

HERTFORDSHIRE HEARING ADVISORY SERVICE

England & Wales · Charity number 1063430

Details

Other names	BEDFORDSHIRE HEARING ADVISORY SERVICE, HHAS
Status	Registered
Legal form	Charitable company
Company number	03376847
Registered	1997-07-14
Register	View on the Charity Commission register

Contact

Address	Hertfordshire Hearing Advisory Service Unit 25 & 26A Weltech Business Centre Ridgeway Welwyn Garden City Hertford
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Phone	01707 324582
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Website	www.hhas.org.uk
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Activities

Objects: THE COMPANY IS ESTABLISHED TO RELIEVE THOSE PEOPLE SUFFERING FROM:- (A) HEARING IMPAIRMENT; (B) DEAFNESS; (C) DEAFBLINDNESS, (D) SIGHT IMPAIRMENT; AND (E) BLINDNESS AND ASSOCIATED CONDITIONS AS WELL AS TO RELIEVE CARERS FOR PEOPLE WITH SUCH CONDITIONS.

Activities: The Charity provides practical help and advice to people affected by hearing loss. Our volunteers help people in supported housing with hearing aid maintenance/advice. Our Equipment Service helps with alerting, amplifying and telephone equipment. Hearing Support Services in Hertfordshire, Bedfordshire and Suffolk Hearing Advisory Service, and West Northants pilot support NHS hearing aid users.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** Disability
- **Who:** Elderly/old People, People With Disabilities, The General Public/mankind

Geography

- **Area of benefit:** HERTFORDSHIRE AND BEDFORDSHIRE INCLUDING LUTON
- Barnet
- Bedford
- Central Bedfordshire
- Enfield
- Essex
- Hertfordshire
- Luton
- Northamptonshire
- Suffolk

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£381,993	£388,075	-	-
2024-03-31	£344,006	£341,552	-	-
2023-03-31	£298,277	£317,372	-	-
2022-03-31	£284,791	£269,525	-	-
2021-03-31	£285,081	£240,103	-	-

Trustees

Name	Role	Appointed
Claire Oliver		2015-07-15
DENNIS LESLIE FURNELL		2012-09-05
James Bole		2018-11-21
Julie Bayford		2024-02-28
Mark Ian Jarvis		2024-06-12

Accounts

Registered Charity No.1063430
Registered Company No. 3376847



Annual Report and Accounts 2024/2025



Hertfordshire Hearing Advisory Service

Board of Trustees Annual Report

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Thank you to our Local Authority and NHS Commissioners



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1 Welcome from the Chairman

Dear Friends and Supporters

Welcome to our annual report for the 2024/25 financial year. The Charity has continued to actively support our beneficiaries, who are hard of hearing and may use hearing aids and lip-reading as their aid to communication, or profoundly Deaf and who use British Sign Language to aid their communication.

In an ever-changing post-pandemic and political world affecting our operating environment, we strive to use our publicly funded resources to deliver first-class services.

Services

Our services have always provided 'care closer to home', whether that is through our community-based hearing aid services, our 'Supporting Deaf Households' work, or our partnership with Hertfordshire Community Navigators Service, HCNS, to support social prescriber Link Workers.

During the year, some of long-standing colleagues retired. In West Hertfordshire, we said goodbye to Audiology Manager, Elaine Bond, who has supported the Charity constantly on our Service Committee and with practical help and advice for over 30 years. We also said goodbye to Tim Anfilogoff, who has helped shape adult health and social care in Hertfordshire, and supported the development of our wider service provision.

As we look ahead, we are aware of the NHS plans to develop 'Integrated Neighbourhood Teams', and how our knowledge and experience may be important as the definition of 'primary care' is widened.

Financial

The Charity continues to operate in challenging conditions. Over the years, in some cases decades, funding has struggled to keep pace with inflation. There have been additional costs in more recent times, including auto-enrolled pensions, employers national insurance and the cost of living.

An organisation of our size is more useful to clients and stable financially, with diversified services and income streams. During the year being reported, the management and staff have worked to maintain service levels through informed changes and reshaping service delivery. However, this is not always possible when change is imposed on the sector, in which case, sadly, redundancies follow.

Our Finance Manager is an important member of our team, and so the retirement of Monica Ansbro after 12 years of supporting the financial requirements a growing organisation was an impressive achievement. Ahead of her leaving, she successfully introduced Sally Oliver. Our long-standing Hon. Treasurer, Claire Oliver, (no relation to Sally), continues to provide continuity.

Governance

In 2024, Sir Mike Penning MP, kindly informed us that he would be retiring as our patron, after many years in that role. Interested in work, our support of colleagues in Gibraltar, and most recently, leading his party in cross party support with Rosie Cooper MP to the successful introduction of the BSL Act 2022, we thank Sir Mike for his involvement.

At the end of the financial year, another long-standing trustee, John Stoker, retired as Chairman after more than a decade. A chartered engineer by profession, and trained 'Hearing Aider' volunteer, John became a well-respected member of our team and Board. We thank John and wish both he and Susan finally, a well-earned retirement.

Thankyou

Our work is to support people who are Deaf or Hard of Hearing, and have better, enjoyable and productive lives. We could not do this without the dedication and effort from everyone involved in the Charity, past and present, and their commitment to our vision, 'Smiles from ear to ear'.

Jim Bole

James Bole
Chairman

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2 Operational Activities and Achievements

Reducing health inequalities

Hertfordshire Hearing Advisory Service is committed to reducing health inequalities for people who are profoundly Deaf and use British Sign Language, BSL, as their main aid to communication.

The 'Sick of it' report by our colleagues at SignHealth and Royal National Institute for Deaf people, RNID, highlighted that Deaf people in particular faced barriers accessing NHS services, and healthcare staff having difficulties communicating with them. Deaf people reported feeling excluded, marginalised and disenfranchised by the healthcare system, finding barriers at every step preventing them taking control of their health.

Hertfordshire County Council, HCC, produced findings through public engagement that mirrored much of the national research. Supported by additional funding from HCC, the Charity has worked to develop practical solutions, reported later under 'Deaf Services'.

Connected Lives

Connected Lives is the HCC commissioning model, which positively encourages colleagues to emerge from their silos, and address challenges together. By considering the Hertfordshire Sensory Strategy, NHS Commissioning Guidance, national study recommendations together with our own knowledge and experience of services, together we can make a difference for profoundly Deaf or hard of hearing people.

We are enthusiastic to consider and willing to try through the work of our staff, volunteers and colleagues of partner organisations.

Working in partnership

Increasingly, the Charity works with a range of statutory partners including local authorities and NHS primary and secondary care organisations. With over 40 years of experience of service delivery, we continue to be excited about developing new services in other areas where there is no existing service provision.

During the year, we continued to work with *SignSmart BSL™*, a sole trader also based at Weltech Business Centre, in line with our Memorandum of Understanding that set out mutual areas of cooperation and benefit in line with current Charity Commission guidance.

Hertfordshire Hearing Advisory Service has always been well supported by the Hertfordshire County Council, since the organisation was first created as a collaboration between the Council, NHS Audiology, Hertfordshire League for the Hard of Hearing and the County's several Deaf Clubs, and originally named 'Hertfordshire Deafness Support Association', HeDSA.

Hertfordshire Sensory Strategy

The Hertfordshire Sensory Strategy continues to be a powerful aid in drawing colleagues together across different departments and organisations, providing the opportunity for effective joint working, unifying ideas, resources and establishing commitment to deliver better health and social care outcomes for shared client groups.

We are committed to working with Hertfordshire County Council, the NHS and partners from Voluntary, Charity, Social, Faith and Enterprise sector, VCSFE, by working through five Workstreams. HHAS is engaged into two of the Workstreams, through Task and Finish Groups identified as 'My Health', and 'My Home, My Community'.

The County Strategy Priorities are set out in the table below and include our current Service Responses, updated from the previous year.

Sensory Strategy Service Priorities	HAS Service Responses
'My Health' Workstream	
Providing clear and accessible information	@accessherts - Deaf Patient Participation Group
	@accessherts - SignVideo VRi pilot
Improving collaborative work/integrated pathways	@accessherts - Deaf Health Forum
'My Home, My Community'	
Improving emotional/peer support	@accessherts - Deaf Befriending
	@accessherts - Deaf Group Support
	@accessherts – Supporting Deaf Households
Making Assistive Technology accessible	HAS Hearing Aid Support Service HAS Assistive Equipment Support Service
Improving wider sensory awareness of colleagues	HAS Training Centre – courses programme
	@accessherts - The Studio
	@accessherts - FaceBook page

With limited resources, but an aspiration to address the issues needed to reduce the health inequalities of Deaf people, our Deaf Team, (also known as @accessherts), can be usefully explained in the diagram below:

Reducing the health inequalities of Deaf people - @accessherts



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Working in partnership with primary care

Primary care relates to community-based health services, such as dentistry, optometry, podiatry, and is most usually associated with GP practices based in surgeries.

Hertfordshire Hearing Advisory Service hosted two GP Link Workers, providing support to patients at Bennetts End Surgery and Everest House Surgery in Hemel Hempstead, Hertfordshire. The two surgeries had formed Danaïs Primary Care Network, PCN, but this was dissolved in July 2023, and the two surgeries then each joined Delta PCN and Beta PCN respectively.

Video Remote Interpreting – SignVideo pilot

At the start of the financial year, the CEO successfully applied for a funding from the National Institute for Health Research, NIHR, and Applied Research Collaboration, ARC. This supported an Implementation Fellowship to pilot Video Remote Interpreting using the SignVideo application on tablet devices in surgeries.

The pilot was supported by the Clinical Directors of Delta and Beta PCNs, and Hemel Hempstead Morning Deaf Club. With additional advice from Parity Medical, we delivered proof of concept, with devices set up and working at the two surgeries.

Our research presented more areas for research, which we will be looking at during the next financial year.

Social Prescribing and the role of Link Workers

The Sensory Strategy work aligns to the Connect and Prevent principles within Connected Lives. One important part of the closer working relationships in recent years has been the development of the Hertfordshire Community Navigator Service, HCNS, a partnership to practically support Social Prescribing through its several partner host organisations.

In simple terms, many people make appointments to see their GP with medical conditions or issues that cannot be cured with a doctor's prescription. Examples of this could include housing conditions, loneliness, lack of confidence, money worries, or not feeling a sense of belonging to the community.

In such a situation, a GP can complete a Social Prescription, which is passed to a trained Link Worker. They in turn will meet with the patient and put together a package of support that will improve their health and well-being.

In Hertfordshire, the HCNS model of charity-hosted staff had worked reasonably well with benefits for patients, surgeries and hosts – who had a wealth of local community networks. The funding was available through the Additional Roles and Responsibilities Reimbursement Scheme, ARRS.

In summer 2024 following government changes, the eligible posts under ARRS was widened to include doctors and pharmacists. This, and other contractual matters, led to several posts being made redundant at the Charity.

Training and Development Centre for professionals

Our 'virtual' Training Centre is a means to capture the several providers of training, the range of subjects and course types on offer, and the target audiences for the training. The common factor is that the training directly or indirectly supports people who are Deaf, Hard of Hearing, or have a sensory loss.

The Charity is well placed to create and deliver in-house training, to meet the needs we have identified that improve the lives of our clients, and the people who care for them. At the same time, we can publicise and promote other training providers, whose courses add to the range of subjects, or to the overall capacity of training courses available.

'Hearing Aider™' Training

Most of us take our hearing for granted, but it is so important for our communication, confidence, independence and quality of life. In a care home setting, the number of residents having a hearing loss can be disproportionately high, presenting a challenge to raise the awareness of residential and care home managers for the need of better on-going support for both hearing aids and assistive technology.

'Hearing Aider™' Training is an intensive one-day course on hearing aid maintenance and deaf awareness we have developed for busy 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 multi-site care home groups.

Our care training provider partners

Our courses are part of the training programmes of our training provider partners. Hertfordshire Care Providers Association, HCPA, support many of the care home providers, across the county from the smallest to the largest. Their wide range of training courses help maintain the quality of care home provision across the county.

Hertfordshire County Council, HCC are committed to provide courses to their staff through their Workforce Development Programme.

Course development

We are always looking forward to extending our training course offer to Third Sector and Public Sector providers, as they support our objective of reducing health inequalities.

We continued to provide our 'Introduction to Deafness and British Sign Language' and 'Introduction to Living well with hearing loss' to the HCPA and HCC training schedules.

Our thanks go to HCPA and HCC Workforce Development Teams, and our training team, Emma Caswell, Garnet Newman, Frances Dewhurst and Jenny Begg.

The Training Centre**Front-line staff training**

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For many client-facing staff, there is already an appreciation for Continuing Professional Development. Our smaller courses raise awareness and can help make health information more accessible, remove barriers to communication. These include:

- Deaf Awareness Training
- Sensory Awareness Training
- Introduction to British Sign Language
- Introduction to Video Remote Interpreting (SignVideo)
- Introduction to Assistive Technology (Equipment)
- Introduction to NHS hearing aids (Hearing Aider™ training)

These courses are provided free of charge and are usually delivered via zoom. Alternatively, they can also be provided at our training rooms in Welwyn Garden City or Ipswich, or in-house by arrangement, (expenses may be charged). Please contact us for further details.

Lip Reading Classes

Lip reading is a widely recognised and vital skill that can be taught to aid communication for people with acquired hearing loss. It can be great fun to learn, and many friendships start as the result of classes. 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: our tutors and students 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 different classes run in 10-week terms, with modest fees that we benchmarked against other similar regional providers.

Our courses are provided on-line via Zoom, so students can study in the comfort of their own home. If you are interested in Lip reading classes please contact Maria Waller on 01472-286060, text 07467 122766, email suffolkinfo@hhas.org.uk, or complete the on-line form on our website.

Volunteer Support Service – Our ‘Hearing Aiders’

Our friendly, trained volunteers, ‘Hearing Aiders’ have, since the formation of the Charity, provided our longest running service. We are keen to hear from people with a few hours to spare each month, in a variety of interesting roles.

Visiting Care Homes

Looking after residents in sheltered accommodation, residential and nursing homes, a monthly visit for a couple of hours are enjoyable make a huge difference. It is amazing how a little support and encouragement can get the most benefit out of a hearing aid, increasing someone's confidence, sense of belonging and bringing a smile to their face.

Helping with the Postal Service

Our Postal Service remains a steady and popular alternative to many people, post pandemic. We are currently recruiting for volunteers to help with our Postal Service requests. Based within our offices at Welwyn Garden City and Ipswich, our volunteers really make a difference.

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. Clients tell us they appreciate care being provided closer to home, and without the journey to the hospital.

Many volunteers who join the Charity stay for years, and find that the two or three hours a month they give, working in their own local community, and often say their visits fit in well with their other commitments.

We would be delighted to hear from you, if you have some time to spare.

Thanking, Rewarding, Celebrating

Every year in Hertfordshire, the Charity looks forward to hosting an event to celebrate the achievements of our fantastic Volunteers. During the summer, we were unable to arrange a Volunteers Afternoon, but we hope to get together again in 2025.

We thank our dedicated ‘Hearing Aider’ volunteers in Hertfordshire, Suffolk and Bedfordshire, for their time and support.

The total number of ‘Hearing AiderTM’ volunteers in all areas supported by the Charity in 2024/25 was Herts/Beds = 24; Suffolk = 12. (2023/24: 45)

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Hearing Advisory Services – Our ‘Hearing Advisors’

Our main Hearing Advisory Services are the staff led side of our activities and operates scheduled services across Hertfordshire, Bedfordshire and Suffolk. These can be really helpful for people who wear a hearing aid and mobility, dexterity or transport problems, living independently in their own homes, rather than sheltered housing or residential homes.

Our services are managed our Service Managers, Maria Waller (Suffolk), Charlotte Spurway (Hertfordshire/Bedfordshire). Our on-line appointment system continues to help with our service operations and reporting. Clients have particularly appreciated the personal interaction when calling the team for advice or to book into a clinic.

The overall number of HAS Consultations in 2024/25 was:

Hertfordshire and Bedfordshire: Hearing Aids 4,958	(2023/24: 3,902)
Suffolk: Hearing Aids 3,750	(2023/24: 4,777)

HAS Postal Service

Our Postal Service, introduce during the pandemic and using pre-printed strong 'Send' and 'Return' envelopes, has become part of our regular service offer. 'Send' envelopes give simple to follow instructions, and the 'Return' envelopes publicise some of the services and volunteering opportunities available from the Charity.

The number of HAS Postal requests is now reported in the total consultations.

Supporting NHS Audiology Services

The Charity delivers non-statutory services across Hertfordshire, Bedfordshire, and Suffolk. We work in partnership with the Heads of Audiology, and co-operate with our Sensory, Deaf, or Hard of Hearing Charity colleagues, to serve our shared client group.

Last year we noted the 'Fuller Stocktake – Next steps for integrating primary care', NHSE 2022, noted primary care included Audiology, and restated in the '2023/24 priorities and operational planning and guidance' NHSE 2022, moving to self-referral for many community services, and expand direct access where GP intervention is not clinically necessary, including hearing aid provision. This was confirmed with the publication of 'Fit for the future – 10 year health plan for England', DHSC 2025, where using the My Specialist tool on the NHS app envisages self referrals to audiology.

The Charity works within local authority boundaries that are not necessarily co-terminus with health service catchment areas. The '10 year health plan for England' addresses changes to Local Authority and NHS commissioning of services. We will continue to monitor these changes and how we can work together to improve services.

Making Assistive Technology accessible – Maintaining NHS hearing aids

Our core service provision has developed to support people and increase the confidence they have in using their own hearing aid. Maintaining aids, and offering support increases personal confidence and reduces the devastating social isolation that hearing loss can cause.

Our community-based services are complimentary to statutory provision, we continue the important process of rehabilitation after hearing loss, started by our NHS Audiology colleagues when dispensing hearing aids.

The services we offer 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 to suppliers
- Hearing Loop installation and information

With an increasingly older population, and demand increasing for services, the move away from 'drop-in' clinics to 'appointment only', means that every client gets a set amount of time and the quality of service is maintained. Post pandemic, many of our sites now prefer a steady footfall rather than large numbers of people waiting before and during clinics, and turning up at the end of a session, thereby delaying the next session. The appointment system is both healthier and safer to provide.

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Technical Support Service – Our Equipment Specialists

Communication is vital to maintaining relationships, being understood, achieving success at work, maintaining 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 can offer advice and information on assistive equipment that supports daily living. The move to smaller premises, the retirement of our Technical Volunteers during the pandemic, and the expense of maintaining an adequate level of hearing loops, personal amplifiers, alerting devices, mobile and landline telephony, have together combined to end our demonstration capabilities.

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

Hearing Advisory Services in the East of England

The Charity continues to work with Audiology Department Heads across the East of England, and to seek additional resources from charitable trusts and others. Our intention is to continue piloting new services where invited by Audiology Departments and Local Authorities during 2025/26, to provide the evidence of need required by the Commissioners, and to support and cooperate with our neighbouring counterpart charities.

Bedfordshire Hearing Advisory Service

The Bedfordshire Hearing Advisory Service extends our 'Hearing Support Service' provides consultation appointments in partnership with health centres, community venues and also some residential homes on an ad hoc basis. We work with Bedford Audiology Department to provide longer Bedford clinics, off the hospital estate, but with easy access to patients.

This service was made possible because of the support given by our colleagues at the Audiology Department of Bedford Hospital, and Bedfordshire Sensory Services.

West Northamptonshire Hearing Advisory Service

The West Northamptonshire Hearing Advisory Service pilot, supported people with NHS hearing aids dispensed by Northampton Audiology, Horton Audiology, and Central Milton Keynes Audiology is currently on-hold.

We were previously funded by the predecessor of West Northamptonshire Council, having gained the support and encouragement from the parish and town councils. We intend to apply for funding this small but valued service, when funding opportunities allow.

Norfolk Deaf Association, Cambridge Hearing Help and Hearing Help Essex

We keep in touch with our friends in the East of England, at Norfolk Deaf Association, Cambridge Deaf Association, (who merged with Hearing Help Cambridge), and Hearing Help Essex. We continue to jointly promote our client services along county boundaries and continue to cooperate on matters of mutual interest and support.

Suffolk 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.

Gibraltar Hearing Impairment and Tinnitus Association, GHITA

Gibraltar is a British Overseas Territory, with a population of over 34,000 people, and served by regular flights between the City and until recently, nearby London Luton Airport on the UK mainland. Our staff team have informally adopted Gibraltar and GHITA as part of our social responsibility, and we continued to offer practical support and advice during the year.

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Reducing Loneliness and Social Isolation

Social Clubs, Self Help Groups

Everybody wants to live a happy and enjoyable life, reducing the effects of hearing loss and feeling positive. The Charity may provide or support social clubs for clients and their carers, something that will be explored as 'production' with our team, 'co-production' or 'publicity' with others.

Hand in Hand Social Clubs

Commissioned by Suffolk Council, we are able to provide a small number of Hand-In-Hand Clubs - social clubs for people with dual sensory loss, (hearing and sight loss). These clubs run every month and are subject to a small subscription. 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 Clubs, Self Help Groups

Over the last seventy years, society has changed. How we use our discretionary personal time has seen an increase in television, increasingly powerful technology, dominating our lifestyles. A general decline in clubs and societies, and more specifically hard of hearing clubs and groups. Hearing aids have become both smaller in size, bigger in power, more discreet, empowering and confidence giving.

Altogether, a move away from 'hard of hearing clubs' and a decline in lip-reading class funding, and a general reluctance of surrendering personal time through a regular commitment to running clubs and groups in an increasingly busier world, calls for different models and approaches to be considered.

Hard of Hearing Clubs deliver as self-help groups: They increase personal confidence, a safe space to support and be supported, and a way to reduce social isolation. We will continue to consider different models and approaches over the coming year.

@accessherts - Introducing Deaf Services

@accessherts is the branding of our Deaf Services, and is also our new, accessible FaceBook Channel with BSL content. We will be setting up an accessherts YouTube channel, that will allow providers to publicise their services through MP4 BSL video.

The Charity welcomes the investment by Hertfordshire County Council and NHS partners, as we work towards reducing health inequalities and increasing access to information, by developing Deaf Services for people who rely on BSL as their main aid to communication in line with the sensory strategy.

Deaf Clubs – at the heart of the community

Deaf Clubs are at the heart of the Deaf Community. During the year, we have maintained links with Ipswich Deaf Club, Welwyn Hatfield Deaf Club, Watford Deaf Club, Hertford Deaf Club and Hemel Hempstead Morning Deaf Club. In Hertfordshire, we were able to support the Deaf Clubs through our 'Supporting Deaf Households' programme, helping them to provide a warm and welcoming space to meet during the autumn/winter and through the cost of living crisis.

Deaf Patient Participation Groups

Local Authority and NHS commissioners rarely collaborate when it comes to Deaf Services. Consequently, in the past, each Clinical Commissioning Group, CCG, has a small Deaf population. Addressing the needs of Deaf people are not always taken into account because the numbers involved are so small compared to the whole population.

Last year, the Charity, working with partners at primary care level, were able to hold one Deaf Patient Participation Group, D/PPG. This was associated with an existing PPG, and was helped to highlight some of the issues to be considered in the ARC Fellowship 2024, and further research into Deaf patients in primary care in 2025/26.

Community Sensory Link Worker

The Charity hosts our Community Sensory Link Worker, who is mostly based within HertsHelp. The work supports patients with sensory loss so that they can be discharged to home or respite care. We are working with HertsHelp to make access easier from their website for potential Deaf clients.

The role also includes working with our Deaf Services Team, to support improving the on-going development of our Deaf Services, and the Hertfordshire Deaf Health Forum.

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Deaf Health Forum

The Deaf Services team worked with Officers from the local Hertfordshire Deaf Clubs throughout the year, to develop the Deaf-led, Deaf Health Forum. We are enthusiastic and motivated to deliver this important work to reduce health and social inequalities for Deaf people in Hertfordshire and beyond.

Proposed Aim

The Aim of the Deaf Health Forum is to reduce the health and social care inequalities that create issues of concern to the Deaf Community.

Forum Objectives

The objectives of the Deaf Health Forum are to provide a positive framework for analysing old problems and proposing new ways forward. In other words:

- Change problems into solutions
- Change negatives into positives
- Change barriers into bridges

The Deaf Health Forum addresses two main groups.

- The Deaf Communityⁱ
- Hertfordshire and West Essex Integrated Care Service, HWE ICS

The Deaf Community

The Forum is supported by the @accessherts team, and works with Hertfordshire's two main Deaf Clubs, and NHS hospital trusts:

- Watford Deaf Club/West Herts Hospital Trust (WHHT)
- Welwyn Garden City Deaf Club/East & North Herts Hospital Trust (E&NHHT)

Membership

The Forum is a community-based group with Officers from the Clubs and @accessherts working closely together, and always Deaf-led by someone who uses BSL as their main aid to communication, with the HAS CEO in attendance to advise on developing connections to the appropriate colleagues within the HWE ICS structure or existing network structures.

We thank the Members and Officers of four, Hertfordshire Deaf Clubs, colleagues from Healthwatch Hertfordshire, HwH, and HWE ICS.

Increasing awareness of Hearing Advisory Services

The Charity continues 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 and inexpensive way to engage supporters and volunteers, and is an important way to reach service users. More people spend time online, so we need to be ready to meet them there.

Hearing Helpline

Our aspiration is to ensure that the telephones are manned during office hours Tuesday – Thursday, with an answerphone at all other times.

News and Views e-newsletter

‘News and Views’ is the Charity’s periodic electronic newsletter distributed free to our volunteers.

HAS Website

The HAS website continues to be updated reflecting the changing services and activities of the Charity, including new ways of working, such as on-line appointment booking and signposting to our BSL video shorts on YouTube.

Deaf Befriending, Deaf Services and SignVideo™

SignVideo is the UK market leader in Video Remote Interpreting, VRi, and Video Relay Services, VRs. We continue to highlight the benefits of SignVideo, by arranging demonstrations of the platforms to colleagues in Local Authorities and NHS organisations.

As part of our Deaf Services, the SignVideo app on tablet devices will help us deliver our Deaf Services.

Our Social Media - FaceBook

Social media is now a part of many charities’ communications channels. The challenge for many is to find a balance between providing an interesting news stream, and the cost of using existing staff to maintain coverage. We continue to find cost effective ways to maintain a relevant news stream, despite having to stop end our paid FaceBook Editor.

The FaceBook pages are:

- @hearingadvisoryservice1984
- @accessherts

We are trying to get as many Likes as possible, so please send these links to any friends and colleagues to get them to Like the our Facebook pages!

Hertfordshire Hearing Advisory Service

Board of Trustees Annual Report

For the year ended 31st March 2025

Measuring Achievement

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 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.

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), was introduced to the Charity's reporting, having developed a 'Rapid Participatory Appraisal', RPA, method. The questions asked, appeared to indicate whether outcomes have been achieved.

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

Annual survey

Our annual survey of clients across our services was well designed and conducted. However, increasing costs associated with operations generally and Royal Mail services in particular, against finite budgets, led to a decision to stop surveying in a paper format.

The Charity is becoming increasingly knowledgeable about hand held tablet devices, and we are developing appropriate applications using a modified RPS surveys, to collect and report client responses.

3 Our Structure and governance

Hertfordshire Hearing Advisory Service, HHAS, helps people affected by hearing loss and associated conditions in Hertfordshire and Bedfordshire, and is a charitable company, limited by guarantee. Originally 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*

Our Performance and Results

This Board of Trustees Annual Report 2023/24 connects the HHAS governing document and the Statement of Financial Activity. 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.

Our Chairs

The Charity was originally registered as Hertfordshire Deafness Support Association, HeDSA, in the early 1980s. The Charity then became a charitable Company Limited by Guarantee in 1997. Over the last 40 years, we have had been supported by our several chairs:

Christopher Shaw

Barbara Williams

Bert Chiswell

John Croft

Veronica Broadie

John Stoker

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2025

Our Vision

Smiles from ear to ear.

Our Core 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*

Our Mission

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

Our Aim

Hertfordshire Hearing Advisory Service is established to relieve those people suffering from hearing impairment, Deafness, sight impairment, blindness, deafblindness (dual sensory loss), and associated conditions as well as their carers.

Our Strategic Intent

The strategic intent of Hertfordshire Hearing Advisory Service is to sustain and extend as a charity that serves people, (clients) who are Hard of Hearing or Deaf, in Hertfordshire, Suffolk, Northamptonshire and Bedfordshire, in order to mitigate the effects of their Deafness or hearing loss.

Our Strategies

During the second pandemic year, the Board considered how the Charity would be meet its strategic intent, by adapting our five charitable strategies:

- To maintain the volunteer base and service provision
- To provide postal and other services, and seek resources to sustain operations
- To increase awareness of HAS and gain publicity about its work
- To maintain close links with existing partner organisations
- To set and meet high standards of performance for trustees, staff and operations
- To maintain a process of performance goals and reviews with all HAS personnel

Our Objectives

In furtherance of the Charity's aim, the objectives were met by providing high quality local services set out in this annual report.

Our CSR policy

As a successful Investor In People organisation, the Charity adopted a Corporate Social Responsibility (CSR) to attract some of the positive benefits possible for our people and clients. We support Gibraltar Hearing Impairment and Tinnitus Association, GHITA, to provide Hearing Aider™ training, expertise and assistive equipment. We maintain contact with the GHITA Committee through their chairman, Edgar Triay GA.

Our ESG Policy

The Charity reviews the Environmental, Social and Governance Agenda (ESG) to see whether further benefits are possible for the organisation.

Environmental View

The Charity's main offices in Welwyn Garden City and Ipswich are now based in serviced office accommodation which is energy efficient, and have arrangements for recycling.

Widening Society

The Charity are looking forward to forming new connections with the communities we serve.

The Charity continued to be supported by specialist providers and consultants, in keeping with our aspiration to use local businesses, and pay invoices within 30 days.

Governance

The next 12 months will see a change in chair of the Board, and our new Trustees being supported in their roles. We continue to seek Trustees who have management experience, and ideally personal experience of hearing loss.

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2025

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.

During 2024/25, our long-standing Chairman, John Stoker*, retired. We pay tribute to his dedication and service to the Charity.

Claire Oliver is Head of Audit and Risk for Constellation Retail. With over 15 years of experience in the delivery assurance services, Claire now leads on internal audit, risk management, investigations and business continuity planning. Claire has been Hon. Treasurer of the Charity since 2016.

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.

James Bole is an experienced Rehabilitation Officer for people with visual impairment, working in the sensory community in North Lincolnshire. He worked across the country (particularly Hertfordshire) and lectured at Birmingham City University on implantable miniature telescopes and sensory adaptations. He is involved on a Dementia and Sensory loss project, that involves the Parliamentary committee on Dementia, headed by Sir George Howarth. James works in the veterans community, supporting people with complex sight loss.

John Stoker* is an HHAS Volunteer, Chair of the Service Committee and Chair of Trustees. He 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.

Julie Bayford is CEO of The Phoenix Group for Deaf Children and Young Adults, a charity for Deaf children, young Deaf adults and their families in Hertfordshire. Having been involved in community work for over 30 years, Julie has gained much experience in deafness and brings a wealth of charity sector knowledge and skills to the HHAS Trustee Board.

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, Interim CEO for the National Association for Patient Participation, NAPP, and Head of Membership & Development at Hearing Concern.

He was previously Secretary of WFC ENABLES, at Watford Football Club, and of Chairman of Hemel Aces Football Club. He is Chairman of Friends Of Bennetts End Surgery, FOBES, their Patient Participation Group, a Trustee of NAPP, and a Trustee of Phoenix Group for Deaf Children. Philip's other interests include learning British Sign Language, motorsport, and manual pipe organs.

* Indicates deafness or hearing impairment

The Board, Committees and Working Groups

During the 2024/25 financial year, John Stoker chaired the Board and the Annual General Meeting. John is chair of the Service Committee, and Claire Oliver is chair of the Finance and General Purposes Committee.

Each Trustee has taken responsibility for monitoring our activities in specific operational areas. Through their chairman, each Committee 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.

Finance and General Purposes Committee

Mark Jarvis	Trustee
John Stoker	Trustee
Claire Oliver	Committee chair, Hon Treasurer
Philip Linnegar*	CEO

Strategy and Governance Committee

John Stoker	Committee chair
Vacancy	Trustee
Claire Oliver	Trustee, Hon Treasurer
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)
Jenny Begg	HHAS Volunteer
Tom Lyon	Audiologist, Royal Free London Hospital NHS Trust

* Indicates deaf or hearing impaired members, volunteers or staff

Service Oversight Bedfordshire

Anna Lazenby	Head of Audiology, Bedford Hospital NHS Trust
Alison Lowe	Senior Practitioner, Bedford Sensory Services
Carol O'Brien	Project Manager, Sight Concern Bedfordshire
Garnet Newman	Co-ordinator, Bedfordshire Hearing Advisory Service

Service Oversight Suffolk

Caroline Carr	Managing Director, Sensing Change Suffolk
Caroline Wells	Suffolk Commissioning
Philip Linnegar	Chief Executive Officer
Maria Waller	Service Manager, Suffolk

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2025

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

Our long-standing patron is The Rt. Hon. Sir Mike Penning MP. During the year, Sir Mike stood down as our patron ahead of the general election. We thank him and his wife, Angie, for their support.

Independent Examiner

In 2025, we changed arrangements for our independent examination in-line with Charity Commission 'Statement of Recommended Practice', and formally agreed to the appointment of Janice Matthews FCA, a partner at Menzies LLP Magna House, 18-32 London Road, Staines Upon Thames TW18 4BP as the Charity's Independent Examiner.

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 considered 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 ways during the past year.

Our Charitable and Corporate Benefactors

The Cunliffe Family Charitable Trust
The Hertfordshire Community Foundation
The Suffolk Community Foundation
NIHR ARC Fellowship Team

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 Commissioning in
Bedfordshire, Hertfordshire, Suffolk and Northamptonshire

Our Colleagues in NHS Audiology Departments

Cambridgeshire	Addenbrookes Hospital
Bedfordshire	Bedford General Hospital; Luton and Dunstable Hospital
Milton Keynes UA	Central Milton Keynes 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
Middlesex	Royal Free London
Suffolk	James Paget Hospital Ipswich General Hospital West Suffolk Hospital
Gibraltar	Gibraltar Health Centre

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2025

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.

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

Particular thanks go to:

Andrew Palmer	CEO, Cambridgeshire Deaf Association
Clement Musondo	CEO, Herts Vision Loss
Bob Jones	CEO, Watford and 3 Rivers Trust.

Our Facilities Teams

Weltech Business Centre	Louise and her team
BasePoint Centre	Ben and his team

Our organisations and groups

Organisations and Groups

Rotary Club of Sawbridgeworth	SignSmart BSL
NIHR ARC Fellowship Team	Health Innovation East
Beta Primary Care Network	Delta Primary Care Network
Bennetts End Surgery Team	Everest House Surgery

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
Beth Moore	Social Media Editor, BM Services
Vacant	PR Consultants
Jeff Wiblin	Equity Services, IT Consultants

Hertfordshire Hearing Advisory Service

Board of Trustees Annual Report
For the year ended 31st March 2025

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****Monica Ansbro~
Sally Oliver~****Service Manager – Herts/Beds****Charlotte Spurway *~**

Service Coordinator
Hearing Advisor – Postal/HQ
Hearing Advisor – Hertfordshire
Hearing Advisor – Bedfordshire
eNewsletter/Website Editor
Technical Advisor
Principle LRC Volunteers
Bovingdon LRC Volunteers

Garnet Newman
Jacqui Compton
Bob Macdonald
Simon Windle
Charlotte Spurway
Philip Linnegar
Jenny, Barbara, Jane and Jackie
John C, Mike L*, Bob*, Sue B, Jan and Joan*

Deaf Service Manager**Emma Caswell*~**

Deaf Outreach Worker
Deaf Outreach Worker
Community Sensory Link Worker

Golda Dahan*
Zoe Overing
Robert Hobbs

SP GP Link Workers

Zahoor Raja, Susie Brown

Service Manager - Suffolk**Maria Waller~**

Hearing Advisors
Administrators
Lip-reading Teachers
Lip-reading Teacher (North)
Hand In Hand Club Coordinators
Principle Suffolk Volunteers

Maria Waller/Steph Daley
Maria Waller/Steph Daley
Maria Waller/Steph Daley
Lizzie Servant
Christine Roe/Steph Daley
Hugh and Sue W, Peter F, Rupert P

* Deaf or hearing impaired members of staff or volunteers.

~ Senior Management Team

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2025

4 Financial Reports

Hon Treasurer's Report

The Balance Sheet (page 34) shows a cash balance, (cash at bank and in hand), of £12,780 a decrease of £24,602 from the previous year. There is a total deficit of £6,082 this year, (2023/24: £2,454 surplus), which includes depreciation of £5,136 (refer to page 36, Movement in Resources).

The Statement of Financial Activities (page 34), are in accord with Charities SORP (FRS 102), 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.

Pension Statement

Hertfordshire Hearing Advisory Service provide pension schemes and auto-enrolment schemes managed by Aviva and The People's Pension. The current scheme is available to all qualifying staff.

Payments

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

Financial scrutiny

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

Going concern

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. They have approved a break-even budget for 2025/26.

They are confident that, with appropriate budgetary controls and even in the current difficult economic climate, Hertfordshire Hearing Advisory Service will continue in operation and that it is appropriate to prepare these financial statements on a going concern basis.

Reserves Policy

The Trustees have reviewed and updated the Charity's reserves policy, to more explicitly articulate the links between the policy and the Charity's key risks and strategic objectives.

In doing so, Hertfordshire Hearing Advisory Service differentiates between short, medium, and long term risks as follows:

1. Short Term: Meeting working capital requirements and mitigating unbudgeted, in-year financial risks. In HHAS's situation, examples might be to manage the cash flow implications of contractual payments.

Reserves held to mitigate these short-term risks must be held as cash or short-term deposits immediate access as needed.

2. Medium Term: Mitigating the financial impact of changes foreseen over the next 1-3 year planning cycle, allowing sufficient time for the Charity to develop and meet these challenges whilst minimising the impact of any required changes. Examples would include managing the foreseeable impact of changes in public sector funding or benefits policy.

Reserves held to mitigate these medium-term risks can be held as long-term cash deposits or bonds, as their drawdown can be planned over a longer period of time.

3. Longer term: Ensuring the Charity can invest in planned renewal of infrastructure and intellectual property, so that its assets do not become outdated over time. This would include investment in property, IT and digital assets, and in the development of staff.

Reserves held to mitigate these long-term risks would be designated by the Board of Trustees against an agreed investment plan. Trustees will expect the Charity to build these reserves back up over time, in order to support ongoing investment.

4. Supporting Innovation: Having funds available to identify and act on opportunities to branch out into new activities that will achieve its charitable objectives, whilst minimizing risk and impact on the Charity's existing activities. This would include research and development of new services and policy areas.

Reserves held to support innovation will be designated by the Board of Trustees against a clear investment plan. These funds would be held to support explicitly high-risk activity, and as such there is less requirement of a financial return.

The Board of Trustees will review the level of reserves set against each risk category, regularly as part of the annual budgeting cycle, and immediately in the event of a significant change in the Charity's activities, size or risk profile.

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2025

Based on the Charity's current size and scope of activities, the Trustees consider that one month's operating expenditure is sufficient to cover short term risks; and a further two months operating expenditure is sufficient to mitigate medium terms risks.

The Trustees have prepared this report in accordance with the provisions of Part 15 of the Companies Act 2006.

Signed on behalf of the Trustee Members

Trustee

Date

Signed by:

462DF4C07BCD495...
Claire Oliver
18-Dec-2025

Independent Examiner's Report

To the trustees of Hertfordshire Hearing Advisory Service ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31st March 2025.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

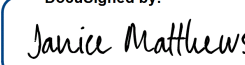
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of FCA which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Janice Matthews FCA
Menzies LLP
Magna House,
18-32 London Road
Staines Upon Thames
TW18 4BP

DocuSigned by:

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18-Dec-2025

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2025

5 Financial Accounts

Statement of Financial Activities

For the period 1st April 2024 to 31st March 2025

	Note	Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/3/2024 £
<u>Incoming Resources</u>					
Grants	1	232,235	139,889	372,124	313,617
Donations & Projects		6,252	0	6,252	9,019
Bank Interest		1,277	0	1,277	828
Net income from trading		1,520	0	1,520	5,819
Other		820	0	820	14,723
Total Incoming Resources		242,104	139,889	381,993	344,006
<u>Resources Expended</u>					
Direct charitable expenditure	2	109,313	140,473	249,786	228,114
Fund Raising & publicity	3	35,215	0	35,215	26,752
Management & admin costs	4	103,074	0	103,074	86,686
Total Resources Expenses		247,602	140,473	388,075	341,552
Net Incoming (Outgoing) Resources		(5,498)	(584)	(6,082)	2,454
Balance brought forward As at 1 st April 2024		63,607	0	63,607	61,153
Balance Carried Forward As at 31st March 2025		58,109	(584)	57,525	63,607

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 36 to 39 form part of these financial statements.

Hertfordshire Hearing Advisory ServiceBoard of Trustees Annual Report
For the year ended 31st March 2025**Balance Sheet**

As at 31st March 2025	Note	March 2025	March 2024
<u>Fixed Assets</u>			
Tangible Assets	5	16,876	21,200
Total Fixed Assets		<u>16,876</u>	<u>21,200</u>
<u>Current Assets</u>			
Debtors		32,623	34,885
Cash at Bank & in hand	6	12,780	37,363
Prepayments		11,123	12,136
Total Current Assets		<u>56,526</u>	<u>84,384</u>
<u>Liabilities:</u>			
<u>Amounts falling due within one year</u>			
Creditors		11,832	10,528
Barclaycard		808	750
Advance payments		3,237	30,718
Total		<u>15,877</u>	<u>41,996</u>
Net Current Assets		<u>40,649</u>	<u>42,388</u>
Total Assets		<u>57,525</u>	<u>63,587</u>
<u>Represented by:</u>			
Surplus from previous years		63,607	61,153
General Reserve			
Surplus/Deficit for the year		<u>(6,082)</u>	<u>2,454</u>
Total General reserves		58,109	63,607
Total Restricted reserves		<u>(584)</u>	<u>-</u>

For the year ended 31/03/2025 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

Date

Signed by:

462DF4C07BCD495...

18-Dec-2025

The notes on pages 36 to 39 form part of these Financial Statements

Hertfordshire Hearing Advisory Service**Board of Trustees Annual Report**For the year ended 31st March 2025***Movement in Resources***1st April 2024 to 31st March 2025

		Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/03/24 £
<u>Incoming resources</u>					
Grants and contracts	1	232,235	139,889	372,124	313,617
Donations & Projects		6,252	0	6,252	9,019
Bank Interest		1,277	0	1,277	828
Net income from trading		1,520	0	1,520	5,819
Other		820	0	820	14,723
Total Incoming Resources		242,104	139,889	381,993	344,006
<u>Outgoing resources</u>					
Staff Salaries & related costs		132,508	134,555	267,063	237,623
Staff Auto Enrolled Pension		8,201	0	8,201	6,934
Staff travel & expenses		3,550	5,292	8,842	7,507
Staff recruitment		0	0	0	508
Staff & Vol. Training		0	626	626	1,757
Trustees/Vol. travel & expenses		553	0	553	755
Postage		2,762	0	2,762	1,445
Property costs/rent		37,253	0	37,253	25,376
Venue Hire – Clubs and classes		9,312	0	9,312	5,515
Printing and Stationery		6,162	0	6,162	6,206
Telephone & internet		3,430	0	3,430	3,595
Website & computer		147	0	147	6,441
Insurance & licenses		15,361	0	15,361	4,999
Legal & consultancy		11,263	0	11,263	12,813
Advertising & publicity		1,015	0	1,015	1,049
Events & catering		1,706	0	1,706	2,434
Subscriptions & membership		2,899	0	2,899	3,438
Vehicle Fuel & maintenance		3,680	0	3,680	3,524
Repair and maintenance		931	0	931	797
Depreciation		5,136	0	5,136	7,628
Payroll and Bank Charges		1,272	0	1,272	1,062
Other		461	0	461	146
Total Outgoing		247,602	140,473	388,075	341,552
Net Incoming/Outgoing Resources		(5,498)	(584)	(6,082)	2,454
Balance Brought Forward as at 01/04/24		63,607	0	63,607	61,153
Balance Carried Forward as at 31/03/25		58,109	(584)	57,525	63,607

The notes on pages 36 to 39 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 Charities SORP (FRS 102) (effective 1 January 2019) and the Companies Act 2006.

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.

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2025

Notes to the accounts for the period 31st March 2025

1. Grants	Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/03/24 £
NHS Hertfordshire	139,117	0	139,117	113,605
HCC Community Wellbeing	0	10,400	10,400	24,612
NHS Bedfordshire	26,718	0	26,718	17,462
NHS Suffolk/SCC	66,400	0	66,400	41,500
Suffolk Lip Reading Classes	0	30,000	30,000	30,000
Suffolk HIH Clubs	0	11,515	11,515	11,500
HVCCG Social Prescriber LW	0	72,474	72,474	74,938
NAPP	0	3,000	3,000	0
ARC	0	12,500	12,500	0
Total Grants	232,235	139,889	372,124	313,617

It should be noted that the above takes into account the entries of deferred income made by the charity and reflected in these financial statements. Such entry has been made to ensure appropriate accounting in accordance with the financial reporting framework.

2. Direct Charitable Expenditure	Unrestricted Fund £	Restricted Fund £	31/03/25 Total £	31/03/24 Total £
Vehicle expenditure	3,680	0	3,680	18,198
Volunteer expenses	553	0	553	978
Support officer salaries & expenses	105,080	140,473	245,553	208,938
Total Direct Charitable Expenditure	109,313	140,473	249,786	228,114

3. Fund Raising & Publicity	Unrestricted Fund £	Restricted Fund £	Total £	Total £
Staff salaries and expenses	22,839	0	22,839	16,747
Publicity	12,376	0	12,376	10,005
Total Fund Raising & Publicity	35,215	0	35,215	26,752

4. Management & Administration	Unrestricted Fund £	Restricted Fund £	Total £	Total £
Salaries & expenditure	54,962	0	54,962	27,912
Insurance & licenses	15,361	0	15,361	16,412
Office expenses	16,352	0	16,352	21,921
Consultancy and Legal expenses	11,263	0	11,263	12,813
Depreciation	5,136	0	5,136	7,628
Total Management & Administration	103,074	0	103,074	86,686

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5. Fixed Assets	Office Equipment £	Office Furniture £	Display Equipment £	Motor Vehicle £	Total £
Costs as at 01/04/2024	30,431	4,540	-	16,990	51,961
Additions	2,018	660	730	-	3,408
Disposals	(4,065)	(1,138)	-	-	(5,203)
Costs as at 31/03/2025	28,384	4,062	730	16,990	50,166
Depreciation as at 01/04/2025	10,915	3,252	-	16,594	30,761
Charge for the year	4,351	222	167	396	5,136
Disposal	(1,840)	(767)	-	-	(2,607)
Depreciation as at 31/03/2025	13,426	2,707	167	16,990	33,290
Net Book Value 31/03/2025	14,958	1,355	563	0	16,876
Net Book Value 31/03/2024	19,516	1,288	-	396	21,200

Fixed Assets Segregation	2024/25 £	2023/24 £
Direct charitable purposes	9,747	12,720
Indirect charitable purposes	6,498	8,480
Total	16,245	21,200

6. Cash at Bank and in Hand	2024/25 £	2023/24 £
Cash at hand	840	330
CAF Cash & CAF Gold A/C	11,007	25,660
Bank Account (Suffolk)	933	11,392
Total Cash	12,780	37,382

7. Staff Disclosure

Number of Employees earning between £50,000 and £60,000 P/Annum was:	1
Number of Employees earning between £20,000 and £30,000 P/Annum was:	2

The remuneration and benefits received by key management personnel totalled £65,571 during the year.

The average number of paid employees, analysed by function and
Reported from this year as Full Time Equivalent (FTE) at 31st March 2025:

	2025	2024
Direct services	4.8	4.8
Fundraising & Publicity (10% of CEO's time)	0.2	0.2
Management & Administration	4.0	4.0
Total	9.0	9.0

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

Hertfordshire Hearing Advisory Service
Annual Report and Accounts 2024/25

The Chairman and Board of Trustees thank you for your interest in the work of the
Hearing Advisory Services in Suffolk, Bedfordshire and Hertfordshire
Weltech Business Centre, Ridgeway, Welwyn Garden City AL7 2AA
www.hhas.org.uk

ⁱ The Deaf Community. People in and around Hertfordshire who use British Sign Language as their main aid to communication.

Accounts

Registered Charity No.1063430
Registered Company No. 3376847



Annual Report and Accounts 2023/2024



Hertfordshire Hearing Advisory Service

Board of Trustees Annual Report

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Thank you to our Local Authority and NHS Commissioners



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1 Welcome from the Chairman

Dear Friends and Supporters

This has been another busy year for the Charity, supporting our clients with first-class services from our team of friendly staff and volunteers.

Services

During the year, our services have continued to provide 'care closer to home', often in partnership with colleagues from other organisations, for a joined-up approach to reducing health inequalities, and access to those services or training provided at community venues or on-line.

With the support of Hertfordshire Community Foundation, we have been able to invest in our new on-line booking system, that is flexible to our current and future needs.

Financial

The challenging economic conditions underline the sense of providing a diverse range of services and incomes to meet our charitable aim. The Charity has managed to address the increased operating charges and costs of living, anticipating a reduction in inflation in the months ahead.

Governance

At the Annual General Meeting, and with continuity in mind, I decided to postpone my retirement as chairman for the time being. I thank Glyn Evans, Susan Street and Tony Edwards who have stepped down this year for their valuable contributions, and I welcome our new Trustees, Julie Bayford and Mark Jarvis to the Board.

Thankyou

Our work is to support people who are Deaf or Hard of Hearing, and have better, enjoyable and productive lives. We could not do this without the dedication and effort from everyone involved in the Charity, and their commitment to our vision, 'Smiles from ear to ear'.

John Stoker

John Stoker
Chairman

2 Operational Activities and Achievements

Reducing health inequalities

Hertfordshire Hearing Advisory Service is committed to reducing health inequalities for people who are profoundly Deaf and use British Sign Language as their main aid to communication.

Research by our colleagues at SignHealth and Royal National Institute for the Deaf, RNID, highlighted that Deaf people in particular faced barriers accessing NHS services, with Deaf people and healthcare staff having difficulties communicating with each other. Deaf people reported feeling excluded, marginalised and disenfranchised by the healthcare system, finding barriers at every step preventing them taking control of their health.

Hertfordshire County Council, HCC, findings through public engagement mirrored much of the national research. Supported by additional funding from HCC, the Charity has worked to develop practical solutions, reported later under 'Deaf Services'.

Connected Lives

Connected Lives is the HCC commissioning model, which positively encourages colleagues to emerge from their silos, and address challenges together. By considering the Hertfordshire Sensory Strategy, NHS Commissioning Guidance, national study recommendations together with our own knowledge and experience of services, together we can make a difference for profoundly Deaf people.

We are enthusiastic to consider and willing to try through the work of our staff, volunteers and colleagues of partner organisations.

Working in partnership

Increasingly, the Charity works with a range of statutory partners including local authorities and NHS primary and secondary care organisations. With over 40 years of experience of service delivery, we continue to be excited about developing new services in other areas where there is no existing service provision.

During the year, we agreed a memorandum of understanding with *SignSmart BSL™*, a sole trader also based at Weltech Business Centre, setting out mutual areas of cooperation and benefit in line with Charity Commission guidance.

Hertfordshire Hearing Advisory Service has always been well supported by the Hertfordshire County Council, since the organisation was first created as a collaboration between the Council, NHS Audiology, Hertfordshire League for the Hard of Hearing and the County's several Deaf Clubs, and named 'Hertfordshire Deafness Support Association', HeDSA.

Hertfordshire Hearing Advisory Service

Board of Trustees Annual Report

For the year ended 31st March 2024

Hertfordshire Sensory Strategy

The Hertfordshire Sensory Strategy continues to be a powerful aid in drawing colleagues together across different departments and organisations, providing the opportunity for effective joint working, unifying ideas, resources and establishing commitment to deliver better health and social care outcomes for shared client groups.

We are committed to working with Hertfordshire County Council, the NHS and partners from Voluntary, Charity, Social, Faith and Enterprise sector, VCSFE, by working through five Workstreams. HHAS is engaged into two of the Workstreams, through Task and Finish Groups identified as 'My Health', and 'My Home, My Community'.

The County Strategy Priorities are set out in the table below and include our current Service Responses, updated from the previous year.

Sensory Services Strategic Priorities	HAS Service Responses
'My Health' Workstream	
Providing clear and accessible information	@accessherts - Deaf Patient Participation Group @accessherts - SignVideo VRi pilot
Improving collaborative work/integrated pathways	@accessherts - Deaf Health Forum
'My Home, My Community'	
Improving emotional/peer support	@accessherts - Deaf Befriending @accessherts - Deaf Group Support @accessherts – Supporting Deaf Households
Making Assistive Technology accessible	HAS Hearing Aid Support Service HAS Assistive Equipment Support Service
Improving wider Sensory Awareness of colleagues	HAS Training Centre @accessherts - The Studio @accessherts - FaceBook page

Originally planned for 3 years, the Hertfordshire Sensory Strategy was extended with the final 12 months ending in March 2025. In March 2024, the Charity's CEO was awarded an ARC Implementation Fellowship, with financial support for the Charity, to make progress on implementing and widening SignVideo, a Video Remote Interpreting service, in primary care. Therefore, the Fellowship year coincides with the end of the Sensory Strategy, and could make a difference to reducing health inequalities across primary care for Deaf people across the UK.

Social Prescribing and the role of Link Workers

The Sensory Strategy work aligns to the Connect and Prevent principles within Connected Lives. One important part of the closer working relationships in recent years has been the development of the Hertfordshire Community Navigator Service, HCNS, a partnership to practically support Social Prescribing through its several partner host organisations.

In simple terms, many people make appointments to see their GP with medical conditions or issues that cannot be cured with a doctor's prescription. Examples of this could include housing conditions, loneliness, lack of confidence, money worries, or not feeling a sense of belonging to the community.

In such a situation, a GP can complete a Social Prescription, which is passed to a trained Link Worker. They in turn will meet with the patient and put together a package of support that will improve their health and well-being.

Hertfordshire Hearing Advisory Service hosts two Link Workers, providing service to patients at Bennetts End Surgery and Everest House Surgery in Hemel Hempstead, Hertfordshire. The two surgeries had formed Dana's Primary Care Network but this was dissolved in July 2023, and the two surgeries joined Delta PCN and Beta PCN respectively. The Clinical Directors of both have agreed their support of our work to reduce health inequalities, through our SignVideo pilot and Deaf Patient Participation Group.

Hertfordshire Hearing Advisory Service

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For the year ended 31st March 2024

Training and Development Centre for professionals

Our 'virtual' Training Centre is a means to capture the several providers of training, the range of subjects and course types on offer, and the target audiences for the training. The common factor is that the training directly or indirectly supports people who are Deaf, Hard of Hearing, or have a sensory loss.

The Charity is well placed to create and deliver in-house training, to meet the needs we have identified that improve the lives of our clients, and the people who care for them. At the same time, we can publicise and promote other training providers, whose courses add to the range of subjects, or to the overall capacity of training courses available.

'Hearing AiderTM' Training

Most of us take our hearing for granted, but it is so important for our communication, confidence, independence and quality of life. In a care home setting, the number of residents having a hearing loss can be disproportionately high, presenting a challenge to raise the awareness of residential and care home managers for the need of better on-going support for both hearing aids and assistive technology.

'Hearing AiderTM' Training is an intensive one-day course on hearing aid maintenance and deaf awareness we have developed for busy 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 multi-site care home groups.

Our care provider partners

Hertfordshire Care Providers Association, HCPA, support many of the care home providers, across the county from the smallest to the largest. Their wide range of training courses help maintain the quality of care home provision across the county.

Hertfordshire County Council, HCC are committed to provide courses to their staff through their Workforce Development Programme.

We welcome enquiries for our courses and can provide one-off or calendars of training to match your requirements. Please contact us for further information.

Course development

We are always looking forward to extending our training course offer to Third Sector and Public Sector providers, as they support our objective of reducing health inequalities.

We continued to provide our 'Introduction to British Sign Language' and 'Introduction to Deaf Awareness', and added our 'Living well with hearing loss course', to the HCPA and HCC training schedules.

Our thanks go to HCPA and HCC Workforce Development Team, and our training team, Emma Caswell, Garnet Newman, Frances Dewhurst and Jenny Begg.

The Training Centre

Front-line staff training

For many client-facing staff, there is already an appreciation for Continuing Professional Development. Our smaller courses raise awareness and can help make health information more accessible, remove barriers to communication. These include:

- Deaf Awareness Training
- Sensory Awareness Training
- Introduction to British Sign Language
- Introduction to SignVideo
- Introduction to Assistive Technology (Equipment)
- Introduction to NHS hearing aids (Hearing Aider™ training)

These courses are provided free of charge and are usually delivered via zoom. Alternatively, they can also be provided at our training rooms in Welwyn Garden City or Ipswich, or in-house by arrangement, (expenses may be charged). Please contact us for further details.

Lip Reading Classes

Lip reading is a widely recognised and vital skill that can be taught to aid communication for people with acquired hearing loss. It can be great fun to learn, and many friendships start as the result of classes. 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: our tutors and students 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 different classes run in 10-week terms, with modest fees that we benchmarked against other similar regional providers.

Our courses are provided on-line via Zoom, so students can study in the comfort of their own home. If you are interested in Lip reading classes please contact Maria Waller on 01472-286060, text 07467 122766, email suffolkinfo@hhas.org.uk, or complete the on-line form on our website.

Hertfordshire Hearing Advisory Service

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Volunteer Support Service – Our ‘Hearing Aiders’

Our friendly, trained volunteers, ‘Hearing Aiders’ have, since the formation of the Charity, provided our longest running service. We are keen to hear from people with a few hours to spare each month, in a variety of interesting roles.

Visiting Care Homes

Looking after residents in sheltered accommodation, residential and nursing homes, a monthly visit for a couple of hours are enjoyable make a huge difference. It is amazing how a little support and encouragement can get the most benefit out of a hearing aid, increasing someone's confidence, sense of belonging and bringing a smile to their face.

Helping with the Postal Service

Our Postal Service remains a steady and popular alternative to many people, post pandemic. We are currently recruiting for volunteers to help with our Postal Service requests. Based within our offices at Welwyn Garden City and Ipswich, our volunteers really make a difference.

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. Clients tell us they appreciate care being provided closer to home, and without the journey to the hospital.

Many volunteers who join the Charity stay for years, and find that the two or three hours a month they give, working in their own local community, and often say their visits fit in well with their other commitments.

We would be delighted to hear from you, if you have some time to spare.

Thanking, Rewarding, Celebrating

Every year in Hertfordshire, the Charity looks forward to hosting an event to celebrate the achievements of our fantastic Volunteers. During the summer, we were unable to arrange a Volunteers Afternoon, but we hope to get together again in 2024.

We thank our dedicated ‘Hearing Aider’ volunteers in Hertfordshire, Suffolk and Bedfordshire, for their time and support.

The total number of ‘Hearing Aider™’ volunteers in all areas supported by the Charity in 2023/24 was Herts/Beds = 33; Suffolk = 12. (2022/23: 90)

Hearing Advisory Services – Our ‘Hearing Advisors’

Our main Hearing Advisory Services are the staff led side of our activities and operates scheduled services across Hertfordshire, Bedfordshire and Suffolk. These can be really helpful for people who wear a hearing aid and mobility, dexterity or transport problems, living independently in their own homes, rather than sheltered housing or residential homes.

Our services are managed our Service Managers, Maria Waller (Suffolk), Charlotte Spurway (Hertfordshire/Bedfordshire). Supported by software developers, ‘Catch Impact’, our new on-line appointment based system was successfully soft launched across all relevant services. This has been a year of consolidation, as both the staff team and clients have changed to the new ways of working. Clients have particularly appreciated the personal interaction when calling the team for advice or to book into a clinic.

The overall number of HAS Consultations in 2023/24 was:

Hertfordshire and Bedfordshire: Hearing Aids 3,902

Suffolk: Hearing Aids 4,777

HAS Postal Service

Our Postal Service, introduced during the pandemic and using pre-printed strong ‘Send’ and ‘Return’ envelopes, has become part of our regular service offer. ‘Send’ envelopes give simple to follow instructions, and the ‘Return’ envelopes publicise some of the services and volunteering opportunities available from the Charity.

The number of HAS Postal requests is now reported in the total consultations.

Supporting NHS Audiology Services

The Charity delivers non-statutory services across Hertfordshire, Bedfordshire, and Suffolk. We work in partnership with the Heads of Audiology, and co-operate with our Sensory, Deaf, or Hard of Hearing Charity colleagues, to serve our shared client group, particularly where Departmental catchment areas are not necessarily co-terminus with our county boundaries.

As the Charity looks ahead, we observe that the pathways to audiology services is also being considered. The ‘Fuller Stocktake – Next steps for integrating primary care’, NHSE 2022, noted primary care as including GP surgeries, Dentist, Optometry, and Audiology. Furthermore, the ‘2023/24 priorities and operational planning and guidance’ NHSE 2022, considering recovering core services and productivity, ‘...moving to self-referral for many community services where GP intervention is not clinically necessary...’ and ‘expand direct access and self-referral where GP is not clinically necessary...routes to audiology – including hearing aid provision’.

The stability of the Charity, benefits from the diversity of income streams derived from countywide contracts, and specialist agreements. With the abolition of Clinical Commissioning Groups in June 2022, we have maintained our observation of and engagement with their successors, Integrated Care Boards, ICBs, and in particular the Hertfordshire and West Essex ICB Primary Care Board. This is an essential step if we are to work with our colleagues in primary care to:

- Reduce health inequalities
- Support audiology pathway development
- Develop social prescribing services with sensory support

Hertfordshire Hearing Advisory Service
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Making Assistive Technology accessible

Our core service provision has developed to support people and increase the confidence they have in using their own hearing aid. Maintaining aids, and offering support increases personal confidence and reduces the devastating social isolation that hearing loss can cause.

Our community-based services are complimentary to statutory provision, we continue the important process of rehabilitation after hearing loss, started by our NHS Audiology colleagues when dispensing hearing aids.

The services we offer 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 to suppliers
- Hearing Loop installation and information

Technical Support Service – Our Equipment Specialists

Communication is vital to maintaining relationships, being understood, achieving success at work, maintaining 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 has for many years offered advice and information on useful equipment that support daily living. This activity was based around our equipment showroom, and the expertise of our Technical Volunteers.

The Charity is reviewing how we might continue the public-facing work of the Technical Support Service, given our smaller premises at Weltech Business Centre, and the expense of maintaining a range of hearing loops, personal amplifiers, alerting devices, mobile and landline telephony for people to try.

This service assists deaf and hard of hearing people in the home and workplace, supported by our trained staff and technical volunteers.

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

Hearing Advisory Services in the East of England

The Charity continues to work with Audiology Department Heads across the East of England, and to seek additional resources from charitable trusts and others. Our intention is to continue piloting new services where invited by Audiology Departments and Local Authorities during 2024/25, to provide the evidence of need required by the Commissioners, and to support and cooperate with our neighbouring counterpart charities.

Bedfordshire Hearing Advisory Service

The Bedfordshire Hearing Advisory Service extends our 'Hearing Support Service' provides consultation appointments in partnership with health centres, community venues and also some residential homes on an ad hoc basis. With rural areas to the North, our community service is ideal – closer to home, and saving long journeys into Bedford.

This service was made possible because of the support given by our colleagues at the Audiology Department of Bedford Hospital, and Bedfordshire Sensory Services.

West Northamptonshire Hearing Advisory Service

The West Northamptonshire Hearing Advisory Service pilot, supported people with NHS hearing aids dispensed by Northampton Audiology, Horton Audiology, and Central Milton Keynes Audiology is currently on-hold.

We were previously funded by the predecessor of West Northamptonshire Council, having gained the support and encouragement from the parish and town councils. We intend to apply for funding this small but valued service, when funding opportunities allow.

Norfolk Deaf Association, Cambridge Hearing Help and Hearing Help Essex

We keep in touch with our friends in the East of England, at Norfolk Deaf Association, Cambridge Deaf Association, (who merged with Hearing Help Cambridge), and Hearing Help Essex. We continue to jointly promote our client services along county boundaries and continue to cooperate on matters of mutual interest and support.

Suffolk 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.

Gibraltar Hearing Impairment and Tinnitus Association, GHITA

Gibraltar is a British Overseas Territory, with a population of over 34,000 people, and served by regular flights between the City and until recently, nearby London Luton Airport on the UK mainland. Our staff team have informally adopted Gibraltar and GHITA as part of our social responsibility, and we continued to offer practical support and advice during the year.

Hertfordshire Hearing Advisory Service
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Reducing Loneliness and Social Isolation

Social Clubs, Self Help Groups

Everybody wants to live a happy and enjoyable life, reducing the effects of hearing loss and feeling positive. The Charity may provide or support social clubs for clients and their carers, something that will be explored as 'production' with our team, 'co-production' or 'publicity' with others.

Hand in Hand Social Clubs

Commissioned by Suffolk Council, we are able to provide 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. 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 Clubs, Self Help Groups

Over the last seventy years, society has changed. How we use our discretionary personal time has seen an increase in television, increasingly powerful technology, dominating our lifestyles. A general decline in clubs and societies, and more specifically hard of hearing clubs and groups. Hearing aids have become both smaller in size, bigger in power, more discreet, empowering and confidence giving.

Altogether, a move away from 'hard of hearing clubs' and a decline in lip-reading class funding, and a general reluctance of surrendering personal time through a regular commitment to running clubs and groups in an increasingly busier world, calls for different models and approaches to be considered.

Hard of Hearing Clubs deliver as self-help groups: They increase personal confidence, a safe space to support and be supported, and a way to reduce social isolation. We will continue to consider different models and approaches over the coming year.

@accessherts - Introducing Deaf Services

@accessherts is the branding of our Deaf Services, and is also our new, accessible FaceBook Channel with BSL content.

The Charity welcomes the investment by Hertfordshire County Council and NHS partners, as we work towards reducing health inequalities and increasing access to information, by developing Deaf Services for people who rely on BSL as their main aid to communication in line with the sensory strategy.

Deaf Clubs – at the heart of the community

The pandemic was difficult for Deaf Clubs - for committees, for members. Social events, revenue for costs, members isolating and shielding all affected individual clubs and for the wider club networks across the region. Clubs are at the heart of the Deaf Community.

During the year, we have maintained links with Ipswich Deaf Club, Welwyn Hatfield Deaf Club, Watford Deaf Club, Hemel Hempstead Deaf Club and Hertford Deaf Club. In Hertfordshire, we were able to support the Deaf Clubs through our 'Supporting Deaf Households' programme, helping them to provide a warm and welcoming space to meet during the autumn/winter and through the cost of living crisis.

Deaf Patient Participation Groups

Local Authority and NHS commissioners rarely collaborate when it comes to Deaf Services. Consequently, in the past, each Clinical Commissioning Group, CCG, has a small Deaf population. Addressing the needs of Deaf people are not always taken into account because the numbers involved are so small compared to the whole population.

The Charity, working with partners at primary care level, we were able to hold one Deaf Patient Participation Group, D/PPG. This was associated with an existing PPG, that we believe is the first in England.

Community Sensory Link Worker

The Charity working with Hertfordshire Community Navigator Service, HCNS, led to the appointment of our first Community Sensory Link Worker. The main purpose of the post will be to work to support patients with sensory loss so that they can be discharged to home or respite care. The role, working with our Deaf Services Team, will also support improving the on-going development of our Deaf Services.

Hertfordshire Hearing Advisory Service

Board of Trustees Annual Report

For the year ended 31st March 2024

Deaf Health Forum

The Deaf Services team worked with Officers from the local Hertfordshire Deaf Clubs throughout the year, to develop and establish a Deaf-led “Deaf Health Forum. We are enthusiastic and motivated to deliver this important work to reduce health and social inequalities for Deaf people in Hertfordshire and beyond.

Proposed Aim

The Aim of the Deaf Health Forum is to reduce the health and social care inequalities that create issues of concern to the Deaf Community.

Forum Objectives

The objectives of the Deaf Health Forum are to provide a positive framework for analysing old problems and proposing new ways forward. In other words:

- Change problems into solutions
- Change negatives into positives
- Change barriers into bridges

The Deaf Health Forum addresses two main groups.

- The Deaf Communityⁱ
- Hertfordshire and West Essex Integrated Care Service, HWE ICS

The Deaf Community

The Forum will be supported by the @accessherts team, and work with the county’s two main Deaf Clubs, and two hospital trusts:

- Watford Deaf Club/West Herts Hospital Trust (WHHT)
- Welwyn Garden City Deaf Club/East & North Herts Hospital Trust (E&NHHT)

Membership

The Forum is a community-based group with Officers from the Clubs and @accessherts working closely together, and always Deaf-led by someone who uses BSL as their main aid to communication, with the HAS CEO in attendance to advise on developing connections to the correct part of the emerging HWE ICS structure or existing network structures.

We are enthusiastic and motivated to deliver the Forum and other services. The format of the Forum has assisted with thanks to guidance from colleagues at Healthwatch Hertfordshire, HwH, and H&WE ICS.

Increasing awareness of Hearing Advisory Services

The Charity continues 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 and inexpensive way to engage supporters and volunteers, and is an important way to reach service users. More people spend time online, so we need to be ready to meet them there.

Hearing Helpline

Our aspiration is to ensure that the telephones are manned during office hours Tuesday – Thursday, with an answerphone at all other times.

News and Views e-newsletter

‘News and Views’ is the Charity’s periodic newsletter distributed free to our volunteers and available on subscription to our supporters. Publication ceased in the pandemic, and we plan to introduce a less expensive and slimmed down e-newsletter during the year.

HAS Website

The HAS website continues to be updated reflecting the changing services and activities of the Charity, including new ways of working, such as on-line appointment booking and BSL video.

Deaf Befriending, Deaf Services and SignVideo™

SignVideo is the UK market leader in Video Remote Interpreting, VRi, and Video Relay Services, VRs. We continue to highlight the benefits of SignVideo, by arranging demonstrations of the platforms to colleagues in Local Authorities and NHS organisations.

As part of our Deaf Services, the SignVideo app on tablet devices will help us deliver our Deaf Services.

Our Social Media - FaceBook

Social media is now a part of many charities’ communications channels. The challenge for many is to find a balance between providing an interesting news stream, and the cost of using existing staff to maintain coverage. Our solution was to work with Herts Vision Loss, and commission a FaceBook Editor to support both charities as we deliver the sensory strategy.

The FaceBook pages are:

- @hearingadvisoryservice1984
- @accessherts
- @hertsvisionloss2022

We are trying to get as many Likes as possible, so please send these links to any friends and colleagues to get them to Like the our Facebook pages!

Hertfordshire Hearing Advisory Service

Board of Trustees Annual Report

For the year ended 31st March 2024

Measuring Achievement

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 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.

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.

Annual surveying re-introduced

The Charity was able to reintroduce our annual survey in spring 2024, after a break of several years due to the pandemic and restructuring of our hearing aid support services.

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.

24 survey forms were sent out, and 8 were returned, a 33% response.

People are managing their hearing loss better.

In 2023/4, 30% (2022/23: 30%) of those who responded said they were managing their hearing loss better overall, and 70% responded that they had no change from their usual situation.

An annual trend is the low responses to questions about other hearing support and equipment. 77% of respondents (2022/23: 70%) had tried wearing their hearing aid for longer, comfortably. We noted 20% (2022/23: 25%) 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. Approximately 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 66% (2022/23: 78%), and almost 70% with the Charity's services in their county. (2022/23: 50%).

People are no longer socially isolated.

In 2023/24, 54% of respondents said (2022/23: 54%) 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. Pre-pandemic, we noted while a few people had joined a group, the low response 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. It is unclear if the pandemic has changed joining behaviours and choices.

People are more able to access other services.

In 2022/23, 100% 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, 77%.

Reduction in use of NHS Audiology Departments

The Charity provided overall 10,700 service consultations or advice. 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. 60% of respondents 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 55%.

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*

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2024

3 Our Structure and governance

Hertfordshire Hearing Advisory Service, HHAS, helps people affected by hearing loss and associated conditions in Hertfordshire and Bedfordshire, and is a charitable company, limited by guarantee. Originally 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*

Our Performance and Results

This Board of Trustees Annual Report 2023/24 connects the HHAS governing document and the Statement of Financial Activity. 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.

Our Vision

Smiles from ear to ear.

Our Core 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*

Our Mission

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

Our Aim

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

Our Strategic Intent

The strategic intent of Hertfordshire Hearing Advisory Service is to sustain and extend as a charity that serves people, (clients) who are Deaf or Hard of Hearing, in Hertfordshire, Suffolk, Northamptonshire and Bedfordshire, in order to mitigate the effects of their Deafness or hearing loss.

Our Strategies

During the second pandemic year, the Board considered how the Charity would be meet its strategic intent, by adapting our five charitable strategies:

- To maintain the volunteer base and service provision
- To provide postal and other services, and seek resources to sustain operations
- To increase awareness of HAS and gain publicity about its work
- To maintain close links with existing partner organisations
- To set and meet high standards of performance for trustees, staff and operations
- To maintain a process of performance goals and reviews with all HAS personnel

Our Objectives

In furtherance of the Charity's aim, the objectives were met by providing high quality local services set out in this annual report.

Hertfordshire Hearing Advisory Service

Board of Trustees Annual Report

For the year ended 31st March 2024

Our CSR policy

As a successful Investor In People organisation, the Charity adopted a Corporate Social Responsibility (CSR) to attract some of the positive benefits possible for our people and clients. We worked with Gibraltar Hearing Impairment and Tinnitus Association, GHITA, to provide Hearing Aider[™] training, expertise and assistive equipment. We maintain contact with the GHITA Committee, and congratulate their chairman, Edgar Triay, on being awarded the Gibraltar Award, GA, in the 2023 New Years Honours.

Our ESG Policy

The Charity is now looking at the Environmental, Social and Governance Agenda (ESG) to see whether further benefits are possible for the organisation.

Environmental View

Hertfordshire Hearing Advisory Service and Herts Vision Loss are located in adjoining Head Offices to the WelTech Business Centre in Welwyn Garden City. These offices are more energy efficient, with arrangements for recycling. In Ipswich, we continue to be based at Suffolk House.

Widening Society

The Charity are looking forward to forming new connections with the communities we serve. Social Prescribing is a significant development for public health and well-being.

The Charity continued to be supported by specialist providers and consultants, in keeping with our aspiration to use local businesses, and pay invoices within 30 days.

Governance

The next 12 months are going to be difficult. This is a time for the Charity to reflect, in some areas strengthen, and develop support for service users.

The Charity has become a corporate member of the National Council for Voluntary Organisations to supplement support from our professional advisors, the Hertfordshire Black, Asian and Minority Ethnic Network, Herts BAME, and the Hertfordshire Carers Group.

The Board had agreed to consider the formation of a Remuneration Sub-Committee of the Finance and General Purposes Committee. The Charity developed an appropriate Terms of Reference, and Pay Policy, so the Board subsequently agreed to put this on hold.

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.

During 2023/24, three Trustees stepped down from the Board. We thank Susan Street*, Glyn Evans* and HAS Vice Chairman, Tony Edwards for their service to the Charity.

Claire Oliver is Head of Group Assurance for M Group Services. With over 15 years of experience in the delivery assurance services, Claire now leads on internal audit, risk management, investigations and business continuity planning for the Group. Claire has been Hon. Treasurer of the Charity since 2016.

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.

James Bole is an experienced Rehabilitation Officer for people with visual impairment, working in the sensory community in North Lincolnshire. He worked across the country (particularly Hertfordshire) and lectured at Birmingham City University on implantable miniature telescopes and sensory adaptations. He is involved on a Dementia and Sensory loss project, that involves the Parliamentary committee on Dementia, headed by Sir George Howarth. James works in the veterans community, supporting people with complex sight loss.

John Stoker* is an HHAS Volunteer, and Chair of Trustees. He 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.

Julie Bayford is CEO of The Phoenix Group for Deaf Children and Young Adults, a charity for Deaf children, young Deaf adults and their families in Hertfordshire. Having been involved in community work for over 30 years, Julie has worked for Phoenix for 12 years, gaining much experience in deafness and bringing a wealth of charity sector experience to the HHAS Trustee Board.

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, Interim CEO for the National Association for Patient Participation, NAPP, and Head of Membership & Development at Hearing Concern.

During 2023/24 he retired as both Secretary of WFC ENABLES, at Watford Football Club, and of Chairman of Hemel Aces Football Club. He became Chairman of Friends Of Bennetts End Surgery, FOBES, their Patient Participation Group, a Trustee of NAPP, and a Trustee of Phoenix Group for Deaf Children. Philip's other interests include learning to swim, British Sign Language, motorsport, and developing keyboard skills to include manual pipe organ instruments.

* Indicates deafness or hearing impairment

Hertfordshire Hearing Advisory Service

Board of Trustees Annual Report

For the year ended 31st March 2024

The Board, Committees and Working Groups

During the 2023/24 financial year, John Stoker chaired the Board and the Annual General Meeting. John is chair of the Service Committee, and Claire Oliver is chair of the Finance and General Purposes Committee.

Each Trustee has taken responsibility for monitoring our activities in specific operational areas. Through their chairman, each Committee 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.

Finance and General Purposes Committee

Tony Edwards	Trustee
John Stoker	Trustee
Claire Oliver	Committee chair, Hon Treasurer
Philip Linnegar*	CEO

Strategy and Governance Committee

John Stoker	Committee chair
Vacancy	Trustee
Claire Oliver	Trustee, Hon Treasurer
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)
Jenny Begg	HHAS Volunteer
Tom Lyon	Audiologist, Royal Free London Hospital NHS Trust

* Indicates deaf or hearing impaired members, volunteers or staff

Service Committee Bedfordshire

Anna Lazenby	Head of Audiology, Bedford Hospital NHS Trust
Alison Lowe	Senior Practitioner, Bedford Sensory Services
Carol O'Brien	Project Manager, Sight Concern Bedfordshire
Garnet Newman	Co-ordinator, Bedfordshire Hearing Advisory Service

Service Oversight Suffolk

Caroline Carr	Managing Director, Sensing Change Suffolk
Caroline Wells	Suffolk Commissioning
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

Our long-standing patron is The Rt. Hon. Sir Mike Penning MP. During the year, Sir Mike confirmed his intention to stand down as Patron in 2024.

Independent Examiner

In 2022, we changed arrangements for our independent examination in-line with with Charity Commission 'Statement of Recommended Practice', and formally agreed to the appointment of Stuart Cuzner, a partner at Menzies LLP, as the Charity's Independent Examiner.

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.

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2024

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 Charitable and Corporate Benefactors

The Cunliffe Family Charitable Trust
The Hertfordshire Community Foundation
The Suffolk Community Foundation

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 Commissioning in
Bedfordshire, Hertfordshire, Suffolk and Northamptonshire

Our Colleagues in NHS Audiology Departments

Cambridgeshire	Addenbrookes Hospital
Bedfordshire	Bedford General Hospital; Luton and Dunstable Hospital
Milton Keynes UA	Central Milton Keynes 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
Middlesex	Royal Free London
Suffolk	James Paget 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.

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

Particular thanks go to:

Andrew Palmer	CEO, Cambridgeshire Deaf Association
Sophie Ede	CEO, Essex Hearing Help
Carol O'Brien	CEO, Sight Concern Bedfordshire
Jo Carter; Clement Musondo	CEO, Herts Vision Loss
Bob Jones	CEO, Watford and 3 Rivers Trust.

Our Facilities Teams

Weltech Business Centre	Louise Levene and the Centre Management Team
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Our organisations and groups

Organisations and Groups

Lowestoft Hand in Hand Club	Ipswich Hand In Hand Club
Bury St. Edmunds Hand in Hand Club	Ipswich Lip Reading Group
Felixstowe Hard of Hearing Club	Martlesham Hard of Hearing Club
Clothworkers' Foundation	Danais Primary Care Network
Bennetts End Surgery Team	Everest House Surgery

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
Beth Moore	Social Media Editor, BM Services
Vacant	PR Consultants
Jeff Wiblin	Equity Services, IT Consultants

Hertfordshire Hearing Advisory Service

Board of Trustees Annual Report

For the year ended 31st March 2024

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

**Monica Ansbro~
Sally Oliver**

Service Manager – Herts/Beds

Charlotte Spurway *~

Service Coordinator
Hearing Advisor – Postal/HQ
Hearing Advisor – Hertfordshire
Hearing Advisor – Bedfordshire
eNewsletter/Website Editor
Technical Advisor
Principle LRC Volunteers
Bovingdon LRC Volunteers

Garnet Newman
Jacqui Compton
Bob Macdonald
Simon Windle
Charlotte Spurway
Philip Linnegar
Jenny, Barbara, Jane and Jackie
John C, Mike L*, Bob*, Sue B, Jan and Joan*

Deaf Service Manager

Deaf Outreach Worker
Deaf Outreach Worker
Community Sensory Link Worker

Emma Caswell*~

Golda Dahan*
Zoe Overing
Robert Hobbs

SP GP Link Workers

Vacant, Susie Brown

Service Manager - Suffolk

Hearing Advisors
Administrators
Lip-reading Teachers
Lip-reading Teacher (North)
Hand In Hand Club Coordinators
Principle Suffolk Volunteers

Maria Waller~

Maria Waller/Steph Daley
Maria Waller/Steph Daley
Maria Waller/Steph Daley
Lizzie Servant
Christine Roe/Steph Daley
Hugh and Sue W, Peter F, Rupert P

* Deaf or hearing impaired members of staff or volunteers.

~ Senior Management Team

4 Financial Reports

Hon Treasurer's Report

The Balance Sheet (page 34) shows a cash balance, (cash at bank and in hand), of £37,382 an increase of £10,865 from the previous year. There is a total surplus of £2,454 this year, (2023/23: £19,095 deficit), which includes depreciation of £7,628 (refer to page 35, Movement in Resources).

The Statement of Financial Activities (page 33), are in accord with Charities SORP (FRS 102), 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.

Pension Statement

Hertfordshire Hearing Advisory Service introduced pension auto-enrolment, and adopted the Friends Provident/Friends Life Stakeholder Pension scheme, subsequently managed by Aviva. Pension provision is kept under review, and last year it was decided to move our auto-enrolment scheme to The People's Pension. The current scheme is available to all qualifying staff.

Payments

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

Financial scrutiny

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

Going concern

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. They have approved a break-even budget for 2024/25.

They are confident that, with appropriate budgetary controls and even in the current difficult economic climate, Hertfordshire Hearing Advisory Service will continue in operation and that it is appropriate to prepare these financial statements on a going concern basis.

Hertfordshire Hearing Advisory Service

Board of Trustees Annual Report

For the year ended 31st March 2024

Reserves Policy

The Trustees have reviewed and updated the Charity's reserves policy, to more explicitly articulate the links between the policy and the Charity's key risks and strategic objectives.

In doing so, Hertfordshire Hearing Advisory Service differentiates between short, medium, and long term risks as follows:

1. Short Term: Meeting working capital requirements and mitigating unbudgeted, in-year financial risks. In HHAS's situation, examples might be to manage the cash flow implications of contractual payments.

Reserves held to mitigate these short-term risks must be held as cash or short-term deposits immediate access as needed.

2. Medium Term: Mitigating the financial impact of changes foreseen over the next 1-3 year planning cycle, allowing sufficient time for the Charity to develop and meet these challenges whilst minimising the impact of any required changes. Examples would include managing the foreseeable impact of changes in public sector funding or benefits policy.

Reserves held to mitigate these medium-term risks can be held as long-term cash deposits or bonds, as their drawdown can be planned over a longer period of time.

3. Longer term: Ensuring the Charity can invest in planned renewal of infrastructure and intellectual property, so that its assets do not become outdated over time. This would include investment in property, IT and digital assets, and in the development of staff.

Reserves held to mitigate these long-term risks would be designated by the Board of Trustees against an agreed investment plan. Trustees will expect the Charity to build these reserves back up over time, in order to support ongoing investment.

4. Supporting Innovation: Having funds available to identify and act on opportunities to branch out into new activities that will achieve its charitable objectives, whilst minimizing risk and impact on the Charity's existing activities. This would include research and development of new services and policy areas.

Reserves held to support innovation will be designated by the Board of Trustees against a clear investment plan. These funds would be held to support explicitly high-risk activity, and as such there is less requirement of a financial return.

The Board of Trustees will review the level of reserves set against each risk category, regularly as part of the annual budgeting cycle, and immediately in the event of a significant change in the Charity's activities, size or risk profile.

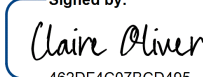
Based on the Charity's current size and scope of activities, the Trustees consider that one month's operating expenditure is sufficient to cover short term risks; and a further two months operating expenditure is sufficient to mitigate medium terms risks.

The Trustees have prepared this report in accordance with the provisions of Part 15 of the Companies Act 2006.

Signed on behalf of the Trustee Members

Trustee

Date

Signed by:

462DF4C07BCD495...
Claire Oliver
19-Nov-2024

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2024

Independent Examiner's Report

To the trustees of Hertfordshire Hearing Advisory Service ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31st March 2024.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of FCA which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Stuart Cuzner ACA FCCA

Menzies LLP
Richmond House
Walkern Road
Stevenage
SG1 3QP

DocuSigned by:

CE674248388045E...

06-Dec-2024

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2024

5 Financial Accounts

Statement of Financial Activities

For the period 1st April 2023 to 31st March 2024

	Note	Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/3/2023 £
<u>Incoming Resources</u>					
Grants	1	172,567	141,050	313,617	271,491
Donations & Projects		9,019	0	9,019	5,524
Bank Interest		828	0	828	412
Net income from trading		5,819	0	5,819	9,405
Other		14,723	0	14,723	11,445
Total Incoming Resources		202,956	141,050	344,006	298,277
<u>Resources Expended</u>					
Direct charitable expenditure	2	87,064	141,050	228,114	203,041
Fund Raising & publicity	3	26,752	0	26,752	29,392
Management & admin costs	4	86,686	0	86,686	84,939
Total Resources Expenses		200,502	141,050	341,552	317,372
Net Incoming (Outgoing) Resources		2,454	0	2,454	(19,095)
Balance brought forward As at 1 st April 2023		61,153	0	61,153	80,248
Balance Carried Forward As at 31st March 2024		63,607	0	63,607	61,153

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 36 to 38 form part of these financial statements.

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2024

Balance Sheet

As at 31st March 2024	Note	March 2024	March 2023
<u>Fixed Assets</u>			
Tangible Assets	5	21,200	20,571
Total Fixed Assets		21,200	20,571
<u>Current Assets</u>			
Debtors		34,885	60,551
Cash at Bank & in hand	6	37,382	26,517
Prepayments		12,136	4,923
Total Current Assets		84,403	91,991
<u>Liabilities:</u>			
<u>Amounts falling due within one year</u>			
Creditors		10,528	16,496
Barclaycard		750	301
Advance payments		30,718	34,612
Total		41,996	51,409
Net Current Assets		42,407	40,582
Total Assets		63,607	61,153
<u>Represented by:</u>			
Surplus from previous years		61,153	80,248
General Reserve		0	0
Surplus/Deficit for the year		2,454	(19,095)
Total		63,607	61,153

For the year ended 31/03/2024 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

Date

19-Nov-2024

Signed by:

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The notes on pages 36 to 38 form part of these Financial Statements

Hertfordshire Hearing Advisory ServiceBoard of Trustees Annual Report
For the year ended 31st March 2024***Movement in Resources***1st April 2023 to 31st March 2024

		Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/03/23 £
<u>Incoming resources</u>					
Grants and contracts	1	172,567	141,050	313,617	271,491
Donations & Projects	2	9,019	0	9,019	5,524
Bank Interest		828	0	828	412
Net income from trading		5,819	0	5,819	9,405
Other		14,723	0	14,723	11,445
Total Incoming Resources		<u>202,956</u>	<u>141,050</u>	<u>344,006</u>	<u>298,277</u>
<u>Outgoing resources</u>					
Staff Salaries & related costs		96,591	141,032	237,623	209,573
Staff Auto Enrolled Pension		6,934	0	6,934	6,697
Staff travel & expenses		7,507	0	7,507	7,633
Staff recruitment		508	0	508	932
Staff & Vol. Training		1,757	0	1,757	0
Trustees/Vol. travel & expenses		737	18	755	1,951
Postage		1,445	0	1,445	896
Property costs/rent		25,376	0	25,376	26,559
Venue Hire – Clubs and classes		5,515	0	5,515	4,105
Printing and Stationery		6,206	0	6,206	6,489
Telephone & internet		3,595	0	3,595	4,310
Website & computer		6,441	0	6,441	2,286
Insurance & licenses		4,999	0	4,999	7,448
Legal & consultancy		12,813	0	12,813	15,638
Advertising & publicity		1,049	0	1,049	2,943
Events & catering		2,434	0	2,434	2,343
Subscriptions & membership		3,438	0	3,438	2,402
Vehicle Fuel & maintenance		3,524	0	3,524	5,229
Repair and maintenance		797	0	797	493
Depreciation		7,628	0	7,628	8,203
Payroll and Bank Charges		1,062	0	1,062	1,192
Other		146	0	146	50
Total Outgoing		<u>200,502</u>	<u>141,050</u>	<u>341,552</u>	<u>317,372</u>
Net Incoming/Outgoing Resources		<u>2,454</u>	<u>0</u>	<u>2,454</u>	<u>(19,095)</u>
Balance Brought Forward as at 01/04/23		<u>61,153</u>	<u>0</u>	<u>61,153</u>	<u>80,248</u>
Balance Carried Forward as at 31/03/24		<u>63,307</u>	<u>0</u>	<u>63,307</u>	<u>61,153</u>

The notes on pages 36 to 38 form part of these Financial Statements

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2024

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 Charities SORP (FRS 102) (effective 1 January 2019) and the Companies Act 2006.

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.

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2024

Notes to the accounts for the period 31st March 2024

1. Grants	Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/03/23 £
NHS Hertfordshire	113,605	0	113,605	104,752
HCC Community Wellbeing	0	24,612	24,612	22,725
NHS Bedfordshire	17,462	0	17,462	17,462
NHS Suffolk/SCC	41,500	0	41,500	52,375
Suffolk Lip Reading Classes	0	30,000	30,000	22,500
Suffolk HIH Clubs	0	11,500	11,500	8,625
HVCCG Social Prescriber LW	0	74,938	74,938	43,052
Total Grants	172,567	141,050	313,617	271,491

It should be noted that the above takes into account the entries of deferred income made by the charity and reflected in these financial statements. Such entry has been made to ensure appropriate accounting in accordance with the financial reporting framework.

2. Direct Charitable Expenditure	Unrestricted Fund £	Restricted Fund £	Total £
Vehicle expenditure	18,198	0	18,198
Volunteer expenses	960	18	978
Support officer salaries & expenses	67,006	141,932	208,938
Overheads	0	0	0
Total Direct Charitable Expenditure	87,064	141,050	228,114

3. Fund Raising & Publicity	Unrestricted Fund £	Restricted Fund £	Total £
Staff salaries and expenses	16,747	0	16,747
Publicity	10,005	0	10,005
Overheads	0	0	0
Total Fund Raising & Publicity	26,752	0	26,752

4. Management & Administration	Unrestricted Fund £	Restricted Fund £	Total £
Salaries & expenditure	27,912	0	27,912
Insurance & licenses	16,412	0	16,412
Office expenses	21,921	0	21,921
Consultancy and Legal expenses	12,813	0	12,813
Depreciation	7,628	0	7,628
Total Management & Administration	86,686	0	86,686

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2024

5. Fixed Assets	Office Equipment £	Office Furniture £	Display Equipment £	Motor Vehicle £	Total £
Costs at 01/04/23	39,096	14,689	7,885	16,990	78,660
Additions	8,256	0	0	0	8,256
Disposal	16,921	10,149	7,885	0	34,955
Costs at 31/03/24	30,431	4,540	0	16,990	51,961
Depreciation at 01/04/23	21,578	12,876	7,791	15,844	58,089
Charge for the year	6,265	525	88	750	7,628
Disposal	16,928	10,149	7,879	0	34,956
Depreciation at 31/03/24	10,915	3,252	0	16,594	30,761
Net Book value at 31/03/24	19,516	1,288	0	396	21,200
Net Book value at 31/03/23	17,518	1,813	94	1,146	20,571

Fixed Assets Segregation	2023/24	2022/23
	£	£
Direct charitable purposes	12,720	12,343
Indirect charitable purposes	8,480	8,228
Total	21,200	20,571

6. Cash at Bank and in Hand	2023/24	2022/23
	£	£
Cash at hand	330	1,198
CAF Cash & CAF Gold A/C	25,660	22,234
Bank Account (Suffolk)	11,392	3,085
Total Cash	37,382	26,517

Number of Employees earning between £50,000 and £60,000 P/Annum was: 1
 Number of Employees earning between £20,000 and £30,000 P/Annum was: 2

The average number of paid employees, analysed by function and
 Reported from this year as Full Time Equivalent (FTE) at 31st March 2024:

	2024	2023
Direct services	4.8	4.8
Fundraising & Publicity (10% of CEO's time)	0.2	0.2
Management & Administration	4.0	4.0
Total	9.0	9.0
Remuneration paid to Trustee members was:	Nil	Nil
Reimbursement of expenses paid to Trustee Committee Members was:	Nil	Nil
Transactions with any members of the Trustees Board:	Nil	Nil

Hertfordshire Hearing Advisory Service
Annual Report and Accounts 2023/24

The Chairman and Board of Trustees thank you for your interest in the work of the
 Hearing Advisory Services in Suffolk, Bedfordshire and Hertfordshire
 Weltech Business Centre, Ridgeway, Welwyn Garden City AL7 2AA
www.hhas.org.uk

ⁱ The Deaf Community. People in and around Hertfordshire who use British Sign Language as their main aid to communication.

Accounts

Registered Charity No.1063430
Registered Company No. 3376847



Annual Report and Accounts 2022/2023

**Menzies LLP
Independent Examination**



Hertfordshire Hearing Advisory Service

Board of Trustees Annual Report

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Thank you to our Local Authority and NHS Commissioners



Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2023

1 Welcome from the Chairman

Dear Friends and Supporters

When I was appointed Chairman to the Board ten years ago, the Charity was vigilant for opportunities to deliver additional services and create diversified income to provide financial stability. In the rapidly changing times, there has been much development within HAS and the environment in which we operate.

Now, it is with feelings of both fondness and regret, that I am standing down as Chairman of the Charity. I intend, however, to continue to serve as a Trustee and Volunteer. In addition to my personal circumstances, this move is planned so that HAS may continue developing and reimagining services for the future.

During the last decade, I have seen many changes within the Charity. A constant presence has been Philip Linnegar, our excellent CEO, whose knowledge, abilities and commitment have enabled us to flourish into the current organization.

As I now look back, I am proud to have been involved with the Charity's development. Some salient events include:

Developing our ESG: We have developed our 'Environmental, Social and Governance', set out elsewhere in this report.

Environmental improvements: HAS has been privileged, from its earliest inception, to have served people with hearing problems in Hertfordshire and (more recently) Bedfordshire. There have been occasions when the Hertfordshire County Council (HCC) contract was put out to tender, and the outcome was uncertain. The latest contract, held jointly with Herts Vision Loss, has enabled the Charity to now support profoundly Deaf people, and work towards reducing health inequalities. This change coincided with moving our Head Office from Woodside Centre, to WelTech Centre, which is a far more environmentally friendly building.

Social Prescribing: As a result of the changes to the NHS organization, the Charity was proud to become a Host Organisation for Link Workers within GP surgeries and, more recently, a Community Sensory Link Worker supporting people countywide.

Social Responsibility - Gibraltar: HAS took the local organization, GHITA, under our wing on an informal basis, helping it develop into its present effective state, to support the Territory's people with their hearing problems.

Governance Refresh: After 20 years, our Governing Document needed to be brought up to date with current legislation, and enhanced to include the wider scope of activities, and to more accurately reflect the range of beneficiaries we support.

New ideas, new services:

Suffolk Contract: This was a new avenue for HAS to explore, drawing upon many years of experience. Our competitive bid was successful, and this geographical expansion

Hertfordshire Hearing Advisory Service

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brought new responsibilities and personnel, who have become a welcome and established part of our team.

Special Events: Many activities and opportunities have manifested over the years. I was particularly pleased to use my hobby, playing guitar with a local club, to host a musical event to raise funds for HAS. I have also enjoyed the opportunity to talk about HAS to various social groups. The most recent event, also musical, was The Queen's Platinum Piano Day, where I was the 'sound guy'.

Appreciation

These are just a few of the momentous events with which I am proud to have been associated. There are many more, but it would take a a very long book to mention them.

In conclusion, I wish to express my gratitude to all those involved with HAS, staff and volunteers, for their dedication and hard work. I would also like to thank once again, the Board of Trustees, past and present, for their encouragement and enthusiasm.

As a person with hearing difficulties since childhood, I have welcomed (and continue to welcome) the opportunity to help others similarly afflicted.

Long live HAS and may the Charity continue to develop!

John Stoker

John Stoker
Chairman

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2023

2 Operational Activities and Achievements

Reducing health inequalities

Hertfordshire Hearing Advisory Service is committed to reducing health inequalities for people who are hard of hearing or profoundly Deaf and use British Sign Language as their main aid to communication.

Research by SignHealth and RNID, highlighted that Deaf people in particular faced barriers accessing NHS services, with Deaf people and healthcare staff having difficulties communicating. Deaf people reported feeling excluded, marginalised and disenfranchised by the healthcare system, finding barriers at every step preventing them taking control of their health.

Hertfordshire County Council, HCC, findings through public engagement mirrored much of the national research. Supported by additional funding from HCC, the Charity has worked to develop practical solutions, reported later under 'Deaf Services'.

Connected Lives

Connected Lives is the HCC commissioning model, which positively encourages colleagues to emerge from their silos, and address challenges together. By considering the Hertfordshire Sensory Strategy, NHS Commissioning Guidance, national study recommendations together with our own knowledge and experience of services, together we can make a difference for profoundly Deaf people.

We are enthusiastic to consider and willing to try through the work of our staff, volunteers and colleagues of partner organisations.

Working with Hertfordshire County Council

Hertfordshire Hearing Advisory Service has always been well supported by the Hertfordshire County Council, since the organisation was first created as a collaboration between the Council, NHS Audiology, Hertfordshire League for the Hard of Hearing and the County's several Deaf Clubs, and named 'Hertfordshire Deafness Support Association', HeDSA, over 40 years ago.

Hertfordshire Sensory Strategy

The Hertfordshire Sensory Strategy 2020-2023 has been very useful in drawing together partnerships, co-production between organisations, joint working, unifying ideas, resources and commitment to deliver better health and social care outcomes.

The Council committed to working with Voluntary, Charity, Social, Faith and Enterprise sector, VCSFE, the NHS, and other partners, by working through five Workstreams. HHAS is engaged into two of the Workstreams, through Task and Finish Groups for 'My Health', and 'My Home, My Community'.

The County Strategy Priorities are set out in the table below and include our updated Service Responses.

Sensory Services Strategic Priorities	HAS Service Responses
'My Health' Workstream	
Providing clear and accessible information	@accessherts - Deaf PPG
Improving collaborative working/integrated pathways	@accessherts - Deaf Health Forum
'My Home, My Community'	
Improving emotional/peer support	@accessherts - Deaf Befriending
	@accessherts - Deaf Group Support
Making Assistive Technology accessible	HAS Hearing Aid Support Service HAS Equipment Support Service
Improving wider Sensory Awareness of colleagues	HAS Training Centre
	@accessherts - The Studio
	@accessherts - FaceBook page

Social Prescribing and the role of Link Workers

The Sensory Strategy work aligns to the Connect and Prevent principles within Connected Lives. One important part of the closer working relationships in recent years has been the development of the Hertfordshire Community Navigator Service, HCNS. The partnership has developed to support Social Prescribing.

In simple terms, many people make appointments to see their GP with medical conditions or issues that cannot be cured with a doctor's prescription. Examples of this could include housing conditions, loneliness, lack of confidence, money worries, or not feeling a sense of belonging to the community.

In such a situation, a GP can complete a Social Prescription, which is passed to a trained Link Worker. They in turn will meet with the patient and put together a package of support that will improve their health and well-being. Hertfordshire Hearing Advisory Service hosts two Link Workers, providing service to patients of Dana's Primary Care Network in Hemel Hempstead. The PCN is formed of Bennetts End Surgery and Everest House surgery.

Hertfordshire Hearing Advisory Service
 Board of Trustees Annual Report
 For the year ended 31st March 2023

Training and Development Centre

The Charity is well placed to create and deliver our in-house training, to meet the needs we have identified that improve the lives of our clients, and the people who care for them. At the same time, we can publicise and promote other training providers, whose courses add to the range of subjects, or to the overall capacity of training courses available.

‘Hearing Aider™’ Training

Most of us take our hearing for granted, but it is so important for our communication, confidence, independence and quality of life. In a care home setting, the number of residents having a hearing loss can be disproportionately high, presenting a challenge to raise the awareness of residential and care home managers for the need of better on-going support for both hearing aids and assistive technology.

‘Hearing Aider™’ Training is an intensive one-day course on hearing aid maintenance and deaf awareness we have developed for busy 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 multi-site care home groups.

Working in partnership with care providers

The Charity has continued to work with Hertfordshire Care Providers Association, HCPA, and Hertfordshire County Council, HCC.

HCPA supports many of the care home providers, across the county from the smallest to the largest. Their wide range of training courses help maintain the quality of care home provision across the county. HCC are also committed to provide courses to their staff through the Workforce Development Programme. We were delighted at the interest and uptake of our two courses, ‘Introduction to BSL’ and ‘Introduction to Deaf Awareness’, to the HCPA and HCC training schedules.

Course development

The Charity is looking forward to extending our training courses to NHS providers, particularly at primary care level, in line with our objective of reducing health inequalities.

We are planning to introduce another course, originally developed by the former CEO of Cambridgeshire Hearing Help, Frances Dewhurst, called "Living well with hearing loss". This training takes forward some of the proposals originally set out in the 'Action Plan for Hearing Loss', (NHSE 2015). Available in two versions, it is ideal for people with hearing loss, or for paid front-line carers who support residents with hearing loss in a care home setting.

Lip Reading Classes

Lip reading is a widely recognised and vital skill that can be taught to aid communication for people with acquired hearing loss. It can be great fun to learn, and many friendships start as the result of classes. 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: our tutors and students 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 different classes run in 10-week terms, with modest fees that we benchmarked against other similar regional providers.

Our courses are provided on-line via Zoom, so students can study in the comfort of their own home. If you are interested in Lip reading classes please contact Maria Waller on 01472-286060, text 07467 122766, email suffolkinfo@hhas.org.uk, or complete the on-line form on our website.

The Training Centre

The Marmot Review, "Fair Society, Healthier Lives", (Marmot, 2010), proposed an evidence-based strategy to address the social determinants of health, from cradle to grave. It has provided successive governments with compelling evidence that has informed policy making over the last decade. The Charity is well placed to consider the provision of services, over the lifetime of clients.

Our 'virtual' Training Centre is a means to capture the several providers of training, the range of subjects and course types on offer, and the target audiences for the training. The common factor is that the training directly or indirectly supports people who are Deaf, Hard of Hearing, or have a sensory loss.

Front-line staff training

For many client-facing staff, there is already an appreciation for Continuing Professional Development. Some smaller courses raise awareness and can help make health information more accessible, remove barriers to communication. These include:

- Deaf Awareness Training
- Sensory Awareness Training
- Introduction to British Sign Language
- Introduction to SignVideo
- Introduction to Assistive Technology (Equipment)
- Introduction to NHS hearing aids (Hearing Aider™ training)

These courses are provided free of charge and are usually delivered via zoom. Alternatively, they can also be provided at our training rooms in Welwyn Garden City or Ipswich, or in-house by arrangement, (expenses may be charged). Please contact us for further details.

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For the year ended 31st March 2023

Volunteer Support Service – Our ‘Hearing Aiders’

Our friendly, trained volunteers, ‘Hearing Aiders’ have, since the formation of the Charity, provided our longest running service. We are keen to hear from people with a few hours to spare each month, in a variety of interesting roles.

Visiting Care Homes

Looking after residents in sheltered accommodation, residential and nursing homes, a monthly visit for a couple of hours are enjoyable make a huge difference. It is amazing how a little support and encouragement can get the most out of a hearing aid, increasing someone's confidence and bringing a smile to their face.

Helping with the Postal Service

Our HAS Postal Service remains a steady and popular alternative to many people, after the pandemic. We are currently recruiting for volunteers to help with our Postal Service requests. Based within our offices at Welwyn Garden City or Ipswich, our volunteers really make a difference.

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. Clients appreciate care being provided closer to home, and without the journey to the hospital.

Many volunteers who join the Charity stay for years, and find that the two or three hours a month they give, working in their own local community, fits in well with their other commitments.

We would be delighted to hear from you, if you have some time to spare.

Thanking, Rewarding, Celebrating

Every year in Hertfordshire, the Charity looks forward to hosting an event to celebrate the achievements of our fantastic Volunteers. During the summer, we were able to arrange a Volunteers Afternoon, which gave everyone an opportunity to get together again, and catch up with the changes that had taken place during the pandemic.

We thank our dedicated ‘Hearing Aider’ volunteers in Hertfordshire, Suffolk and Bedfordshire, for their time and support.

The total number of ‘Hearing AiderTM’ volunteers in all areas supported by the Charity in 2022/23 was 90, (2021/22: 100).

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 really helpful for people who wear a hearing aid and mobility, dexterity or transport problems, living independently in their own homes, rather than sheltered housing or residential homes.

The services are supervised in Suffolk by Service Manager, Maria Waller, and in Hertfordshire/Bedfordshire by our Office Manager, Charlotte Spurway.

HAS Postal Service

Our Postal Service, introduced during the pandemic and using pre-printed strong 'Send' and 'Return' envelopes, has become part of our regular service offer. 'Send' envelopes give simple to follow instructions, and the 'Return' envelopes publicise some of the services and volunteering opportunities available from the Charity.

HAS Mobile Service

Halfway through the year, and eighteen months into the pandemic, the number of people

The mobile units in Suffolk and Hertfordshire/Bedfordshire also led to the recruitment of new staff, and the development of new roles in the Charity.

Supporting NHS Audiology Services

The Charity delivers non-statutory services across Hertfordshire, Bedfordshire, and Suffolk. We work in partnership with the Heads of Audiology, (and co-operate with our Deaf/Hard of Hearing Charity colleagues), to serve our shared client group, particularly where Departmental catchment areas are not necessarily co-terminus with our county boundaries.

As the Charity looks ahead, we observe that the pathways to audiology services is also being considered. The 'Fuller Stocktake – Next steps for integrating primary care', NHSE 2022, notes primary care as including GP surgeries, Dentist, Optometry, and Audiology. Furthermore, the '2023/24 priorities and operational planning and guidance' NHSE 2022, considering recovering core services and productivity, '...moving to self-referral for many community services where GP intervention is not clinically necessary...' and 'expand direct access and self-referral where GP is not clinically necessary...routes to audiology – including hearing aid provision'.

The Charity, benefitting from the diversity of income streams derived from countywide contracts, and specialist agreements. With the abolition of Clinical Commissioning Groups in June 2022, we have maintained our observation of and engagement with their successors, Integrated Care Boards, ICBs. This is an essential step if we are to work with our colleagues in primary care to:

- Reduce health inequalities
- Support audiology pathway development
- Develop social prescribing services with sensory support

Hertfordshire Hearing Advisory Service
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Making Assistive Technology accessible

Our core service provision has developed to support people and increase the confidence they have in using their own hearing aid. Maintaining aids, and offering support increases personal confidence and reduces the devastating social isolation 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
- Hearing Loop installation and information

Technical Support Service – Our Equipment Specialists

Communication is vital to maintaining relationships, being understood, achieving success at work, maintaining 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 has for many years offered advice and information on useful equipment that support daily living. This activity was based around our equipment showroom, and the expertise of our Technical Volunteers.

The Charity is reviewing how we might continue the public-facing work of the Technical Support Service, given our smaller premises at Weltech Centre, and the expense of maintaining a range of hearing loops, personal amplifiers, alerting devices, mobile and landline telephony for people to try.

This service assists deaf and hard of hearing people in the home and workplace, supported by our trained staff and technical volunteers.

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

Hearing Advisory Services in the East of England

The Charity continues to work with Audiology Department Heads across the East of England, and to seek additional resources from charitable trusts and others. Our intention is to continue piloting new services where invited by Audiology Departments and Local Authorities during 2023/25, to provide the evidence of need required by the Commissioners, and to support and cooperate with our neighbouring counterpart charities.

Bedfordshire Hearing Advisory Service

The Bedfordshire Hearing Advisory Service extends our 'Hearing Support Service' provides consultation appointments in partnership with health centres, community venues and also some residential homes on an ad hoc basis. With rural areas to the North, a mobile service is ideal and saves long journeys into Bedford.

This service was made possible because of the support given by our colleagues at the Audiology Department of Bedford Hospital, and Bedfordshire Sensory Services.

West Northamptonshire Hearing Advisory Service

The West Northamptonshire Hearing Advisory Service pilot, supported people with NHS hearing aids dispensed by Northampton Audiology, Horton Audiology, and Central Milton Keynes Audiology.

We were previously funded by the predecessor of West Northamptonshire Council, having gained the support and encouragement from the parish and town councils. We intend to apply for funding this small but valued service, when funding opportunities allow.

Norfolk Deaf Association, Cambridge Hearing Help and Hearing Help Essex

We keep in touch with our friends in the East of England, at Norfolk Deaf Association, Cambridge Deaf Association, (who merged with Hearing Help Cambridge), and Hearing Help Essex. We continue to jointly promote our client services along county boundaries and continue to cooperate on matters of mutual interest and support.

Suffolk 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.

Gibraltar Hearing Impairment and Tinnitus Association, GHITA

Gibraltar is a British Overseas Territory, with a population of over 34,000 people, and served by regular flights between the City and until recently, nearby London Luton Airport on the UK mainland. Our staff team have informally adopted Gibraltar and GHITA as part of our social responsibility, and we continued to offer practical support and advice during the year.

Reducing Loneliness and Social Isolation

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Social Clubs, Self Help Groups

Everybody wants to live a happy and enjoyable life, reducing the effects of hearing loss and feeling positive. The Charity may provide or support social clubs for clients and their carers, something that will be explored as 'production' with our team, 'co-production' or 'publicity' with others.

Hand in Hand Social Clubs

Mostly provided in Suffolk, 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 Clubs, Self Help Groups

We are looking forward to safely re-starting our Hard of Hearing Social Clubs and self-help groups, once the effects of the pandemic have subsided. We may try combinations of 'Zooms' and 'Rooms', as we all return to the new normal.

If you are interested in attending a Hard of Hearing Club, or starting one in your area, please call Maria Waller 01472-286060, text phone 07467 122766, or suffolkinfo@hhas.org.uk. Social Clubs are subject to a small annual subscription fee.

Platinum Piano Day 2022

In June 2022, the Charity were delighted to celebrate the Platinum Jubilee of Her Majesty, The Queen Elizabeth the Second. We produced a day of piano playing on an outdoor and indoor stage, in Hemel Hempstead town centre, to raise everyone's spirits in joyous, day-long celebration.

Our thanks go to our staff, volunteers and volunteered family members, our professional and amateur musicians and supporting commercial companies including:

Chiltern Pianos, Bovingdon	Watford Jazz Festival
Vanessa Hastings	John Watson
Marlowes Shopping Centre	Hemel Business In Dacorum
Watford Shadows Club	Stage Two Equipment
Alfresco Café, Marlowes Centre	SignSmart BSL
Hertfordshire Music Service	Hertfordshire Music Centre

@accessherts - Introducing Deaf Services

@accessherts is the branding of our Deaf Services, and is also our new, accessible FaceBook Channel with BSL content.

The Charity welcomes the investment by Hertfordshire County Council and NHS partners, as we work towards reducing health inequalities and increasing access to information, by developing Deaf Services for people who rely on BSL as their main aid to communication in line with the sensory strategy.

Deaf Clubs – at the heart of the community

The pandemic was difficult for Deaf Clubs - for committees, for members. Social events, revenue for costs, members isolating and shielding all affected individual clubs and for the wider club networks across the region. Clubs are at the heart of the Deaf Community.

During the year, we have maintained links with Ipswich Deaf Club, Welwyn Hatfield Deaf Club, Watford Deaf Club, Hemel Hempstead and Hertford. We continue to look at ways to support the Deaf Clubs, their Officers and Members.

Deaf Patient Participation Groups

Local Authority and NHS commissioners rarely collaborate when it comes to Deaf Services. Consequently, in the past, each Clinical Commissioning Group, CCG, has a small Deaf population. Addressing the needs of Deaf people are not always taken into account because the numbers involved are so small compared to the whole population.

The Charity, working with partners at primary care level, we were able to hold one Deaf Patient Participation Group, D/PPG. This was associated with an existing PPG, that we believe is the first in England.

Community Sensory Link Worker

The Charity worked with Hertfordshire Community Navigator Service, HCNS, to develop and recruit our first Community Sensory Link Worker. The main purpose of the post will be to work to support patients with sensory loss so that they can be discharged to home or respite care. The role, working with our Deaf Services Team, will also support improving the on-going development of our Deaf Services.

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Deaf Health Forum

The Deaf Services team worked with Officers from the local Hertfordshire Deaf Clubs, to develop a Deaf-led “Deaf Health Forum. We are enthusiastic and motivated to deliver this important new work to reduce health and social inequalities for Deaf people in Hertfordshire and beyond.

Proposed Aim

The Aim of the Deaf Health Forum is to reduce the health and social care inequalities that create issues of concern to the Deaf Community.

Proposed Objectives

The proposed objectives of the Deaf Health Forum are to provide a positive framework for analysing old problems and proposing new ways forward. In other words:

- Change problems into solutions
- Change negatives into positives
- Change barriers into bridges

The Deaf Health Forum will have address two main groups.

- The Deaf Communityⁱ
- Hertfordshire and West Essex Integrated Care Service, HWE ICS

The Deaf Community

The Forum will be supported by the @accessherts team, link to the county’s two main Deaf Clubs, and two hospital trusts:

- Watford Deaf Club/West Herts Hospital Trust (WHHT)
- Welwyn Garden City Deaf Club/East & North Herts Hospital Trust (E&NHHT)

Membership

The Forum is a community-based group with Officers from the Clubs and @accessherts working closely together, and always Deaf-led by someone who uses BSL as their main aid to communication, with the HAS CEO in attendance to advise on developing connections to the correct part of the emerging HWE ICS structure or existing network structures.

We are enthusiastic and motivated to deliver the Forum and other services. The format of the Forum has assisted with thanks to guidance from colleagues at Healthwatch Hertfordshire, HwH, and H&WE ICS.

Increasing awareness of Hearing Advisory Services

The Charity continues 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 and inexpensive way to engage supporters and volunteers, and is an important way to reach service users. More people spend time online, so we need to be ready to meet them there.

Hearing Helpline

Our aspiration is to ensure that the telephones are manned during office hours Monday – Thursday, with an answerphone at all other times.

News and Views e-newsletter

‘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. Publication was on-hold during the pandemic, but was restarted a much slimmed down e-newsletter during the year.

HAS Website

The HAS website continues to be updated reflecting the changing services and activities of the Charity, including new ways of working, such as on-line appointment booking.

Deaf Befriending, Deaf Services and SignVideo™

SignVideo is the UK market leader in Video Remote Interpreting, VRi, and Video Relay Services, VRs. We continue to highlight the benefits of SignVideo, by arranging demonstrations of the platforms to colleagues in Local Authorities and NHS organisations.

As part of our Deaf Services, the SignVideo app on tablet devices will help us deliver our Deaf Services.

Our Social Media - FaceBook

Social media is now a part of many charities’ communications channels. The challenge for many is to find a balance between providing an interesting news stream, and the cost of using existing staff to maintain coverage. Our solution was to work with Herts Vision Loss, and commission a FaceBook Editor to support both charities as we deliver the sensory strategy.

The FaceBook pages are:

- @hearingadvisoryservice1984
- @accessherts
- @hertsvisionloss2022

We are trying to get as many Likes as possible, so please send these links to any friends and colleagues to get them to Like the our Facebook pages!

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Measuring Achievement

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 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.

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.

Surveying during the pandemic

The Charity would normally perform our annual client survey across all services during the spring. However, due to the pandemic last year, and changes to our operations during 2022/3, we now anticipate reintroducing our surveying during 2023/24.

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.

3 Our Structure and governance

Hertfordshire Hearing Advisory Service, HHAS, helps people affected by hearing loss and associated conditions in Hertfordshire and Bedfordshire, and is a charitable company, limited by guarantee. Originally 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*

Our Performance and Results

The Board of Trustees Annual Report 2022/23 report connects the HHAS governing document and the Statement of Financial Activity. 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.

Hearing Support Services

Hertfordshire and Bedfordshire: Hearing Aids 1787; Batteries 1586

Suffolk: Hearing Aids 3250; Batteries 1350

Hertfordshire Hearing Advisory Service

Board of Trustees Annual Report

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Our Vision

Smiles from ear to ear.

Our Core 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*

Our Mission

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

Our Aim

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

Our Strategic Intent

The strategic intent of Hertfordshire Hearing Advisory Service is to sustain and extend as a charity that serves people, (clients) who are Deaf or Hard of Hearing, in Hertfordshire, Suffolk, Northamptonshire and Bedfordshire, in order to mitigate the effects of their Deafness or hearing loss.

Our Strategies

During the second pandemic year, the Board considered how the Charity would be meet its strategic intent, by adapting our five charitable strategies:

- To maintain the volunteer base and service provision
- To provide postal and other services, and seek resources to sustain operations
- To increase awareness of HAS and gain publicity about its work
- To maintain close links with existing partner organisations
- To set and meet high standards of performance for trustees, staff and operations
- To maintain a process of performance goals and reviews with all HAS personnel

Our Objectives

In furtherance of the Charity's aim, the objectives were met by providing high quality local services set out in this annual report.

Our CSR policy

As a successful Investor In People organisation, the Charity adopted a Corporate Social Responsibility (CSR) to attract some of the positive benefits possible for our people and clients. We worked with Gibraltar Hearing Impairment and Tinnitus Association, GHITA, to provide Hearing Aider™ training, expertise and assistive equipment. We maintain contact with the GHITA Committee, and congratulate their chairman, Edgar Triay, on being awarded the Gibraltar Award, GA, in the 2023 New Years Honours.

Our ESG Policy

The Charity is now looking at the Environmental, Social and Governance Agenda (ESG) to see whether further benefits are possible for the organisation.

Environmental View

Hertfordshire Hearing Advisory Service and Herts Vision Loss are located in adjoining Head Offices to the WelTech Business Centre in Welwyn Garden City. These offices are more energy efficient, with arrangements for recycling. In Ipswich, we continue to be based at Suffolk House.

Widening Society

The Charity are looking forward to forming new connections with the communities we serve. Social Prescribing is a significant development for public health and well-being.

The Charity continued to be supported by specialist providers and consultants, in keeping with our aspiration to use local businesses, and pay invoices within 30 days.

Governance

The next 12 months are going to be difficult. This is a time for the Charity to reflect, in some areas strengthen, and develop support for service users.

The Charity has become a corporate member of the National Council for Voluntary Organisations to supplement support from our professional advisors, the Hertfordshire Black, Asian and Minority Ethnic Network, Herts BAME, and the Hertfordshire Carers Group.

The Board had agreed to consider the formation of a Remuneration Sub-Committee of the Finance and General Purposes Committee. The Charity developed an appropriate Terms of Reference, and Pay Policy, so the Board subsequently agreed to put this on hold.

Hertfordshire Hearing Advisory Service

Board of Trustees Annual Report

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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.

Tony Edwards was formerly Managing Director of the Church Urban Fund. He has many years of experience having served as Deputy Director of Operations at The Papworth Trust, 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.

James Bole is an experienced Rehabilitation Officer for people with visual impairment, working in the sensory community in North Lincolnshire. He worked across the country (particularly Hertfordshire) and lectured at Birmingham City University on implantable miniature telescopes and sensory adaptations. He is involved on a Dementia and Sensory loss project, that involves the Parliamentary committee on Dementia, headed by Sir George Howarth. James works in the veterans community, supporting people with complex sight loss.

Claire Oliver is Head of Group Assurance for M Group Services. With over 15 years of experience in the delivery assurance services, Claire now leads on internal audit, risk management, investigations and business continuity planning for the Group. Claire has been Hon. Treasurer of the Charity since 2016.

John Stoker* is an HHAS Volunteer, and Chair of Trustees. He 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.

Susan Street* is a former Head of Commissioning within Health and Social Care, leading on programmes to improve transformation, service integration, pathways, prevention and outcomes, with stakeholders from the public, private and charity sectors. Susan has held a number of trustee posts both locally and regionally including Chair of Governors, East Regional Playwork Sector and Watford Women's Centre. Susan enjoys gardening, walking, and is an active member of her local U3A.

Glyn Evans is former Operations Director for Watford Football Club.

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, Interim CEO for the National Association for Patient Participation, and Head of Membership & Development at Hearing Concern.

He is Secretary of WFC ENABLES, the official Disabled Supporters Group of the county's premier league Watford Football Club, Chairman of Hemel Aces Football Club and Vice Chairman of Friends of Bennetts End Surgery, FOBES.

* Indicates deafness or hearing impairment

The Board, Committees and Working Groups

During the 2022/23 financial year, John Stoker chaired the Board and the Annual General Meeting. John is chair of the Service Committee, and Claire Oliver is chair of the Finance and General Purposes Committee.

Each Trustee has taken responsibility for monitoring our activities in specific operational areas. Through their chairman, each Committee 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.

Finance and General Purposes Committee

Tony Edwards	Trustee
John Stoker	Trustee
Susan Street	Trustee
Claire Oliver	Committee chair, Hon Treasurer
Philip Linnegar*	CEO

Strategy and Governance Committee

John Stoker	Committee chair
Claire Oliver	Trustee, Hon Treasurer
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)
Jenny Begg	HHAS Volunteer
Tom Lyon	Audiologist, Royal Free London Hospital NHS Trust

* Indicates deaf or hearing impaired members, volunteers or staff

Service Committee Bedfordshire

Sarah Kelley	Sensory Services, Twinwoods Resource Centre
Anna Lazenby	Head of Audiology, Bedford Hospital NHS Trust
Alison Lowe	Senior Practitioner, Bedford Sensory Services
Carol O'Brien	Project Manager, Sight Concern Bedfordshire
Garnet Newman	Hearing Advisor, Bedfordshire Hearing Advisory Service

Service Oversight Suffolk

Caroline Carr	Managing Director, Sensing Change Suffolk
Philip Linnegar	Chief Executive Officer
Maria Waller	Service Manager, Suffolk

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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

Our patron is The Rt. Hon. Sir Mike Penning MP. During the year, the British Sign Language Bill, introduced by Rosie Cooper MP, supported by Sir Mike and The Minister for State for the Department for Work and Pensions, Chloe Smith MP. This Bill made significant progress through The Commons and The Lords, before receiving Royal Assent from HM The Queen Elizabeth.

The Charity is grateful to Sir Mike and Dame Tanni Grey-Thompson for mentioning Hertfordshire Hearing Advisory Service during the debates. We congratulate Rosie Cooper, Sir Mike, Chloe Smith, and BDA Chairman, David Buxton on this historic Legislation.

Independent Examiner

Last year, we changed arrangements for our independent examination in-line with with Charity Commission 'Statement of Recommended Practice', and formally agreed to the appointment of Stuart Cuzner, a partner at Menzies LLP, as the Charity's Independent Examiner.

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	Geemarc Telecom	Hearing Healthcare Practice
Hearing Products International	Sarabec Limited	Hanover Housing

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 Commissioning in
 Bedfordshire, Hertfordshire, Suffolk and Northamptonshire

South Northamptonshire Council, for providing a grant on behalf of: Blisworth Parish Council; Brackley Town Council; Deanshanger Parish Council; Grange Park Parish Council; Kings Sutton Parish Council; Middleton Cheney Parish Council; Towcester Town Council

Our Colleagues in NHS Audiology Departments

Cambridgeshire	Addenbrookes Hospital
Bedfordshire	Bedford General Hospital; Luton and Dunstable Hospital
Milton Keynes UA	Central Milton Keynes 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
Northants	Northampton General Hospital, and Horton Hospital (N.Oxon)
Suffolk	James Paget Hospital Ipswich General Hospital West Suffolk Hospital
Gibraltar	Gibraltar Health Centre

Hertfordshire Hearing Advisory Service

Board of Trustees Annual Report

For the year ended 31st March 2023***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.

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

Particular thanks go to:

Fiona Kerr	CEO, Cambridgeshire Hearing Help
Sophie Ede	CEO, Essex Hearing Help
Carol O'Brien	CEO, Sight Concern Bedfordshire
Joanna Carter	CEO, Hertfordshire Society for the Blind

Our Facilities Teams

Weltech Centre	Louise Levene and the Centre Management Team
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Our organisations and groups**Organisations and Groups**

Lowestoft Hand in Hand Club	Ipswich Hand In Hand Club
Bury St. Edmunds Hand in Hand Club	Ipswich Lip Reading Group
Felixstowe Hard of Hearing Club	Martlesham Hard of Hearing Club
Clothworkers' Foundation	Danais Primary Care Network
Bennetts End Surgery Team	Everest House Surgery

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
Beth Moore	Social Media Editor, BM Services
Vacant	PR Consultants
Jeff Wiblin	Equity Services, IT Consultants

Hertfordshire Hearing Advisory Service

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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****Monica Ansbro~****Office Manager****Charlotte Spurway ****

Service Coordinator

Garnet Newman

Administrator

Vacancy

Hearing Advisor – Hertfordshire

Bob Macdonald and Simon Windle

Hearing Advisor – Bedfordshire

Ruth Roberts

Deafness Awareness Trainer

Emma Caswell*

Newsletter/Website Editor

Charlotte Spurway

Technical Support/Loop Installation

Robert Guyver (Specialist Volunteer)

Head Office LRC Volunteers

John S*, Robert G, and Jenny B

Dacorum LRC Volunteers

John C, Mike L*, Bob*, Joe B, Jan and Joan*

Deaf Service Manager**Emma Caswell**~**

Deaf Outreach Worker

Golda Dahan*

Community Sensory Link Worker

Robert Hobbs

SP Link Workers

Karen Simmons, Jenny Bowes

Service Manager**Maria Waller~**

Hearing Advisors

Maria Waller/Steph Daley

Administrators

Maria Waller/Steph Daley

Lip-reading Teachers

Maria Waller/Steph Daley

Lip-reading Teacher (North)

Lizzie Servant

Hand In Hand Club Coordinators

Christine Roe/Steph Daley

Technical Support/Loop Installation

Vacancy (Specialist Volunteer)

Other area LRC Volunteers

* Deaf or hearing impaired members of staff or volunteers.

~ Senior Management Team

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2023

4 Financial Reports

Hon Treasurer's Report

The Balance Sheet (page 33) shows a cash balance, (cash at bank and in hand), of £26,517 a decrease of £20,844 from the previous year. There is a total deficit of £19,095 this year, (2021/22: £15,266 surplus), which includes depreciation of £8,203 (refer to page 34, Movement in Resources).

The Statement of Financial Activities (page 32), are in accordance with Charities SORP (FRS 102), 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.

Pension Statement

Hertfordshire Hearing Advisory Service introduced pension auto-enrolment, and adopted the Friends Provident/Friends Life Stakeholder Pension scheme, subsequently managed by Aviva. Pension provision is kept under review, and during the year it was decided to move our auto-enrolment scheme to The People's Pension. The current scheme is available to all qualifying staff.

Payments

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

Financial scrutiny

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

Going concern

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. They have approved a break-even budget for 2022/23.

They are confident that, with appropriate budgetary controls and even in the current difficult economic climate, Hertfordshire Hearing Advisory Service will continue in operation and that it is appropriate to prepare these financial statements on a going concern basis.

Reserves Policy

The Trustees have reviewed and updated the Charity's reserves policy, to more explicitly articulate the links between the policy and the Charity's key risks and strategic objectives.

In doing so, Hertfordshire Hearing Advisory Service differentiates between short, medium, and long term risks as follows:

1. Short Term: Meeting working capital requirements and mitigating unbudgeted, in-year financial risks. In HHAS's situation, examples might be to manage the cash flow implications of contractual payments.

Reserves held to mitigate these short-term risks must be held as cash or short-term deposits immediate access as needed.

2. Medium Term: Mitigating the financial impact of changes foreseen over the next 1-3 year planning cycle, allowing sufficient time for the Charity to develop and meet these challenges whilst minimising the impact of any required changes. Examples would include managing the foreseeable impact of changes in public sector funding or benefits policy.

Reserves held to mitigate these medium-term risks can be held as long-term cash deposits or bonds, as their drawdown can be planned over a longer period of time.

3. Longer term: Ensuring the Charity can invest in planned renewal of infrastructure and intellectual property, so that its assets do not become outdated over time. This would include investment in property, IT and digital assets, and in the development of staff.

Reserves held to mitigate these long-term risks would be designated by the Board of Trustees against an agreed investment plan. Trustees will expect the Charity to build these reserves back up over time, in order to support ongoing investment.

4. Supporting Innovation: Having funds available to identify and act on opportunities to branch out into new activities that will achieve its charitable objectives, whilst minimizing risk and impact on the Charity's existing activities. This would include research and development of new services and policy areas.

Reserves held to support innovation will be designated by the Board of Trustees against a clear investment plan. These funds would be held to support explicitly high-risk activity, and as such there is less requirement of a financial return.

The Board of Trustees will review the level of reserves set against each risk category, regularly as part of the annual budgeting cycle, and immediately in the event of a significant change in the Charity's activities, size or risk profile.

Based on the Charity's current size and scope of activities, the Trustees consider that one month's operating expenditure is sufficient to cover short term risks; and a further two months operating expenditure is sufficient to mitigate medium terms risks.

At 31 March 2023, Hertfordshire Hearing Advisory Services' total unrestricted funds were £61,153, which is in excess of one months' operating expenditure.

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2023

The Trustees have prepared this report in accordance with the provisions of Part 15 of the Companies Act 2006.

Signed on behalf of the Trustee Members

DocuSigned by:



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Trustee

Claire Oliver

Date

22nd November 2023

Independent Examiner's Report

To the trustees of Hertfordshire Hearing Advisory Service ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31st March 2023.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of FCA which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

DocuSigned by:

18-Mar-2024



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Stuart Cuzner FCA ACCA
Menzies LLP
Richmond House
Walkern Road
Stevenage
SG1 3QP

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2023

5 Financial Accounts

Statement of Financial Activities

For the period 1st April 2022 to 31st March 2023

	Note	Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/3/2022 £
<u>Incoming Resources</u>					
Grants	1	174,589	96,902	271,491	258,789
Donations & Projects		5,524	0	5,524	22,588
Bank Interest		412	0	412	11
Net income from trading		9,405	0	9,405	3,187
Other		11,445	0	11,445	216
Total Incoming Resources		201,375	96,902	298,277	284,791
<u>Resources Expended</u>					
Direct charitable expenditure	2	106,139	96,902	203,041	180,427
Fund Raising & publicity	3	29,392	0	29,392	20,992
Management & admin costs	4	84,939	0	84,939	68,106
Total Resources Expenses		220,470	96,902	317,372	269,525
Net Incoming (Outgoing) Resources		(19,095)	0	(19,095)	15,266
Balance brought forward As at 1 st April 2022		80,248	0	80,248	64,982
Balance Carried Forward As at 31st March 2023		61,153	0	61,153	80,248

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 35 to 37 form part of these financial statements.

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2023

Balance Sheet (Company Registered No. 3376847)

As at 31 st March 2023	Note	March 2023	March 2022
<u>Fixed Assets</u>			
Tangible Assets	5	20,571	23,475
Total Fixed Assets		20,571	23,475
<u>Current Assets</u>			
Debtors		60,551	44,361
Cash at Bank & in hand	6	26,517	47,361
Prepayments		4,923	7,754
Total Current Assets		91,991	99,476
<u>Liabilities:</u>			
<u>Amounts falling due within one year</u>			
Creditors		16,496	9,940
Barclaycard		301	1,515
Advance payments		34,612	31,248
Total		51,409	42,703
Net Current Assets		40,582	56,773
Total Assets		61,153	80,248
<u>Represented by:</u>			
Surplus from previous years		80,248	64,982
General Reserve		0	0
Surplus/Deficit for the year		(19,095)	15,266
Total		61,153	80,248

For the year ended 31/03/2023 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

DocuSigned by:
Claire Oliver
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Date

22nd November 2023

The notes on pages 35 to 37 form part of these Financial Statements

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2023

Movement in Resources

1st April 2021 to 31st March 2023

		Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/03/22 £
<u>Incoming resources</u>					
Grants and contracts	1	174,589	96,902	271,491	258,789
Donations & Projects	2	5,524	0	5,524	22,588
Bank Interest		412	0	412	11
Net income from trading		9,405	0	9,405	3,187
Other		11,445	0	11,445	216
Total Incoming Resources		201,375	96,902	298,277	284,791
<u>Outgoing resources</u>					
Staff Salaries & related costs		119,117	90,456	209,573	169,062
Staff Auto Enrolled Pension		6,697	0	6,697	6,000
Staff travel & expenses		2,930	4,703	7,633	4,278
Staff recruitment		932	0	932	3,542
Staff & Vol. Training		0	0	0	1,597
Trustees/Vol. travel & expenses		208	1,743	1,951	998
Postage		896	0	896	3,612
Property costs/rent		26,559	0	26,559	2,480
Venue Hire – Clubs and classes		4,105	0	4,105	22,875
Printing and Stationery		6,489	0	6,489	3,516
Trading Stock		0	0	0	0
Telephone & internet		4,310	0	4,310	5,436
Website & computer		2,286	0	2,286	2,253
Insurance & licenses		7,448	0	7,448	5,277
Legal & consultancy		15,638	0	15,638	8,981
Advertising & publicity		4,424	0	2,943	183
Events & catering		2,343	0	2,343	3,014
Subscriptions & membership		2,402	0	2,402	5,266
Vehicle Fuel & maintenance		5,229	0	5,229	10,925
Repair and maintenance		493	0	493	0
Depreciation		8,203	0	8,203	8,780
Payroll and Bank Charges		1,192	0	1,192	1,296
Other		50	0	50	155
Total Outgoing		220,470	96,902	317,372	269,525
Net Incoming/Outgoing Resources		(19,095)	0	(19,095)	15,266
Balance Brought Forward as at 01/04/22		80,248	0	80,248	64,982
Balance Carried Forward as at 31/03/23		61,153	0	61,153	80,248

The notes on pages 35 to 37 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 Charities SORP (FRS 102) (effective 1 January 2019) and the Companies Act 2006.

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.

Hertfordshire Hearing Advisory Service
 Board of Trustees Annual Report
 For the year ended 31st March 2023

Notes to the accounts for the period 31st March 2023

1. Grants	Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/03/22 £
NHS Hertfordshire	104,752	0	104,752	0
HCC Community Wellbeing	0	22,725	22,725	126,480
NHS Bedfordshire	17,462	0	17,462	17,170
NHS Suffolk/SCC	52,375	0	52,375	44,000
Suffolk Lip Reading Classes	0	22,500	22,500	30,000
Suffolk HIH Clubs	0	8,625	8,625	11,500
HVCCG Social Prescriber LW	0	43,052	43,052	29,639
Total Grants	174,589	96,902	271,491	258,789

2. Direct Charitable Expenditure	Unrestricted Fund £	Restricted Fund £	Total £
Vehicle expenditure	5,229	0	5,229
Volunteer expenses	1,951	0	1,951
Support officer salaries & expenses	84,182	96,902	181,084
Overheads	14,777	0	14,777
Total Direct Charitable Expenditure	106,139	96,902	203,041

3. Fund Raising & Publicity	Unrestricted Fund £	Restricted Fund £	Total £
Staff salaries and expenses	6,193	0	6,193
Publicity	22,623	0	22,623
Overheads	576	0	576
Total Fund Raising & Publicity	29,392	0	29,392

4. Management & Administration	Unrestricted Fund £	Restricted Fund £	Total £
Salaries & expenditure	38,255	0	38,255
Insurance & licenses	7,488	0	7,488
Office expenses	355	0	355
Consultancy and Legal expenses	15,638	0	15,638
Depreciation	8,203	0	8,203
Total Management & Administration	84,939	0	84,939

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2023

5. Fixed Assets	Office Equipment £	Office Furniture £	Display Equipment £	Motor Vehicle £	Total £
Costs at 01/04/22	24,953	14,689	7,885	29,584	77,111
Additions	14,143	0	0	3,000	17,143
Disposal	0	0	0	15,594	15,594
Costs at 31/03/23	39,096	14,689	7,885	16,990	78,660
Depreciation at 01/04/22	19,467	12,423	7,747	13,999	53,636
Charge for the year	2,111	453	44	5,595	8,203
Disposal	0	0	0	4,750	4,750
Depreciation at 31/03/23	21,578	12,876	7,791	14,844	56,089
Net Book value at 31/03/23	17,518	1,813	94	2,146	21,571
Net Book value at 31/03/22	5,486	2,266	138	15,585	23,475

Fixed Assets Segregation	2022/23 £	2021/22 £
Direct charitable purposes	13,167	14,085
Indirect charitable purposes	8,778	9,390
Total	21,945	23,475

6. Cash at Bank and in Hand	2022/23 £	2021/22 £
Cash at hand	1,198	4,269
CAF Cash & CAF Gold A/C	22,234	42,381
Bank Account (Suffolk)	3,085	711
Total Cash	26,517	47,361

Number of Employees earning between £50,000 and £60,000 P/Annum was: 1
 Number of Employees earning between £20,000 and £30,000 P/Annum was: 2

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

	2023	2022
Direct services	4.8	4.8
Fundraising & Publicity (10% of CEO's time)	0.2	0.2
Management & Administration	4.0	4.0
Total	9.0	9.0
Remuneration paid to Trustee members was:	Nil	Nil
Reimbursement of expenses paid to Trustee Committee Members was:	Nil	Nil
Transactions with any members of the Trustees Board:	Nil	Nil

Hertfordshire Hearing Advisory Service
Annual Report and Accounts 2022/23

The Chairman and Board of Trustees thank you for your interest in the work of
 Hertfordshire Hearing Advisory Service
 Weltech Centre, Ridgeway, Welwyn Garden City AL7 2AA
www.hhas.org.uk

ⁱ The Deaf Community. People in and around Hertfordshire who use British Sign Language as their main aid to communication.

Accounts

Registered Charity No.1063430
Registered Company No. 3376847



Hearing
Advisory Service

**Annual Report and Accounts
For the year ended 31 March 2022**



**INVESTORS
IN PEOPLE**

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Thank you to our Local Authority and NHS Commissioners



Audiology Services

1 Welcome from the Chairman

Dear Friends and Supporters

Dear Friends and Supporters

As we emerge from the pandemic, the importance of the services we provide has never been more valuable.

Imagination, Ideas, Vision

Bringing care closer to home, our core hearing aid maintenance work helps people keep in touch with friends, neighbours and family. It helps reduce loneliness. The introduction of @accessherts and our commitment to Deaf-led services provides solutions that strengthen social networks, and addresses the health and well-being inequalities experienced by Deaf Communities.

Our services have changed and developed, with Philip and his team confronting unexpected problems and challenges during such a trying time. Altogether, using imagination and ideas, we have reflected, evolved and kept the Charity on track to deliver our Vision: 'Smiles from ear to ear'.

Harnessing Technology

The Charity is becoming more digital, harnessing the best of today's technology for our services in the future. Supported by a generous grant from Awards for All and working with our Local Authority, Charity and NHS partners, we can use electronic tablets and cloud technology to improve the practical management of hearing aid clinics. That same technology now enables a bold approach to pilot improved access to primary care and to reduce social isolation for Deaf people who are housebound or in residential care.

In uncertain times, one of our main roles is to maintain our client services. We continue to monitor the costs of providing services, investing in our people and technology, and finding a balanced approach that enables us to sustain and extend our work, in order to mitigate the effects of Deafness or hearing loss.

Working Together

Our social prescribing services strengthen the understanding of hearing loss across the Hertfordshire Community Navigator Service, through our GP Link Workers. The addition of our Community/Hospital Sensory Link Worker, adds to the capacity of our Deaf Services Team and supports the joint efforts to deliver the Hertfordshire Sensory Strategy.

In Suffolk, performance continues to be strong across the hearing aid service, lip-reading and Hand in Hand Clubs. We look towards extending our Deaf Services in time, to work with Cambridge Deaf Association, Ipswich Deaf Society, and Gibraltar Hearing Impairment and Tinnitus Association, in practical and cooperative ways.

Hertfordshire Hearing Advisory Service

Board of Trustees Annual Report

For the year ended 31st March 2022

Thank you!

On behalf of the Board of Trustees, I would like to thank our NHS Audiology colleagues, Hertfordshire County Council, Suffolk County Council, the NHS Clinical Commissioning Groups for Hertfordshire, Suffolk, Bedfordshire and Northamptonshire, together with all our sponsors, donors and benefactors, for your continued support during this year of achievement.

Finally, I would like to pay tribute to all our staff and volunteers, from all our services, classes and clubs, for their hard-working endeavours that makes such a difference to the lives of our clients and their carers.

John Stoker

John Stoker
Chairman

2 Operational Activities and Achievements

Reducing health inequalities

Hertfordshire Hearing Advisory Service is committed to reducing health inequalities for people who are hard of hearing or profoundly Deaf and use British Sign Language as their main aid to communication.

Previous research by SignHealth and RNID, highlighted that Deaf people in particular faced barriers accessing NHS services, with Deaf people and healthcare staff having difficulties communicating. . Deaf people reported feeling excluded, marginalised and disenfranchised by the healthcare system, finding barriers at every step preventing them taking control of their health.

Hertfordshire County Council, HCC, findings through public engagement mirrored much of the national research. Supported by additional funding from HCC, the Charity has worked to develop practical solutions, reported later under 'Deaf Services'.

Connected Lives

Connected Lives is the latest HCC commissioning model, which positively encourages colleagues to emerge from their silos, and address challenges together. By considering the Hertfordshire Sensory Strategy, NHS Commissioning Guidance, national study recommendations together with our own knowledge and experience of services, together we can make a difference for profoundly Deaf people.

We are enthusiastic to consider and willing to try through the work of our staff, volunteers and colleagues of partner organisations.

Working with Hertfordshire County Council

Hertfordshire Hearing Advisory Service has always been well supported by the Hertfordshire County Council, since the organisation was first created as a collaboration between the Council, NHS Audiology, Hertfordshire League for the Hard of Hearing and the several County's several Deaf Clubs, and named 'Hertfordshire Deafness Support Association', HeDSA, over 40 years ago.

Hertfordshire Sensory Strategy

The Hertfordshire Sensory Strategy 2020-2023 has been very useful in drawing together partnerships, co-production between organisations, joint working, unifying ideas, resources and commitment to deliver better health and social care outcomes.

The Council commit to working with Voluntary, Charity, Social and Faith sector, VCSF, the NHS, and other partners, by working through five Workstreams. HHAS is engaged into two of the Workstreams, through Task and Finish Groups for 'My Health', and 'My Home, My Community'.

The County Strategy Priorities are set out in the table below, and include our updated Service Responses.

Sensory Services Strategic Priorities	HAS Service Responses
'My Health' Workstream	
Providing clear and accessible information	@accessherts - Deaf PPG
Improving collaborative working/integrated pathways	@accessherts - Deaf Health Forum
'My Home, My Community'	
Improving emotional/peer support	@accessherts - Deaf Befriending with HVL
	@accessherts - Deaf Group Support
Making Assistive Technology accessible	HAS Hearing Aid Support Service HAS Equipment Support Service
Improving wider Sensory Awareness of colleagues	HAS Training Centre
	@accessherts - The Studio
	@accessherts - FaceBook page

Social Prescribing and the role of Link Workers

The Sensory Strategy work aligns to the Connect and Prevent principles within Connected Lives. One important part of the closer working relationships in recent years has been the development of the Hertfordshire Community Navigator Service, HCNS. The partnership has developed to support Social Prescribing.

In simple terms, many people make appointments to see their GP with medical conditions or issues that cannot be cured with a doctor's prescription. Examples of this could include housing conditions, loneliness, lack of confidence, money worries, or not feeling a sense of belonging to the community.

In such a situation, a GP can complete a Social Prescription, which is passed to a trained Link Worker. They in turn will meet with the patient and put together a package of support that will improve their health and well-being. Hertfordshire Hearing Advisory Service hosts two Link Workers, providing service to patients of Dana's Primary Care Network in Hemel Hempstead. The PCN is formed of Bennetts End Surgery and Everest House surgery.

Training and Development Centre

The Charity is well placed to create and deliver our in-house training, to meet the needs we have identified that improve the lives of our clients, and the people who care for them. At the same time, we can publicise and promote other training providers, whose courses add to the range of subjects, or to the overall capacity of training courses available.

'Hearing Aider™' Training

Most of us take our hearing for granted, but it is so important for our communication, confidence, independence and quality of life. In a care home setting, the number of residents having a hearing loss can be disproportionately high, presenting a challenge to raise the awareness of residential and care home managers for the need of better on-going support for both hearing aids and assistive technology.

'Hearing Aider™' Training is an intensive one-day course on hearing aid maintenance and deaf awareness we have developed for busy 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 multi-site care home groups.

Working in partnership with care providers

As the country returns to some normality, the Charity is pleased to support care providers, who faced so many challenges during the pandemic.

Hertfordshire Care Providers Association, HCPA, supports many of the care home providers, across the county from the smallest to the largest. Their wide range of training courses help maintain the quality of care home provision across the county. Hertfordshire County Council, HCC, are also committed to provide courses to their staff through the Workforce Development Programme.

In addition to 'Hearing Aider™' Training, we are pleased that the Charity was able to produce two new courses to be included on the HCPA and HCC training calendars, which have proved popular with delegates: Introduction to BSL and Introduction to Deaf Awareness.

Course development

We are looking forward to renewing our partnership work with Anchor Hanover - the country's largest social landlords – who provided useful insights into how to improve our provider services and courses. We plan to return to the development of our partnerships with RMBI Care, by providing some more bespoke in-house training courses.

Another course we are planning to introduce was originally developed by the former CEO of Cambridgeshire Hearing Help, Frances Dewhurst, called "Living well with hearing loss", and takes forward some of the proposals originally set out in the 'Action Plan for Hearing Loss'.

Lip Reading Classes

Lip reading is a widely recognised and vital skill that can be taught to aid communication for people with acquired hearing loss. It can be great fun to learn, and many friendships start as the result of classes. 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 different classes run for 20 weeks per year with modest charging for some courses, benchmarked against other similar regional providers.

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. Charges for lip reading classes were reviewed in 2021, so please check with the Suffolk office.

The Training Centre

The final report of The Marmot Review, “Fair Society, Healthier Lives”, has provided successive governments with compelling evidence that has informed policy making over the last decade. The Charity is well placed to consider the provision of services, over the lifetime of clients.

Our ‘virtual’ Training Centre is a means to capture the several providers of training, the range of subjects and course types on offer, and the target audiences for the training. The common factor is that the training supports people who are Deaf or have a sensory loss.

Front-line staff training

For many client-facing staff, there is already an appreciation for Continuing Professional Development. Some smaller courses that raise awareness, can help make health information more accessible, and reduce barriers to communication. These may include:

- Deaf Awareness Training
- Sensory Awareness Training
- Introduction to British Sign Language
- Introduction to assistive equipment
- Introduction to NHS hearing aids (Hearing Aider training)

Volunteer Support Service – Our ‘Hearing Aiders’

Our friendly, trained volunteers, ‘Hearing Aiders’, since the formation of the Charity, provided our longest running service.

Looking after residents in sheltered accommodation, residential and nursing homes, their monthly visits for a couple of hours are enjoyable really make a difference. It is amazing how a little support and encouragement can get the most out of using a hearing aid, and increasing someone's confidence and feeling of belonging.

As reported last year, the pandemic led to the closure of many such sites and the cocooning of residents. Many of our volunteers advised us that they were also shielding, too. HHAS were able to take pre-emptive steps that led to a managed closure of our services that may have helped save lives.

Covid-19 remained a concern during the year, and we continued to offer our HAS Postal Service to staff and residents. With the success of the national vaccination programme, and a wider understanding of precautionary measures, we were able to ask some of our Hearing Aider volunteers into our offices to help with the postal demand.

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. Clients appreciate care being provided closer to home, and without the journey to the hospital.

Many volunteers who join the Charity stay for years, and find that the two or three hours a month they give, working in their own local community, fits in well with their other commitments.

We would be delighted to hear from you, if you have some time to spare.

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, it was impossible to organise again, due to the restrictions necessary associated with the pandemic.

We are hoping to arrange a smaller Volunteer's Afternoon in summer 2022, subject to any necessary and reasonable precautions, so that the Chairman and Board of Trustees can pay tribute to our fantastic Volunteer ‘Hearing Aiders’, and have an opportunity to catch up with what's new.

The total number of ‘Hearing AiderTM’ volunteers in all areas supported by the Charity in 2021/22 was 100, (2020/21: 110).

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 aid and who have mobility, dexterity or transport problems, but may live independently in their own homes, sometimes with additional support, rather than sheltered housing or residential homes.

The services are supervised in Suffolk by Service Manager, Maria Waller, and in Hertfordshire/Bedfordshire by our Office Manager, Charlotte Spurway.

HAS Postal Service

Last year, in an effort to covid-proof services, we introduced our HAS Postal Service. Our strong and secure 'Send' and 'Return' envelopes are pre-printed. 'Send' envelopes give simple to follow instructions, and the 'Return' envelopes publicise some of the services and volunteering opportunities available.

HAS Mobile Service

Halfway through the year, and eighteen months into the pandemic, the number of people vaccinated in the UK was starting to increase. However, with the several variants of Covid-19 were proving a challenge. 'Face To Face' services still presented concerns for staff and clients, uncertainty around surgeries and care homes hosting our services, and the more general situation of many colleagues working from home, all created a conspiracy of circumstances for which there was no immediate solution.

In July 2021, the idea of planning for the future by referring to the past, provided a solution. Two mobile units, built by Chassis Developments - the Leighton Buzzard coach builders built the Charity's first mobile unit in 1997 - became available for sale at low cost, and provided a mobile clinical space with social distancing and ventilation to meet government guidance at the time. Whilst both provided almost a year of service, they were disposed of due to the requirement later for repairs that were uneconomic.

The mobile units in Suffolk and Hertfordshire/Bedfordshire also led to the recruitment of new staff, and the development of new roles in the Charity.

Supporting NHS Audiology Services

The Charity delivers non statutory services across Hertfordshire, Bedfordshire, West Essex, South Northants and Suffolk. We work in partnership with the Heads of Audiology to serve our shared client group, although the Departmental catchment areas are not necessarily co-terminus with our county boundaries.

At the Charity's request, the Sensory Support Service contract, held by Hertfordshire Vision Loss, supported by Hertfordshire Hearing Advisory Service as Essential Sub Contractor, has both HCC and NHS scrutiny. This has proved to be useful in improving communications, particularly when making necessary changes due to the pandemic.

Making Assistive Technology Accessible

Our core service provision has developed to support people and increase the confidence they have in using their own hearing aid. Maintaining aids, and offering support increases personal confidence and reduces the devastating social isolation 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
- Hearing Loop installation and information

Technical Support Service – Our Equipment Specialists

Communication is vital to maintaining relationships, being understood, achieving success at work, maintaining 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 on a limited basis. The reason for this was the closure of the Woodside Centre, and move to the smaller and affordable Weltech Centre for both Hertfordshire Hearing Advisory Service, and our partners, Herts Vision Loss, HVL.

HVL have acquired much larger offices at Weltech Centre, and have kindly offered space to HAS. We plan to re-start monthly open sessions so visitors can try hearing loops, personal amplifiers, alerting devices, mobile and landline telephony.

This service assists deaf and hard of hearing people in the home and workplace, supported by our trained staff and technical volunteers.

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

Hearing Advisory Services in the East of England

The Charity continues to work with Audiology Department Heads in Hertfordshire and across the East of England, to seek additional resources from charitable trusts and others. Our intention is to continue piloting new services where invited by Audiology Departments and Local Authorities during 2022/23, to provide the evidence of need required by the Clinical Commissioning Groups, and to support our neighbouring counterpart charities.

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. 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 re-starting partnership work with Sight Concern Bedfordshire, to develop a 'Hand In Hand Club' and Lip Reading Classes.

Northamptonshire Hearing Advisory Service

The South Northamptonshire Hearing Advisory Service pilot, was encouraged and supported by the South Northants Locality Engagement Group, (part of Nene Clinical Commissioning Group), Northampton Audiology and Central Milton Keynes Audiology.

As previously reported, we were delighted to have been awarded funding by South Northamptonshire Council, which started to deliver before the pandemic. This supported the pilot service, and the HAS Postal Service. With the closure of South Northants District Council, we intend to now apply to West Northants Council, for continuation funding.

Norfolk Deaf Association, Cambridge Hearing Help and Hearing Help Essex

We keep in touch with our friends in the East of England, at Norfolk Deaf Association, Cambridge Hearing Help, (who are to merge with Cambridge Deaf Association), and Hearing Help Essex. We continue to jointly promote our client services along county boundaries and continue to cooperate on matters of mutual interest and support.

Suffolk 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.

Gibraltar Hearing Impairment and Tinnitus Association, GHITA

Gibraltar is a British Overseas Territory, with a population of over 34,000 people, and served by regular flights between the City and until recently, nearby London Luton Airport on the UK mainland. Our staff team have informally adopted Gibraltar and GHITA as part of our social responsibility, and we continued to offer practical support during the year.

Reducing Loneliness and Social Isolation

Social Clubs, Self Help Groups

Everybody wants to live a happy and enjoyable life, reducing the effects of hearing loss and feeling positive. The Charity may provide or support social clubs for clients and their carers, something that will be explored as 'production' with our team, 'co-production' or 'publicity' with others.

Hand in Hand Social Clubs

Mostly provided in Suffolk, 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 Clubs, Self Help Groups

We are looking forward to safely re-starting our Hard of Hearing Social Clubs and self-help groups, once the effects of the pandemic have subsided. We may try combinations of 'Zooms' and 'Rooms', as we all return to the new normal.

If you are interested in attending a Hard of Hearing Club, or starting one in your area, please call Maria Waller 01472-286060, text phone 07467 122766, or suffolkinfo@hhas.org.uk. Social Clubs are subject to a small annual subscription fee.

@accessherts - Introducing Deaf Services

@accessherts is the branding of our planned Deaf Services, and is also our new, accessible FaceBook Channel for BSL content.

The Charity welcomes the investment by Hertfordshire County Council and NHS partners, as we work towards reducing health inequalities and increasing access to information, by developing Deaf Services for people who rely on BSL as their main aid to communication in line with the sensory strategy.

Deaf Clubs – at the heart of the community

The pandemic was difficult for Deaf Clubs - for committees, for members. Social events, revenue for costs, members isolating and shielding have all had an effect on individual clubs and for the wider club networks. Clubs are at the heart of the Deaf Community.

During the year, we have maintained links with Ipswich Deaf Club, Welwyn Hatfield Deaf Club, and Watford Deaf Club. Contact was re-established with the clubs in Hemel Hempstead and Hertford. We are looking at ways to support the Deaf Clubs.

Deaf Patient Participation Groups

Local Authority and NHS commissioners rarely collaborate when it comes to Deaf Services. Consequently, each Clinical Commissioning Group, CCG, has a small Deaf population. Addressing the needs of Deaf people are not always taken into account because the numbers involved are so small compared to the wider population.

The Charity, working with partners at primary care level, will seek to establish at least one Deaf Patient Participation Group, D/PPG. It will be associated with an existing PPG, in a pilot that, if successful, will be the first in England.

Hospital/Community Sensory Link Worker

The Charity worked with Hertfordshire Community Navigator Service, HCNS, to develop the Hospital/Community Sensory Link Worker post. The main purpose of the post will be to work to support patients with sensory loss so that they can be discharged to home or respite care. The role, working with the Deaf Services Team, will also support improving the on-going development of our Deaf Services.

Deaf Health Forum

The Charity is planning to develop proposals for a Deaf Health Forum, to coincide with the BSL Act coming into force on 28 June 2022, and the formal start of Hertfordshire and West Essex Integrated Care System, HWE ICS, on 1 July 2022. This Deaf-led forum will be about tackling the issues of concern to the Deaf Community, and gather useful feedback for service providers and commissioners. It will succeed our Deaf Awareness Working Group, as reported in previous years.

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 and inexpensive way to engage supporters and volunteers, and is an important way to reach service users. More people spend time online, so need to be ready to meet them there.

Hearing Helpline

Our aspiration is to ensure that the telephones are manned during office hours Monday – Thursday, with an answerphone at all other times.

News and Views e-newsletter

‘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. Publication was on-hold during the pandemic, but was restarted as a slimmed down e-newsletter during the year.

HAS Website

The HAS website was updated to better reflect the changing services and activities of the Charity as we emerged from lockdown and tried new hybrid ways of working.

Deaf Befriending, Deaf Services and SignVideo™

SignVideo is the UK market leader in Video Remote Interpreting, VRi, and Video Relay Services, VRs. We continue to highlight the benefits of SignVideo, by arranging demonstrations of the platforms to colleagues in Local Authorities and NHS organisations.

As part of our Deaf Services, the SignVideo app on tablet devices will help us deliver our Deaf Befriending Service, and the Deaf Services planned for introduction in 2022.

Our Social Media - FaceBook

Social media is now a part of many charities’ communications channels. The challenge for many is to find a balance between providing an interesting news stream, and the cost of using existing staff to maintain coverage. Our solution was to work with Herts Vision Loss, and commission a FaceBook Editor to support both charities as we deliver the sensory strategy.

The FaceBook pages are:

@hearingadvisoryservice1984
@accessherts
@hertsvisionloss2022

We are trying to get as many Likes as possible, so please send these links to any friends and colleagues to get them to Like the our Facebook pages!

Measuring Achievement

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 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.

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.

Surveying during the pandemic

The Charity would normally perform our annual client survey across all services during the spring. However, due to the pandemic surveying was not possible. For the purposes of continuity, we are substituting actual figures with the past 3 year average. We anticipate reintroducing our surveying during 2022/23.

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.

2 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 Unit 25, Weltech Centre, Welwyn Garden City AL7 2AA

Our Performance and Results

The Board of Trustees Annual Report 2021/22 report connects the HHAS governing document and the Statement of Financial Activity. 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.

Our Vision

Smiles from ear to ear.

Our Core 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*

Our Mission

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

Our Aim

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

Our Strategic Intent

The strategic intent of Hertfordshire Hearing Advisory Service is to sustain and extend as a charity that serves people, (clients) who are Deaf or Hard of Hearing, in Hertfordshire, Suffolk, Northamptonshire and Bedfordshire, in order to mitigate the effects of their Deafness or hearing loss.

Our Strategies

During the second pandemic year, the Board considered how the Charity would be meet its strategic intent, by adapting our five charitable strategies:

- To maintain the volunteer base and service provision
- To provide postal and other services, and seek resources to sustain operations
- To increase awareness of HHAS and gain publicity about its work
- To maintain close links with existing partner organisations
- To set and meet high standards of performance for trustees, staff and operations
- To maintain a process of performance goals and reviews with all HAS personnel

Our Objectives

In furtherance of the Charity's aim, the objectives were met by providing high quality local services set out in this annual report.

Our CSR policy

As a successful Investor In People organisation, the Charity adopted a Corporate Social Responsibility (CSR) to attract some of the positive benefits possible for our people and clients. We worked with Gibraltar Hearing Impairment and Tinnitus Association, GHITA, to provide Hearing Aider™ training, expertise and assistive equipment. During the second year of the pandemic, we have maintained contact and added GHITA to our website.

Our ESG Policy

The Charity is now looking at the Environmental, Social and Governance Agenda (ESG) to see whether further benefits are possible for the organisation.

Environmental View

As reported last year, Hertfordshire Hearing Advisory Service and Herts Vision Loss moved our adjoining Head Offices from the at Woodside Centre, to the nearby WelTech Centre in Welwyn Garden City. These offices are more energy efficient, with arrangements for recycling. In Ipswich, we continue to be based at Suffolk House.

Widening Society

The Charity are looking forward to forming new connections with the communities we serve. Social Prescribing is a significant development for public health and well-being. During the pandemic, in a variation to the role but in keeping with the community intention, both of our Link Workers Karen and Jenny helped people in Dacorum with their shopping and other essential help.

The Charity continued to be supported by specialist providers and consultants, in keeping with our aspiration to use local businesses, and pay invoices within 30 days.

Governance

The next 12 months are going to be difficult. This is a time for the Charity to reflect, in some areas strengthen, and develop support for service users.

The Charity has become a corporate member of the National Council for Voluntary Organisations to supplement support from our professional advisors, the Hertfordshire Black, Asian and Minority Ethnic Network, Herts BAME, and the Hertfordshire Carers Group.

The Board had agreed to consider the formation of a Remuneration Sub-Committee of the Finance and General Purposes Committee. The Charity developed an appropriate Terms of Reference, and Pay Policy, so the Board subsequently agreed to put this on hold.

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.

Tony Edwards was formerly Managing Director of the Church Urban Fund. He has many years of experience having served as Deputy Director of Operations at The Papworth Trust, 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.

James Bole is an experienced Rehabilitation Officer for people with visual impairment, working in the sensory community in North Lincolnshire. He worked across the country (particularly Hertfordshire) and lectured at Birmingham City University on implantable miniature telescopes and sensory adaptations. He is involved on a Dementia and Sensory loss project, that involves the Parliamentary committee on Dementia, headed by Sir George Howarth. James works in the veterans community, supporting people with complex sight loss.

Claire Oliver is Head of Group Assurance for M Group Services. With over 15 years of experience in the delivery assurance services, Claire now leads on internal audit, risk management, investigations and business continuity planning for the Group. Claire has been Hon. Treasurer of the Charity since 2016.

John Stoker* is an HHAS Volunteer, and Chair of Trustees. He 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.

Susan Street* is a former Head of Commissioning within Health and Social Care, leading on programmes to improve transformation, service integration, pathways, prevention and outcomes, with stakeholders from the public, private and charity sectors. Susan has held a number of trustee posts both locally and regionally including Chair of Governors, East Regional Playwork Sector and Watford Women's Centre. Susan enjoys gardening, walking, and is an active member of her local U3A.

Glyn Evans is former Operations Director for Watford Football Club.

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, Interim CEO for the National Association for Patient Participation, and Head of Membership & Development at Hearing Concern.

He is Secretary of WFC ENABLES, the official Disabled Supporters Group of the county's premier league Watford Football Club, Chairman of Hemel Aces Football Club and Vice Chairman of Friends of Bennetts End Surgery, FOBES.

* Indicates deafness or hearing impairment

The Board, Committees and Working Groups

During the 2021/22 financial year, John Stoker chaired the Board and the Annual General Meeting. John is chair of the Service Committee, and Claire Oliver is chair of the Finance and General Purposes Committee.

Each Trustee has taken responsibility for monitoring our activities in specific operational areas. Through their chairman, each Committee 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.

Finance and General Purposes Committee

Tony Edwards	Trustee
John Stoker	Trustee
Claire Oliver	Committee chair, Hon Treasurer
Philip Linnegar*	CEO

Strategy and Governance Committee

John Stoker	Committee chair
Claire Oliver	Trustee, Hon Treasurer
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)
Tom Lyon	Audiologist, Royal Free London Hospital NHS Trust

* Indicates deaf or hearing impaired members, volunteers or staff

Service Committee Bedfordshire

Sarah Kelley	Sensory Services, Twinwoods Resource Centre
Anna Lazenby	Head of Audiology, Bedford Hospital NHS Trust
Alison Lowe	Senior Practitioner, Bedford Sensory Services
Carol O'Brien	Project Manager, Sight Concern Bedfordshire
Garnet Newman	Hearing Advisor, Bedfordshire Hearing Advisory Service

Service Oversight Suffolk

Caroline Carr	Managing Director, Sensing Change Suffolk
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

Our patron is The Rt. Hon. Sir Mike Penning MP. During the year, the British Sign Language Bill was introduced by Rosie Cooper MP, supported by Sir Mike and The Minister for State for the Department for Work and Pensions, Chloe Smith MP. This Bill made significant progress through The Commons and The Lords, before receiving Royal Assent.

The Charity is grateful to Sir Mike and Dame Tanni Grey-Thompson for mentioning Hertfordshire Hearing Advisory Service during the debates. We congratulate Rosie Cooper, Sir Mike, Chloe Smith, and BDA Chairman, David Buxton on this historic Legislation.

Independent Examiner

Last year, we changed arrangements for our independent examination in-line with with Charity Commission 'Statement of Recommended Practice', and formally agreed to the appointment of Stuart Cuzner, a partner at Wagstaffs Chartered Accountants, as the Charity's Independent Examiner.

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	Geemarc Telecom	Hearing Healthcare Practice
Hearing Products International	Sarabec Limited	Hanover Housing

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 Clinical Commissioning Groups in
Bedfordshire, Hertfordshire Suffolk and Northamptonshire

South Northamptonshire Council, for providing a grant on behalf of: Blisworth Parish Council; Brackley Town Council; Deanshanger Parish Council; Grange Park Parish Council; Kings Sutton Parish Council; Middleton Cheney Parish Council; Towcester Town Council

Our Colleagues in NHS Audiology Departments

Cambridgeshire	Addenbrookes Hospital
Bedfordshire	Bedford General Hospital; Luton and Dunstable Hospital
Milton Keynes UA	Central Milton Keynes 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	Northampton General Hospital, and Horton Hospital (N.Oxon)
Suffolk	James Paget Hospital Ipswich General Hospital West Suffolk Hospital
Gibraltar	Gibraltar Health Centre

Hertfordshire Hearing Advisory Service

Board of Trustees Annual Report

For the year ended 31st March 2022

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.

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

Particular thanks go to:

Fiona Kerr	CEO, Cambridgeshire Hearing Help
Sophie Ede	CEO, Essex Hearing Help
Carol O'Brien	CEO, Sight Concern Bedfordshire
Joanna Carter	CEO, Hertfordshire Society for the Blind

Our Facilities Teams

Weltech Centre	Centre Deputy Manager – Maddy Hodgkinson
----------------	--

Our supporters, organisations and groups

Supporters:

Mrs Granger	Mrs B Green	Mrs A S Johnston
Mr D Lintott	Mr J Croft	Mrs F J White
Mr J Stoker	Mr G Kirby	

Organisations and Groups

Lowestoft Hand in Hand Club	Ipswich Hand In Hand Club
Bury St. Edmunds Hand in Hand Club	Ipswich Lip Reading Group
Felixstowe Hard of Hearing Club	Martlesham Hard of Hearing Club
Clothworkers' Foundation	Hearing Healthcare Practice
Bennetts End Surgery Team	Watford Football Club
Everest House Surgery	

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
Beth Moore	Social Media Editor, BM Services
Vacant	PR Consultants
Jeff Wiblin	Equity Services, (formerly Eurotech), 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	Monica Ansbro~
Office Manager	Charlotte Spurway **~
Service Coordinator	Garnet Newman
Administrator	Vacancy
Hearing Advisor – Hertfordshire	Bob Macdonald and Simon Windle
Hearing Advisor – Bedfordshire	Ruth Roberts
Deafness Awareness Trainer	Emma Caswell*
Newsletter/Website Editor	Charlotte Spurway
Technical Support/Loop Installation	Robert Guyver (Specialist Volunteer)
Head Office LRC Volunteers	John S*, Robert G, and Jenny B
Dacorum LRC Volunteers	John C, Mike L*, Bob*, Jan and Joan*
Deaf Service Manager	Emma Caswell**~
Deaf Outreach Worker	Golda Dahan*
H/C Sensory Link Worker	Vacancy
SP Link Workers	Karen Simmons, Jenny Bowes
Service Manager	Maria Waller~
Hearing Advisors	Maria Waller/Steph Daley
Administrators	Maria Waller/Steph Daley
Lip-reading Teachers	Maria Waller/Steph Daley
Lip-reading Teacher (North)	Lizzie Servant
Hand In Hand Club Coordinators	Christine Roe/Steph Daley
Technical Support/Loop Installation	Vacancy (Specialist Volunteer)
Other area LRC Volunteers	Christine and Margaret

* Deaf or hearing impaired members of staff or volunteers.

~ Senior Management Team

3 Financial Reports

Hon Treasurer's Report

The Balance Sheet (page 32) shows a cash balance, (cash at bank and in hand), of £47,361 a decrease of £1,282 from the previous year. There is a total surplus of £15,566 this year, (2020/21: £44,978 surplus), which includes depreciation of £8,780 (refer to page 33, Movement in Resources).

The Statement of Financial Activities (page 31), are in accord with Charities SORP (FRS 102) 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.

Pension Statement

Hertfordshire Hearing Advisory Service introduced pension auto-enrolment, and adopted the Friends Provident/Friends Life Stakeholder Pension scheme, subsequently managed by Aviva. Pension provision is kept under review, and during the year it was decided to move our auto-enrolment scheme to The People's Pension. The current scheme is available to all qualifying staff.

Payments

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

Financial scrutiny

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

Going concern

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. They have approved a break-even budget for 2022/23.

They are confident that, with appropriate budgetary controls and even in the current difficult economic climate, Hertfordshire Hearing Advisory Service will continue in operation and that it is appropriate to prepare these financial statements on a going concern basis.

Reserves Policy

The Trustees have reviewed and updated the Charity's reserves policy, to more explicitly articulate the links between the policy and the Charity's key risks and strategic objectives.

In doing so, Hertfordshire Hearing Advisory Service differentiates between short, medium, and long term risks as follows:

1. Short Term: Meeting working capital requirements and mitigating unbudgeted, in-year financial risks. In HHAS's situation, examples might be to manage the cash flow implications of contractual payments.

Reserves held to mitigate these short-term risks must be held as cash or short-term deposits immediate access as needed.

2. Medium Term: Mitigating the financial impact of changes foreseen over the next 1-3 year planning cycle, allowing sufficient time for the Charity to develop and meet these challenges whilst minimising the impact of any required changes. Examples would include managing the foreseeable impact of changes in public sector funding or benefits policy.

Reserves held to mitigate these medium-term risks can be held as long-term cash deposits or bonds, as their drawdown can be planned over a longer period of time.

3. Longer term: Ensuring the Charity can invest in planned renewal of infrastructure and intellectual property, so that its assets do not become outdated over time. This would include investment in property, IT and digital assets, and in the development of staff.

Reserves held to mitigate these long-term risks would be designated by the Board of Trustees against an agreed investment plan. Trustees will expect the Charity to build these reserves back up over time, in order to support ongoing investment.

4. Supporting Innovation: Having funds available to identify and act on opportunities to branch out into new activities that will achieve its charitable objectives, whilst minimizing risk and impact on the Charity's existing activities. This would include research and development of new services and policy areas.

Reserves held to support innovation will be designated by the Board of Trustees against a clear investment plan. These funds would be held to support explicitly high-risk activity, and as such there is less requirement of a financial return.

The Board of Trustees will review the level of reserves set against each risk category, regularly as part of the annual budgeting cycle, and immediately in the event of a significant change in the Charity's activities, size or risk profile.

Based on the Charity's current size and scope of activities, the Trustees consider that one month's operating expenditure is sufficient to cover short term risks; and a further two months operating expenditure is sufficient to mitigate medium terms risks.

At 31 March 2022, Hertfordshire Hearing Advisory Services' total unrestricted funds were £80,248, which exceeds 2 months' operating expenditure. HHAS's general funds excluding designated funds were £40,250.

Independent Examiner's Report

To the trustees of Hertfordshire Hearing Advisory Service ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31st March 2022.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Stuart Cuzner ACA FCCA
Wags LLP t/a Wagstaffs
Richmond House
Walkern Road
Stevenage
SG1 3QP

15 February 2023

4 Financial Accounts

Statement of Financial Activities (incorporating an income & expenditure account)

For the period 1st April 2021 to 31st March 2022

	Note	Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/3/2021 £
<u>Incoming Resources</u>					
Grants	1	176,480	82,309	258,789	228,573
Donations & Projects		22,588	0	22,588	43,099
Bank Interest		11	0	11	14
Net income from trading		3,187	0	3,187	2,877
Other		216	0	216	10,518
Total Incoming Resources		<u>202,482</u>	<u>82,309</u>	<u>284,791</u>	<u>285,081</u>
<u>Resources Expended</u>					
Direct charitable expenditure	2	98,118	82,309	180,427	170,296
Fund Raising & publicity	3	20,992	0	20,992	13,863
Management & admin costs	4	68,106	0	68,106	55,944
Total Resources Expenses		<u>187,216</u>	<u>82,309</u>	<u>269,525</u>	<u>240,103</u>
Net Incoming (Outgoing) Resources		15,266	-	15,266	44,978
Balance brought forward As at 1 st April 2021		64,982	-	64,982	20,004
Balance Carried Forward As at 31st March 2022		<u>80,248</u>	<u>-</u>	<u>80,248</u>	<u>64,982</u>

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 34 to 36 form part of these financial statements.

Hertfordshire Hearing Advisory Service
Board of Trustees Annual Report
For the year ended 31st March 2022

Balance Sheet (registered company number 3376847)

As at 31 st March 2022	Note	March 2022	March 2021
<u>Fixed Assets</u>			
Tangible Assets	5	23,475	13,286
Total Fixed Assets		<u>23,475</u>	<u>13,286</u>
<u>Current Assets</u>			
Debtors		44,361	37,139
Cash at Bank & in hand	6	47,361	48,643
Prepayments		7,754	7,119
Total Current Assets		<u>99,476</u>	<u>92,901</u>
<u>Liabilities:</u>			
<u>Amounts falling due within one year</u>			
Creditors		9,940	6,126
Barclaycard		1,515	1,132
Advance payments		31,248	33,947
Total		<u>42,703</u>	<u>41,205</u>
Net Current Assets		<u>56,773</u>	<u>51,696</u>
Total Assets		<u>80,248</u>	<u>64,982</u>
<u>Represented by:</u>			
Surplus from previous years		64,982	20,004
General Reserve		0	0
Surplus/Deficit for the year		<u>15,266</u>	<u>44,978</u>
Total (unrestricted funds)		<u>80,248</u>	<u>64,982</u>

For the year ended 31/03/2022 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 15th February 2023

The notes on pages 34 to 37 form part of these Financial Statements

Movement in Resources

1st April 2021 to 31st March 2022

	Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/03/21 £
<u>Incoming resources</u>				
Grants and contracts	176,480	82,309	258,789	228,573
Donations & Projects	22,588	0	22,588	43,099
Bank Interest	11	0	11	14
Net income from trading	3,187	0	3,187	2,877
Other	216	0	216	10,518
Total Incoming Resources	<u>202,482</u>	<u>82,309</u>	<u>284,791</u>	<u>285,081</u>
<u>Outgoing resources</u>				
Staff Salaries & related costs	94,714	74,348	169,062	182,061
Staff Auto Enrolled Pension	6,000	0	6,000	5,018
Staff travel & expenses	1,220	3,058	4,278	1,163
Staff recruitment	3,542	0	3,542	124
Staff & Vol. Training	430	1,167	1,597	1,640
Trustees/Vol. travel & expenses	998	0	998	163
Postage	3,612	0	3,612	2,387
Property costs/rent	2,480	0	2,480	10,669
Venue Hire – Clubs and classes	22,875	0	22,875	225
Printing and Stationery	3,516	0	3,516	10,509
Telephone & internet	5,436	0	5,436	4,825
Website & computer	2,253	0	2,253	1,733
Insurance & licenses	5,277	0	5,277	1,233
Legal & consultancy	8,981	0	8,981	7,107
Advertising & publicity	183	0	183	325
Events & catering	3,014	0	3,014	0
Subscriptions & membership	5,266	0	5,266	2,659
Vehicle Fuel & maintenance	7,189	3,736	10,925	570
Repair and maintenance	0	0	0	644
Depreciation	8,780	0	8,780	5,499
Payroll and Bank Charges	1,296	0	1,296	1,057
Other	154	0	155	1
Total Outgoing	<u>187,216</u>	<u>82,309</u>	<u>269,525</u>	<u>240,103</u>
Net Incoming/Outgoing Resources	15,266	-	15,266	44,978
Balance Brought Forward as at 01/04/21	64,982	-	64,982	20,004
Balance Carried Forward as at 31/03/22	80,248	-	80,248	64,982

The notes on pages 34 to 36 form part of these Financial Statements

Notes and policies to the accounts

Statutory information

Hertfordshire Hearing Advisory Service is a private company limited by guarantee, registered in England and Wales, as well as being a charity registered in the same jurisdiction. The charity's registered numbers and office address can be found within the reference and administrative details on page 1.

Basis of Accounting

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The financial statements have been prepared on a going concern basis, with no material uncertainties presented by the trustees in contrary to this.

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.

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 2022

1. Grants	Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/03/21 £
NHS Hertfordshire	0	0	0	40,285
HCC Community Wellbeing	126,480	0	126,480	59,588
NHS Bedfordshire	0	17,170	17,170	17,170
NHS Suffolk/SCC	44,000	0	44,000	41,500
Suffolk Lip Reading Classes	0	30,000	30,000	30,000
Suffolk HIH Clubs	0	11,500	11,500	11,500
Suffolk Community Foundation	0	0	0	0
Hospital Saturday Fund	0	0	0	0
HVCCG Social Prescriber LW	6,000	23,639	29,639	28,530
South Northants Pilot	0	0	0	0
Grant contribution				0
Deaf Outreach Service				0
Total Grants	176,480	82,309	258,789	228,573

2. Direct Charitable Expenditure	Unrestricted Fund £	Restricted Fund £	Total £
Vehicle expenditure	7,189	3,736	10,925
Volunteer expenses	998	0	998
Support officer salaries & expenses	89,931	78,573	168,504
Total Direct Charitable Expenditure	98,118	82,309	180,427

3. Fund Raising & Publicity	Unrestricted Fund £	Restricted Fund £	Total £
Staff salaries and expenses	17,795	0	17,795
Publicity	3,197	0	3,197
Total Fund Raising & Publicity	20,992	0	20,992

4. Management & Administration	Unrestricted Fund £	Restricted Fund £	Total £
Salaries & expenditure	30,252	0	30,252
Insurance & licenses	5,277	0	5,277
Office expenses	14,816	0	14,816
Consultancy and Legal expenses	8,981	0	8,981
Depreciation	8,780	0	8,780
Total Management & Administration	68,106	0	68,106

5. Fixed Assets	Office Equipment £	Office Furniture £	Display Equipment £	Motor Vehicle £	Total £
Costs at 01/04/21	22,965	13,302	7,885	13,990	58,142
Additions	1,988	1,387	0	15,594	18,969
Disposal	0	0	0	0	0
Costs at 31/03/22	24,953	14,689	7,885	29,584	77,111
Depreciation at 01/04/21	17,580	12,045	7,654	7,577	44,856
Charge for the year	1,887	378	93	6,422	8,780
Disposal	0	0	0	0	0
Depreciation at 31/03/22	19,467	12,423	7,747	13,999	53,636
Net Book value at 31/03/22	5,486	2,266	138	15,585	23,475
Net Book value at 31/03/21	5,385	1,257	231	6,413	13,286

Fixed Assets Segregation	2021/22 £	2020/21 £
Direct charitable purposes	14,085	7,971
Indirect charitable purposes	9,390	5,315
Total	23,475	13,286

6. Cash at Bank and in Hand	2021/22 £	2020/21 £
Cash at hand	4,270	683
CAF Cash & CAF Gold A/C	42,381	46,572
Bank Account (Suffolk)	710	1,388
Total Cash	47,361	48,643

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

No employees received emoluments in excess of £60,000.

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

	2022	2021
Direct services	4.8	4.8
Fundraising & Publicity (10% of CEO's time)	0.2	0.2
Management & Administration	4.0	4.0
Total	9.0	9.0

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

Hertfordshire Hearing Advisory Service
Annual Report and Accounts 2021/22
The Chairman and Board of Trustees thank you for your interest in the work of
Hertfordshire Hearing Advisory Service
Weltech Centre, The Ridgeway, Welwyn Garden City AL7 2AA
www.hhas.org.uk

Accounts

Hertfordshire Hearing Advisory Service
Registered Charity No.1063430
Registered Company No. 3376847



Annual Report and Accounts 2020/2021



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Thank you to our Local Authority and NHS Commissioners



Audiology Services

1 Welcome from the Chairman

Dear Friends and Supporters

The Charity has the utmost respect for our professional colleagues in healthcare and social welfare. We note our thanks to them during the pandemic, and in particular our colleagues in NHS Audiology who were re-tasked to wards.

Our on-going dialogue with healthcare professionals and front-line care providers informed the decision to anticipate a national lockdown and close our services across the East of England over a week earlier. This enabled the team to implement a managed closure with our scheduled sites at surgeries, days before they closed physical access and care homes cocooned residents. Our Hearing Aider Volunteers were all asked to stand down and stay safe at home. We hope these early actions helped save lives.

When the pandemic struck, the Charity adapted quickly with examples like:

- Protecting the safety and security of our staff and volunteers
- Using technology to continue services on-line
- Protecting the Charity
- Identifying pandemic generated positives that can endure afterwards

Our staff

The staff team have been adaptable, with flexible work patterns, working from home, some shielding, and using technology to continue some services on-line.

Two members of staff left the Charity through redundancy in the last year. These decisions are never taken lightly, and there is need to reassess our future plans due to the impact of Coronavirus.

In March 2020, the appointment of our two Link Workers, to join the Hertfordshire Community Network Service, HCNS, placed the Charity on the front-line of social prescribing. The Charity also appointed a new Office Manager, due to the retirement of Dawn Sharpe after many years of service to the county.

We thank Dawn Sharpe and Gary Appleby for their many years of service and contribution to the success of the Charity.

Financial review

The Charity's diversity of income, with our three county hearing support services, was strengthened with the award of a pilot scheme to provide services in South Northamptonshire, and the award of a Link Working Host contract in West Hertfordshire.

The diverse income brings with it an increased complexity. Work was undertaken to review the apportionment of costs across our services, and to identify reductions in costs where possible.

Performance

Hertfordshire Vision Loss, HVL, and Hertfordshire Hearing Advisory Service, HHAS, worked together to build a successful application to the Hertfordshire County Council's Tendering Process to deliver the Sensory Support Services contract.

Working together, the Chief Executive Officer's put together a compelling range of existing and new countywide services. Under the Partnership Agreement, HHAS contract income will be £124,000 annually, an increase of £24,000. We are grateful to Danais Primary Care Network, who agreed to work with HHAS and provide the new Hertfordshire Link Worker Host: the contract income will be £33,000 a year.

In addition to these new contracts, the Charity also received a fine Legacy from the Estate of the late Bert Pridmore. Bert was the widower of Janet Pridmore, who as Janet R. Shaw had been the Charity's first Volunteer Coordinator. The Legacy was worth over £41,000.

Partnership Working

The Charity is looking forward to developing new and existing services to support Deaf and hard of hearing people. We are enthusiastic about the Hertfordshire commissioning strategy, 'Connected Lives', and seizing the opportunities to work with partners to help their production of projects, or together in co-production, for example training courses or signed videos. Further details of our 'Deaf Awareness Working Group' are reported elsewhere.

We recognised that the pandemic has brought with it, in different ways, social isolation and loneliness. We must consider mental health and other health outcomes, how we can help.

Thinking ahead

As people have stayed at home, so has demand for some of our services. The next 12 months are going to be equally difficult and challenging. This is a time for charities to reflect, and evolve, to support our service users. It is clear that the Charity will need to change, as we meet the new normal, coming towards us. We need to consider developing our capabilities.

As mentioned previously, the diversity of income has also brought additional funding. The Charity has now reached the threshold set by the Charity Commission which requires a qualified Independent Examination. The Charity is in the process of appointing a suitably qualified Accountant. We thank Peter Bladon for his kind support as our retiring Independent Examiner.

At the Annual General Meeting, we welcomed two new Trustees to the Board, Beth Moore and Susan Street. Their biographies are reported later on. We also formally accepted the retirement of Ardeshir Laloui. We thank Ardeshir for his experience and wise counsel over many years.

John Stoker

John Stoker (Chairman)

2 Operational Activities and Achievements

Reducing health inequalities

Herts Vision Loss, working in partnership with Hertfordshire Hearing Advisory Service, HHAS, were commissioned in December 2020 by Hertfordshire County Council, HCC, to improve existing services, and develop new services that support the latest Sensory Services Strategy. HHAS is committed to reducing health inequalities for the people who are hard of hearing and particularly, people who are profoundly Deaf and use British Sign Language, BSL, as their main aid to communication.

The Charity welcomes the additional funding from HCC. This will allow us to address the problems that hard of hearing and Deaf people have as out-patients and in-patients – something we have commented on over past years. These are highlighted in the RNID report 'A Simple Cure', the Department of Health report 'Deafness and Mental Health – Towards Equality and Access', and the Sign Health Report, 'Sick of it - The Health of Deaf People'.

The 'Sick of it' report found poorer health, poorer diagnosis, and poorer treatment / management. These problems were probably largely caused by poor access to services, poor communication and poor access to clear information - themes that resonate through health and social care strategies.

Research showed Deaf people face barriers accessing NHS services, and both Deaf people and healthcare staff have difficulties communicating in consultations. Deaf people reported feeling excluded, marginalised and disenfranchised by the healthcare system, finding barriers at every step preventing them taking control of their health.

Connected Lives

Connected Lives is the latest HCC commissioning model, which positively encourages colleagues to emerge from their silos, and address challenges together. By considering the Hertfordshire Sensory Strategy, NHS Commissioning Guidance, national study recommendations together with our own knowledge and experience of services, together we can make a difference for profoundly Deaf people.

We are enthusiastic to consider and willing to try through the work of our staff, volunteers and colleagues of partner organisations.

Working with Hertfordshire County Council

Hertfordshire Hearing Advisory Service has always been well supported by the Hertfordshire County Council, since the organisation was first created as a collaboration between the Council, NHS Audiology, Hertfordshire League for the Hard of Hearing and the several County's several Deaf Clubs, and named 'Hertfordshire Deafness Support Association', HeDSA, over 40 years ago.

In 2020, the Council published Hertfordshire's Sensory Strategy 2020-2023.

This confirms there is a commitment to working with the voluntary sector and other key partners to deliver and implement the Strategy. This is in alignment with the Connect and Prevent principles within Connected Lives. A key requirement for the strategy is to include collaborative working with Herts Help, the Link Workers (also called Community Navigators), and other partners.

The County Strategy Priorities are set out in the table below and include our intended Service Responses.

Sensory Services Strategic Priorities	HAS Service Responses
'My Health' Workstream	
Providing clear and accessible information	Access Hertfordshire! - A Deaf PPG
Improving collaborative working/integrated pathways	HAS Deaf Awareness Working Group
'My Home, My Community'	
Improving emotional/peer support	Deaf Befriending - partnership with HVL
Making Assistive Technology accessible	HAS Hearing Aid Support Service HAS Equipment Support Service
Improving wider Sensory Awareness of colleagues	HAS Training Centre and The Studio

The Sensory Strategy also refers to national strategies, including the NHS Action Plan on Hearing Loss 2015. This was developed by the Deafness and Hearing Loss Alliance, 'the Alliance', an association of Officers representing the Audiology profession, Hearing Aid manufacturers, and leading charities representing sensory loss.

Hertfordshire Hearing Advisory Service worked with other Alliance members, including SignHealth, and NHS England to later produce commissioning guidance including "What works - A guide for healthy hearing" NHSE 2016.

Volunteer Support Service – Our ‘Hearing Aiders’

Our longest running service is provided by our friendly, trained volunteers, ‘Hearing Aiders’. They would normally 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. The pandemic led to the closure of many such sites and the cocooning of residents. Meanwhile, a number of volunteers advised us that they were also shielding.

Thanks for advice from colleagues, HHAS were able to take pre-emptive steps that led to a managed closure of our services that may have helped save lives.

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.

In-house Training and Development

Most of us take our hearing for granted, but it is so important for our communication, confidence, independence and quality of life. In a care home setting, the number of residents having a hearing loss can be disproportionately high, presenting a challenge to raise the awareness of residential and care home managers for the need of better on-going support for both hearing aids and assistive technology.

‘Hearing Aider™’ Training is an intensive one-day course on hearing aid maintenance and deaf awareness we have developed for busy 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 multi-site care home groups.

Our partnership work with Anchor Hanover - the country’s largest social landlords – provides useful insights into how to improve our services. We look forward to developing our partnerships with RMBI Care, by providing some more bespoke in-house training courses.

Hertfordshire Care Providers Association

Hertfordshire Care Providers Association supports many of the care home providers, across the county from the smallest to the largest. Plans to add more ‘Hearing Aider’ training courses on during the year had to be put on hold. However, we are grateful to HCPA for publicising our HAS Postal Service on their social media.

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, this was not possible, due to the pandemic.

The Chairman and Board of Trustees paid tribute to our fantastic Volunteer ‘Hearing Aiders’ who give 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 aid and who have mobility, dexterity or transport problems, but may live independently in their own homes, rather than sheltered housing or residential homes.

The services are supervised in Suffolk by Service Manager, Maria Waller, and in Hertfordshire/Bedfordshire by our Office Manager, Dawn Sharpe. In March 2020, we welcomed Charlotte Spurway as our new Office Manager, ahead of Dawn’s retirement. The pandemic and the closure of Woodside Centre had an immediate effect on our operations and administration. After the shortest face-to-face handover on record, over the months that followed, Charlotte continued managing the office/service administration, while Dawn kindly agreed to manage the office move.

Given the uncertainty of the pandemic, two posts were made redundant during the year. We were sad to say goodbye to Hearing Advisor, Charlotte Crowe, and Senior Hearing Advisor, Gary Appleby.

Introducing the HAS Postal Service

In an effort to covid-proof services, our small postal services were staffed by the remaining members of the team: Bob Macdonald in Herts/Beds, and Steph Daley and Maria Waller in Suffolk. Our thanks go to Jameson Press, Herts Valley CCG and South Northants District Council for contributing to the pre-printed envelopes for clients to use.

Supporting NHS Audiology Services

The Charity delivers non statutory services across Hertfordshire, Bedfordshire, West Essex, South Northants and Suffolk. We work in partnership with the Heads of Audiology to serve our shared client group, although the Departmental catchment areas are not necessarily co-terminus with our county boundaries.

Hearing Support Service

Our core service provision has developed to support people and increase the confidence they have in using their own hearing aid. Maintaining aids, and offering support increases personal confidence and reduces the devastating social isolation 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
- Hearing Loop installation and information

The total number of ‘Hearing AiderTM’ volunteers in all areas supported by the Charity in 2020/21 was 110, (2019/20: 112).

Technical Support Service – Our Equipment Specialists

Communication is vital to maintaining relationships, being understood, achieving success at work, maintaining 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 monthly 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

A well-used part of our scheduled Hearing Aid Services in Hertfordshire is the Local Resource Centres, LRC, manned by 'Hearing Aider' volunteers or 'Hearing Advisor' staff.

The most active LRCs had been the Boxmoor Methodist Hall in Hemel Hempstead, Woodside Centre in Welwyn Hatfield, and Phoenix Group for Deaf Children's Hyde-Out Centre in Stevenage. This supports the parents of children who are deaf and is also accessible for people living nearby in Central Bedfordshire, too.

The closure of Woodside Centre and move to the smaller, affordable Weltech Centre, had drawn the end to our permanent county Equipment Display Room. In the future, it is most likely that we will copy our neighbouring services, by attending 'pop-up health hubs' instead.

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

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

Hearing Advisory Services in the East of England

The Charity continues to work with Audiology Department Heads in Hertfordshire and across the East of England, to seek additional resources from charitable trusts and others. Our intention is to continue piloting new services, where invited by Audiology Departments and Local Authorities during 2021/22, to provide the evidence of need required by the Clinical Commissioning Groups, and to support our neighbouring counterpart charities.

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, to develop a 'Hand In Hand Club' and Lip-Reading Classes funded by Central Bedfordshire Council.

Northamptonshire Hearing Advisory Service

The South Northamptonshire Hearing Advisory Service pilot was encouraged and supported by the South Northants Locality Engagement Group, (part of Nene CCG), Northampton Audiology and Central Milton Keynes Audiology. We were delighted to be awarded funding by South Northamptonshire Council, which started to deliver before the pandemic. We included South Northants in our postal service, because of the positive response from clients, and the Town/Parish Councils. We thank them for their support.

Norfolk Deaf Association, Cambridge Hearing Help and Hearing Help Essex

We keep in touch with our friends in the East of England, at Norfolk Deaf Association, Cambridge Hearing Help and Hearing Help Essex. We continue to jointly promote our client services along county boundaries and continue to cooperate on matters of mutual interest and support.

Gibraltar Hearing Impairment and Tinnitus Association, GHITA

Gibraltar is a British Overseas Territory, with a population of over 34,000 people, and served by regular flights between the City and nearby London Luton Airport on the UK mainland. Our staff team have informally adopted Gibraltar and GHITA as part of our social responsibility, and we continued to offer practical support during the pandemic by arranging the shipment of hearing aid batteries and offering lip-reading courses on-line to residents.

Suffolk 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.

The Training Centre

The final report of The Marmot Review, “Fair Society, Healthier Lives”, has provided successive governments with compelling evidence that has informed policy making over the last decade. The Charity is well placed to consider the provision of services, over the lifetime of clients.

Our ‘virtual’ Training Centre is a means to capture the several providers of training, the range of subjects and course types on offer, and the target audiences for the training. The common factor is that the training supports people who are Deaf or have a sensory loss.

Front-line staff training

For many client-facing staff, there is already an appreciation for Continuing Professional Development. Some smaller courses that raise awareness, can help make health information more accessible, and reduce barriers to communication. These may include:

- Deaf Awareness Training
- Sensory Awareness Training
- Introduction to British Sign Language
- Introduction to assistive equipment
- Introduction to NHS hearing aids (Hearing Aider training)

Lip Reading Classes

Lip reading is a widely recognised and vital skill that can be taught to aid communication for people with acquired hearing loss. It can be great fun to learn, and many friendships start as the result of classes. 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 different classes run for 20 weeks per year with modest charging for some courses, benchmarked against other similar regional providers.

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. Charges for lip reading classes were reviewed in 2021, so please check with the Suffolk office.

Social Clubs, Self Help Groups

Everybody wants to live a happy and enjoyable life, reducing the effects of hearing loss and feeling positive. The Charity may provide or support social clubs for clients and their carers, something that will be explored as 'production' with our team, 'co-production' or 'publicity' with others.

Hand in Hand Social Clubs

Mostly provided in Suffolk, 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 Clubs, Self Help Groups

We are looking forward to safely re-starting our Hard of Hearing Social Clubs and self-help groups, once the effects of the pandemic have subsided. We may try combinations of 'Zooms' and 'Rooms', as we all return to the new normal.

If you are interested in attending a Hard of Hearing Club, or starting one in your area, please call Maria Waller 01472-286060, text phone 07467 122766, or suffolkinfo@hhas.org.uk. Social Clubs are subject to a small annual subscription fee.

Deaf Clubs – at the heart of the community

The last year has been difficult for Deaf Clubs, whose members use British Sign Language. Social calendars stopped, income for running costs down, friends isolating at home. We hope that our Deaf Outreach work will help bring some practical support to those Clubs we have some initial links with: Ipswich Deaf Club, Welwyn Hatfield Deaf Club and Watford Deaf Club.

Deaf Patient Participation Groups

Local Authority and NHS commissioners rarely collaborate when it comes to Deaf Services. Consequently, each Clinical Commissioning Group, CCG, has a small Deaf population. Addressing the needs of Deaf people are not always taken into account because the numbers involved are so small.

The Charity, working with partners at primary care level, will seek to establish at least one Deaf Patient Participation Group, PPG. It will be associated with an existing PPG, in a pilot that, if successful, will be the first in England.

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 telephones are manned during office hours Monday – Thursday, with an answerphone at all other times.

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. Publication has been on-hold, although we are considering reintroducing a ‘News and Views’ as a slimmed down news sheet, to coincide with the new postal service.

On-line

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

We continue to discover how the internet can make a real difference to the lives of our clients, such as Video Remote Interpreting, VRi, and sharing demonstrations of these new platforms to communication colleagues in statutory authorities and NHS trusts.

Social Media

Social media is now a part of many charities’ communications channels. We continue to be cautious about social media, balancing both the positives and negatives, at a time when personal data, and protection of both individuals and organisations, have become more reflective about the choices they make.

We continue to develop our Facebook presence, and new website. Our Facebook page for the Charity is...

- facebook.com/hearingadvisoryservice

It would be great if you could send these links to any friends and colleagues to get them to Like our Facebook page!

Equality and Diversity

Deaf Awareness Working Group

In 2021/22, the Deaf Awareness Working Group, DAWG, returns to the Charity's Committee structure, with a wider commitment to provide training, co-produce training with others, and promote training produced by others, which improves the health and wellbeing of our clients and their carers.

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', (the TEA report), and the SignHealth Reports, 'Please communicate with me', (Sick of It).

The DAWG originally worked on the delivery of TEA 2, the provision of CACDP Level 1 qualification in Communication Tactics for front-line staff, and the Audiology Quality Assessment Task programme. It was then absorbed into the terms of reference of the Sensory Disability Working Group led by Hertfordshire Health Watch.

The Charity is committed to supporting our colleagues in countywide Health Watches and will maintain quarterly communications with them.

Deaf Awareness Group Commitment

- To provide a virtual forum for countywide issues to be discussed and actions to be agreed
- To engage with Hertfordshire County Council/NHS Task and Finish Groups to achieve the operational objectives where they coincide with HCC Sensory Strategy
- To ensure that any DAWG or Task and Finish Group 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

Measuring Achievement

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 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.

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.

Surveying during the pandemic

The Charity would normally perform our annual client survey across all services during the spring. However, due to the pandemic, the 2020/21 surveying was not possible. We anticipate conducting the next survey via our postal service.

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.

The 3-year average for responses has been 33%, (2018/19: 35%).

People are managing their hearing loss better.

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*

Our Performance and Results

The Board of Trustees Annual Report 2020/21 report connects the HHAS governing document and the Statement of Financial Activity. 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 in this report.

All the staff team worked hard to deliver services through the pandemic. However, this was not always possible due to staff shielding, lockdown, Woodside Centre being closed, and having no telephone lines for a number of weeks. We are grateful to our commissioning officers for their support, and also those organisations that helped with additional funding for covid-proofing services later in the year.

Hearing Support Services

Hertfordshire and Bedfordshire: Hearing Aids 567; Batteries 2372
Suffolk: Hearing Aids 2112; Batteries 1165

Our Vision

Smiles from ear to ear.

Our Core 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*

Our Mission

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

Our Aim

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

Our Strategic Intent

The strategic intent of Hertfordshire Hearing Advisory Service is to sustain and extend as a charity that serves people, (clients) who are Deaf or Hard of Hearing, in Hertfordshire, Suffolk, Northamptonshire and Bedfordshire, in order to mitigate the effects of their Deafness or hearing loss.

Our Strategies

During the pandemic year, the Board considered how the Charity would be meet its strategic intent, by adapting our five charitable strategies:

- To maintain the volunteer base and service provision
- To provide postal and other services, and seek resources to sustain operations
- To increase awareness of HHAS and gain publicity about its work
- To maintain close links with existing partner organisations
- To set and meet high standards of performance for trustees, staff and operations
- To maintain a process of performance goals and reviews with all HAS personnel

Our Objectives

In furtherance of the Charity's aim, the objectives were met by providing high quality local services set out in this annual report.

Our CSR policy

As a successful Investor In People organisation, the Charity adopted a Corporate Social Responsibility (CSR) to attract some of the positive benefits possible for our people and clients. We worked with Gibraltar Hearing Impairment and Tinnitus Association, GHITA to provide Hearing Aider TM training, expertise and assistive equipment. During the pandemic, we also arranged to supply hearing aid batteries for Gibraltarian residents who were locked down.

Our ESG Policy

The Charity is now looking at the Environmental, Social and Governance Agenda (ESG) to see whether further benefits are possible for the organisation.

Environmental View

The Woodside Centre, our Head Office for over 40 years, finally closed. A new school for Hertfordshire families with children with additional needs will then enjoy the site. Over the spring and summer, Charlotte managed the office, supported by Dawn who organised our move from Woodside Centre to Weltech Centre. Our new office is more energy efficient and has better arrangements for recycling.

Widening Society

The Charity are looking forward to forming new connections with the communities we serve. Social Prescribing is a significant development for public health and well-being. During the pandemic, in a variation to the role but in keeping with the community intention, both of our Link Workers Karen and Jenny helped people in Dacorum with their shopping and other essential help.

The Charity continued to be supported by specialist providers and consultants, in keeping with our aspiration to use local businesses, and pay invoices within 30 days.

Governance

The next 12 months are going to be difficult. This is a time for the Charity to reflect, in some areas strengthen, and develop support for service users.

The Charity has become a corporate member of the National Council for Voluntary Organisations to supplement support from our professional advisors, the Hertfordshire Black, Asian and Minority Ethnic Network, Herts BAME, and the Hertfordshire Carers Group.

The Board have agreed to the formation of a Remuneration Sub-Committee of the Finance and General Purposes Committee. The Charity has developed Terms of Reference, and an appropriate Pay Policy.

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.

Tony Edwards was formerly Managing Director of the Church Urban Fund. He has many years of experience having served as Deputy Director of Operations at The Papworth Trust, 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, continuing afterwards as a Trustee. Ardeshir retired from the Board at the AGM in November 2020.

Claire Oliver is Head of Group Assurance for M Group Services. With over 15 years of experience in the delivery assurance services, Claire now leads on internal audit, risk management, investigations and business continuity planning for the Group. Claire has been Hon. Treasurer of the Charity since 2016.

John Stoker* is an HHAS Volunteer, and Chair of Trustees. He 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.

Susan Street* is a former Head of Commissioning within Health and Social Care, leading on programmes to improve transformation, service integration, pathways, prevention and outcomes, with stakeholders from the public, private and charity sectors. Susan has held a number of trustee posts both locally and regionally including Chair of Governors, East Regional Playwork Sector and Watford Women's Centre. Susan enjoys gardening, walking, and is an active member of her local U3A.

Beth Moore is a former Head of Audiology, who joined the Charity as a Hearing Advisor and then other roles including Club Coordinator and Fund-raising Administrator to fit in with family commitments.

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, Interim CEO for the National Association for Patient Participation, and Head of Membership & Development at Hearing Concern.

He is Secretary of WFC ENABLES, the official Disabled Supporters Group of the county's premier league Watford Football Club, Chairman of Hemel Aces Football Club and Vice Chairman of Friends of Bennetts End Surgery, FOBES.

* Indicates deafness or hearing impairment

The Board, Committees and Working Groups

During the 2020/21 financial year, John Stoker chaired the Board and the Annual General Meeting. John is chair of the Service Committee, and Claire Oliver is chair of the Finance and General Purposes Committee.

Each Trustee has taken responsibility for monitoring our activities in specific operational areas. Through their Chairman, each Committee 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.

Finance and General Purposes Committee

Tony Edwards	Trustee
John Stoker	Trustee
Claire Oliver	Committee chair, Hon Treasurer
Philip Linnegar*	CEO

Strategy and Governance Committee

John Stoker	Committee chair
Claire Oliver	Trustee, Hon Treasurer
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)
Tom Lyon	Audiologist, Royal Free London Hospital NHS Trust

* Indicates deaf or hearing-impaired members, volunteers or staff

Service Committee Bedfordshire

Sarah Kelley	Sensory Services, Twinwoods Resource Centre
Anna Lazenby	Head of Audiology, Bedford Hospital NHS Trust
Alison Lowe	Senior Practitioner, Bedford Sensory Services
Carol O'Brien	Project Manager, Sight Concern Bedfordshire
Garnet Newman	Hearing Advisor, Bedfordshire Hearing Advisory Service

Service Oversight Suffolk

Caroline Carr	Managing Director, Sensing Change Suffolk
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

Our patron is The Rt Hon Sir Mike Penning MP. During the year, Sir Mike made enquiries on our behalf, to see if the 'Articles for the Blind' regulations could be amended as the pandemic worsened, to become 'Articles for the Sensory Impaired'. This would have allowed vulnerable clients to use postal hearing aid services, without the need to venture to a post office. Sadly, our requests were declined, but we thank Sir Mike for his efforts.

Independent Examiner

For some years, our Independent Examiner 'by experience' has been Peter Bladon. An active volunteer in the community, Peter was formerly Accounts Payable Manager of Kodak Limited – a company who has provided the Charity with many excellent volunteers over the years. This year, we change our examining arrangement in-line with Charity Commission 'Statement of Recommended Practice', as explained elsewhere.

The Hon. Treasurer and Board would like to thank Peter Bladon for his kind assistance as Independent Examiner over the years.

The Board formally agreed to the appointment of Stuart Cuzner as the Charity's Independent Examiner.

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	Hanover Housing
Hearing Healthcare Practice	BH Hearing Care	Suffolk Hearing Care Centre

Our Colleagues in the Public Sector

Bedford Council and 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 Clinical Commissioning Groups in
Bedfordshire, Hertfordshire Suffolk and Northamptonshire

South Northants Council, for providing a grant on behalf of: Blisworth Parish Council; Brackley Town Council; Deanshanger Parish Council; Grange Park Parish Council; Kings Sutton Parish Council; Middleton Cheney Parish Council; Towcester Town Council

Our Colleagues in NHS Audiology Departments

Cambridgeshire	Addenbrookes Hospital
Bedfordshire	Bedford General Hospital; Luton and Dunstable Hospital
Milton Keynes UA	Central Milton Keynes 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, and Horton Hospital (N.Oxon)
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.

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

Particular thanks go to:

Amanda Morgan	CEO, Cambridgeshire Hearing Help
Sophie Biebuyck	CEO, Essex Hearing Help
Carol O'Brien	CEO, Sight Concern Bedfordshire
Joanna Carter	CEO, Hertfordshire Society for the Blind

Our Facilities Teams

Weltech Centre	Office Manager – Maddy Hodgkinson
Woodside Centre	Office Cleaner - Jill Norris; Office Caretaker - George West

Our supporters, organisations and groups

Supporters:

Mrs Granger	Mrs B Green	Mrs A S Johnston
Mr D Lintott	Mr J Croft	Mrs F J White
Mr J Stoker	Mr G Kirby	

Organisations and Groups

Lowestoft Hand in Hand Club	Ipswich Hand In Hand Club
Bury St. Edmunds Hand in Hand Club	Ipswich Lip Reading Group
Felixstowe Hard of Hearing Club	Martlesham Hard of Hearing Club
Clothworkers' Foundation	Hearing Healthcare Practice
Bennetts End Surgery Team	Watford Football Club

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	Monica Ansbro~
Office Manager	Dawn Sharpe*~ (To 31 March 2020)
Office Manager	Charlotte Spurway *~ (From 31 March 2020)
Service Coordinator	Garnet Newman
Administrator	Vacancy
Administrator - Fund Raising	Beth Moore (Ad-Hoc)
Administrator – Fund Raising	Izzy Spurway (Ad-Hoc)
Hearing Advisor – Hertfordshire	Bob Macdonald
Hearing Advisor – Bedfordshire	Ruth Roberts and Charlotte Crowe
Newsletter/Website Editor	Ingrid Marson
Technical Support/Loop Installation	Robert Guyver (Specialist Volunteer)
Woodside LRC Volunteers	John S*, Robert G, and Jenny B
Dacorum LRC Volunteers	John C, Mike L*, Bob*, Jan and Joan*
Deaf Service Manager	Emma Caswell*
Deaf Outreach Worker	Vacant
Service Manager	Maria Waller~
Senior Hearing Advisor	Gary Appleby*
Administrator	Maria Waller/Steph Daley
Lip-reading Teacher	Maria Waller
Lip-reading Teacher	Steph Daley
Lip-reading Teacher	Lizzie Servant
Hand In Hand Club Coordinator	Christine Roe
Club Coordinator	Steph Daley
Technical Support/Loop Installation	Vacancy (Specialist Volunteer)
Other area LRC Volunteers	Christine and Margaret
Family members 'Volunteered' or 'Staffed' (in family CV19 'Bubbles')	Tom Waller Izzy Spurway Mike Sharpe

* Deaf or hearing-impaired members of staff or volunteers.

~ Senior Management Team

4 Financial Reports

Hon Treasurer's Report

The Balance Sheet (page 32) shows a cash balance, (cash at bank and in hand), of £48,643 an increase of £20,866 from the previous year. There is a total surplus of £44,979 this year, (2019/20: £12,482 deficit), which includes depreciation of £5,499 (refer to page 34, Movement in Resources).

The Statement of Financial Activities (page 32) 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.

Pension Statement

Hertfordshire Hearing Advisory Service introduced pension auto-enrolment and adopted the Friends Provident/Friends Life Stakeholder Pension scheme, subsequently managed by Aviva. Pension provision is kept under review, and during the year it was decided to move our auto-enrolment scheme to The People's Pension. The current scheme is available to all qualifying staff.

Payments

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

Financial scrutiny

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

Going concern

The Trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. They have approved a break-even budget for 2021/22 and have reviewed the projected cash flow to September 2022.

They are confident that, with appropriate budgetary controls and even in the current difficult economic climate, Hertfordshire Hearing Advisory Service will continue in operation and that it is appropriate to prepare these financial statements on a going concern basis.

Reserves Policy

The Trustees have reviewed and updated the Charity's reserves policy, to more explicitly articulate the links between the policy and the Charity's key risks and strategic objectives.

In doing so, Hertfordshire Hearing Advisory Service differentiates between short-, medium-, and long-term risks as follows:

1. Short Term: Meeting working capital requirements and mitigating unbudgeted, in-year financial risks. In HHAS's situation, examples might be to manage the cash flow implications of contractual payments.

Reserves held to mitigate these short-term risks must be held as cash or short-term deposits immediate access as needed.

2. Medium Term: Mitigating the financial impact of changes foreseen over the next 1-3 year planning cycle, allowing sufficient time for the Charity to develop and meet these challenges whilst minimising the impact of any required changes. Examples would include managing the foreseeable impact of changes in public sector funding or benefits policy.

Reserves held to mitigate these medium-term risks can be held as long-term cash deposits or bonds, as their drawdown can be planned over a longer period of time.

3. Longer term: Ensuring the Charity can invest in planned renewal of infrastructure and intellectual property, so that its assets do not become outdated over time. This would include investment in property, IT and digital assets, and in professional development of staff.

Reserves held to mitigate these long-term risks would be designated by the Board of Trustees against an agreed investment plan. Trustees will expect the Charity to build these reserves back up over time, in order to support ongoing investment.

4. Supporting Innovation: Having funds available to identify and act on opportunities to branch out into new activities that will achieve its charitable objectives, whilst minimizing risk and impact on the Charity's existing activities. This would include research and development of new services and policy areas.

Reserves held to support innovation will be designated by the Board of Trustees against a clear investment plan. These funds would be held to support explicitly high-risk activity, and as such there is less requirement of a financial return.

The Board of Trustees will review the level of reserves set against each risk category, regularly as part of the annual budgeting cycle, and immediately in the event of a significant change in the Charity's activities, size or risk profile.

Based on the Charity's current size and scope of activities, the Trustees consider that one month's operating expenditure is sufficient to cover short term risks; and a further two months operating expenditure is sufficient to mitigate medium terms risks.

At 31 March 2021, Hertfordshire Hearing Advisory Services' total unrestricted funds were £40,000, which equates to two months' operating expenditure. HHAS's general funds excluding designated funds were £24,982.

Independent Examiner's Report

To the trustees of Hertfordshire Hearing Advisory Service ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31st March 2021.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of FCA which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Stuart Cuzner ACA FCCA
Wags LLP t/a Wagstaffs
Richmond House
Walkern Road
Stevenage
SG1 3QP

5 Financial Accounts

Statement of Financial Activities

For the period 1st April 2020 to 31st March 2021

	Note	Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/3/2020 £
<u>Incoming Resources</u>					
Grants	1	100,426	128,147	228,573	201,450
Donations & Projects		43,099	-	43,099	13,349
Bank Interest		14	-	14	56
Net income from trading		2,877	-	2,877	4,100
Other		10,518	-	10,518	1,890
Total Incoming Resources		156,934	128,147	285,081	220,845
<u>Resources Expended</u>					
Direct charitable expenditure	2	49,559	120,737	170,296	164,452
Fund Raising & publicity	3	13,863	-	13,863	16,036
Management & admin costs	4	55,944	-	55,944	52,840
Total Resources Expenses		119,366	120,737	240,103	233,328
Net Incoming (Outgoing) Resources		37,568	7,410	44,978	(12,482)
Balance brought forward As at 1 st April 2020		29,935	(9,931)	20,004	32,486
Transfer between funds		(2,521)	2,521	-	-
Balance Carried Forward As at 31st March 2021		64,982	-	64,982	20,004

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 33 to 35 form part of these financial statements.

Balance Sheet

As at 31 st March 2021	Note	March 2021	March 2020
<u>Fixed Assets</u>			
Tangible Assets	5	13,286	17,795
Total Fixed Assets		13,286	17,795
<u>Current Assets</u>			
Debtors		37,139	9,964
Cash at Bank & in hand	6	48,643	27,777
Prepayments		7,119	3,025
Total Current Assets		92,901	40,765
<u>Liabilities:</u>			
<u>Amounts falling due within one year</u>			
Creditors		6,126	7,498
Barclaycard		1,132	1,437
Advance payments		33,947	29,621
Total		41,205	38,556
Net Current Assets		51,696	2,209
Total Assets		64,982	20,004
<u>Represented by:</u>			
Restricted funds		-	(9,931)
Unrestricted funds		64,982	29,935
Total		64,982	20,004

For the year ended 31/03/2021 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*

Date Claire Oliver
5th January 2022

The notes on pages 33 to 35 form part of these Financial Statements

Movement in Resources

1st April 2020 to 31st March 2021

		Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/03/20 £
<u>Incoming resources</u>					
Grants and contracts	1	100,426	128,147	228,573	201,450
Donations & Projects		43,099	-	43,099	13,349
Bank Interest		14	-	14	56
Net income from trading		2,877	-	2,877	4,100
Other		10,518	-	10,518	1,890
Total Incoming Resources		<u>156,934</u>	<u>128,147</u>	<u>285,081</u>	<u>220,845</u>
<u>Outgoing resources</u>					
Staff Salaries & related costs		63,827	118,235	182,062	158,870
Staff Auto Enrolled Pension		5,018	-	5,018	3,027
Staff travel & expenses		523	1,130	1,653	12,250
Staff recruitment		124	-	124	157
Staff & Vol. Training		1,640	-	1,640	1,470
Trustees/Vol. travel & expenses		163	-	163	3,583
Postage		2,387	-	2,387	1,742
Property costs/rent		10,669	-	10,669	4,689
Venue Hire – Clubs and classes		225	-	225	8,353
Printing and Stationery		10,509	-	10,509	8,861
Trading Stock		-	-	-	-
Telephone & internet		4,825	-	4,825	5,362
Website & computer		1,733	-	1,733	1,217
Insurance & licenses		431	802	1,233	954
Legal & consultancy		7,107	-	7,107	5,793
Advertising & publicity		325	-	325	1,550
Events & catering		-	-	-	1,100
Subscriptions & Donations		2,659	-	2,659	2,369
Vehicle Fuel & maintenance		-	570	570	3,993
Repair and maintenance		644	-	644	258
Depreciation		5,499	-	5,499	6,793
Payroll and Bank Charges		1,057	-	1,057	924
Other		1	-	1	13
Total Outgoing		<u>119,366</u>	<u>120,737</u>	<u>240,103</u>	<u>233,327</u>
Net Incoming/Outgoing Resources		<u>37,568</u>	<u>7,410</u>	<u>44,978</u>	<u>(12,482)</u>
Balance Brought Forward as at 01/04/20		<u>29,935</u>	<u>(9,931)</u>	<u>20,004</u>	<u>32,486</u>
Transfer between funds		<u>(2,521)</u>	<u>2,521</u>	<u>-</u>	<u>-</u>
Balance Carried Forward as at 31/03/21		<u>64,982</u>	<u>-</u>	<u>64,982</u>	<u>20,004</u>

The notes on pages 33 to 35 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	20% on written down value
Computer Equipment	25% on written down value
Display Equipment	25% 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 2021

1. Grants and contracts	Unrestricted Fund £	Restricted Fund £	Total £	Year to 31/03/20 £
NHS Hertfordshire	-	40,285	40,285	43,947
HCC Community Wellbeing	59,588	-	59,588	56,033
NHS Bedfordshire	-	17,170	17,170	17,170
NHS Suffolk/SCC	41,500	-	41,500	41,500
Suffolk Lip Reading Classes	-	30,000	30,000	30,000
Suffolk HIH Clubs	-	11,500	11,500	11,500
Suffolk Community Foundation	-	-	-	300
Hospital Saturday Fund	-	-	-	-
HVCCG Social Prescriber LW	3,000	25,530	28,530	-
South Northants Pilot	-	-	-	500
Grant contribution	-	-	-	500
Deaf Outreach Service	-	-	-	300
Total	104,088	124,485	228,573	201,750

2. Direct Charitable Expenditure	Unrestricted Fund £	Restricted Fund £	Total £
Vehicle expenditure	-	1,372	1,372
Volunteer expenses	565	-	565
Support officer salaries & expenses	48,994	119,365	168,359
Total Direct Charitable Expenditure	49,559	120,737	170,296

3. Fund Raising & Publicity	Unrestricted Fund £	Restricted Fund £	Total £
Staff salaries and expenses	13,538	-	13,538
Publicity	325	-	325
Total Fund Raising & Publicity	13,863	-	13,863

4. Management & Administration	Unrestricted Fund £	Restricted Fund £	Total £
Salaries & expenditure	22,808	-	22,808
Insurance & licenses	431	-	431
Office expenses	20,099	-	20,099
Consultancy and Legal expenses	7,107	-	7,107
Depreciation	5,499	-	5,499
Total Management & Administration	55,944	-	55,944

5. Fixed Assets	Office Equipment £	Office Furniture £	Display Equipment £	Motor Vehicle £	Total £
Costs at 01/04/20	22,466	12,811	7,885	16,970	60,132
Additions	499	491	-	-	990
Disposal	-	-	-	(2,980)	(2,980)
Costs at 31/03/21	22,965	13,302	7,885	13,990	58,142
Depreciation at 01/04/20	15,922	11,828	7,527	7,060	42,337
Charge for the year	1,658	217	126	3,497	5,498
Disposal	-	-	-	(2,980)	(2,980)
Depreciation at 31/03/21	17,580	12,045	7,653	7,577	44,855
Net Book value at 31/03/21	5,385	1,257	232	6,413	13,287
Net Book value at 31/03/20	6,544	983	358	9,910	17,795

Fixed Assets Segregation	2020/21	2019/20
	£	£
Direct charitable purposes	7,972	10,677
Indirect charitable purposes	5,315	7,118
Total	13,287	17,795

6. Cash at Bank and in Hand	2020/21	2019/20
	£	£
Cash at hand	683	667
CAF Cash & CAF Gold A/C	46,572	22,452
Bank Account (Suffolk)	1,388	427
Total Cash	48,643	23,546

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 (FTE) at 31st March:

	2021	2020
Direct services	4.8	4.8
Fundraising & Publicity (10% of CEO's time)	0.2	0.2
Management & Administration	4.0	4.0
Total	9.0	9.0

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

Hertfordshire Hearing Advisory Service
Annual Report and Accounts 2020/21
The Chairman and Board of Trustees thank you for your interest in the work of
Hertfordshire Hearing Advisory Service
Weltech Centre, The Ridgeway, Welwyn Garden City AL7 2AA
www.hhas.org.uk