

RCN: 1063430



Hertfordshire
Hearing
Advisory Service

**Annual Report and Accounts
2016/17
Board and AGM**



**INVESTORS
IN PEOPLE**

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1 Welcome from the Chairman

Dear Friends and Supporters

The Charity has had a busy operational year.

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

- 6,150 consultations by our Hertfordshire Hearing Advisory Service
- 2,630 consultations by our 'Hearing Aiders', our Volunteer Support Service
- 6,525 consultations by our Suffolk Hearing Advisory Service
- 1,000 consultations by our Bedfordshire Hearing Advisory Service
- 1,800 consultations by our Suffolk IHT Drop In Pilot Scheme
- 750 consultations by our NHS Audiology 'In Department' Support Service
- 360 consultations by our pilot schemes in West Essex and South Northants

Hearing loss continues to be a challenge. Over nine million people in England, approximately one in six, are living with some form of hearing loss, the single biggest cause being age related. The demand on NHS Audiology Services continues to increase, reflecting the longevity of the population, and this adds pressures onto our services.

Society is changing, but our values remain the same. There are fewer people with time to volunteer, but more front-line care staff willing to be trained. Our modern lives are occupied by labour-saving devices, but seemingly with less free time than generations knew before. We need to address the future with a clear view: looking ahead to enterprising partnership working, mutual support, and at all times so clients continue to remain at the centre of our thinking.

Financial results

The Charity had a reasonable financial result, despite the continued tough economic conditions for the twelve months to 31st March 2017.

Our main contracted services performed very well, and the planned investment undertaken the year before started to show improvements, ultimately in our services delivered to clients, and reflected in their satisfaction on using them.

The Charity produced an income of £225,643 which was slightly lower than the previous year. Our reported expended resources were £237,984, producing a result of: £12,341 deficit, (2015/16: £8,830 surplus).

Investing In People

It is important for staff to feel they can develop their working skills and abilities, by using them in different situations and locations. The Charity has 'adopted' Gibraltar, and we are working with the Gibraltar Hearing Impairment and Tinnitus Association, GHITA, by providing training, equipment, and expertise.

With Luton International Airport on our doorstep, and interest from our colleagues and supporters, we have an opportunity to work elsewhere, to learn and improve.

We are delighted that Hanover Housing, a national leader in providing attractive and affordable homes designed for older people, is working with us to train staff as 'Hearing Aiders', providing work-based volunteering that supports NHS hearing aids used by the people resident on Hanover estates. The training programme started in Suffolk, but will extend into Hertfordshire, West Essex and Bedfordshire.

We have for many years worked alongside Sight Concern Bedfordshire and Hertfordshire Society for the Blind. With their help, and the support of Sensory Services, we are hoping to extend the 'Hand In Hand' Social Clubs for people who are Deafblind, from the successful model already operating in Suffolk. This will need to be carefully done, but these fun clubs have the potential to make a real difference to their members.

Governance

The way the Charity will need to work to meet the demands of clients in the future, starts now. The foundation of our activities is our Governing Document, which has served us well since 1997. However, twenty years on and the Charity needs to reflect the changes in Law, best practice and demands of clients. Our new Governing Document was completed during the year, submitted to the Board of Trustees for acceptance, and then the Charity Commission and Companies House for approval.

I would like to also place on record my appreciation to the Trustees themselves, for their encouragement and commitment to the good governance of the Charity.

Thank You!

On behalf of the Board of Trustees, I would like to thank Hertfordshire County Council, Suffolk County Council, NHS Hertfordshire, NHS Bedfordshire, NHS Suffolk and all our advertisers and sponsors for their significant support during the year being reported.

I note with sadness that in June 2016, our former Volunteer Coordinator Janet R Shaw passed away. As our first member of staff, she will be greatly missed by all who knew her.

Finally, I need to thank our staff and volunteers, for their continued dedication, flexibility and hard work.

John Stoker

John Stoker
Chairman

Thanks to Awards for All For our IT support grant, and our Statutory partners including:



2 Chief Executive Officer's Report

Investor In People

Hertfordshire Hearing Advisory Service is proud to have been independently assessed, and awarded the Investors In People Standard Award. For a friendly organisation such as ours, it provides the perfect place to start managing resources and supporting our staff and volunteers.

I was fortunate to be awarded a course of executive coaching by Hertfordshire Community Foundation over the summer, which is now helping to make our structures and procedures much stronger. This started with a general call for "Vision Statement" ideas, and I was delighted that our Club Coordinator, Lucie Clayton, has captured the essence for how we feel and what our clients feedback informs us.

We continued to develop clarity around our Values, a process that started last year. Taken together, our Vision Statement, Mission Statement and Values will inform the development of staff roles and responsibilities going forward, as well as helping to achieve our strategic objectives.

Our Vision

Smiles from ear to ear

Our Mission

Hearing Advisory Service works to improve the health and well being for people affected by hearing loss

Our emerging stated aims and values:

- *We like people with hearing loss and want to achieve the best life outcomes for them*
- *We like to support our Staff & Volunteers who work with passion, emotion, empathy*
- *We like to provide an oasis of calm*
- *We like people to feel that they are the centre of our attention*
- *We like people to feel their talents are useful*
- *We like people to feel they can stick with us*
- *We like people to feel their talents are useful*

Our coordinated and directed efforts in 2017/18 will result in better skilled staff who are able to rejuvenate our body of volunteers by recruitment, training and motivating new people. We appreciate the valuable and fantastic work provided by our Volunteers.

We encourage our team to engage with new situations, connect with others and use their transferrable skills to organise solutions and enjoy the motivation of increased self-confidence. We are working at a national level to support the Deaf and Hearing Loss Alliance, and in Europe to support the Gibraltar Hearing and Tinnitus Association.

Philip Linnegar
Chief Executive Officer

3 Operational Activities and Achievements

A passion to serve

Our core service provision has developed to support people and increase the confidence they have in using their own hearing aid. Cleaning and maintaining the aids, and offering support and advice, increases personal confidence and reduces the devastating social isolation and bewilderment that hearing loss can cause. Our services are complimentary to statutory provision, we continue the important process of rehabilitation after hearing loss, started by our NHS Audiology colleagues.

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
- General education around audiology services
- Hearing Loop installation and information

Volunteer Support Service – Our 'Hearing Aiders'

Our longest running service is provided by our friendly, trained volunteers. They visit sheltered accommodation, residential and nursing homes, and other community venues for an hour or two each month, to help people get to grips with their hearing aids. Being small and discreet, modern aids can prove difficult to maintain if the user has poor sight and dexterity. A regularly maintained hearing aid provides the optimum benefit, which is why we acknowledge the valuable work each of our trained volunteers do to support clients.

Appreciated, Valued – Volunteering is Fun...!

Volunteering is fun, and can be personally satisfying seeing someone's face light up with the return of a world of sound. Many volunteers who join the Charity stay for years, and find that the two or three hours a month they give, fits in with their other commitments. We would be delighted to hear from you, if you have some time to spare.

To keep our service up to strength, the rejuvenation and expansion of our dedicated group of volunteers, is an important and necessary strategic objective, to maintain the number of volunteers at a level high enough to meet the 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.

Investing, Training and Developing

The Charity is investing for the future, and this year we have promoted from within to create our senior staff team. With the CEO, this includes our Finance Manager, Office Manager and Service Manager. As part of our continuous improvement of services last year, we promoted Garnet Newman to Service Coordinator for Hertfordshire and Bedfordshire, matching Gary Appleby as Service Coordinator for Suffolk.

HAS invest in training for our field staff, who are all qualified with the British Society of Audiologists Certificate in Industrial Audiometry, Otoscopy and Impression Taking.

We continue to maintain contact with local Volunteer Centres in most boroughs and districts, which provides some enquiries about volunteering, but we looking ahead we look to our Service Coordinators for significantly more.

Most of our Volunteers are 'Hearing Aiders', who are recruited in their local communities and mainly provide services within sheltered housing, residential and nursing care homes. We will be working with the national sheltered housing leader, Hanover Housing, to provide a pilot scheme for their Estate Managers. We hope that this will inform our development of work-based Volunteer 'Hearing Aiders', similar to the way people voluntarily offer to become First Aiders.

The total number of 'Hearing Aider' volunteers in all areas supported by the Charity in 2016/17 was 100, (2015/16: 150).

Thanking, Rewarding, Celebrating - Our Annual Volunteers Evening

Every year in Hertfordshire, the Charity looks forward to hosting an event to celebrate the achievements of our fantastic Volunteers. In September 2016 we had another successful evening that everyone enjoyed, always a friendly and sociable occasion. We were able to present long service awards to some of our hard working volunteers, although we record all of them here:

- Natalie Marvell 5 years service
- Christine Dillnutt 10 years service
- Tanya Mateer 10 years service
- Doris Scott 30 years service

This year we welcomed our Guest Speaker, Gail Staines from Alzheimer's Society Hertfordshire, who gave a presentation on Dementia Friends, and Stuart Buckminster RBLI Regional Manager, who gave a presentation on Royal British Legion Industries.

Such Volunteer events are both enjoyable and practical, so we were therefore delighted that in Suffolk, we held a "Volunteers Day" in Suffolk, with presentations by Service Coordinator, Gary Appleby, and Service Manager, Maria Waller.

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

Hearing Support Service – Our ‘Hearing Advisors’

The Hearing Support Service is the staff led side of our activities and operates scheduled services across Hertfordshire, Bedfordshire and Suffolk. It can be a real help for people who wear a hearing and who have mobility, dexterity or transport problems, but may live in their own homes, rather than sheltered accommodation or residential homes.

Once again, the service was co-ordinated by Gary and Garnet, and a high level of consistency was maintained. The service this year was staffed by Bob Macdonald, Garnet Newman and Charlotte Crowe in Hertfordshire and Bedfordshire; Gary Appleby and Maria Waller in Suffolk.

The managers of our scheduled locations on whom we and our clients depend have maintained their support, and we record our thanks to Gary, Garnet, 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 proved popular. The latest version of the complete schedule can be downloaded from our website, www.hhas.org.uk or by contacting our offices in Welwyn Garden City or Ipswich.

Supporting NHS Audiology Services

The Charity provides non statutory services across Hertfordshire, Bedfordshire, West Essex and Suffolk. We work in partnership with the Heads of Audiology, whose Departments’ catchment area are not necessarily co-terminus with our county boundaries, to serve our shared client group.

Over the past two years, our suppliers gave us an opportunity to extend our support of Audiology and use our marketing expertise, by helping us produce pull up banners to present a professional image for the increasing requirement of public engagement by specialist departments. This has been followed up by a review of our newsletter, News and Views, where matching advertising now appears on the outside back cover.

In recent years, staff and volunteers have worked in the Audiology Departments, in Bedford, Ipswich and Hemel Hempstead. This has the benefit of taking some pressure off staff and reducing waiting times for people. But it also means that we can help educate people to use their existing local services, reducing future pressures and the necessity to pay hospital car parking charges.

Technical Support Service – Our Equipment Specialists

Communication is vital to maintaining relationships, being understood, achieving success at work, our individual well-being and ability to reach our full potential. Without it, we become misunderstood, isolated, anxious and frustrated.

For many people, their listening experience and their lives can be transformed by a simple piece of technology, the Hearing Loop. It allows people who use hearing aids or cochlear implants to listen more easily, cutting out unwanted background noise, and creating a clearer sound. It enables them to participate in everyday activities with dignity and without stress.

Our Technical Support Service continued to offer advice and information on useful equipment that support daily living. Visitors can try hearing loops, personal amplifiers, alerting devices, mobile and landline telephony during our weekly open sessions. This service assists deaf and hard of hearing people in the home and workplace, supported by our trained staff and technical volunteers.

Local Resource Centres

The majority of our visitors to Woodside Centre come from Welwyn Hatfield Borough, and those to Box moor Centre from Dacorum Borough. The previous closure of the Marlowes Health Centre as part of the town centre redevelopment continued to make the Boxmoor Centre significantly busier than the Woodside Centre. Thank you to all our Dacorum Volunteers, and Volunteer Centre and The Round House for helping with the continuing client demand.

We are working towards developing another Local Resource Centre within the Phoenix Group for Deaf Children offices, in Stevenage. This will support the parents of children who are deaf, and will be accessible for people living in Central Bedfordshire, too.

Our LRCs provided consultations for hearing aid maintenance (350), and equipment (60), with the total activity of this service therefore 410, (2015/16: 420).

Hearing Loop Information Service

Our 'Hearing Loop Information Service' provides loop installation advice for village halls, places of worship and community centres, and continued to provide a valuable specialist service to organizations, concerned with providing support for visitors, residents, and parishioners.

We continued our efforts to publicise the benefits of hearing induction loop systems which can result in clearer hearing for hearing aid users.

In total, 2 installations were provided and 3 inspections were completed, (2015/16: 2 installations and 3 inspections).

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.

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 where invited by Audiology Departments during 2017/18, and to provide the evidence of need required by the 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 a local appointments system, in partnership with the health centres, and also residential homes 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.

This service was made possible because of the support given by our colleagues at the Audiology Department of Bedford Hospital, and Bedfordshire Sensory Services. We look forward to working in partnership with Sight Concern Bedfordshire, in the further development funded by Central Bedfordshire Council.

Our Hearing Advisor, Charlotte Crowe joined the Charity in March 2015. Since then, Charlotte has become an established member of the team working in both Bedfordshire and Hertfordshire. We maintained our dialogue with Cambridgeshire Hearing Help, (formerly CAMTAD), to liaise and jointly promote client services along the Bedfordshire county boundary.

Northamptonshire Hearing Advisory Service

The South Northamptonshire Hearing Advisory Service pilot is supported by the South Northants Locality Engagement Group, and Northampton Audiology Department. We hope to reinstate the pilot scheme during 2017/18 in Brackley and Towcester, and continue to gather evidence of need in South Northants.

West Essex Hearing Advisory Service

Our Hearing Advisor, Bob Macdonald, and Hearing Aider, Eva, provide our existing services in our pilot scheme in West Essex. The Charles French Charitable Trust had previously awarded funding towards the pilot scheme, which was followed by a generous grant by Essex Community Foundation. The pilot gathers evidence of need in West Essex.

Gibraltar Hearing Advisory Service

The City of Gibraltar is a British Overseas Territory, with a population of over 34,000 people, and served by regular flights from London Luton Airport from the UK mainland. The staff who volunteer have informally adopted Gibraltar as part of our coverage, and will be offering support to the Gibraltar Hearing Impairment and Tinnitus Association, GHITA.

Suffolk Hearing Advisory Service

Hearing Advisory Service

The Suffolk Hearing Advisory Service is staff led, and operates scheduled services across the county. It can be a real help for people who wear a hearing aid and have mobility or dexterity problems, and difficulty with transport. The service results are reported in more detail elsewhere in the annual report.

During the year, the Board met for the first time at our offices at Suffolk House, Ipswich.

Lip Reading Classes

Hearing loss can be devastating and may lead to social isolation. Lip reading is a widely recognised and vital skill that can be taught to aid communication for people with acquired hearing loss. Students learn to observe lip patterns, movements of the tongue, jaw and facial expressions. Developing skills that gradually put them all together enable lip readers to interpret what is being said, as an aid to communication.

Courses are available to people of all ages: students and teachers set individual learning plans and regularly review progress so that by the end of the course it is clear to see how much has been achieved.

Learning to lip read requires dedication and commitment. Our classes run for 30 weeks per year and courses are fully funded for attendance of up to 3 academic years. The rewards are positive and outstanding!

If you are interested in attending Lip reading classes please contact Maria Waller on 01472-286060, text phone 07467 122766, or suffolkinfo@hhas.org.uk, or complete the on-line form. Lip reading classes in Suffolk are fully funded and therefore are provided free for Suffolk residents.

Hand in Hand, and Hard of Hearing Clubs

Hand-In-Hand Clubs are social clubs for people with dual sensory loss, (hearing and sight loss). These clubs run every month and are subject to a small subscription charge. Our clubs encourage people to build relationships and enjoy learning new skills. There is a programme of various activities and social outings helping to develop confidence to allow individuals to have as much control over their lives as possible.

The programme of activities includes support that will help to promote positive health, social inclusion and strategies for living. The clubs are managed by qualified and trained staff supported by a team of trained volunteers.

Hard of Hearing Social Club

If you are interested in attending a Hand-In-Hand Club, or Hard of Hearing Club, please contact Maria Waller at Suffolk House on 01472-286060, text phone 07467 122766, or suffolkinfo@hhas.org.uk. Social Clubs are subject to a small annual subscription fee

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 office hours Tuesday - Thursday. We are working with our telecoms provider to improve our mobile and landline speeds and 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, Bedfordshire and Suffolk. We take this opportunity to thank our sponsors, advertisers, contributors and subscribers for helping us to continue investment in our newsletter.

On-line

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

HealthWatch Sensory Disability Working Group

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 now led by Hertfordshire Health Watch. During the year, the Charity assisted the West Hertfordshire Hospital Trust with an Induction Loop Audit, and supplied further Communication in Hospital Packs.

Sensory Disability Working Group Membership 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 and Hertfordshire Healthwatch.
- To ensure 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.

West Hertfordshire Hospitals Trust (WHHT) 'Let me hear you, see you' Panel

The Charity works closely with the Audiology Departments in West Hertfordshire, at Watford, Hemel Hempstead and St. Albans. WHHT have initiated a multidisciplinary forum to help continuously develop sensory and hearing services for staff, carers, patients, and Members of the Trust to ensure accessibility and up to date services that meet the need of its local communities. There are additional purposes including a joined up approach to the Sensory Disability Working Group, now coordinated by Hertfordshire Health Watch.

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: 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.

84 survey forms were sent out, and 28 were returned, (33% response) (2015/16: 33%).

People are managing their hearing loss better.

In 2016/17, 39% (2015/16: 41%) of those who responded said they were managing their hearing loss better overall, and 60% responded that they had no change from their usual situation.

A 70% response overall to questions is lower when compared to 5 year average of 80% of previous years. An annual trend is the low responses to questions about other hearing support and equipment. 70% of respondents (2015/16: 50%) had tried wearing their hearing aid for longer, comfortably. We noted 25% (2015/16: 45%), had tried the 'T' position on their hearing aid, perhaps reflecting the situation we are aware of that more hearing aids are not programmed with 'T' position at the initial fitting. A half of those who responded had asked other 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. Of those who answered, clients were familiar with NHS Audiology at 90% (2015/16: 50%), and almost 60% with the Charity's services in their county. (2015/16: 31%). Clients were familiar with Local Authority Sensory Services (42%), as well as Local Blind Societies and Carers organisations, although they may not have used them.

People are no longer socially isolated.

In 2016/17, 58% of respondents said (2015/16: 62%) 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 or hearing impairment self-help/social groups, no information about groups, or no transport or mobility to access services.

People are more able to access other services.

In 2016/17, 88% (2015/16: 74%) 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, 50%, (2015/16: 40%).

Reduction in use of NHS Audiology Departments

The Charity provided overall 21,500 service consultations or advice, (2015/16: 17,360 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. 50% of respondents (2015/16: 65%), 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 78%, (2015/16: 92%).

3 Our Structure and governance

Hertfordshire Hearing Advisory Service helps people affected by hearing loss and associated conditions in Hertfordshire and Bedfordshire, and is a charitable company, limited by guarantee. Established in 1982 as Hertfordshire Deafness Support Association, HeDSA, HHAS was incorporated in May 1997.

In November 2016, the Trustees passed a Special Resolution, changing the Objectives and Governing Document, to better reflect current best practice published by the Charity Commission and the Charity's own operating requirements.

Charity Registration No. 1063430

Company Registration No. 3376847

Company Secretary

Mr Philip Linnegar*

Registered Office

Hertfordshire Hearing Advisory Service, Woodside Centre
The Commons, Welwyn Garden City, AL7 4SE

Our Aim

Hertfordshire Hearing Advisory Service is established to relieve those people suffering from hearing impairment, deafness, sight impairment, blindness, deafblindness, and associated conditions as well as their carers.

Our Strategies

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

Our Objectives

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

- Hertfordshire Hearing Advisory Service
- Bedfordshire Hearing Advisory Service
- Suffolk Hearing Advisory Service
- Technical Support Service

And our sub-county pilot schemes, which are:

- West Essex Hearing Advisory Service
- South Northants Hearing Advisory Service
- Central Bedfordshire Hearing Advisory Service

Our Performance and Results

The Board of Trustees Annual Report 2016/17 report connects the HHAS governing document and the Statement of Financial Activity, (page 28). This is 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.

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. The Trustee Board members determine the general policy and ensure the governance of the Company.

Jo Boyme 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 successfully completed her study and was awarded an MSc in Social work.

Phil Caley played Minor Counties cricket for Suffolk from 1982 to 2009. He made his List A debut against Derbyshire in the 1983 NatWest Trophy, after which he made a further 22 List A appearances, the last of which came against Glamorgan in the 2005 Cheltenham and Gloucester Trophy. He ended his career as Suffolk's leading run scorer, with 9,268 runs. Phil is currently the Cricket Chairman, of the Minor Counties Cricket Association, and Transport Manager at Hertfordshire Action on Disability.

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 served as our Hon Treasurer for 15 years until 2016.

Claire Oliver is an Internal Audit Manager with Morrison Utility Services, with over 10 years of experience in the delivery and management of internal audit services. Claire leads contracts and reviews across the public sector including government, education, charities and housing organizations.

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 Secretary of WFC ENABLES, the official Disabled Supporters Group of the Premier League team, Watford Football Club, and also Chairman of Hemel Aces Football Club.

* Indicates deafness or hearing impairment

The Board, Committees and Working Groups

During the 2016/17 financial year, John Stoker chaired the Board and the Annual General Meeting. John is chair of the Service Committee, and Ardeshir Laloui was succeeded by Claire Oliver as 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 or Group present their 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	Trustee
Claire Oliver	Committee chair, Hon Treasurer
Philip Linnegar*	CEO

Strategy and Governance Committee

John Stoker	Committee chair
Philip Linnegar	CEO

Service Committee Hertfordshire

Garnet Newman	Service Co-ordinator
Elaine Bond	Audiology Manager, West Herts Hospital NHS Trust
John Stoker	HHAS Volunteer and Trustee, (Chair)
Glynis Riddiford/Tom Lyon	Audiologist, Chase Farm Hospital NHS Trust

* Indicates deaf or hearing impaired members, volunteers or staff

Service Committee Bedfordshire

Ruth Cooper	Sensory Services, Twinwoods Resouce Centre
Anna Lazenby	Head of Audiology, Bedford Hospital NHS Trust
Alison Lowe	Senior Practitioner, Bedford Sensory Services
Garnet Newman	Hearing Advisor, Bedfordshire Hearing Advisory Service

Service Oversight Suffolk

Gary Appleby	Service Coordinator, Suffolk
Caroline Carr	Managing Director, Sensing Change Suffolk
Philip Caley	HHAS Trustee
Grahame Hunt	Head of Audiology, Ipswich Hospital Trust
Philip Linnegar	Chief Executive Officer
Maria Waller	Service Manager, Suffolk

Honorary Patron, Advisors and Officers

Hon President

The Charity is supported by our Hon President, Sue Walter. Sue is a former Lip Reading Teacher, and is a prolific and long standing 'Hearing Aider' Volunteer.

Our first Hon President was Bert Chiswell.

Hon Patron

During the year, our CEO met our patron, The Rt Hon Mike Penning MP to keep him informed our the Charity's developments. We were pleased to note that Mike was the Police and Fire Minister, and was promoted to Minister of State for the Armed Forces.

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

Arthur J Gallagher Insurance Limited
Devonshire House, Riverside Park, Barnstaple EX31 1EY

Bankers

CAF Bank plc
25 Kings Hill Ave, Kings Hill, West Malling, ME19 4TA

Public benefit

In setting our objectives and planning our activities, our trustees have given careful consideration to the Charity Commission's general guidance on public benefit and in particular to keeping our costs and charges for any services to a minimum. Secondly we ensure the benefits we offer are either restricted to those with hearing impairment, affected by hearing impairment, or designed to encourage engagement by deaf people with the wider community. Thirdly, in providing our services and activities, we always show due commitment to safeguarding and promoting the welfare of our service users.

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	Geomarc Telecom	Jameson Press
Hearing Products International	Sarabec Limited	Pictons Solicitors LLP
Hearing Healthcare Practice	BH Hearing Care	Suffolk Hearing Care Centre

Our Colleagues in the Public Sector

Bedford Council, Sensory Services Team
Central Bedfordshire, Sensory Services Team
Central Milton Keynes Sensory Advice Resource Centre Team
Hertfordshire County Council, Sensory Services Team
Suffolk County Council, Sensing Change Team
NHS Bedfordshire
NHS Hertfordshire
NHS Suffolk

Our Colleagues in NHS Audiology Departments

Cambridgeshire	Addenbrookes Hospital
Bedfordshire	Bedford General Hospital Luton and Dunstable Hospital
Milton Keynes UA Buckinghamshire	Central Milton Keynes Hospital 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	Royal Free London, LB Barnet, LB Enfield, LB Camden
Northants (South)	Northampton General Hospital
Suffolk	James Padgett Hospital Ipswich General Hospital West Suffolk Hospital
Gibraltar	Gibraltar Health Centre

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 overseas.

Particular thanks go to:

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

Our Woodside Facilities Team

Office Cleaner	Jill Norris
Office Caretaker	George West

Our supporters, organisations and groups

Supporters:

Mrs R Atkin	Mrs A Anderson	Mrs P Brooks
Mrs M Cremmen	Mr R Gladwell	Mrs A S Johnston
Mrs M Johnson	Mr M Leon	Mr & Mrs Norburn
Miss J Sergeant	Mrs J Spicer	Mr C Stevens

And Mr G Kirby and Mr J Croft (for help with our miscellaneous IT issues).

Donations in Memory of Audrey Baldwin
Donations in Memory of Janet R Pridmore
Donations in Memory of Mrs Winifred Hubble

Organisations and Groups

Access to Work Business Centre	Weltech Business Centre
Bennetts End Surgery Team	Papworth Trust
MIYL 3013	Watford Football Club
Friends of Bennetts End Surgery	Hatton Ladies Club
Salvation Army Christmas Tree Festival	Sawbridgeworth Rotary Trust Fund

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

Our Consultants

We thank our consultants who assist the Charity in specialist operational support areas:

Emma Williams	HR Initiatives, HR Consultants
Ingrid Marson	Acorn PR, PR Consultants
Jeff Wiblin	Eurotech Services, IT Consultants

Our Hearing Advisory Service Team

The Board of Trustees pay tribute to the staff for their commitment, hard work and dedication. The day to day management of the Company is delegated to the Chief Executive Officer, CEO, who is an ex officio member of all the committees and working groups. The CEO is supported by the Senior Management Team, SMT.

Chief Executive Officer	Philip Linnegar*~
Finance Manager Finance Administrator	Monica Ansbro~ Vacancy
Office Manager Service Coordinator Administrator Administrator - Fund Raising Hearing Advisor – Hertfordshire Hearing Advisor – Bedfordshire Deafness Awareness Trainer Newsletter/Website Editor Technical Support/Loop Installation Woodside LRC Volunteers Dacorum LRC Volunteers	Dawn Sharpe*~ Garnet Newman Vacancy Vacancy Bob Macdonald Charlotte Crowe and Ruth Roberts Carol Lomas* Ingrid Marson Robert Guyver (Specialist Volunteer) John S*, Robert G, and Jenny B John C, Mike L*, Bob*, Jan and Joan*
Service Manager Service Co-ordinator Administrator Hearing Advisor Lip-reading Teacher Lip-reading Teacher Hand In Hand Club Coordinator Clubs Coordinator Technical Support/Loop Installation	Maria Waller~ Gary Appleby* Jean Leggett Gary Appleby* Suzanne Monet Lizzie Servant Christine Roe Lucie Clayton Vacancy (Specialist Volunteer)
Other area LRC Volunteers	Christine and Margaret

* Deaf or hearing impaired members of staff or volunteers.

~ Senior Management Team

4 Financial Reports

Hon Treasurer's Report

The Balance Sheet (page 29) shows a cash balance, (cash at bank and in hand), of £4,622 a decrease of £22,622 from the previous year. There is a total deficit of £12,341 this year, (2015/16: £8,830 surplus), which includes depreciation of £4,854 (refer to page 30, Movement in Resources).

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

The Statement of Financial Activities (page 28), 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 have revised their aim to achieve a reserve equivalent to at least 3 months operating costs.

Pension Statement

Hertfordshire Hearing Advisory Service adopted the Friends Provident Stakeholder Pension scheme, which is available to all staff. The Charity is prepared for and then introduced Pension Auto Enrolment within the required time.

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
Philip Linnegar

Date

22nd November 2017

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 31st March 2017, which is set out below.

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

Peter Bladon
22nd November 2017

5 Financial Accounts

Statement of Financial Activities

For the period 1st April 2016 to 31st March 2017

	Note	Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/3/2016 £
<u>Incoming Resources</u>					
Grants	1	86,436	123,771	210,207	224,023
Donations & Projects		13,271	0	13,271	16,495
Bank Interest		96	0	96	65
Net income from trading		1,977	0	1,977	4,972
Subscription to N&V		90	0	90	140
Other		2	0	2	0
Total Incoming Resources		101,872	123,771	225,643	245,695
<u>Resources Expended</u>					
Direct charitable expenditure	2	47,664	124,695	172,359	172,766
Fund Raising & publicity	3	15,902	0	15,902	17,231
Management & admin costs	4	49,723	0	49,723	46,867
Total Resources Expended		113,289	124,695	237,984	236,865
Net Incoming (Outgoing) Resources		-11,417	-924	-12,341	8,830
Balance brought forward As at 1st April 2016		24,017	0	24,017	15,187
Balance Carried Forward As at 31st March 2017		12,600	-924	11,676	24,017

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 31 to 33 form part of these financial statements.

Balance Sheet

As at 31st March 2017	Note	2016/17	2015/16
Fixed Assets			
Tangible Assets	5	13,658	14,475
Total Fixed Assets		<u>13,658</u>	<u>14,475</u>
Current Assets			
Debtors		22,937	42
Cash at Bank & in hand	6	4,622	27,244
Prepayments		1,653	3,646
Total Current Assets		<u>29,212</u>	<u>30,932</u>
Liabilities:			
<u>Amounts falling due within one year</u>			
Creditors		9,148	10,277
Barclaycard		1,268	1,372
Advance payments		20,778	9,741
Total		<u>31,194</u>	<u>21,390</u>
Net Current Assets		<u>-1,982</u>	<u>9,542</u>
Total Assets		<u>11,676</u>	<u>24,017</u>
Represented by:			
Surplus from previous years		24,017	15,187
General Reserve		0	0
Surplus/Deficit for the year		<u>-12,341</u>	<u>8,830</u>
Total		<u>11,676</u>	<u>24,017</u>

For the year ended 31/03/2016 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 *Claire Oliver*
Claire Oliver
Date 22nd November 2017

The notes on pages 31 to 33 form part of these Financial Statements

Movement in Resources

1st April 2016 to 31st March 2017

		Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/03/16 £
<u>Incoming resources</u>					
Grants	1	86,436	123,771	210,207	224,023
Donations & Projects	2	13,271	0	13,271	16,495
Bank Interest		96	0	96	65
Net income from trading		1,977	0	1,977	4,972
Subscription to N&V		90	0	90	140
Other		2	0	2	0
Total Incoming Resources		<u>101,872</u>	<u>123,771</u>	<u>225,643</u>	<u>245,695</u>
<u>Outgoing resources</u>					
Staff Salaries & related costs		51,810	108,778	160,588	156,441
Staff travel & expenses		5,291	11,963	17,254	16,291
Staff recruitment		0	0	0	1,140
Staff & Vol. Training		2,508	0	2,508	3,863
Trustees/Vol. travel & expenses		3,653	0	3,653	3,109
Postage		2,275	0	2,275	2,795
Property costs		14,363	0	14,363	12,379
Printing and Stationery		6,574	0	6,574	8,619
Trading Stock		309	0	309	1,111
Telephone & internet		4,971	0	4,971	5,332
Website & computer		2,790	0	2,790	2,551
Insurance & licenses		1,564	1,397	2,961	2,389
Legal & consultancy		5,253	0	5,253	4,670
Advertising & publicity		1,126	0	1,126	709
Events & catering		2,276	0	2,276	1,719
Subscription & membership		1,845	0	1,845	2,426
Vehicle Fuel & maintenance		0	2,556	2,556	1,680
Repair and maintenance		588	0	588	478
Depreciation		4,854	0	4,854	7,472
Payroll and Bank Charges		991	0	991	974
Other		249	0	249	716
Total Outgoing		<u>103,289</u>	<u>124,695</u>	<u>237,984</u>	<u>236,865</u>
Net Incoming/Outgoing Resources		<u>10,336</u>	<u>939</u>	<u>12,341</u>	<u>8,830</u>
Balance Brought Forward as at 01/04/16		<u>15,187</u>	<u>0</u>	<u>24,017</u>	<u>15,187</u>
Balance Carried Forward as at 31/03/17		<u>25,523</u>	<u>939</u>	<u>11,676</u>	<u>24,017</u>

The notes on pages 31 to 33 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 2016

1. Grants	Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/03/16 £
NHS Hertfordshire	0	44,563	44,563	46,013
HCC Community Wellbeing	55,311	0	55,311	57,110
HCC Innovation Fund 2015: Hearing Aiders	0	0	0	20,000
NHS Bedfordshire	0	17,000	17,000	17,000
NHS Suffolk/SCC	31,125	60,708	91,833	83,000
Hertfordshire Community Foundation	0	1,500	1,500	0
Rope Charitable Trust	0	0	0	900
Total Grants	86,436	123,771	210,207	224,023

2. Direct Charitable Expenditure	Unrestricted Fund £	Restricted Fund £	Total £
Vehicle expenditure	0	3,953	3,953
Volunteer expenses	3,976	0	3,976
Support officer salaries & expenses	43,689	120,741	164,430
Vehicle depreciation	0	0	0
Total Direct Charitable Expenditure	47,665	124,694	172,359

3. Fund Raising & Publicity	Unrestricted Fund £	Restricted Fund £	Total £
Staff salaries and expenses	7,009	0	7,009
Publicity	8,893	0	8,893
Total Fund Raising & Publicity	15,902	0	15,902

4. Management & Administration	Unrestricted Fund £	Restricted Fund £	Total £
Salaries & expenditure	21,133	0	21,133
Insurance & licenses	1,564	0	1,564
Office expenses	16,919	0	16,919
Consultancy and Legal expenses	5,253	0	5,253
Depreciation	4,854	0	4,854
Total Management & Administration	49,723	0	49,723

5. Fixed Assets	Office Equipment £	Office Furniture £	Display Equipment £	Motor Vehicle £	Total £
Costs at 01/04/16	47,129	12,088	7,521	9,399	76,137
Additions	372	586	0	2,980	3,937
Disposal	0	0	0	0	0
Costs at 31/03/17	47,501	12,674	7,521	12,379	80,074
Depreciation at 01/04/16	35,046	9,904	7,145	9,399	61,494
Charge for the year	3,051	1,017	109	745	4,922
Disposal	0	0	0	0	0
Depreciation at 31/03/17	38,097	10,921	7,254	10,144	66,416
Net Book value at 31/03/17	9,404	1,752	267	2,235	13,658
Net Book value at 31/03/16	12,392	2,291	379	1,758	16,820

Fixed Assets Segregation	2016/17 £	2015/16 £
Direct charitable purposes	10,244	14,213
Indirect charitable purposes	3,415	2,707
Total	13,658	16,920

6. Cash at Bank and in Hand	2015/16 £	2015/16 £
Cash at hand	441	497
CAF Cash & CAF Gold A/C	3,352	26,559
Bank Account (Suffolk)	829	188
Total Cash	4,622	27,244

Number of Employees earning between £40,000 and £50,000 P/Annum was:	1
Number of Employees earning between £30,000 and £40,000 P/Annum was:	0
Number of Employees earning between £20,000 and £30,000 P/Annum was:	1

The average number of paid employees, analysed by function and Reported from this year as Full Time Equivalent (FTW) at 31st March:

	2017	2016
Direct services	4.8	4.8
Fundraising & Publicity (10% of CEO's time)	0.2	0.2
Management & Administration	3.6	3.6
Total		

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 2016/17
The Chairman and Board of Trustees thank you for your interest in the work of
Hertfordshire Hearing Advisory Service
www.hhas.org.uk