

CROYDON

HEARING

Charity for hearing loss

**Croydon Hearing Resource Centre
(CHRC)**

Stafford House, 19 Stafford Road, Croydon, CR0 4NG

Annual Report
&
Financial Statements
2020—2021

Registered Charity No. 1081376

Private company limited by guarantee in England
Registered No. 4015700

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Aims and Objectives

Aims

The aims of the organisation are to offer on-going practical and emotional support to the clients and their families with the hope that the positive services we provide will restore their self-confidence and enable them to return to live as normal a life as possible. We also aim to encourage self-worth and the right to retain independence.

Objectives

The objectives of the charity are:

- The relief of persons suffering from hearing sensory loss, in particular but not so as to limit the generality of the forgoing.
- Give help and support to sufferers from hearing sensory loss, whether or not they are members of the Charity and provide advice and support to their families of such sufferers.
- Provide information likely to benefit those suffering from a hearing sensory loss
- Encourage the employment of those suffering from a hearing sensory loss.
- Educate the general public as to the needs of those with a hearing sensory loss.
- Provide meeting places for social, educational and recreational purposes.
- Co-operate with the Local Authority and Area Health Authority and other statutory and voluntary services in the provision of information and services for those suffering from a hearing sensory loss and to make and accept referrals relating to such persons to and from the Local Authority, Area Health Authority and other statutory services.
- Advise members of the Charity and persons eligible for membership and their families regarding pensions, disability awards and employment.

Chair's Annual Report 2020/21

This annual report covers the financial year between 2020 and 2021. This year was a completely new experience because of the Covid 19 pandemic, not just for us, but for the whole world. Despite the difficulties the Croydon Hearing Resource Centre did its best to provide a service to the hearing impaired residents of Croydon throughout the lockdowns and the restricted physical access to people in these challenging times.

We have been very lucky in that the Co-Managers, Vanessa Ledgister and Karen Barber, guided the charity through all the lockdowns to the gradual opening up of the services again. On the positive side it has forced us to look hard at how the Charity should proceed in the future. This included new work practices with regard to the clients and accommodating the change from an office based service to hybrid working.

The Charity had a number of staff changes during this year. One of our main clinicians, Frances Boyd, left us in May 2020 to pursue a life in Dorset. She had been with us for 12 years and provided a major part of our home visit service. She will be missed for her methodical thoughts and her caring, friendly manner.

We knew that Stuart Coverman, Equipment Officer, retired on 31st March 2020. As we had not found a replacement before his retirement he was kind enough to stay on until a replacement was found and trained, passing on his expertise to allow a smooth hand-over of the service. We were very lucky to employ Paul Carpenter in September 2020 and he has proved to be an excellent choice to maintain this essential service. As this service is based on home visits it wasn't possible to visit peoples' houses during the lockdowns but we maintained a telephone, doorstep and video conferencing service while taking advice from Croydon Council and Government Guidelines regarding home visits.

Unfortunately the Community Surgeries were the main casualties of the pandemic. Our challenges were following the Government's instruction of maintaining social distance, as well as the fact that the venues we were using were mainly run by local charities who had been closed for the whole year. This measure was to protect the vulnerable and, as the vast majority of our clients are elderly, we have been very mindful to maintain our support without getting close to our clients. Thanks to the co-operation of local venues we did manage to provide a limited surgery service at the Methodist Church, Shirley and at the Selsdon Centre for the Retired.

The staff underwent training through Tracy James Audiology to provide a recognised certificate for basic audiology, tympanometry and otoscopy. This was delayed from 2019 because of the changing staff and later the difficulties with the pandemic.

Our contract with Croydon Council was renewed for a further 12 months to provide the assistive equipment service.

The grant with the South West London Clinical Commissioning Group (SWLCCG) was renewed for 12 months to provide hearing aid after care and initial hearing tests.

We are in a continued dialogue with both Croydon Council and South West London Clinical Commissioning Group with regards to the funding for 2021/2022.

Our performance indicators are as follows.

Activity Plan 2020/2021	Annual Total	2019/20 Totals
Number of Services provided	3101	2470
Number of Services Provided at The Centre	2449	692
Number of Services Provided at Open Surgeries	191	1778
New Clients	63	266
Hearing Screenings	0	70
Home Visits	227	450
Re-tubing	598	2031
Hearing Aid Counselling through our intervention	7	****

The adaptations to the way that we were working are reflected clearly in our figures. Our increased performance in providing services was due to us working from home, and the decrease can be seen in the practical support that we were unable to provide whilst we were following the government guidance.

We thank Croydon Council and South West London CCG for their continuing support. Special thanks also go to the following organisations who have given donations in support of the Charity;

Ros Harding Trust
The Bothwell Trust
Waitrose Community Services

Selsdon Baptist Church
Covid 19 Response

We are also extremely grateful to families and clients that have donated or continue to donate money and monies given "in memoriam". These bequests and donations will be allocated for spending on new and advanced equipment, office refurbishment, staff training and additional staffing costs.

It should be noted that two members of staff are enrolled under the Government Auto Enrolment Pensions Scheme

The Trustees would like to give their continuing support and a big thank you to all of the staff. Because of the change in our charity work practices we were unable to welcome back our volunteers but we would like to thank them for their support during this time. This is what makes Croydon Hearing such a continuing success.

This report is later than anticipated due to the affects of the Covid-19 pandemic and the Government 'lockdown' introduced on 23rd March 2020. All face to face contact with our clients and home visits had to stop and all staff and volunteers were confined to their homes. However, due to the upgrading of our computer and technology systems over the years we have been able to access data from home and kept in contact with our clients by telephone or video conferencing enabling our staff to continue to support the hearing loss community of Croydon.

We hope that as we continue to emerge from the pandemic, with the support of the Covid 19 vaccination scheme, we will be able to provide a fuller service in the community. We were able to adapt our services early on during the spread of this global virus and we will continue to use those various technologies to provide our services in alternative ways. We are very much looking forward to having more of a physical presence in the community again once again.



Peter Brown
Chair of Trustees
Croydon Hearing Resource Centre

August 2021

What Croydon Hearing currently provides in the community

**CHRC is a proactive organisation providing services for people with a hearing loss and people with a dual sensory loss, primarily for older people but not exclusively;
Equipment assessments for deaf adults and children**

Provision of practical support, information and advice

Working links with other voluntary sector and statutory organisations for primary and secondary needs

CHRC is a voluntary sector service providing direct support to people with a hearing loss for over 38 years and work closely with Croydon Social Services Sensory Impairment Team, Croydon University Hospital Hearing Centre and supporting Health Care Workers in the community by:-

- Providing information and actual support to people using hearing aids by giving basic maintenance, re-tubing, supply of batteries, and ensuring hearing aids are worn correctly. This service is provided from our Centre in Croydon, from local 'open surgeries' which we organise across the Borough and with home visits.
- Performing hearing screenings, on home visits, at Croydon Vision or at CHRC Centre's soundproof room. We also support older people who have additional needs, by arranging joint work and visits with Occupational Therapists for Older People, Croydon Vision caring for deafblind, or refer users to Croydon University Hospital Hearing Centre. This now also includes the Personal Independent coordinators (PICS).
- Providing counselling/insertion practice, referred from Croydon University Hospital Hearing Centre and as we identify clients struggling.
- Identifying directly and taking referrals from other organisations to encourage isolated people to attend independent Social Support Groups where appropriate enabling them to cope better with a hearing loss and to maintain their independence in the community.
- Providing assessments for environmental equipment on loan from Social Services; giving information, advice and support for people and their families.
- Facilitating hiring equipment, communicators and listening devices to people who need additional support and/or because hearing aids are not suitable for them.
- Maintaining a display of equipment at the Centre where potential users can see and try out equipment which is not available on loan from either Social Services or the NHS.
- Acting as a conduit for Hearing LINK, Eastbourne, a national organisation supporting Deafened people and the Croydon Deaf Children's Society.
- Supporting Deaf Awareness Week at the beginning of May each year.
- Offering advice on Deaf Awareness Training for carers and residential/nursing homes on a self-financing basis.
- Promoting issues regarding hearing impairment at all levels through society and to commercial and statutory institutions.
- Providing leaflets on the services we provide in English, Gujarati and Tamil and in 16 point for people with a visual impairment.
- Accessing black and minority ethnic groups through the community and home visits to provide information and practical support as above.
- Remaining active with a number of Croydon Partnerships, The Croydon Disability Forum, and a member of the Croydon Charities Service Delivery Group (CCSDG).
- Maintaining strong links with a number of individual and umbrella voluntary organisations in the Borough where we actively look for new clients for the above services and can promote the issues relevant to all people with a hearing loss regardless of their age.

CROYDON HEARING RESOURCE CENTRE

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31ST MARCH 2021

	<i>Notes</i>	General Fund £	Restricted Funds £	Total Funds £	2020 £
Income and Expenditure					
Incoming Resources					
Fundraising, Legacies and Donations					
Covenants		-	-	-	60,652
Christmas Draw		1,267	-	1,267	810
Donations		5,163	-	5,163	5,369
Subscriptions from Members		6,210	-	6,210	7,850
Gift Aid		3,544	-	3,544	-
Miscellaneous Income		3,606	-	3,606	3,650
Charitable Activities					
London Borough of Croydon		-	62,423	62,423	64,817
Croydon NHS CCG		-	44,846	44,846	44,646
Bothwell Charitable Trust		-	-	-	5,000
Ros Harding Trust		-	500	500	2,000
Covid 19 Response		-	3,800	3,800	-
Investment Income					
Interest received		132	-	132	483
Total Income		19,922	111,369	131,291	195,277
Resources Expended					
Direct Charitable Expenditure	5	0	96,612	96,612	109,466
Management and Administration of the Charity	6	41,179	4,734	45,913	51,478
Total Expenditure		41,179	101,346	142,525	160,944
Net incoming resources before transfers		(21,257)	10,023	(11,234)	34,333
Transfers between funds		-	-	-	-
Net movement in funds		-	-	-	-
Reconciliation of funds:					
Net incoming resources for the year		(21,257)	10,023	(11,234)	34,333
Fund balances brought forward at 1st April 2020		153,341	28,760	182,101	147,768
Fund balances carried forward at 31st March 2021		132,084	38,783	170,867	182,101

CROYDON HEARING RESOURCE CENTRE

INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31ST MARCH 2021

INCOME	<i>Notes</i>	2021 £	2020 £
Donations and Legacies		19,790	83,331
Charitable Activities		111,369	111,463
Investment Income		<u>132</u>	<u>483</u>
Total Income		131,291	195,277
 EXPENDITURE			
Salaries and Other Direct Charitable Expenditure	5	96,612	109,466
Administrative Expenses	6	<u>45,913</u>	<u>51,478</u>
Total Expenditure		142,525	160,944
 NET INCOME/(EXPENDITURE) FOR THE YEAR		<u>(11,234)</u>	<u>34,333</u>

CROYDON HEARING RESOURCE CENTRE**BALANCE SHEET****AS AT 31ST MARCH 2021**

	Notes	£	2021 £	£	2020 £
FIXED ASSETS	2				
Office Equipment at cost			-		-
Less : Grants Received			<u>-</u>		<u>-</u>
CURRENT ASSETS					
Sundry debtors & prepayments	5	8,061		10,845	
Cash at bank and in hand		<u>163,986</u>		<u>172,276</u>	
		<u>172,047</u>		<u>183,121</u>	
CREDITORS : amounts falling due within one year	6	<u>1,180</u>		<u>1,470</u>	
NET CURRENT ASSETS			170,867		181,651
NET ASSETS			<u>170,867</u>		<u>181,651</u>
FUNDS AND RESERVES					
General Fund			132,084		153,341
Restricted Funds			<u>38,783</u>		<u>28,760</u>
	7		<u>170,867</u>		<u>182,101</u>

For the year ended 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies. The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006. The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

Approved by the board of directors on 13 October 2021 and signed on their behalf by:


.....
Mary Saunders
(Trustee)

CROYDON HEARING RESOURCE CENTRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2021

1. ACCOUNTING POLICIES

Basis of Accounting

The accounts (financial statements) have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (second edition) - ("Charities SORP (FRS102)), the financial reporting standard applicable in the UK and Republic of Ireland (FRS102), the Charities Act 2011 and the Companies Act 2006.

The Company meets the definition of a public benefit entity under FRS 102

The accounts are prepared in sterling which is the functional currency of the charity.

2 Going Concern

In preparing these financial statements the Directors have reviewed future cash flow forecasts and budgets and consider that future activities of the Company will generate sufficient cash to allow the Company to continue to operate for the foreseeable future. Having carefully considered the Company's financial plans and position, including the impact of Covid-19, the Directors are confident in the Company's ability to meet its targets. For this reason, they continue to adopt the going concern basis of accounting.

3 Taxation

The company, being a registered charity would be generally exempt from corporation tax and income tax, and therefore no provision for tax has been made in these accounts. It is not exempt from Value Added Tax, and irrecoverable VAT is therefore included in the cost of those items to which it relates.

4 Fixed Assets

Equipment is depreciated at rates to write off the cost over the useful life of each asset.

FIXED ASSETS

	Office Equipment
Cost	£
At 1 April 2020	-
Additions/(Disposals)	-
At 31 March 2021	-
Depreciation	
At 1 April 2020	-
Charge for the year	-
At 31 March 2021	-
Written down amount	
At 31 March 2020	-
At 31 March 2021	-

5 Income and Expenditure

Income and expenditure is included in the financial statements on an accruals basis.

Income is recognised when the charity is entitled to it, the amount can be reliably measured and receipt is probable.

Expenditure is allocated to expense headings either on a direct cost basis, or apportioned according to management estimates of time spent or space occupied, as appropriate.

DIRECT CHARITABLE EXPENDITURE

	General Fund	Restricted Funds	Total Funds	2020
	£	£	£	£
Salaries and National Insurance	-	94,842	94,842	101,454
Environmental & Hearing Aid Equipment	-	1,195	1,195	8,181
Travelling Expenses & hire of halls	-	575	575	1,831
Training	-	3,084	3,084	-
	-	99,612	99,612	109,466

CROYDON HEARING RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021

6 MANAGEMENT AND ADMINISTRATION OF THE CHARITY

	General Fund	Restricted Fund	Total Funds	2020
	£	£	£	£
Office Rent	18,000	-	18,000	22,430
Office Equipment Rentals	7,190	-	7,190	7,272
Printing and Stationery	440	-	440	983
Telephone	7,762	741	8,503	8,275
Postage	817	-	817	954
Insurance	2,319	-	2,319	2,293
Building Maintenance	2,440	-	2,440	4,784
Trustees' Expenses	-	-	-	-
Advertising and Publicity	-	-	-	100
Training	-	2,452	2,452	-
AGM expenses	313	-	313	290
Independent Examination	900	-	900	450
Legal Fees	-	-	-	-
Other	998	1,541	2,539	3,647
	<u>41,179</u>	<u>4,734</u>	<u>45,913</u>	<u>51,478</u>

No director received any remuneration in the year.

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DEBTORS:

	2021	2020
	£	£
Disability Croydon	600	300
SW London NHS CCG	7,441	7,441
	<u>8,041</u>	<u>7,741</u>

8

PREPAYMENTS:

	2021	2020
	£	£
Prepayments	20	3,104

9

CREDITORS: Amounts Falling Due Within One Year

	2021	2020
	£	£
Membership advances	275	375
Independent Examination	450	450
Other Creditors	455	195
	<u>1,180</u>	<u>1,020</u>

10

FUNDS AND RESERVES

	2021	2020
	£	£
Income and Expenditure Account:		
Opening reserves at 1 April 2020	182,101	147,768
Profit/(Deficit) for the year	(10,484)	34,333
Balance Carried Forward at 31 March 2021	<u>171,617</u>	<u>182,101</u>

CROYDON HEARING RESOURCE CENTRE

TRUSTEES' REPORT

The Trustees present their report of Croydon Hearing Resource Centre for the year ending 31 March 2020.

1 Legal and administrative information

The company was incorporated on 12 June 2000 as a company limited by guarantee (registered number 04015700) and is registered as a charity with the Charity Commission (number 1081376). The affairs of the company are governed by its Memorandum and Articles of Association. The liability of the members in the event of the company being wound up is limited to a sum not exceeding £10 for each member. On 1 October 2000 the company took over the work being carried out by the charity "Croydon Hard of Hearing Project" together with its assets and liabilities and staff employment contracts.

Those who served as Trustees at any time during the year were:

<u>Name</u>	<u>Appointed</u>	<u>Retired</u>
Mary Saunders	25 June 2012	-
Sandra Worrall	13 June 2013	-
Peter Brown	28 June 2016	-
Dermot McLellan	8 August 2018	19 August 2020
David Rose	17 November 2020	-

The registered office of the company and the place from which it carries out its work is:

19 Stafford Road, Croydon, Surrey CR0 4NG

Organisations appointed to advise and assist the company are:

Bankers: Barclays Bank PLC 1 North End, Croydon CR9 1RN

2 Developments, activities and achievements during the year

See "Trustees' Annual Report"

CROYDON HEARING RESOURCE CENTRE

TRUSTEES' REPORT

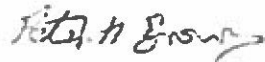
3 Directors' Responsibilities

Company Law requires the directors to prepare accounts for each financial year, which give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing those accounts the directors are required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent;
- Follow applicable accounting standards, subject to any material departures disclosed and explained in the accounts;
- Prepare the accounts on a going concern basis unless it is inappropriate to presume that the company will continue in business.

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

Signed on behalf of the directors



Peter Brown
(Chairman)

Approved by the directors on 13 October 2021

Independent examiner's report to the trustees of Croydon Hearing Resource Centre

I report on the accounts of the Croydon Hearing Resource Centre for the year ended 31st March 2021, which are set out on pages FS 1 to FS 5.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

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

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, I can confirm that no material matters have come to my attention which gives me reasonable cause to believe that, in any material respect:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts did not accord with such records; or
- the accounts did not comply with relevant accounting requirements of section 396 of the Companies Act 2006; or
- 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 respect of this report in order to enable proper understanding of the accounts to be reached.

Joanna Goodridge MICB
JG & Associates
Marco Polo House
3-5 Lansdowne Road
Croydon
CR0 2BX



23rd September 2021

Registered Office;

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CR0 4NG

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Website: www.croydonhearing.org.uk

In partnership with:

CROYDON
www.croydon.gov.uk

NHS

Delivering an integrated care system.

CROYDON
HEARING
Charity for hearing loss

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