

CROYDON

HEARING

Charity for hearing loss

Croydon Hearing Resource Centre

(CHRC)

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

Annual Report

&

Financial Statements

2022—2023

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.

Our services in the community

CHRC is a proactive organisation providing services for adults with a hearing loss.

Equipment assessments for deaf adults.

Hearing aid maintenance and aftercare to support the NHS service.

Provision of practical support, information and advice.

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

Croydon Hearing is a voluntary service that has been providing direct support to people with a hearing loss for over 40 years. Working closely with Croydon Council's Sensory Impairment Team, Croydon University Hospital Hearing Centre and supporting Health Care Workers in the community by:-

- Providing information and practical support to people using hearing aids through basic maintenance, re-tubing, supplying batteries, and ensuring hearing aids are worn correctly. This service is available from our Centre in Croydon, in each locality at our community surgeries and home visits.
- Offering initial hearing testing.
- Providing emotional support and 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.
- Delivering the contract for environmental equipment on loan from Croydon Council; giving information, advice and support for people and their families.
- Supporting Deaf Awareness Week.
- 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.
- Working across Croydon's diverse community to remove the barriers that some groups may experience.
- Collaborating with a number of individual and umbrella voluntary organisations in Croydon.

It has been a great honour to serve Croydon Hearing as Chair over the last seven years. It has been my pleasure to be part of the governance of this charity through both fantastic times and challenging world events. I have been in awe of the support and reach that Croydon Hearing has in the community. Although I feel that someone new should take the reins, I am very proud to be continuing as a Trustee of the organisation. I would like to thank the Trustees, staff and volunteers for granting me that privilege.

Activity Plan 2022/2023	Annual Total	2021/22 Totals
Number of Services provided	4041	6470
Number of Services Provided at The Centre	45	2069
Number of Services Provided at Open Surgeries	777	600
New Clients	169	112
Hearing Screenings	42	10
Home Visits	619	466
Re-tubing	1490	1125

As can be explained from the statistics, there has been a change in how we engage with our clients. We have increased the number of practical in-person services at our Open Surgeries, which then shows a decrease in the predominately remote phone service availability and post service, that we relied on during the Covid-19 pandemic.

The appointment system, which is a legacy from the pandemic, means that we can be more efficient and our clients are now understanding and using it well. Some of the venues have increased their charges and there are sometimes issues with double bookings with other activities.

Our home visits have increased considerably. This provides an invaluable one-to-one service for our housebound clients. Due to the age and health of our clients, we have seen a shift from them attending our Open Surgeries to needing a home visit.

Our equipment service continues to be very successful. We work directly with the local authority to provide equipment at home which can vastly improve every day living for those suffering with hearing loss. We have worked very closely with Croydon Council on our money saving initiatives, such as ordering only the parts to resolve faults, rather than an entire new unit.

Our office at Stafford Road became impractical for clients to visit given the deteriorating condition of the building. This was due to no fault of our own, but the residential tenants above caused many floods and leaks. Therefore we looked to using our community venues in a more varied way, adding the initial hearing testing service where it was possible. We handed in our notice at Stafford House, due to the continuing issues, this was accomplished by invoking the five year break clause. The notice was delivered to the landlord at the end of February 2023. We have considered various types of office space, looking at serviced space, private leases and co-working options. We have decided upon a smaller office to be used primarily as an administration centre. Our team have continued to use the hybrid model of working, this has proved effective given the problems with accessing the office at Stafford House. All the staff have now been upgraded to new laptops, with thanks to the Ros Harding Trust. The new laptops have enabled us to facilitate this hybrid way of working.

Initial hearing tests are no longer reported to the South West London ICB (NHS Trust) and therefore are not required as part of our grant. The way forward may be to seek funding for this service as it will require an additional clinician to provide the hearing tests. That person will support our Senior Clinician. Our Initial hearing test service is an

invaluable part of what we do. During the cost of living crisis, many people are enticed by the “free hearing tests” given by private companies, unfortunately they are then entering into a sales environment which can often be outside of many people’s price range. Our service is a gentle way for people to determine whether they have a loss, and if so, without the pressure of making a purchase.

We are now working more with the Croydon Community Partnerships, which were set-up between the Croydon voluntary sector, Croydon Council and the NHS to bring the much needed services closer into each locality. We have been raising awareness about what we do and engaging with other community groups and venues. Our hope is that, as these partnership groups develop into community hubs, we will attend them in addition to our outreach activities to bring practical support to those that need it.

During Deaf Awareness week in May 2022 we had a presence in six of the Croydon Libraries, this included a stand in each library with facts and information about hearing health as well as communication tactics and hearing loss indicators. In addition to our stands we also delivered talks in Thornton Heath and the Central Library.

As part of our ongoing community engagement, we visited Elis David Almshouses. We also went to Crystal Palace Football Club as well as other collaborating organisations that opened warm hubs during the winter. This helped people get access to good health outcomes and remove financial barriers, given the cost-of-living crisis.

We had a lovely celebration of our 40th Anniversary, held at Selsdon Hall. It was wonderful that our founder Francesca Gunns was able to come up from the South coast to join us. We had a party with tea, cake and a raffle with amazing prizes that were donated to us from a variety of local businesses, including private microsuction, assistive hearing equipment and even some spa treatments. We were joined by over 70 clients, trustees past and present and the new Statutory Deputy Mayor of Croydon.

As part of our 40th Anniversary celebrations, we relaunched our website. The new website has been greatly improved and now provides even more information that is easy to access.

Fundraising is always an issue, and we continue to look at innovative ways to achieve this. Our contract with Croydon Council is due to end in July 2023, the contract will be going out to tender after April 2023 and we intend to bid for it. Our grant with the South West London ICB (NHS Trust) continues until March 2025.

We were honoured to have been chosen as the Lady Captain’s Charity at Farleigh Golf Club, and received a donation of £5000. This was raised at various events throughout the year. We would like to especially thank Hilary Harkin.

We thank Croydon Council and South West London ICB for their continuing support. Our appreciation also goes out to Selsdon Baptist Church and all of our clients, friends and family that have donated throughout the year.

It should be noted that three members of staff are enrolled under the Government Auto Enrolment Pensions Scheme. There have been no staff changes during this year.

I will be stepping down from my role as Chair or the Trustees after the 2023 AGM. I wish the new Chair all the success and enjoyment that I have experienced. I know that Croydon Hearing will only continue to improve, grow and adapt in our ever changing world. I give my thanks to my fellow Trustees, the staff and volunteers for their continued and considerable effort to the success of the charity.

Peter Brown



Chair of Trustees

1st November
~~October 2023~~

CROYDON HEARING RESOURCE CENTRE

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023 which are set out on pages 8 to 12.

Responsibilities and basis of report

As the charity 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 company'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

When the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Chartered Certified Accountants, which is one of the listed bodies.

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

- accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
- the accounts do not accord with those records; or
- 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
- 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.

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.

Stephen Hole, FCCA
Palmer McCarthy,
Chartered Certified Accountants
Suite 70, Capital Business Centre, 22 Carlton Road, South Croydon, CR2 0BS



1st November 2023

CROYDON HEARING RESOURCE CENTRE

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31ST MARCH 2023

	<i>Notes</i>	General Fund £	Restricted Funds £	Total Funds £	2022 £
Income and Expenditure					
Incoming Resources					
Fundraising, Legacies and Donations					
Christmas Draw		735	-	735	1,348
Donations		10,259	-	10,259	7,787
Subscriptions from Members		7,545	-	7,545	7,415
Gift Aid		2,452	-	2,452	60
Miscellaneous Income		995	-	995	1,750
Charitable Activities					
London Borough of Croydon		-	64,817	64,817	62,422
Croydon NHS CCG		-	46,676	46,676	45,896
Ros Harding Trust		-	1,500	1,500	2,000
Investment Income					
Interest received		371	-	371	13
Total Income		22,357	112,993	135,350	128,691
Resources Expended					
Direct Charitable Activities	5	-	108,383	108,383	95,789
Management and Governance Costs of the Charity	6	40,946	2,213	43,159	45,395
Total Expenditure		40,946	110,596	151,542	141,184
Net incoming resources before transfers		(18,589)	2,397	(16,192)	(12,493)
Transfers between funds		-	-	-	-
Net movement in funds		-	-	-	-
Reconciliation of funds:					
Net incoming resources for the year		(18,589)	2,397	(16,192)	(12,493)
Fund balances brought forward at 1st April 2022		105,663	52,711	158,374	170,867
Fund balances carried forward at 31st March 2023		87,074	55,108	142,182	158,374

The Statement of Financial Activities includes all gains and losses recognised in the year. All incoming resources and resources expended derive from continuing activities.

The Statement of Financial Activities also complies with the requirements for an income and expenditure account under the Companies Act 2006

The notes on pages attached form an integral part of these accounts.

CROYDON HEARING RESOURCE CENTRE

BALANCE SHEET

AS AT 31ST MARCH 2023

	Notes	£	2023 £	£	2022 £
FIXED ASSETS	4				
Office Equipment at cost			-		-
Less : Grants Received			-		-
			<u>-</u>		<u>-</u>
CURRENT ASSETS					
Debtors	7	-		70,072	
Prepayments	8	-		-	
Cash at bank and in hand		143,400		91,578	
		<u>143,400</u>		<u>161,650</u>	
CREDITORS : amounts falling due within one year	9	1,218		3,276	
NET CURRENT ASSETS			142,182		158,374
NET ASSETS			<u>142,182</u>		<u>158,374</u>
FUNDS AND RESERVES					
General Fund			87,074		105,663
Restricted Funds			55,108		52,711
	10		<u>142,182</u>		<u>158,374</u>

For the year ended 31 March 2023 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. These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

Approved by the board of directors on 1/11/2023 and signed on their behalf by:


 Mary Saunders
 Director

CROYDON HEARING RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2023

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 2022	-
Additions/(Disposals)	-
At 31 March 2023	-
Depreciation	
At 1 April 2022	-
Charge for the year	-
At 31 March 2023	-
Written down amount	
At 31 March 2022	-
At 31 March 2023	-

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	2022
	£	£	£	£
Salaries and National Insurance	-	104,356	104,356	92,491
Environmental & Hearing Aid Equipment	-	2,137	2,137	1,524
Travelling Expenses & hire of halls	-	1,890	1,890	1,774
Training	-	-	-	-
	-	108,383	108,383	95,789

CROYDON HEARING RESOURCE CENTRE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2023

6 **MANAGEMENT AND ADMINISTRATION OF THE CHARITY**

	General Fund £	Restricted Fund £	Total Funds £	2022 £
Office Rent	18,000	-	18,000	18,000
Office Equipment Rentals	1,081	-	1,081	9,819
Printing and Stationery	620	-	620	359
Telephone/Internet	7,359	513	7,872	8,613
Postage	1,208	-	1,208	993
Insurance	1,764	-	1,764	2,015
Building Maintenance	4,877	-	4,877	3,195
Trustees' Expenses	-	-	-	-
Advertising and Publicity	122	-	122	471
Training	600	-	600	-
AGM expenses	213	-	213	13
Independent Examination	960	-	960	450
Legal Fees	-	-	-	-
Other	4,142	1,700	5,842	1,467
	<u>40,946</u>	<u>2,213</u>	<u>43,159</u>	<u>45,395</u>

No director received any remuneration in the year.

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DEBTORS:

	2023 £	2022 £
Croydon Council	-	62,423
SW London NHS CCG	-	7,649
	<u>-</u>	<u>70,072</u>

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PREPAYMENTS:

	2023 £	2022 £
Prepayments	-	-

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CREDITORS: Amounts Falling Due Within One Year

	2023 £	2022 £
Membership advances	15	1,120
Independent Examination	960	450
Ros Harding Trust	-	1,500
Other Creditors	243	206
	<u>1,218</u>	<u>3,276</u>

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FUNDS AND RESERVES

	Unrestricted	Restricted	2023 £	2022 £
Income and Expenditure Account:				
Brought forward at 1 April 2022	105,663	52,711	158,374	170,867
Income	22,357	112,993	135,350	128,691
Expenditure	(40,946)	(110,596)	(151,542)	(141,184)
Carried Forward at 31 March 2023	<u>87,074</u>	<u>55,108</u>	<u>142,182</u>	<u>158,374</u>

CROYDON HEARING RESOURCE CENTRE

INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31ST MARCH 2023

	<i>Notes</i>	2023 £	2022 £
INCOME			
Donations and Legacies		21,986	18,360
Charitable Activities		112,993	110,318
Investment Income		371	13
Total Income		<u>135,350</u>	<u>128,691</u>
EXPENDITURE			
Salaries and Other Direct Charitable Expenditure	5	108,383	95,789
Administrative Expenses	6	43,159	45,395
Total Expenditure		<u>151,542</u>	<u>141,184</u>
NET INCOME/(EXPENDITURE) FOR THE YEAR		<u>(16,192)</u>	<u>(12,493)</u>

CROYDON HEARING RESOURCE CENTRE

TRUSTEES' REPORT

The Trustees present their report of Croydon Hearing Resource Centre for the year ending 31 March 2023.

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	-
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

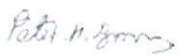
3 Directors' Responsibilities

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 1st November 2023

Registered Office;

Croydon Hearing Resource Centre

Stafford House

19 Stafford Road

Waddon

Croydon

CR0 4NG

Telephone: 020 8686 0049

Email Address: hello@croydonhearing.org.uk

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

LIVING • CARING • HEARING