

**Company Number: 03132542**  
**Registered Charity Number: 1052036**

**HI KENT**

**(A Company Limited by Guarantee)**

**AUDITED TRUSTEES' REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2021**

**HI KENT**  
**(A Company Limited by Guarantee)**

**FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2021**

<b>Patron:</b>	Rt. Hon. Ann Widdecombe
<b>Honorary President:</b>	Nadra Ahmed OBE DL
<b>Chief Executive:</b>	John Clayton (resigned 30 June 2021)
<b>Trustees:</b>	Clive Reddihough (Chairman)
(Treasurer)	Caroline Elizabeth Highwood
2020)	Tina Beckham (resigned 20 September 2020)
	Patrick Todd
	Mary Shaw
	Derek Smyth
	Alan West
<b>Company Registered Number:</b>	03132542
<b>Charity Registered Number:</b>	1052036
<b>Company Secretary</b>	Maxine Lucas
<b>Head Office and Registered Office:</b>	18 Brewer Street Maidstone Kent ME14 1RU
<b>Independent Auditors:</b>	Charcroft Baker LLP 5 West Court Enterprise Road Maidstone Kent ME15 6JD
<b>Bankers:</b>	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ
<b>Solicitors:</b>	Warners Solicitors 180 High Street Tonbridge Kent TN9 1BD

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**FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2021**

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**REPORT OF THE TRUSTEES**

**FOR THE YEAR ENDED 31 MARCH 2021**

The Trustees (who are also directors of Hi Kent for purpose of company law) present herewith their Annual Report and the financial statements for the year ended 31 March 2021.

**Legal and Administrative Details**

The charity is a company limited by guarantee (company number 03132542, registered charity number 1052036). The charity is governed by the Memorandum & Articles of the company dated 21 November 1995. The Trustees, who comprise the Management Committee of the charity, are responsible for governance of the charity in accordance with the governing document, with day-to-day management delegated to the Chief Executive.

**Principal Activities and Policy Statement**

Hi Kent's aims and objectives are to provide d/Deaf, deafened and hard of hearing people with information, assistive equipment and support required to maximise communication and enable them to live fulfilled lives socially and in employment. In line with these core values the principal activities of the company continue to be the assessment of the needs of people with a hearing loss on behalf of Kent County Council, and the provision of relevant advice, equipment services and support. Our support activities also include free lipreading classes, tinnitus support groups, community clinics for hearing aid maintenance, deaf awareness classes and suitable premises where equipment can be demonstrated to clients. Hi Kent's objectives and activities are solely for the benefit of the public. The Trustees of Hi Kent have had due regard to guidance published by the Charity Commission.

Demographic data shows that there is a growing older population which means there is certain to be an ongoing increase in people requiring the services of Hi Kent in the future as the incidence of hearing loss and deafness is greatest among older people. An underlying factor is the general, increasing population in the county of Kent. Nationally 1 in 5 people are hearing impaired and this statistic rises to 2 in 5 for people over the age of 50. People over the age of 70 are more likely to have a hearing loss than not. In Kent the number of people over the age of 50 is set to rise by 55% by 2033 (source: Office for National Statistics).

**Review of the Year**

The past year has been like no other because of the Covid-19 pandemic. We kept our services running by adapting them to be as Covid safe as possible. Our BSL and Lipreading courses and Tinnitus Support Groups were moved from face to face to online platforms which have proved to be successful for many people, and some will continue even after the threat of Covid has passed. We kept our centres open throughout the lockdowns running with a skeleton crew at times and had many staff working from home. Our hearing aid maintenance clinics had to be paused out in the community, but the service was still available from our centres, and we operated a postal service for batteries and hearing aid supplies. We have only helped around half of the people we would help in a normal year. A total of 35,000 as opposed to 72,000 in the previous year's report. The threat of Covid has been at the forefront of people's minds, overshadowing any hearing issues they may be experiencing.

Our usual fundraising activities were curtailed but we were fortunate to

being able to benefit from local authority grants to help mitigate these losses of income. We did take advantage of our website for selling our fundraising goods which helped but income was a fraction of a normal year where we would be out selling at Christmas fairs, exhibitions and other community events.

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**REPORT OF THE TRUSTEES (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2021**

During the year we were able to apply for funding for our new Wellbeing Support Line which has been a lifeline to people having to isolate in this period. Due to having to move our Lipreading Courses and Tinnitus Support Groups online we did find that the format did not suit some people. Because of this we have developed a new Social Groups project which will bring people back face to face.

**Financial Status**

The steps taken in planning the budget for 2021 have helped to continue the financial health of the organization.

The actual revenue for 2021 was £661,594 (2020 was £642,437), an increase of £19,157.

On the cost control side, expenditures were £563,201 (2020 was £667,353) which is a decrease of £104,152 in costs.

The net movement in funds was therefore a £98,393 surplus (2020 was a £24,916 deficit) which is a fantastic result in difficult times and reaffirmed our major objective to maintain Hi Kent's organisation and finances in a solid position.

**Reserves Policy**

Total funds of the Charity at 31 March 2021 were £266,467 (2020: £168,074). Free reserves, calculated as being reserves after the removal of restricted funds, designated funds and tangible fixed assets, held at 31 March 2021 were £210,560. Funds may be held in a mixture of fixed term deposits, bonds and open access interest bearing accounts intended to maximise investment returns whilst not impairing liquidity. This position may fluctuate temporarily during the year as it smooths operational costs. It is our longer term aim to maintain reserves at the equivalent of between four to six months' operational costs, as a contingency to enable us to honour all contractual obligations.

**Associations with Organisations**

We have continued to work closely with Kent County Council under a contract which funds our Resource Centres and employs us to carry out Statutory Assessments on their behalf. This contract renews in April 2021 and will become a Wellbeing Contract incorporating work for the blind and d/Deaf. We will be subcontracted by The Kent Association for the Blind for this Kent County Council contract. We also receive financial support from

NHS Clinical Commissioning Groups, and from many local organizations and businesses. We have continued our symbiotic relationship with Kent Adult Education. Our relationships with all these organisations underpin our work and are of enormous benefit to our clients. We have established excellent working relationships with several private providers of hearing aids who either currently carry out work for the NHS or intend to do so in the near future. We are grateful for the ongoing support of the British Tinnitus Association. Hi Kent chairs the Kent Charities Group which involves joint fundraising with several other local charities in the County.

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**REPORT OF THE TRUSTEES (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**Corporate Risk Assessment**

The Management Committee have conducted a review of the major risks to which the charity is exposed. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Hi Kent operates budget control procedures and formal reports are provided to the Management Committee at its bi-monthly meetings. Progress of actual vs. budget funding/spending and cash flow analysis are kept under close review. Internal control risks are minimised by the stringent application of procedures for authorisation of all transactions and projects. Hi Kent successfully completed the ISO 9001:2008 quality assurance process in June 2013, and this certification has been renewed annually since that date. This standard is now named ISO 9001:2015.

Procedures are in place to:

- a) ensure compliance with health and safety of staff, volunteers, clients and visitors to all Hi Kent premises and when undertaking work on behalf of Hi Kent at other locations;
- b) ensure that all necessary policies are in place and reviewed at appropriate intervals, including, inter alia, environmental issues, adult protection, data protection, etc;
- c) ensure security of tenure in respect of premises occupied under long-term leases;
- d) recruit, retain and develop staff
- e) ensure compliance with all relevant legislation.

These procedures are regularly reviewed to ensure that they continue to meet the needs of the charity, and all policies and procedures are examined rigorously as part of the annual ISO 9001:2015 process.

**Methods Adopted for Recruitment and Appointment of new Trustees**

Hi Kent appoints 'fit and proper persons' to serve as its Trustees and ensures its Board is balanced with a wide range of skills. As far as is

possible Hi Kent aims to have diversity in its Trustees in terms of breadth of skills, age, gender, race and background, as well as personal experience or understanding of hearing loss and the needs of our client group.

### **Induction of Trustees**

Potential new Trustees are provided with briefing material by the Chairman and the Chief Executive then invited to attend one or more Trustees' Meetings as observers before a decision is taken to appoint them as Trustee. They also receive copies of recent accounts, annual reviews, Memorandum and Articles of Association.

### **Employee Remuneration**

The remuneration of key employees is set by the Trustees.

### **Acknowledgements**

We are indebted to our many volunteers who provide the outreach service to deaf people in their local communities and understand how frustrated they have been not to be able to help as they usually do. Tragically there have been Volunteer and Client lives lost to Covid-19 and our sympathy goes out to all the families and friends of those people. We again appreciate the support of staff in Local Authorities and NHS bodies which enables us to develop service provision for our mutual clients. Hi Kent gratefully acknowledges the generous donations of those funding bodies which have awarded grants this year which have been essential in a year where fundraising activities mainly had to be put on hold. We also give grateful thanks to the numerous individuals who contribute regularly to our work on behalf of Kent's 350,000 people with a hearing loss.

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### **REPORT OF THE TRUSTEES (Continued)**

### **FOR THE YEAR ENDED 31 MARCH 2021**

#### **Future Plans**

Our ongoing aim is to help more of Kent's 350,000 d/Deaf and hard of hearing people year on year, providing the services they need as close to where they live as possible and helping them to achieve the outcomes they need to live well.

Our new Wellbeing Contract will enable us to develop new services such as the Social Groups, help for Deaf people and British Sign Language users and extending our Assessment Service to all d/Deaf adults in the Kent County Council area.

This contract will have a 3-year term, with the possibility of two one year extensions, which will provide much-needed stability for voluntary sector providers, and will be far more satisfactory than the year-by-year rolling renewals that have characterised the recent past.

#### **For the Year Ended 31 March 2022**

To put us in a better position to face the challenges ahead under the new Wellbeing Contract we took the decision to make changes to the structure of the management team. The new management team was put in place from 30<sup>th</sup> June 2021. Another change for the year is that it was decided not to renew the ISO 9001:2015 certification so this will run until 18<sup>th</sup> June 2022. Hi Kent will continue to follow its own self regulated form of quality

assurance which is based on the systems put in place for ISO.

With a fully costed budget for 2021-2022 we will continue to sustain our service delivery and maintain performance against targets subject to funding in the current year.

We are gradually returning to the community in providing assistive equipment, advice and aftercare services to clients at our Resource Centres and numerous other venues including our shop in Week Street, Maidstone. In the shop we also showcase the work of deaf artists and intend to continue with these exhibitions.

We will continue to navigate our way as safely as possible through the Covid-19 pandemic by use of sanitising, PPE and regular testing and vaccinations of staff.

Hi Kent, will continue to offer high quality British Sign Language (BSL) and Deaf Awareness Courses at venues that are most convenient and cost-effective. These are now being delivered in a mix of face to face and online. Our partnership with Kent Adult Education covers BSL Levels 1 and 2 and the number of courses that we provide each year continues to increase. Students on our BSL courses achieve enviably high pass rates thanks to our excellent professional tutors. We have successfully run bespoke courses at local Grammar Schools and at Mid Kent College and are hoping to extend this provision into other education providers.

Our Tinnitus Support Groups are online but should return to some face-to-face ones within the year. The advantage of having the groups online is that it has enabled us to reach worldwide with people from India and the United Arab Emirates joining us.

We hope there will be a return to exhibitions and events in the year to come where we will be able to raise awareness of our activities. Lost fundraising income in the past year was offset by Government grants and support from funders and we will be able to resume some of our activities this year, but it will not be a return to pre-pandemic levels.

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## **REPORT OF THE TRUSTEES (Continued)**

### **FOR THE YEAR ENDED 31 MARCH 2021**

#### **Fundraising Activities**

The charity was unable to carry out the normal quiz nights, dinners hosted by its Patron, the Rt Hon Ann Widdecombe, usual levels of sales of fundraising goods during the Christmas season, sponsored walks and runs and similar events. Income from donations and fundraising was £60,903 for 2021 (£129,976 for 2020). Many of the larger Christmas events for 2021 are not going ahead but we will be maximizing the opportunities at the events that are running. We hope to return to our quizzes after Christmas depending on the Covid-19 situation. We will be launching a new HI Kent lottery in the year so continue to look for new ways of raising our own funds. We maintain our policy of not using any professional fundraisers or commercial participators. The charity is fully compliant with the GDPR



regulations and does not make any direct approaches to vulnerable people or members of the public using intrusive or unreasonable methods. The charity has received no complaints about its fundraising activities.

Hi Kent continues to rely heavily on its team of 140 volunteers, the majority of whom are deployed on running our hearing aid support clinics, after receiving necessary training. A few volunteers also help in our offices and at occasional fundraising events. All are required to undergo a DBS check before acting on our behalf.

### **Trustees during the year**

The trustees of the charity who served during the year were as follows:

Clive Reddihough  
Tina Beckham (resigned 20 September 2020)  
Caroline Highwood  
Patrick Todd  
Mary Shaw  
Derek Smyth  
Alan West

### **Investment Powers**

Day-to-day funds management decisions in the current account rested with the Finance Manager in consultation with the Chief Executive, pursuant to policies approved by the trustees and members of the Management Committee. Long-term investment decisions are subject to Board review. There are no restrictions in the Memorandum and Articles of Association on the type of investments permitted.

### **Auditors**

Charcroft Baker LLP were re-appointed as auditors at the 2020 Annual General Meeting. A resolution proposing that Charcroft Baker LLP be re-appointed as auditors of the charity will be put to the 2021 Annual General Meeting.

### **Statement of Trustees' Responsibilities**

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees, to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements, the directors are required to:

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**REPORT OF THE TRUSTEES (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2021**

### **Statement of Trustees' Responsibilities - continued**

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

### **Disclosure For Information To Auditor**

Each of the persons who are trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustees is aware, there is no relevant audit information of which the charitable company's auditor is unaware; and
- that Trustees have taken all the steps that they ought to have taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information.

This report was approved by the Trustees, on 4<sup>th</sup> October 2021.. and signed on their behalf by:

Maxine Lucas

**Maxine Lucas**

Company Secretary

**INDEPENDENT AUDITOR'S REPORT**

**TO THE TRUSTEES OF HI KENT**

**FOR THE YEAR ENDED 31 MARCH 2021**

**Opinion**

We have audited the financial statements of Hi Kent (the “charitable company”) for the year ended 31 March 2021 set out on pages 14 to 16. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity’s affairs as at 31 March 2021 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor’s responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC’s Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Material uncertainty relating to going concern**

We draw attention to the going concern accounting policy shown on page 14 which refers to the potential impact of Covid-19, which cannot be assessed with any certainty, on the charity's ability to continue as a going concern. Our opinion is not modified in respect of this matter.

**Other information**

The Trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor’s report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially

misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the

We have nothing to report in this regard.

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**INDEPENDENT AUDITOR'S REPORT**

**TO THE TRUSTEES OF HI KENT**

**FOR THE YEAR ENDED 31 MARCH 2021**

**Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters in relation to which the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- sufficient accounts records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for the audit.

**Responsibilities of the directors**

As explained more fully in the Trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purpose of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**Auditor's Responsibilities for the Audit of the Financial Statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or have effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above to detect material misstatements in respect of irregularities, including fraud.

**Extent to which the audit was considered capable of detecting irregularities, including fraud.**

We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

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**INDEPENDENT AUDITOR'S REPORT**

**TO THE TRUSTEES OF HI KENT**

**FOR THE YEAR ENDED 31 MARCH 2021**

**Identifying and assessing potential risks related to irregularities**

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

- the nature of the charity's activities and sector, control environment and performance including the design of the remuneration policies, key drivers for remuneration, bonus levels and performance targets;
- results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having enquired into the policies and procedures relating to:
- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance;
- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any

potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud was in relation to revenue recognition, cash collections and safe guarding of assets.

We are also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory frameworks that the charity operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included FRS102 Section 1A, the UK Companies Act 2006, the Charities Act 2011, the Charities SORP (FRS 102) and local tax legislation.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the charity's ability to operate or to avoid a material penalty. These included compliance with laws and regulations concerned with UK government COVID-19 support schemes.

#### **Audit response to risks identified**

As a result of performing the above, we identified revenue recognition as a key audit matter related to the potential risk of irregularity including fraud. We assessed the Charity's policy for deferring revenue, including considering whether the policy is in accordance with Charity SORP. We substantively tested the source data and challenged assumptions used to recognise revenue ensuring consistent treatment.

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#### **INDEPENDENT AUDITOR'S REPORT**

#### **TO THE TRUSTEES OF HI KENT**

#### **FOR THE YEAR ENDED 31 MARCH 2021**

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
  - enquiring of management concerning actual and potential litigation and claims;
  - performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
  - reviewing minutes of meetings of those charged with governance;
- and

- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or noncompliance with laws and regulations throughout the audit.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Auditors report.

### **Use of our report**

This report is made solely to the charitable company's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an Auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company's and its trustees, as a body, for our audit work, for this report, or for the opinions we have formed.

**Michael Baker BA FCA (Senior Statutory Auditor)**  
**For and on behalf of Charcroft Baker LLP**

5 West Court  
 Enterprise Road  
 Maidstone  
 Kent  
 ME15 6JD

Date: ...4<sup>th</sup> October 2021.....

Charcroft Baker LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

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### **STATEMENT OF FINANCIAL ACTIVITIES**

#### **FOR THE YEAR ENDED 31 MARCH 2021**

	Unrestricted Funds	Restricted Funds	2021 Total Funds	2020 Total Funds
Notes	£	£	£	£
<b>INCOMING RESOURCES</b>				
<b>Incoming resources from generated funds:</b>				
<i>Voluntary income:</i>				
Membership subscriptions 2	190	-	190	220
Donations & fund raising 2,3	60,903	-	60,903	129,976

Legacies	2	-	-	-	4,777
<i>Investment income:</i>					
Bank interest received	4	1,240	-	1,240	563
<b>Incoming resources from charitable activities:</b>					
Grants	2	457,315	90,088	547,403	429,998
Sales & installation of aids	3	17,666	-	17,666	24,059
Deaf awareness & Sign Language courses	3	34,192	-	34,192	52,844
<hr/>					
<b>TOTAL INCOMING RESOURCES</b>		571,506	90,088	661,594	642,437
<hr/>					
<b>RESOURCES EXPENDED</b>					
<b>Costs of generating funds:</b>					
Costs of generating voluntary income		5,449	-	5,449	25,583
<b>Charitable activities</b>		456,122	94,838	550,960	636,112
<b>Governance costs</b>		6,792	-	6,792	5,658
<hr/>					
<b>TOTAL RESOURCES EXPENDED</b>	5	468,363	94,838	563,201	667,353
<hr/>					
<b>NET MOVEMENT IN FUNDS</b>			<b>103,143</b>		
<b>(4,750)</b>			<b>98,393</b>		
<b>(24,916)</b>					
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward			139,403	28,671	168,074
	192,990				
<hr/>					
Total funds carried forward		242,546	23,921		
		266,467	168,074		

The Statement of Financial Activities incorporates the Income and Expenditure Account.

The results for the year derive from continuing activities and there are no gains and losses other than those shown above.



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**BALANCE SHEET**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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	Notes	2021 £	2020 £
<b>FIXED ASSETS</b>			
Tangible Assets	9	31,986	35,811
<b>CURRENT ASSETS</b>			
Stock		17,069	16,813
Debtors	10	5,937	5,659
Prepayments & accrued income	10	20,367	27,583
Cash at Bank & in Hand		<u>237,203</u>	<u>108,529</u>
		280,576	158,584
<b>CREDITORS</b>			
Creditors	11	(13,307)	(15,788)
Accruals and deferred income	11	<u>(32,788)</u>	<u>(10,533)</u>
<b>NET CURRENT ASSETS</b>		234,481	132,263
<b>NET ASSETS</b>		<u>266,467</u>	<u>168,074</u>
<b>INCOME FUNDS</b>			
Restricted funds	16	23,921	28,671
Unrestricted funds	16	<u>242,546</u>	<u>139,403</u>
		<u>266,467</u>	
		<u>168,074</u>	

The members have elected for the financial statements to be audited in accordance with section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The directors have not required the company to obtain an audit of its financial statements for the year ended 31 March 2020 in accordance with Section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for:

- ensuring that the company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its profit or loss for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the Board of Directors on 4<sup>th</sup> October 2021.....and signed on its behalf by:

Caroline Highwood

C E Highwood  
**Treasurer**

**HI KENT**  
**(A Company Limited by Guarantee)**  
**STATEMENT OF CASHFLOWS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

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**Statement of Cash flows:**

	2021 £	2020 £
Cash flows from operating activities:	132,710	(27,984)
Net cash provided by (used in) operating activities:		
Dividends, interest and rents from investments	1,240	563
Proceeds from the sale of property, plant and equipment	-	-
Purchase of property, plant and equipment	(5,276)	(1,133)
Proceeds from sale of investments	-	-
Purchase of investments	-	-
Net cash provided by (used in) investing activities	(4,036)	(571)
Cash flows from financing activities:		
Repayments of borrowing	-	-
Cash inflows from new borrowing	-	-
Receipt of endowment	-	-
Net cash provided (used in) financing activities	-	-
Change in cash and cash equivalents in the reporting period	128,674	(28,554)
Cash and cash equivalents at the beginning of the reporting period	108,529	137,083
Change in cash and cash equivalents due to exchange rate movements	-	-
Cash and cash equivalents at the end of the reporting period	237,203	108,529

**Reconciliation of net income / (expenditure) to net cash flow from operating activities:**

	2021 £	2020 £
Net income / (expenditure) for the reporting period (as per SOFA)	98,393	(24,916)
Adjustment for:		
Depreciation charges	9,101	10,054
Dividends, interest and rents from investments	(1,240)	(563)
Loss / (Profit) on the sale of fixed assets	-	2,914
(Increase) / decrease in stocks	(256)	5,607
(Increase) / decrease in debtors	6,938	12,731
Increase / (decrease) in creditors	19,774	(33,811)
Net cash provided by (used in) operating activities	132,710	(27,984)

**Analysis of changes in Net Debt**

at  
01/04/20      Cash Flow      at 31/03/21

**Net  
Cash**

Cash at bank and in hand	108,529	128,674	237,203
	108,529	128,674	237,203

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**ACCOUNTING POLICIES STATEMENT**

**FOR THE YEAR ENDED 31 MARCH 2021**

**1. ACCOUNTING POLICIES**

**a) Statutory Information**

Hi Kent is a private company, limited by guarantee, registered in England and Wales. The liability of each member in the event of a winding up is £1.

The company's registered number and registered office address can be found on the company information page.

**b) Basis of Preparation**

The financial statements of the charitable company have been prepared under the historical cost convention, in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102 section 1A), the Charities SORP (FRS 102) 'Accounting and Reporting By Charities: Statement of Recommended Practice applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) and the Companies Act 2006.

There were no material departures from those standard

Hi Kent meet the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical costs or transaction value unless otherwise stated in the relevant accounting policy.

The company's functional and presentation currency is GBP.

**c) Fund Accounting**

Restricted funds are funds subject to specific purposes which may only be expended in accordance with the conditions imposed by the trustees.

Unrestricted funds are funds which are expended at the discretion of the trustees in furtherance of the objectives of the charitable company.

**d) Going concern**

The trustees acknowledge the uncertainty concerning Covid-19 and the impact that this could have on the charitable company's operational existence. The charitable company has taken advantage of schemes offered by the government to reduce costs by furloughing staff through the Coronavirus Job Retention Scheme.

Although some activities of the charitable company had to be postponed and therefore the relevant income was reduced, the charitable company was able to secure additional funding in the form of government grants in order to mitigate the impact of reduced income. The charitable company has continued to provide some necessary activities to the public throughout the pandemic and has been able to provide other charitable activities, such as deaf awareness and sign language courses, safely through alternative methods.

At the time of approving the financial statements the trustees are confident that the charitable company has adequate resources and has taken appropriate measures to continue in operational existence for the foreseeable future. The trustees therefore deem it appropriate to prepare the financial statements on a going concern basis.

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**ACCOUNTING POLICIES STATEMENT (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**e) Recognition of Income**

Income is recognised at fair value, derived from ordinary activities and net of sales taxes and any trade discounts. Income is included in the Statement of Financial Activities when the charitable company becomes entitled to the resource, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

Income is recognised in respect of the following sources:

i) Grants

The charity has received government grants in the year. Income from government and other grants are recognised using the performance model.

Grants are recognised when the charity has entitlement to the funds and when any performance conditions attached to the grants have been met. Grants received before the revenue recognition criteria are satisfied are recognised as a liability.

ii) Sales and courses

Income from the sale of equipment is recognised in the Statement of Financial Activities when the charity has transferred the significant risks and rewards of ownership to the customer. This is usually at the point the customer receives the goods.

Income from the installation of equipment and the delivery of courses represents amounts invoiced in respect of the rendering of services. This is recognised with reference to stage of completion and is recognised in the period in which the service is performed.

iii) Donations and fund raising

Income from donations and fund-raising activities is recognised when the funds are received, in line with the general income recognition criteria.

iv) Investment income

Income from investments is recognised when receivable.

v) Legacies

Income from legacies are recognised when the charity becomes entitled to the income. This is taken as the earlier of the date on which either: the charity is made aware that probate has been granted, the estate has been finalised and notification has been made by the executor to the charity that a distribution will be made, or when a distribution is received from the estate.

**f) Tangible Fixed Assets and Depreciation**

Tangible fixed assets are stated at cost less accumulated depreciation and impairment. Depreciation is provided to write down the cost of each asset to its estimated residual value over its expected useful life. It is calculated at the following annual rates:

Computers	- 20% of net book value
Equipment	- 20% of net book value
Fixtures and fittings	- 20% of net book value
Motor vehicles	- 25% of net book value

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**ACCOUNTING POLICIES STATEMENT (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**g) Stocks**

Stocks are valued at the lower of cost and net realisable value. Cost is calculated on a first in first out basis and includes all costs incurred in bringing the stock to its present location and condition. Net realisable value is based on the estimated selling prices from which are deducted further costs to completion and disposal.

**h) Operating Leases**

Rentals payable under operating leases are charged against income on a straight-line basis over the term of the lease.

**i) Pensions**

The company operates a defined contribution pension scheme. Contributions payable for the year are charged to the Statement of Financial Activities. For more details see note 14.

**j) Liabilities and Other Resources Expended**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to that

category.

Support costs are allocated to the Charitable activities which they support. Governance costs are not allocated to Charitable activities as they represent costs in respect of governing the charity as a whole and do not directly relate to a specific activity.

**k) Creditors**

Short term trade creditors are measured at the transaction price. Other financial liabilities, including bank loans, are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method.

**l) Financial instruments**

Basic financial assets and liabilities include trade and other receivables, trade and other payables and cash and bank balances. These are initially recognised at transaction price unless the arrangement constitutes a financing transaction (loan over a period of time) where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Such assets and liabilities are subsequently carried at amortised cost using the effective interest method.

**m) Cash at Bank & In Hand**

Cash held in income funds are classified as Cash at Bank and in Hand due to being highly liquid accounts.

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

**2. INCOME FROM DONATIONS AND LEGACIES**

	Unrestricted Funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Donations	43,973	-	43,973	69,551
Subscriptions	190	-	190	220
Legacies	-	-	-	4,777
Government grants - Covid support		140,589	-140,589	9,960
Grants	316,726	90,088	406,814	420,038

<b>Total donations and legacies</b>	<b><u>501,478</u></b>	<b><u>90,088591,566</u></b>
<b><u>504,546</u></b>		

<b>Total 2020</b>	<b><u>360,842</u></b>	<b><u>143,704504,546</u></b>
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### 3. FUNDRAISING INCOME

	Unrestricted Funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Fundraising	16,930	-	16,930	60,425
Sales & installation of aids 24,059		17,666	-	17,666
Deaf awareness & Sign Language courses	<u>34,192</u>	<u>-</u>	<u>34,192</u>	<u>52,844</u>
<b>Total Fundraising Income</b>		<b><u>68,788</u></b>	<b><u>- 68,788</u></b>	
<b><u>137,328</u></b>				

<b>Total 2020</b>	<b><u>137,328</u></b>	<b><u>-137,328</u></b>
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### 4. INVESTMENT INCOME

	Unrestricted Funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Interest received	<u>1,240</u>	<u>-</u>	<u>1,240</u>	<u>563</u>
<b>Total Investment Income</b>		<b><u>1,240</u></b>	<b><u>- 1,240</u></b>	<b><u>563</u></b>
<b>Total 2020</b>	<b><u>563</u></b>	<b><u>-</u></b>	<b><u>563</u></b>	

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### **NOTES TO THE FINANCIAL STATEMENTS**

### **FOR THE YEAR ENDED 31 MARCH 2021**

### 5. ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

	Unrestricted Funds 2021	Restricted funds 2021	Total funds 2021	Total funds 2020
Lip reading support	14,381	9,231	23,612	42,436
Sign language support	35,850	-	35,850	62,711
VVS clinics	-	77,089	77,089	98,078



Sale of equipment	411,340	8,518	419,858	458,470
Governance	6,792	-	6,792	5,658
<b>Total</b>	<b>468,363</b>	<b>94,838</b>	<b>563,201</b>	<b>667,353</b>
<b>Total for 2020</b>	<b>549,677</b>	<b>117,676</b>	<b>667,353</b>	

## 6. TOTAL RESOURCES EXPENDED

	Lip Reading Support	Sign Language Support	VVS Clinics	Sale of Equipment	Governance	2021 Total	2020 Total
	£	£	£	£	£	£	£
<b>Direct Costs</b>							
Supplies & Installation							
Of aids	-	-	-	13,430	-	13,430	20,263
Training costs	7,667	20,516	-	-	-	28,183	66,090
Staff costs	1,564	10,497	-	109,193	-	121,254	
119,134							
Office costs	-	-	1,234	-	-	1,234	10,695
<b>Total Direct Costs</b>	<b>9,231</b>	<b>31,013</b>	<b>1,234</b>	<b>122,623</b>	<b>-</b>	<b>164,101</b>	
<b>216,182</b>							
<b>Total Direct Costs 2020</b>	<b>25,206</b>	<b>52,464</b>	<b>10,695</b>	<b>127,817</b>	<b>-</b>	<b>216,182</b>	

<b>Support Costs</b>							
Staff cost	13,413	-	65,212	208,518	1,000	288,143	
286,354							
Office costs	560	2,798	6,156	46,448	-	55,962	77,161
Premises costs	391	1,955	4,301	32,450	-	39,097	49,192
Depreciation of fixed assets-	-	-	-	9,101	-	9,101	10,054
Bank charges	17	84	186	1,400	-	1,687	1,732
Travel cost	-	-	-	(682)	-	(682)	22,020
Audit cost	-	-	-	-	5,792	5,792	4,658
<b>Total Direct Costs</b>	<b>14,381</b>	<b>4,837</b>	<b>75,855</b>	<b>297,235</b>	<b>6,792</b>	<b>399,100</b>	
<b>451,171</b>							
<b>Total Direct Costs 2020</b>	<b>17,230</b>	<b>10,247</b>	<b>87,383</b>	<b>330,653</b>	<b>5,658</b>		
<b>451,171</b>							

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## **NOTES TO THE FINANCIAL STATEMENTS (Continued)**

### **FOR THE YEAR ENDED 31 MARCH 2021**

## 7. STAFF COSTS AND NUMBERS

Staff costs were as follows:

**2021**                      **2020**

	£	£
Salaries and wages	370,996	364,683
Social security costs	23,922	26,101
Pension costs	9,602	10,081
Healthcare and reduced insurance	4,877	4,623
Total	<u>409,397</u>	<u>405,488</u>

No employee received emoluments of more than £50,000 (2020: none more than £50,000).

No director received any remuneration during the year (2020: nil).

No director was reimbursed during the year for expenses incurred on behalf of the company (2020: nil).

The charity operates a Group Pension Savings Plan for employees. Further information is provided in note 14.

The average number of employees during the year was as follows:

	<b>2021 Number</b>	<b>2020 Number</b>
Chief Executive	1	1
Project support	10	10
Administration and management	8	8
Total	<u>19</u>	<u>19</u>

The charity significantly benefits from the work of 140 (2020: 145) full and part-time volunteers, who are in addition to the average numbers shown above.

## **8. TAXATION**

No liability to United Kingdom corporation tax arose in the year, on the basis that the charity is exempt from tax on income and gains.

## 9. TANGIBLE FIXED ASSETS

	Computer Equipment Total £	Other Equipment £	Fixtures & Fittings £	Motor Vehicles £	
<b>COST</b>					
At 1 April 2020	27,187	12,588	20,419	43,018	
103,212					
Additions	5,276	-	-	-	5,276
Disposals	-	-	-	-	-
At 31 March 2021	32,463	12,588	20,419	43,018	108,488
<b>DEPRECIATION</b>					
At 1 April 2020	9,371	8,240	19,319	30,471	
67,401					
Charge for the year	4,875	870	220	3,136	9,101
Disposals	-	-	-	-	-
At 31 March 2021	14,246	9,110	19,539	33,607	76,502
<b>NET BOOK VALUE</b>					
At 31 March 2021	18,217	3,478	880	9,411	
31,986					
At 31 March 2020	17,816	4,348	1,100	12,547	
35,811					

## 10. DEBTORS

	2021 £	2020 £
Trade debtors	5,937	4,100
Other debtors	1,616	1,559
Prepayments and accrued income	18,751	27,583
	26,304	33,242

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**11. CREDITORS**

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Trade creditors	3,751	7,168
Other taxes and social security	8,643	7,393
Accruals and deferred income	32,788	10,533
Other creditors	913	1,227
	<hr/>	<hr/>
	46,095	26,321
	<hr/>	<hr/>

**12. FINANCIAL COMMITMENTS**

At 31 March 2021, the company had annual commitments under operating leases as set out below:

	<b>2021</b>		<b>2020</b>	
	<b>Land and</b>		<b>Land and</b>	<b>Other</b>
	<b>Buildings</b>	<b>Other</b>	<b>Buildings</b>	<b>Buildings</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Operating leases which expire:				
Within one year	31,333	-	29,500	-
Between two and five years	126,000	-	118,000	-
In over five years	58,625	-	87,958	-
	<hr/>		<hr/>	
	215,958	-	235,458	-
	<hr/>		<hr/>	

The company's total future financial commitments under operating leases are £215,958 (2020 - £235,458).

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**13. CAPITAL COMMITMENTS**

The company had no capital commitments at the 31 March 2021.

**14. PENSION COMMITMENTS**

The company operates a Group Pension Savings Plan. The pension cost charge represents contributions payable by the company and amounted to £9,602 (2020: £10,017). There were contributions of £913 (2020: £856) payable at the end of the year.

**15. RELATED PARTIES**

There have been no related party transactions in the year ended 31 March 2021.

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**16. STATEMENT OF FUNDS**

**Statement of funds - current year**

	<b>Movement in Funds</b>			
	<b>Balance</b>	<b>Incoming</b>		<b>Balance</b>
	<b>1.04.2020</b>	<b>Resources</b>	<b>Expenditure</b>	
	<b>31.03.2021</b>			
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Unrestricted funds</b>				
Unrestricted funds	139,403	571,506	(468,363)	242,546
	<u>139,403</u>	<u>571,506</u>	<u>(468,363)</u>	<u>242,546</u>
<b>Restricted funds</b>				
Volunteer Visiting Scheme (East Kent)		1,480	35,674	(35,674)
1,480				
Volunteer Visiting Scheme (North Kent - formerly West Kent)	19,125	11,900	(20,401)	10,624
Volunteer Visiting Scheme (West Kent - Formerly Mid Kent)	2,170	25,256	(21,014)	6,412
Lip Reading - Fundraising Income	3,908	9,231	(9,231)	3,908
Provincial Lodge - Van donation	1,988	-	(491)	1,497
Tinnitus Groups	-	2,605	(2,605)	-
Awards for All - Hearing Aid project	-	722	(722)	-
Sevenoaks Round Table Laptop Fund-		600	(600)	-
The Clothworkers Charitable Foundation		-	4,100	(4,100)
-				
	<u>28,671</u>	<u>90,088</u>	<u>(94,838)</u>	<u>23,921</u>
Total of funds	168,074	661,594	(563,201)	266,467

**Restricted Funds Carried Forward**

**Volunteer Visiting Scheme East Kent**

**Volunteer Visiting Scheme North Kent**

**Volunteer Visiting Scheme West Kent**

The restricted funds have been designated to cover the costs of the Volunteer Visiting Scheme in the 3 areas of Kent helping people with maintenance of their NHS hearing aids.

**Lipreading**

The restricted funds have been designated to cover the costs of the

Lipreading Courses in the following year.

**Provincial Lodge - van donation**

these funds have been designated to cover the depreciation costs of the van purchased with the funding.

**HI KENT**

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**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**Statement of funds - prior year**

	<b>Movement in Funds</b>			
	<b>Balance</b>	<b>Incoming</b>	<b>Expenditure</b>	<b>Balance</b>
	<b>1.04.2020</b>	<b>Resources</b>	<b>Expenditure</b>	
	<b>31.03.2021</b>			
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Unrestricted funds</b>				
Unrestricted funds	190,347	498,733	(549,677)	139,403
	<u>190,347</u>	<u>498,733</u>	<u>(549,677)</u>	<u>139,403</u>
<b>Restricted funds</b>				
Volunteer Visiting Scheme (East Kent) 1,480		-	36,663	(35,183)
Volunteer Visiting Scheme (North Kent - formerly West Kent)	-	45,125	(26,000)	19,125
Volunteer Visiting Scheme (West Kent - Formerly Mid Kent)	-	28,170	(26,000)	2,170
Lip Reading - Fundraising Income	-	27,925	(24,017)	3,908
Provincial Lodge - Van donation	2,643	-	(655)	1,988
Tinnitus Groups	-	4,918	(4,918)	-
Awards for All - Hearing Aid project	-	903	(903)	-
	<u>2,643</u>	<u>143,704</u>	<u>(117,676)</u>	<u>28,671</u>
Total of funds	192,990	642,437	(667,353)	168,074

**NOTES TO THE FINANCIAL STATEMENTS (Continued)**

**FOR THE YEAR ENDED 31 MARCH 2021**

**17.ANALYSIS OF NET ASSETS BETWEEN FUNDS**

**Analysis of net assets between funds - current year**

	<b>Unrestricted funds 2021 £</b>	<b>Restricted funds 2021 £</b>	<b>Total funds 2021 £</b>
Tangible fixed assets	31,986	-	31,986
Current assets	256,655	23,921	280,576
Creditors due within one year	(46,095)	-	(46,095)
	242,546	23,921	266,467

**Analysis of net assets between funds - prior year**

	<b>Unrestricted funds 2020 £</b>	<b>Restricted funds 2020 £</b>	<b>Total funds 2020 £</b>
Tangible fixed assets	35,811	-	35,811
Current assets	129,913	28,671	158,584
Creditors due within one year	(26,321)	-	(26,321)
	139,403	28,671	168,074