administrative Team

Finance Assistant Monica Ansbro

Fund-Raising Administrator Laura Gillespie

Marketing Officer Vacant

Deafness Awareness Trainer Carol Lomas*

Newsletter/Website Editor Ingrid Marson

Specialist Volunteers

The Web Guy John Croft

Technical Support/Loop Installation Robert Guyver

Woodside LRC Volunteers John S*, Robert G, Jenny B

Dacorum LRC Volunteers John C, Mike L*, Bob*, and Joan*

Other area LRC Volunteers Christine and Margaret

* Indicates deaf or hearing impaired members of staff or volunteers.

4 Financial Reports

Hon Treasurer's Report

The Balance Sheet (page 25) shows a cash balance, (cash at bank and in hand), of £20,344, a decrease of £4,902 from the previous year. There is a total deficit of £3,210 this year, (2012/13: £9,885 deficit), which includes depreciation of £5,232 (refer to page 26, Movement in Resources).

During the year, similar to other voluntary organisations and charities, the Charity worked with Hertfordshire County Council, NHS Hertfordshire, NHS Bedfordshire and others, to maximise performance with fewer resources.

The Statement of Financial Activities (page 24), are in accord with Financial Reporting Standard 3, and all gains and losses are recognized.

Risk Management

The Trustees have assessed the major risks to which the charity is exposed, in particular those related to the operations and finances of the Charity, and are satisfied that systems are in place to mitigate our exposure to major risks.

Reserves Policy

In 1994, the Trustees acknowledged the need to improve the general reserves of the Charity, to provide security and continuity of future operations. Following that decision, a reserve of £20,000 was designated in the accounts. The Trustees reaffirm their aim to achieve a reserve equivalent to at least 6 months operating costs.

Pension Statement

Hertfordshire Hearing Advisory Service adopted the Friends Provident Stakeholder Pension scheme, which is available to all staff.

Payments

The Trustees acknowledge the importance of maintaining goodwill, by meeting financial obligations to volunteers, staff and suppliers, in a timely manner. The Charity seeks to pay its bills within 30 days of receipt.

Financial scrutiny

The Hon Treasurer takes the lead in supervising the charity's financial affairs, and the maintenance of proper financial records and procedures, in order to ensure the Charity's financial viability. The Finance and General Purposes Committee met twice during the year, to discuss and make recommendations on, amongst other matters, the budget for the next financial year and the Annual Report and Accounts respectively.

Independent Examiner

The Independent Examiner, IE, is "an independent person who is reasonably believed by the trustees to have the requisite ability and practical experience to carry out a competent examination of the accounts" (Charities Act 2011).


Therefore an IE does not need to be a qualified accountant. A person "qualified by experience" - a retired person with financial skills for example - could be considered by the trustees. The IE should always be independent, and should have no connection which might inhibit the impartial examination, such as a personal or business connection to a trustee or employee

The Board invited Peter Bladon to independently examine the charity's accounts, as a person qualified by experience. Peter is the former Accounts Payable Manager of Kodak Limited.

A resolution proposing the re-appointment of Peter Bladon, as Independent Examiner of the Company, will be put to the forthcoming Annual General Meeting. We record our sincere thanks to him, for his work on our behalf during the reported year.

Signed on behalf of the Trustee Members.

Company Secretary


Philip Linnegar

Date

19th November 2014

Independent Examiner's Report

To the Members on the un-audited accounts of Hertfordshire Hearing Advisory Service. I report on the accounts for the year ended 31 March 2014, which are set out in the section headed Financial

Respective responsibilities

The responsibilities of the Directors and Reporting Accountants.

The Charity's Trustees, who are also the directors of the Charity for the purposes of company law, are responsible for the preparation of the accounts. They consider that an audit is not required for this year under the Charities Act 2011, and the Companies Act 2006, section 477(2), and that an independent examination is needed.

Having satisfied myself that the Charity is not subject to audit under Company law and is eligible for independent examination, it is my responsibility to:

1. Examine the accounts under Charities Act 2011;
2. To follow the procedures laid down in the general Directions given by the Charity Commission under Charities Act 2011; and
3. To state whether particular matters have come to my attention.

Basis of independent examiner's report


My examination was carried out in accordance with the 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 you as 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:
 - i) to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - ii) to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities 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.

Independent Examiner


Peter Bladon

Date

19th November 2014

5 Financial Accounts

Statement of Financial Activities

For the period 1st April 2013 to 31st March 2014

	Note	Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/3/2013 £
<u>Incoming Resources</u>					
Grants	1	64,855	67,478	132,333	136,905
Donations & Projects	2	3,878	0	3,878	3,889
HSB Secondment		8,606	0	8,606	0
Bank Interest		42	0	42	70
Net income from trading		708	0	708	592
Training services		644	0	644	740
BSL Interpreter Support		17,407	0	17,407	9,218
Subscription to N&V		250	0	250	170
Other Income		0	0	0	0
Total Incoming Resources		96,390	67,478	163,868	151,584
<u>Resources Expended</u>					
Direct charitable expenditure	3	55,942	74,625	130,567	127,552
Fund Raising & publicity	4	14,213	0	14,213	14,405
Management & admin costs	5	22,298	0	22,298	19,512
Total Resources Expended		92,453	74,625	167,078	161,469
Net Incoming (Outgoing) Resources		3,937	(7,147)	(3,210)	(9,885)
Balance brought forward As at 1st April 2013		29,902	8,934	38,836	48,721
Balance Carried Forward As at 31st March 2014		33,839	1,787	35,626	38,836

The operating profit for the year arises from the company's continuing operations. No separate Statement of Total Recognised Gains and Losses has been presented as all such gains and losses have been dealt with above.

The notes on pages 26 to 28 form part of these financial statements.

Balance Sheet

As at 31st March 2014	Note	2013/14	2012/13 £
Fixed Assets			
Tangible Assets	6	11,791	17,022
Total Fixed Assets		11,791	17,022
Current Assets			
Debtors	7	13,259	14,122
Cash at Bank & in hand	8	20,344	25,246
Prepayments		9,680	1,600
Total Current Assets		43,283	40,968
Total Assets		55,074	57,990
Liabilities:			
<u>Amounts falling due within one year</u>			
Creditors	9	7,987	7,375
Barclaycard		827	529
Advance payments		10,634	11,250
Total		19,448	19,154
Net Current Assets		23,835	21,814
Total Assets		35,626	38,836
Represented by:			
Surplus from previous years		18,836	28,721
General Reserve		20,000	20,000
Surplus/Deficit for the year		(3,210)	(9,885)
Total		35,626	38,836

For the year ended 31/03/2014 the company was entitled to exemption from the requirement to have an audit under section 477 of the Companies Act 2006. The Members have not required the Company to obtain an audit of its accounts in accordance with section 476 of the Companies Act 2006.

Responsibilities of the Directors

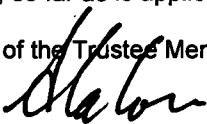
The Directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of the accounts.

The Directors acknowledge their responsibility for:

- i) Ensuring the Company keeps accounting records which comply with the Companies Act 2006 and;
- ii) Preparing accounts which give a true and fair view of the state of affairs of the Company as at the end of its financial year, and of its profit and loss for the financial year in accordance with the Companies Act 2006, and which otherwise comply with the requirement of the Act relating to accounts, so far as is applicable to this company.

Signed on behalf of the Trustee Members

Trustee



Ardeshir Laloui

Date

19th November 2014

The notes on pages 26 to 28 form part of these Financial Statements

Movement in Resources

1st April 2013 to 31st March 2014

		Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/03/13 £
<u>Incoming resources</u>					
Grants	1	64,855	67,478	132,333	136,905
Donations & Projects	2	3,878	0	3,878	3,889
HSB Secondment		8,606	0	8,606	0
Bank Interest		42	0	42	70
Contribution for Hearing Kits		0	0	0	592
Net income from trading		708	0	708	740
Training services		644	0	644	9,218
BSL Interpreter Support		17,407	0	17,407	0
Sale of Advertising & promotion		0	0	0	0
Disposals of Fixed Assets		0	0	0	0
Subscription to N&V		250	0	250	170
Other Income		0	0	0	0
Total Incoming Resources		96,390	67,478	163,868	151,584
<u>Outgoing resources</u>					
Staff Salaries & related costs		48,112	64,075	112,187	108,741
Staff travels & expenses		3,966	439	4,405	4,243
Staff & Vol. Training		878	518	1,396	694
Trustees/Vols. travel & expenses		1,438	0	1,438	1,052
BSL Interpreter Support		18,365	0	18,365	18,816
Postage		958	694	1,652	1,617
Property costs		683	48	731	669
Stationery & photocopying		1,550	1,525	3,075	4,159
Telephone & Internet		2,392	1,522	3,914	4,069
Website design		942	0	942	0
Insurance & Licenses		465	1,387	1,852	1,267
Consultancy & Legal Expenses		1,491	0	1,491	2,254
Advertising & publicity		4,440	0	4,440	2,896
Events & catering		1,690	0	1,690	1,595
Subscription & membership		443	0	443	930
Vehicle Fuel & maintenance		0	2,065	2,065	1,562
Repair and maintenance		606	0	606	664
Depreciation		2,880	2,352	5,232	5,072
Payroll and Bank Charges		726	0	726	726
Other		428	0	428	443
Total Outgoing		92,453	74,625	167,078	161,469
Net Incoming/Outgoing Resources		3,937	(7,147)	(3,210)	(9,885)
Balance Brought Forward as at 01/04/12		29,902	8,934	38,836	48,721
Balance Carried Forward as at 31/03/13		33,839	1,787	35,626	38,836

The notes on pages 26 to 28 form part of these Financial Statements

Notes and policies to the accounts

Basis of Accounting

The financial statements are prepared under historical cost convention as modified by the revaluation of certain assets and in accordance with the statement of recommended Practice: Accounting for Charities.

Income

Grants, donations and legacies are taken to the statement of financial activities when there is a reasonable assurance of receipt. Grants relating to future period are deferred.

Tangible Fixed Assets and Depreciation

Tangible assets are stated at cost less depreciation. Depreciation is provided at the following, which is rated in order to write each asset over its estimated useful life.

Furniture	10% on written down value
Computer Equipment	25% on written down value
Display Equipment	20% on written down value
Motor Vehicle	25% on written down value

Stock

Stock of equipment for on-sale and consumables are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow moving items.

Taxation

The company is a registered charity and is exempt from tax on its income and gains applied to charitable purpose. The company is not registered for VAT.

Allocation

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration on each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which is an estimate based on staff time, of the amount attributable to each activity:

Fund-raising and publicity	20%
Management and administration of the charity	80%

Restricted, Unrestricted and Designated Funds

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure that meets these criteria is charged to the fund, together with a fair allocation of management and support costs. Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds. Designated funds are unrestricted funds earmarked by the Board of Trustees for particular purposes.

Notes to the accounts for the period 31st March 2014

1. Grants	Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/03/13 £
NHS Hertfordshire	9,000	36,240	45,240	44,440
HCC Community Wellbeing	55,355	0	55,355	55,519
HCC Keep Warm Stay Well	0	0	0	6,000
HCC Innovation Fund	0	9,988	9,988	6,659
NHS Bedfordshire	0	17,000	17,000	17,487
Northamptonshire C/Foundation	0	2,250	2,250	2,250
Fowler Smith and Jones C/Trust	0	2,000	2,000	0
St. Albans City Council	500	0	500	0
Lloyds TSB Foundation	0	0	0	4,910
Total Grants	64,855	67,478	132,333	137,265

2. Donations & Projects	Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/03/13 £
Charles S French Charitable Trust	0	0		1,000
Box Moor Trust	1,175	0	1,175	1,000
Donations from individuals	2,703	0	2,703	1,889
Total Donations	3,878	0	3,878	3,889

3. Direct Charitable Expenditure	Unrestricted Fund £	Restricted Fund £	Total £
Vehicle expenditure	0	2,065	2,065
Volunteer expenses	6,301	6,078	12,379
Support officer salaries & expenses	31,276	64,075	95,351
BSL Interpreter support	18,365	0	18,365
Vehicle depreciation	0	2,407	2,407
Total Direct Charitable Expenditure	55,942	74,625	130,567

4. Fund Raising & Publicity	Unrestricted Fund £	Restricted Fund £	Total £
Staff salaries and expenses	8,083	0	8,083
Publicity	6,130	0	6,130
Total Fund Raising & Publicity	14,213	0	14,213

5. Management & Administration	Unrestricted Fund £	Restricted Fund £	Total £
Salaries & expenditure	12,216	0	12,216
Insurance & licenses	1,852	0	1,852
Office expenses	3,914	0	3,914
Consultancy and Legal expenses	1,491	0	1,491
Depreciation	2,825	0	2,825
Total Management & Administration	22,298	0	22,298

6. Fixed Assets	Office Equipment £	Office Furniture £	Display Equipment £	Motor Vehicle £	Total £
Costs at 01/04/13	32,782	10,735	7,541	9,399	60,457
Costs at 31/03/14	32,782	10,735	7,541	9,399	60,457
Depreciation at 01/04/13	26,392	8,111	6,580	2,352	43,435
Charge for the year	1,991	648	240	2,352	5,231
Depreciation at 31/03/14	28,383	8,759	6,820	4,704	48,666
Net Book value at 31/03/13	6,390	2,624	961	7,047	17,022
Net Book value at 31/03/14	4,399	1,976	721	4,695	11,791

Fixed Assets Segregation	2013/2014 £	2012/2013 £
Direct charitable purposes	9,904	14,469
Indirect charitable purposes	1,887	2,553
Total	11,791	17,022

7. Cash at Bank and in Hand	2013/2014 £	2012/2013 £
Cash at hand	484	337
CAF Cash & CAF Gold A/C	19,860	24,909
Total Cash	20,344	25,246

Number of Employees earning between £30,000 and £40,000 P/Annum was: 1
 Number of Employees earning between £20,000 and £30,000 P/Annum was: 1

The average number of paid employees, analyzed by function was:

Direct services	5
Fundraising & Publicity (10% of CEO's time)	1
Management & Administration	2
Total	8

Remuneration paid to Trustee members was: Nil
 Reimbursement of expenses paid to Trustee Committee Members was: Nil
 Transactions with any members of the Trustees Board: Nil

Hertfordshire Hearing Advisory Service
Annual Report and Accounts 2013/14
 The Chairman and Board of Trustees thank you for your interest in the work of
 Hertfordshire Hearing Advisory Service
www.hhas@org.uk