

Registered Charity No.1063430
Registered Company No. 3376847



Annual Report and Accounts For the year ended 31 March 2022



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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 31st 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
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