

HEARING HELP ESSEX LIMITED

England & Wales · Charity number 1113498

Details

Status Registered

Legal form Charitable company

Company number [05664873](#)

Registered 2006-03-30

Register [View on the Charity Commission register](#)

Contact

Address Moulsham Mill
Chelmsford
Essex
CM2 7PX

Phone 01245496347

Email info@hearinghelpessex.org.uk

Website www.hearinghelpessex.org.uk

Activities

Objects: THE RELIEF OF PEOPLE WITH AN ACQUIRED HEARING LOSS AND WHO ARE HARD OF HEARING RESIDENT IN MID-ESSEX AND THE SURROUNDING AREAS

Activities: Hearing Help Essex is a registered charity governed by a memorandum and articles of association. The charity's object is the relief of people with an acquired hearing loss and who are hard of hearing resident in mid-Essex and the surrounding areas.

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Elderly/old People, People With Disabilities, The General Public/mankind

Geography

- **Area of benefit:** MID-ESSEX AND THE SURROUNDING AREAS
- Essex

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£262,172	£256,484	-	-
2024-03-31	£224,324	£238,558	-	-
2023-03-31	£150,708	£183,478	-	-
2022-03-31	£132,428	£121,231	-	-
2021-03-31	£101,977	£99,955	-	-

Trustees

Name	Role	Appointed
Caroline Norman		2026-07-13
Gemma Zweck		2026-01-12
Kirsten Jayne Stevens		2026-05-18
Kirsty Last		2024-06-17
Pam Lorimer		2024-06-17
Peter Smith		2018-08-20

HEARING HELP ESSEX LIMITED

England & Wales - Charity number 1113498

Accounts

Hearing Help Essex Limited
Annual Report and Financial Statements Year Ended
31 March 2025

Charity registration number: 1113498
Company registration number: 05664873

Hearing Help Essex Limited

Annual Report and Financial Statements

Year Ended 31 March 2025

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Hearing Help Essex Limited

Charity Reference and Administrative Details

Year Ended 31 March 2025

Charity registration number	1113498
Company registration number	05664873
Trustees	Paul Roberts – Chair Deesha Bedia – Trustee Amy Martin – Trustee Kirsty Last – Trustee Pam Lorimer – Trustee Peter Smith – Trustee
Chief executive officer	Sarah Watson (from 19 May 2025) Sophie Ede (to 19 May 2025)
Registered office	Hearing Help Essex Meadow View Cottage Moulsham Mill Parkway Chelmsford Essex CM2 7PX
Independent examiner	Pocknells Henry Brake House 46 Hullbridge Road South Woodham Ferrers Essex CM3 5NG
Bankers	CAFCASH Kings Hill West Malling Kent ME9 4TA

Hearing Help Essex Limited

Trustees' Annual Report

Year Ended 31 March 2025

The Trustees present their report and the independently examined financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and 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 published in October 2019

Trustees of the charity

The directors of the charitable company are its trustees for the purposes of charity law. The trustees who have served during the year and since the year end were as follows:

Paul Roberts – Chair
Deesha Bedia – Trustee
Amy Martin – Trustee
Kirsty Last – Trustee (appointed 17 June 2024)
Pam Lorimer – Trustee (appointed 17 June 2024)
Peter Smith – Trustee
Nick Watson – Trustee (resigned 17 February 2025)

It is estimated that a quarter of a million people in Essex have some degree of hearing loss. Hearing Help Essex exists to alleviate the isolation and loneliness that hearing loss can bring. Services offered throughout the year included:

- Practical help with NHS hearing aids
- Information, advice and guidance
- Home safety assessment service
- Assistive equipment demonstrations and loans
- Hearing Loss seminars and training
- Drop-in sessions and events
- Signposting to other organisations

To deliver this, Hearing Help Essex continues to maintain and develop good working relationships with commissioning groups and hospitals serving Essex, including Basildon, Broomfield, Epping, Harlow, Southend, Colchester, and Addenbrookes. The goal to expand county-wide remains and we were very pleased in this year to expand our services starting new support sessions in Corringham, Grays, Stifford Clays, Canvey Island, Rayleigh, Southend, Rochford and Benfleet. We have further strengthened our organisational structure in order to sustain this growth. We are also ready longer term to build our capability to provide our services more widely across Essex should the opportunities arise.

We currently have a board of six trustees. The trustees regularly review the range of skills and the diversity of the trustees. Any recruitment will use a variety of advertising and promotion appropriate to the size and location of the charity.

Our CEO, Sophie Ede, continued to provide leadership to our team of 14 staff and 64 volunteers. Sophie announced her decision to step down in January 2025 and is being replaced by Sarah Watson. We thank Sophie for her massive contribution to the charity. In July 2024 we relocated to a larger premises, still in central Chelmsford, which is an excellent location in the heart of the County.

We were pleased to be able to expand our NHS Hearing Aid Support Service to a further four districts this year; to Thurrock residents thanks to an extension of our existing agreement with Basildon hospital, and to Southend, Castle Point, and Rochford District due to securing Health Inequalities Funding from Southend AVS, with support from Southend Hospital.

Our Hearing Aid Support Service delivered support to individuals on 7,412 occasions across Chelmsford, Maldon, Braintree, Uttlesford, Brentwood, Basildon, Southend, Thurrock, Castle Point, and Rochford districts. These service users

Hearing Help Essex Limited

Trustees' Annual Report

Year Ended 31 March 2025

were able to access our support services through a range of routes, including attending an appointment at one of 40 community sessions, at our Resource Centre, or via the home visit service.

Volunteers are critical to what we do, and we are very proud of our cohort of volunteers, with 12 new volunteers recruited during the year. We extend our fullest thanks to all these volunteers. Our volunteers provided up to 40 support sessions each month, and in addition provided 1,036 visits to housebound clients and those in care and residential homes.

Our Information, Advice and Guidance Service provides practical information, advice, and guidance on how to adjust to wearing hearing aids, and to stay safe and manage life with hearing loss. We delivered support on 8,099 occasions by providing in-person support at our resource centre, at home visits, and by running information stands and talks in the community; and remotely by phone, email, or webchat. This service is for anyone living with hearing loss and their relatives/friends/carers across the Essex County Council administrative area. In November 2024 we expanded this service to include home safety assessment and equipment provision for those who are deaf and hard of hearing, and the team have delivered 349 home safety appointments during this period. These assessments take the team around half a day to complete and utilise our hearing loss assessment tool in order to identify solutions to support the individual's safety, and to improve their quality of life.

Our Resource Centre is home to a huge variety of assistive equipment which individuals can borrow to try out in their own settings. With such a huge range of equipment available the choice can be complex and overwhelming, and often people spend money on assistive technology only to find that it does not meet their need. Our service aims to provide an independent service tailored to each individual, demonstrating different equipment, and loaning it to them so that they can test it out in their homes.

HHE continues to seek and develop effective partnerships with the Essex Sensory Community - ECL Sensory, BASIS, Essex Sight, Support 4 Sight, the Royal Association for the Deaf, and DeafBlind UK, as well as other organisations such as the Fire Service, Adult Social Care, regional Councils, and other professional bodies. We regularly signpost individuals to services provided by other organisations and have a direct line of referral to most of these organisations so that we can work together efficiently to support individuals who may have more complex needs.

HHE has once more featured in several radio programmes and local press coverage of our work and we have continued to make sure we have an active social media presence.

The Charity managed to support large numbers of individuals with hearing loss. This year, HHE had 15,738 individual interactions, which is a 9% increase on the volumes in the year before.

It is also noteworthy that this increase in volume was achieved with excellent feedback from users on quality of their service they received. 98.5% of those who responded to our service feedback requests stated that they would recommend the service to family and friends.

Income and expenditure

Our funding is derived from a combination of commissioned services, grants, and our own fundraising efforts.

We received funding from Mid and South Essex Hospitals Trust, Chelmsford City Council, Uttlesford District Council, Essex Community Foundation, Coggeshall Nursing Trust and Walter Farthing Trust. These grants fund a substantial portion of our Hearing Aid Support Service expenditure, and we are extremely grateful to these funders.

Our dominant source of income for our Information, Advice and Guidance Service is from Essex County Council commissioned services. These grants fund a portion of our services expenditure, with the remainder funded by additional fundraising activities.

In addition, we have been fortunate to receive donations from a wide range of organisations and charities, notably the John Baron Fun Walk Trust, Chelmsford Mildmay Rotary Club, Chelmer Bridge Rotary Club, New City Voices, the Masonic Lodge of St Peter, Skipton Building Society, East of England Co-Op, and Chelmsford Star Co-Op. Personal donations arrived throughout the year, mostly from the friends of Hearing Help Essex and from clients and their families, including through collection boxes available at our Hearing Help sessions, plus Gift Aid. These unrestricted donations support all our charitable operations and core costs.

Hearing Help Essex Limited

Trustees' Annual Report

Year Ended 31 March 2025

While HHE does not undertake cold calling or direct marketing to individuals, the methods and standards which it applies to its fundraising are still critical and sensitive, especially as some of the visitors to the HHE sessions and those we visit at home could be in vulnerable circumstances. While HHE's fund raising activities are more limited than the full range covered in its code, HHE will comply with the code of fundraising practice published by the Fundraising Regulator so far as it relates to its activities. We do not use any third party or dedicated fundraiser; the CEO leads fundraising activities. We have had no reported breach nor any complaint about our fundraising in this period.

We continue to operate with strong cost control. Our main costs are staff and premises, although our strong cohort of volunteers and the free use of space for some of our clinics help us continue to be very cost effective.

Reserves

The Board are now targeting Designated Reserves of £65,000 going forward. This level is deemed necessary to cover potential redundancy and notice liabilities, delays in receipt of funding and potential short-term dips in unrestricted funding.

Unrestricted reserves, while improved, are slightly below this level and the objective is to build up to this target over the next one to two years.

Risk Management

During the year the trustees continued to apply the Risk Review structure established previously to ensure that we have a robust approach to risk assessment and to strategies for eliminating/ameliorating risk.

The major risk continues to be that of reduction or cancellation of one or more of our major funding streams. This risk is reduced through the support of a number of statutory and charitable funders, but we must continue to deliver a first-class service to maintain their support. A second major risk is visiting elderly and isolated people in their homes, so we carry out enhanced DBS checks on all staff and volunteers and regularly review and update our Safeguarding Policy and Procedures.

Public Benefit

The trustees have paid due regard to the Charities Commission guidance on public benefit through ensuring that the main aims of the charity have been carried out by giving relief to those with an acquired hearing loss and the hard of hearing resident in Essex. All income received by the charity has been applied to the delivery of the charity's aims.

Trustees, staff and volunteers

We currently have a board of six trustees. The trustees regularly review the range of skills and the diversity of the trustees. Any recruitment will use a variety of advertising and promotion appropriate to the size and location of the charity.

HHE could not operate without its team of employed staff and volunteers, as highlighted above. Our CEO, Sophie Ede, continued to provide leadership to our team of 12 staff and 56 volunteers. The trustees thank them all for their dedication, commitment and enthusiasm.

It was with great reluctance that in January 2025 the trustees accepted Sophie's resignation as she had decided that she needed a different work/life balance. Sarah Watson joined in May 2025 from the Royal Association for Deaf people and the trustees are confident that she will be able to continue the development of the charity.

On behalf of the board



Signature:

Paul Roberts, Chair

Date: 4/11/2025

Hearing Help Essex Limited

Independent Examiner's Report

Year Ended 31 March 2025

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2024 which are set out on pages 8 to 15.

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

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:

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.

Signed:



Paul Shaylor FCCA for and on behalf of:
Pocknells LLP
Henry Brake House
46 Hullbridge Road
South Woodham Ferrers
Essex
CM3 5NG

Date: 3 November 2025

Hearing Help Essex Limited

Statement of Financial Activities

Year Ended 31 March 2025

INCOME (Notes 2 and 3) Figs in £	2024/25	2023/24
Charitable activities	221,884	161,447
Income from raising funds	3,768	3,140
Other income	893	3,309
Donations and legacies	33,952	55,304
Bank Interest	1,674	1,124
Total Income re Charitable Activities	262,172	224,324
EXPENDITURE Figs in £	Total Exp 2024/25	Total Exp 2023/24
Salaries & NI (Note 4)	193,072	173,647
Rent, utilities, service charge and office move	24,677	22,970
Other Overheads	20,534	27,600
Staff and volunteer recruitment, training and travel	16,847	12,767
Governance	1,354	1,708
		-
Total Expenditure	256,484	238,692
Profit / (Loss)	5,688	(14,234)

Hearing Help Essex Limited

Balance sheet for the year ended

31 March 2025

£		31 March 2025	31 March 2024
Fixed Assets	Cost	2,944	2,944
	Depreciation	<u>2,944</u>	<u>2,944</u>
		-	-
Current Assets			
	Cash at bank and in hand	60,497	38,244
	Debtors	-	18,637
Total Current Assets		60,497	50,027
Current Liabilities			
	Trade Creditors	2,237	1,184
	Tax and social security	2,546	3,978
	Other Creditors	-	153
	Accruals	-	773
Total Current Liabilities		<u>4,783</u>	<u>6,088</u>
Net Assets		55,714	50,027
Funds			
	Unrestricted	5,714	(6,114)
	Designated	50,000	50,000
	Restricted (Note 5)	-	<u>6,141</u>
Total Funds		55,714	50,027

For the year ending 31 March 2025 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 the Act with respect to accounting records and for the preparation of accounts. These accounts have been prepared in accordance with the provisions of the Act with respect to accounting records and for the preparation of accounts.

The financial statements were approved and authorised for issue by the Board on

Signed on behalf of the board of trustees
Signature:

Paul Roberts, Chair

Date:

Paul Roberts
4/11/25

Signature:

, Trustee

Date:

R. Lomier
6/11/25

Hearing Help Essex Limited

Notes to the Financial Statements

Year Ended 31 March 2025

1 Summary of significant accounting policies

General information and basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Cash flow

The financial statements do not include a cash flow statement because the charity, as a small reporting entity, is exempt from the requirements to prepare such a statement under the Financial Reporting Standard 1 "Cash flow statements".

Incoming resources

Grants receivable are recognised in the accounts when conditions for their receipt are satisfied. Grants with conditions attached to their use are included in restricted funds. Donations, legacies and other forms of voluntary income are recognised as incoming resources when receivable.

Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably.

Costs classified as governance relate to the general running of the charity and include operations of the Board of Trustees and addressing constitutional audit and other statutory matters.

Resources expended include attributable VAT, which cannot be recovered.

Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life as follows:

Fixtures, fittings and equipment: Straight line over four years

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees to support the charity in the case of short term funding challenges or to progress an orderly closure of the charity should funding challenges appear to be long term..

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.

Tax

Hearing Help Essex Limited

Notes to the Financial Statements

Year Ended 31 March 2025

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

2 Income from donations and legacies

<i>Figs in £</i>	Total	Total
	2024/25	2023/24
Donations	32,638	53,807
Friends of Hearing Help Essex	1,314	1,497

3 Income from charitable activities

<i>Figs in £</i>	Total	Total
	2024/25	2023/24
Essex CC re IAG	143,066	76,513
Fee Income re HASS	64,592	67,702
Uttlesford District Council	5,700	4,000
Chelmsford City Council	5,700	5,165
Stansted Community Fund	2,826	-
Thurrock	-	8,067
Totals	221,884	161,447

4 Paid Employees

<i>Figs in £</i>	Total	Total
	2024/25	2023/24
Gross Emoluments inc. pension and. Employer's National Insurance	32,638	53,807

Employer's NI is shown net of £5,000 NIC allowance.

No employees received total employee benefits (excluding employer pension costs) of more than £60,000.

5 Restricted Funds

Hearing Help Essex Limited

Notes to the Financial Statements

Year Ended 31 March 2025

Figs in £	Brought fwd	Received during 2024/25	Expenditure	Carried fwd
ECF Braintree	(6,141)	-	6,141	-

6 Independent Examiner

The independent examiner's remuneration amounts to an independent examination fee of £1,320 (2024 - £1,320)

7 Trustees' Expenses and Remuneration

The trustees neither received nor waived any remuneration during the year (2024: £Nil). The trustees did not have any expenses reimbursed during the year (2024 - £Nil).

8 Related party transactions

There have been no related party transactions identified in accordance with FRS102.

HEARING HELP ESSEX LIMITED

England & Wales - Charity number 1113498

Accounts

**Hearing Help Essex Limited
Annual Report and Financial Statements
Year Ended 31 March 2024**

Charity registration number: 1113498
Company registration number: 05664873

Hearing Help Essex Limited

Annual Report and Financial Statements

Year Ended 31 March 2024

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Charity Reference and Administrative Details

Year Ended 31 March 2024

Charity registration number	1113498
Company registration number	05664873
Trustees	Paul Roberts – Chair Peter Smith – Trustee Georgina Jane Smith – Trustee Nick Watson – Trustee Deesha Bedia – Trustee Amy Martin – Trustee Kirsty Last – Trustee Pam Lorimer – Trustee
Chief executive officer	Sophie Ede
Registered office	Hearing Help Essex Meadow View Cottage Moulsham Hill Parkway Chelmsford Essex CM2 7PX
Independent examiner	Pocknells Henry Brake House 46 Hullbridge Road South Woodham Ferrers Essex CM3 5NG
Bankers	CAF Bank Ltd Kings Hill West Malling Kent ME9 4TA

Hearing Help Essex Limited

Trustees' Annual Report

Year Ended 31 March 2024

The Trustees present their report and the independently examined financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and 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 published in October 2019

Trustees of the charity

The directors of the charitable company are its trustees for the purposes of charity law. The trustees who have served during the year and since the year end were as follows:

Paul Roberts – Chair
Peter Smith – Trustee
Georgina Jane Smith – Trustee (resigned 16 August 2023)
Nick Watson – Trustee
Deesha Bedia – Trustee
Amy Martin – Trustee
Kirsty Last – Trustee (appointed 17 June 2024)
Pam Lorimer – Trustee (appointed 17 June 2024)

Trustees' Annual Report

It is estimated that a quarter of a million people in Essex have some degree of hearing loss. Hearing Help Essex exists to alleviate the isolation and loneliness that hearing loss can bring. Services offered throughout the year included:

- Practical help with NHS hearing aids
- Information, advice and guidance
- Home safety assessment service
- Assistive equipment demonstrations and loans
- Hearing Loss seminars and training
- Drop-in sessions and events
- Signposting to other organisations

To deliver this, Hearing Help Essex continues to maintain and develop good working relationships with commissioning groups and hospitals serving Essex, including Basildon, Broomfield, Epping, Harlow, Southend, Colchester, and Addenbrookes. The goal to expand county-wide remains and we were very pleased in this year to expand our services starting new support sessions in Ingatestone, Brentwood, Halstead and Southminster; we have further strengthened our organisational structure in preparation for expansion in new areas in the year now underway. We are also looking longer term to build our capability to provide our services more widely across Essex should the opportunities occur.

We currently have a board of seven trustees. The trustees regularly review the range of skills and the diversity of the trustees. Any recruitment will use a variety of advertising and promotion appropriate to the size and location of the charity.

Our CEO, Sophie Ede, continues to provide leadership to our team of 12 staff and 56 volunteers. In July 2024 we relocated to a larger premises still in central Chelmsford, which is an excellent location in the heart of the County.

Our bespoke data management system is critical to our operations and we are handling more volume via the online booking service, so that our service users can make an appointment using our website rather than by needing to call our helpline. This frees up helpline time for those who need more advice and guidance, rather than just needing to book an appointment. We encourage users to use the online system, but we will always

Hearing Help Essex Limited

Trustees' Annual Report

Year Ended 31 March 2024

also accept phone bookings for those not able to use the online system. We have been able to add our feedback and quality monitoring process to the same system, so service users are now able to leave their feedback online at any time.

Our Hearing Aid Support Service delivered support to individuals on 6,248 occasions (2023 – 4,573) across Chelmsford, Maldon, Braintree, Uttlesford, Brentwood, and Basildon districts. These service users were able to access our support services through a range of routes, including attending an appointment at one of community sessions, at our Resource Centre, or via the home visit service.

Volunteers are critical to what we do, and we are very proud of our cohort of volunteers, with 8 new volunteers recruited during the year. We extend our fullest thanks to all these volunteers. Our volunteers provided up to 30 support sessions each month, and in addition provided 1,138 visits to housebound clients and those in care and residential homes.

Our Information, Advice and Guidance Service provides practical information, advice, and guidance on how to adjust to wearing hearing aids, and to stay safe and manage life with hearing loss. We delivered support on 9,256 occasions (2023 – 5,575) by providing in-person support at our resource centre, at home visits, and by running information stands and talks in the community; and remotely by phone, email, or webchat. This service is for anyone living with hearing loss and their relatives/friends/carers across the Essex County Council administrative area. In November 2023 we expanded this service to include home safety assessment and equipment provision for those who are deaf and hard of hearing.

Our Resource Centre is home to a huge variety of assistive equipment which individuals can borrow to try out in their own settings. With such a huge range of equipment available the choice can be complex and overwhelming, and often people spend money on assistive technology only to find that it does not meet their need. Our service aims to provide an independent service tailored to each individual, demonstrating different equipment, and loaning it to them so that they can test it out in their homes.

HHE continues to seek and develop effective partnerships with the Essex Sensory Community - ECL Sensory, BASIS, Essex Sight, Support 4 Sight, the Royal Association for the Deaf, and DeafBlind UK, as well as other organisations such as the Fire Service, Adult Social Care, regional Councils, and other professional bodies. We regularly signpost individuals to services provided by other organisations and have a direct line of referral to most of these organisations so that we can work together efficiently to support individuals who may have more complex needs.

HHE has once more featured in several radio programmes and local press coverage of our work and we have continued to make sure we have an active social media presence.

The Charity managed to support large numbers of individuals with hearing loss. This year, HHE had 14,476 individual interactions with 10,056 individuals, which is a 77% increase on the combined volumes in the year before.

It is also noteworthy that this increase in volume was achieved with excellent feedback from users on quality of their service they received. 98.5% of those who responded to our service feedback requests stated that they would recommend the service to family and friends.

Income and expenditure

Our funding is derived from a combination of commissioned services, grants, and our own fundraising efforts.

We received funding from Mid and South Essex ICB, Chelmsford City Council, Uttlesford District Council, Essex Community Foundation, The Fowler, Smith, and Jones Trust, The Coggeshall Nursing Trust, The Childwick Trust, Greenhall Foundation, Charles S French Charitable Trust, and The Walter Farthing Trust. These grants fund a substantial portion of our Hearing Aid Support Service expenditure, and we are extremely grateful to these funders.

Our dominant source of income for our Information, Advice and Guidance Service is from Essex County Council commissioned services. These grants fund a portion of our services expenditure, with the remainder funded by additional fundraising activities.

Hearing Help Essex Limited

Trustees' Annual Report

Year Ended 31 March 2024

In addition, we have been fortunate to receive donations from a wide range of organisations and charities, notably The Purcell Club, Boswell's Lodge, Chelmsford Lions Club, The Rotary Club of Witham, Billericay Rotary Club, Chelmsford Mildmay Inner Wheel, The John Baron Fun Walk Trust, Benefact Group, and The Lions Club of Braintree. Personal donations arrived throughout the year, mostly from the friends of Hearing Help Essex and from clients and their families, including through collection boxes available at our Hearing Help sessions, plus Gift Aid. These unrestricted donations support all our charitable operations and core costs.

While HHE does not undertake cold calling or direct marketing to individuals, the methods and standards which it applies to its fundraising are still critical and sensitive, especially as some of the visitors to the HHE sessions and those we visit at home could be in vulnerable circumstances. While HHE's fund raising activities are more limited than the full range covered in its code, HHE will comply with the code of fundraising practice published by the Fundraising Regulator so far as it relates to its activities. We do not use any third party or dedicated fundraiser; the CEO leads fundraising activities. We have had no reported breach nor any complaint about our fundraising in this period.

We continue to operate with strong cost control. Our main costs are staff and premises, although our strong cohort of volunteers and the free use of space for some of our clinics help us continue to be very cost effective.

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The Board continues to target Designated Reserves of £50,000 going forward. This level is deemed necessary to cover potential redundancy and notice liabilities, delays in receipt of funding and potential short-term dips in unrestricted funding.

Unrestricted reserves have fallen below this level and the objective is to build this back up over the next one to two years.

Risk Management

During the year the trustees continued to apply the Risk Review structure established previously to ensure that we have a robust approach to risk assessment and to strategies for eliminating/ameliorating risk.

The major risk continues to be that of reduction or cancellation of one or more of our major funding streams. This risk is reduced through the support of a number of statutory and charitable funders, but we must continue to deliver a first-class service to maintain their support. A second major risk is visiting elderly and isolated people in their homes, so we carry out enhanced DBS checks on all staff and volunteers and regularly review and update our Safeguarding Policy and Procedures.

Public Benefit

The trustees have paid due regard to the Charities Commission guidance on public benefit through ensuring that the main aims of the charity have been carried out by giving relief to those with an acquired hearing loss and the hard of hearing resident in Essex. All income received by the charity has been applied to the delivery of the charity's aims.

On behalf of the board



Signature:

Paul Roberts, Chair

Date: 2/12/24

Hearing Help Essex Limited

Independent Examiner's Report

Year Ended 31 March 2024

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2024 which are set out on pages 8 to 15.

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

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:

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.

Signed:



Paul Shaylor FCCA for and on behalf of:
Pocknells LLP
Henry Brake House
46 Hullbridge Road
South Woodham Ferrers
Essex
CM3 5NG

Date: 03/12/24

Hearing Help Essex Limited

Statement of Financial Activities

Year Ended 31 March 2024

				2024	2023
		Unrestricted	Restricted	Total	Total
	Note	funds	funds	£	£
		£	£		
Income and endowments from:					
Donations and legacies	2	55,304	-	55,304	24,028
Income from raising funds		3,140	-	3,140	4,095
Investment income	3	1,124	-	1,124	482
Charitable activities	4	-	161,447	161,447	118,418
Other income		3,309		3,309	3,685
Total income resources		62,877	161,447	224,324	150,708
Expenditure on:					
Charitable activities					
Staff costs and other direct expenses	5	76,744	160,106	236,850	182,370
Governance costs	6	1,708	-	1,708	1,108
Total charitable expenditure		78,452	160,106	238,558	183,478
Costs of raising funds					134
Total resources expended		78,452	160,106	238,558	183,612
Net (deficit) / income for the year		(15,575)	1,341	(14,234)	(32,904)
Reconciliation of funds:					
Fund balances at 1 April 2023	13	59,461	4,800	64,261	97,165
Fund balances at 31 March 2024	13	43,886	6,141	50,027	64,261

Hearing Help Essex Limited

Balance Sheet

Year Ended 31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	10	-	-
		-	-
Current assets			
Debtors	11	18,637	4,107
Cash at bank and in hand		38,224	67,483
		56,861	71,590
Creditors: amounts falling due within one year	12	6,834	7,329
Net current assets		50,027	64,261
Net assets		50,027	64,261
Income funds			
Designated funds		50,000	50,000
Unrestricted funds	13	(6,114)	9,461
Restricted funds	13	6,141	4,800
Total charity funds	13	50,027	64,261

The financial statements were approved and authorised for issue by the Board on

Signed on behalf of the board of trustees

Signature:



Paul Roberts, Chair

Date:

2/12/24

Hearing Help Essex Limited

Notes to the Financial Statements

Year Ended 31 March 2024

1 Summary of significant accounting policies

General information and basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Cash flow

The financial statements do not include a cash flow statement because the charity, as a small reporting entity, is exempt from the requirements to prepare such a statement under the Financial Reporting Standard 1 "Cash flow statements".

Incoming resources

Grants receivable are recognised in the accounts when conditions for their receipt are satisfied. Grants with conditions attached to their use are included in restricted funds. Donations, legacies and other forms of voluntary income are recognised as incoming resources when receivable.

Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably.

Costs classified as governance relate to the general running of the charity and include operations of the Board of Trustees and addressing constitutional audit and other statutory matters.

Resources expended include attributable VAT, which cannot be recovered.

Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life as follows:

Fixtures, fittings and equipment: Straight line over four years

Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

Hearing Help Essex Limited

Notes to the Financial Statements

Year Ended 31 March 2024

2 Income from donations and legacies

	Unrestricted £	Restricted £	2024 £	2023 £
Donations	53,807	-	53,807	22,701
Friends of Hearing Help Essex	1,497	-	1,497	1,327
	<u>55,304</u>	<u>-</u>	<u>55,304</u>	<u>24,028</u>

3 Investment income

	Unrestricted £	Restricted £	2024 £	2023 £
Interest receivable	1,124	-	1,124	428
	<u>1,124</u>	<u>-</u>	<u>1,124</u>	<u>428</u>

4 Income from charitable activities

	Unrestricted £	Restricted £	2024 £	2023 £
Grants:				
Uttlesford District Council	-	4,000	4,000	4,000
Chelmsford City Council	-	5,165	5,165	7,000
Essex County Council IAG and Ass	-	76,513	76,513	11,314
Essex Community Foundation	-	-	-	7,370
Thurrock IAG Grant	-	8,067	8,067	-
Provide	-	-	-	18,000
NHS Mid and South Essex	-	49,600	49,600	16,979
Royal Association for Deaf People	-	18,102	18,102	22,627
Hearability	-	-	-	-
Essex Hearing Advice Services	-	-	-	31,128
	<u>-</u>	<u>161,447</u>	<u>161,447</u>	<u>118,418</u>

Hearing Help Essex Limited

Notes to the Financial Statements

Year Ended 31 March 2024

5 Analysis of expenditure on charitable activities

	2024	2023
	£	£
General office	16,711	13,795
Insurance	1,235	1,105
Postage and stationery	2,104	1,382
Printer supplies	580	380
Telephone	1,121	1,713
Website & IT	252	2,425
Rent & service charge	22,970	19,307
Recruitment & DBS	255	212
Salaries	173,647	129,460
Staff/volunteer travel	7,005	7,144
Depreciation	-	-
Staff & volunteer training	5,507	1,795
Equipment	1,538	652
Utilities	-	58
Project publicity	510	461
Development	-	315
Venue hire	3,415	2,166
	236,850	182,370

6 Governance costs

	2024	2023
	£	£
Independent examiner's remuneration	1,320	1,100
Governance	388	-
	1,708	1,100

7 Independent examiner's remuneration

The independent examiner's remuneration amounts to an independent examination fee of £1,320 (2023 - £1,100)

8 Trustees' and key management personnel remuneration and expenses

The trustees neither received nor waived any remuneration during the year (2023: £Nil).

The trustees did not have any expenses reimbursed during the year (2023 - £Nil).

Hearing Help Essex Limited

Notes to the Financial Statements

Year Ended 31 March 2024

9 Staff costs and employee benefits

No employees received total employee benefits (excluding employer pension costs) of more than £60,000.

	2024 £	2023 £
Average staff employed	11	9

10 Tangible fixed assets

	Fixtures, fittings & equipment £
Cost:	
At 1 April 2023	2,944
Additions	-
At 31 March 2024	2,944
Depreciation:	
At 1 April 2023	2,944
Charge for the year	-
At 31 March 2024	2,944
Net book value:	
At 31 March 2024	-
At 31 March 2023	-

11 Debtors

	2024 £	2023 £
Other debtors	18,637	4,107

Hearing Help Essex Limited

Notes to the Financial Statements

Year Ended 31 March 2024

12 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	1,184	1,596
Accruals	773	1,186
Tax and social security	4,526	4,547
Other creditors	351	-
	<u>6,834</u>	<u>7,329</u>

13 Movement in funds

	As at 01/04/23 £	Incoming Resources £	Resources expended £	Transfers between funds £	As at 31/03/24 £
Restricted funds:					
Walter Farthing	4,800	-	(4,800)	-	-
Uttlesford District Council		4,000	(4,000)		
Chelmsford City Council		5,165	(5,165)		
Essex County Council IAG and ASS		69,143	(69,143)		
Thurrock IAG Grant		8,067	(8,067)		
NHS Mid and South Essex		49,600	(49,600)		
Royal Association for Deaf People Hearability		18,102	(18,102)		
ECF Braintree	-	7,370	(1,229)	-	6,141
	<u>4,800</u>	<u>161,447</u>	<u>(160,106)</u>		<u>6,141</u>
Designated funds	50,000	-	-	-	50,000
Unrestricted funds	9,461	62,877	(78,452)	-	(6,114)
	<u>59,461</u>	<u>62,877</u>	<u>(78,452)</u>		<u>43,886</u>
Total funds	<u>64,261</u>	<u>224,324</u>	<u>(238,558)</u>	<u>-</u>	<u>50,027</u>

14 Related party transactions

There are no related party transactions during the period (2023: £ nil).

Hearing Help Essex Limited

Notes to the Financial Statements

Year Ended 31 March 2024

15 Comparative statement of financial activity

	Unrestricted Total £	Restricted Total £	Total £
Incoming resources			
Donations & legacies	24,028	-	24,028
Income from raising funds	4,095	-	4,095
Investment income	482	-	482
Charitable activities	118,418	-	118,418
Other income	3,685	-	3,685
Total incoming resources	150,708	-	150,708
Resources expended			
Charitable activities:			
Staff costs and other direct expenses	155,371	26,999	182,370
Governance costs	1,108	-	1,108
Total charitable expenditure	156,479	26,999	183,478
Costs of fundraising activities	134	-	134
Total fundraising expenditure	134	-	134
Total resources expended	156,613	26,999	183,612
Net (deficit) / Income for the year	(5,905)	(26,999)	(32,904)
Fund balances at 1 April 2022	65,366	31,799	97,165
Fund balances at 31 March 2023	59,461	4,800	64,261

Included within unrestricted funds above is the designated funds reserve of £50,000.

HEARING HELP ESSEX LIMITED

England & Wales - Charity number 1113498

Accounts

**Hearing Help Essex Limited
Annual Report and Financial Statements
Year Ended 31 March 2023**

Charity registration number: 1113498
Company registration number: 05664873

Hearing Help Essex Limited

Annual Report and Financial Statements

Year Ended 31 March 2023

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Hearing Help Essex Limited

Charity Reference and Administrative Details

Year Ended 31 March 2023

Charity registration number	1113498
Company registration number	05664873
Trustees	Paul Roberts – Chair Peter Smith – Trustee Georgina Jane Smith – Trustee Nick Watson – Trustee Deesha Bedia – Trustee Amy Martin – Trustee
Chief executive officer	Sophie Ede
Registered office	Hearing Help Essex Suite 2, 158 Moulsham Street Chelmsford Essex CM2 0LD
Independent examiner	Pocknells Henry Brake House 46 Hullbridge Road South Woodham Ferrers Essex CM3 5NG
Bankers	CAFCASH Kings Hill West Malling Kent ME9 4TA

Hearing Help Essex Limited

Trustees' Annual Report

Year Ended 31 March 2023

The Trustees present their report and the independently examined financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and 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 published in October 2019

Trustees of the charity

The directors of the charitable company are its trustees for the purposes of charity law. The trustees who have served during the year and since the year end were as follows:

Paul Roberts – Chair
Peter Smith – Trustee
Georgina Jane Smith – Trustee (resigned 16 August 2023)
Nick Watson – Trustee
Deesha Bedia – Trustee
Amy Martin – Trustee (appointed 16 January 2023)

Directors Report

It is estimated that a quarter of a million people in Essex have some degree of hearing loss. Hearing Help Essex exists to alleviate the isolation and loneliness that hearing loss can bring. Services offered throughout the year included:

- Practical help with NHS hearing aids
- Information, advice and guidance
- Assistive equipment demonstrations and loans
- Hearing Loss seminars and training
- Drop-in sessions and events
- Signposting to other organisations

To deliver this, Hearing Help Essex continues to maintain and develop good working relationships with commissioning groups and hospitals serving Essex, including Basildon, Broomfield, Epping, Harlow, Southend, Colchester, and Addenbrookes. The goal to expand county-wide remains and we were very pleased in this year to expand our services into both Coggeshall and parts of South Essex; we have strengthened our organisational structure in preparation for further expansion in that area in the year now underway. We are also looking longer term to build our capability to provide our services more widely across Essex should the opportunities occur.

Essex Hearing Advice Services (EHAS) was incorporated in June 2020 to provide information, advice, and guidance and assistance for the relief of people with an acquired hearing loss and who are hard of hearing in Essex, Southend on Sea, Thurrock and the surrounding areas. The services were previously provided by Hearing Help Essex. The trustees regularly reviewed whether it continued to be justified to deliver these services through a stand-alone charity or to revert to provision from Hearing Help Essex. In 2022, the trustees of EHAS decided that this was no longer justified and agreed with the trustees to merge activities back in to Hearing Help Essex for the year that commenced 1 April 2022.

We currently have a board of five trustees. The trustees regularly review the range of skills and the diversity of the trustees and are looking to increase the size of the Board to reflect the increasing activity base of the charity. Our recruitment will use a variety of advertising and promotion appropriate to the size and location of the charity.

Our CEO, Sophie Ede, continues to provide leadership from our office in Moulsham Street, which is an excellent location in the heart of the County. We were very pleased that she could participate in Essex

Hearing Help Essex Limited

Trustees' Annual Report

Year Ended 31 March 2023

Community Foundation and Cranfield's joint Thrive programme for leadership development in charities. Wendy Hammond has joined the team in the role of Operations Manager to support our growth strategy.

Our ability to support the growth into new areas of Essex has been made much easier with the development of our data management system launched in 2021. It continues to enhance our efficiency, with a much slicker data management process across our services. It is also critical to handling more volume via the online booking service, so that our service users can make an appointment using our website rather than by needing to call our helpline. This frees up helpline time for those who need more advice and guidance, rather than just needing to book an appointment. We encourage users to use the online system, but we will always also accept phone bookings for those not able to use the online system.

Our Hearing Aid Support Service delivered support to individuals on 4,573 occasions (2022 – 3,758). Individuals were able to access our support services through a range of routes, including attending an appointment at one of community sessions, at our Resource Centre, or via the home visit service.

Volunteers are critical to what we do, and we are very proud of our cohort of over 50 volunteers, with 10 new volunteers recruited during the year. We extend our fullest thanks to all our volunteers. Our volunteers provided up to 28 walk-in sessions each month, and in addition provided hundreds of visits to housebound clients, as well as to those in care and residential homes across Chelmsford, Maldon, Braintree, Uttlesford and Basildon districts. Furthermore, this last year many of our volunteers worked many extra days across the year to ensure we were able to support some of the most vulnerable members of our community.

Our Information, Advice and Guidance Service delivered support on 5,575 occasions (2022 - 2,368) by providing in-person support at our resource centre, at home visits, and by running information stands and talks in the community; and remotely by phone, email, or webchat. This service is for anyone living with hearing loss and their relatives/friends/carers. It provides practical information, advice, and guidance on how to best adjust to wearing hearing aids, and to stay safe and manage life with hearing loss.

Our Resource Centre is home to a huge variety of assistive equipment which individuals can borrow to try out in their own settings. With such a huge range of equipment available the choice can be complex and overwhelming, and often people spend money on assistive technology only to find that it does not meet their need. Our service aims to provide an independent service tailored to each individual, demonstrating different equipment, and loaning it to them so that they can test it out in their homes.

HHE continues to seek and develop effective partnerships with the Essex Sensory Community - ECL Sensory, BASIS, Essex Sight, Support 4 Sight, the Royal Association for the Deaf, and DeafBlind UK, as well as other organisations such as the Fire Service, Adult Social Care, regional Council's, and other professional bodies. We regularly signpost individuals to services provided by other organisations and have a direct line of referral to most of these organisations so that we can work together efficiently to support individuals who may have more complex needs.

HHE has once more featured in several radio programmes and local press coverage of our work and we have continued to make sure we have an active social media presence.

The Charity managed to support large numbers of individuals with hearing loss. This year, HHE had 8,166 individual interactions with 5,451 individuals, which is a 35% increase on the combined volumes in the year before.

It is also noteworthy that this increase in volume was achieved with excellent feedback from users on quality of their service they received. 98.4% of those who responded to our service feedback requests stated that they would recommend the service to family and friends.

Income and expenditure

Our dominant source of incoming funds is from fundraising and not the sale of services, but the majority of this is from public bodies and other organisations rather than from private individuals.

We received funding from Mid-Essex Clinical Commissioning Group, Chelmsford City Council, Uttlesford District Council, Maldon District Council, Essex Community Foundation, Provide Foundation, The Fowler, Smith, and Jones Trust, The Coggeshall Nursing Trust, and The Walter Farthing Trust. These grants fund a

Hearing Help Essex Limited

Trustees' Annual Report

Year Ended 31 March 2023

substantial portion of our Hearing Aid Support Service expenditure, and we are extremely grateful for these funders.

Our dominant source of income for our Information, Advice and Guidance Service is from Essex County Council commissioned services. These grants fund a portion of our services expenditure, with the remainder funded by additional fundraising activities.

In addition, we have been fortunate to receive donations from a wide range of organisations and charities, notably The John Baron Fun Walk Trust, The Lions Club of Braintree, The Lions Club of Romford, Witham United Reformed Church, The Society of Old Brentwood, Broomfield U3A, and the Brentwood Breakfast Rotary Club. Personal donations arrived throughout the year, mostly from the friends of Hearing Help Essex and from clients and their families, including through collection boxes available at our Hearing Help sessions, plus Gift Aid. These unrestricted donations support all our charitable operations and core costs.

While HHE does not undertake cold calling or direct marketing to individuals, the methods and standards which it applies to its fundraising are still critical and sensitive, especially as some of the visitors to the HHE sessions and those we visit at home could be in vulnerable circumstances. While HHE's fund raising activities are more limited than the full range covered in its code, HHE will comply with the code of fundraising practice published by the Fundraising Regulator so far as it relates to its activities. We do not use any third party or dedicated fundraiser; the CEO leads fundraising activities. We have had no reported breach nor any complaint about our fundraising in this period.

We continue to operate with strong cost control. Our main costs are staff and premises, although our strong cohort of volunteers and the free use of space for some of our clinics help us continue to be very cost effective.

Reserves

The Board continues to target Designated Reserves of £50,000 going forward. This level is deemed necessary to cover potential redundancy and notice liabilities, delays in receipt of funding and potential short-term dips in unrestricted funding.

Unrestricted reserves continue to just exceed this target despite a small reduction in the year.

Risk Management

During the year the trustees continued to apply the Risk Review structure established previously to ensure that we have a robust approach to risk assessment and to strategies for eliminating/ameliorating risk.

The major risk continues to be that of reduction or cancellation of one or more of our major funding streams. This risk is reduced through the support of a number of statutory and charitable funders, but we must continue to deliver a first-class service to maintain their support. Other risks include visiting elderly and isolated people in their homes, so we carry out enhanced DBS checks on all staff and volunteers and regularly review and update our Safeguarding Policy and Procedures.

Public Benefit

The trustees have paid due regard to the Charities Commission guidance on public benefit through ensuring that the main aims of the charity have been carried out by giving relief to those with an acquired hearing loss and the hard of hearing resident in Essex. All income received by the charity has been applied to the delivery of the charity's aims.

On behalf of the board



Signature:

Paul Roberts, Chair

Date: 20/12/23

Hearing Help Essex Limited

Independent Examiner's Report

Year Ended 31 March 2023

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 15.

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

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:

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.

Signed:



Paul Shaylor FCCA for and on behalf of:
Pocknells LLP
Henry Brake House
46 Hullbridge Road
South Woodham Ferrers
Essex
CM3 5NG

Date: 20/12/23

Hearing Help Essex Limited

Statement of Financial Activities

Year Ended 31 March 2023

				2023	2022
		Unrestricted	Restricted	Total	Total
	Note	funds	funds	£	£
		£	£		
Income and endowments from:					
Donations and legacies	2	24,028	-	24,028	14,620
Income from raising funds		4,095	-	4,095	1,979
Investment income	3	482	-	482	564
Charitable activities	4	118,418	-	118,418	115,266
Other income		3,685		3,685	-
Total income resources		150,708	-	150,708	132,428
Expenditure on:					
Charitable activities					
Staff costs and other direct expenses	5	155,371	26,999	182,370	120,732
Governance costs	6	1,108	-	1,108	480
Total charitable expenditure		156,479	26,999	183,478	121,212
Costs of raising funds		134	-	134	19
Total resources expended		156,613	26,999	183,612	121,231
Net (deficit) / income for the year		(5,905)	(26,999)	(32,904)	11,198
Reconciliation of funds:					
Fund balances at 1 April 2022	13	65,366	31,799	97,165	85,967
Fund balances at 31 March 2023	13	59,461	4,800	64,261	97,165

Hearing Help Essex Limited

Balance Sheet

Year Ended 31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	10	-	-
Current assets			
Debtors	11	4,107	2,532
Cash at bank and in hand		67,483	100,296
		71,590	102,828
Creditors: amounts falling due within one year	12	7,329	5,663
Net current assets		64,261	97,165
Net assets		64,261	97,165
Income funds			
Designated funds		50,000	50,000
Unrestricted funds	13	9,461	15,366
Restricted funds	13	4,800	31,799
Total charity funds	13	64,261	97,165

The financial statements were approved and authorised for issue by the Board on

Signed on behalf of the board of trustees

Signature: 

Paul Roberts, Chair

Date: 20/12/23

Signature: 

Nick Watson, Treasurer

Date: 20/12/23

Hearing Help Essex Limited

Notes to the Financial Statements

Year Ended 31 March 2023

1 Summary of significant accounting policies

General information and basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Cash flow

The financial statements do not include a cash flow statement because the charity, as a small reporting entity, is exempt from the requirements to prepare such a statement under the Financial Reporting Standard 1 "Cash flow statements".

Incoming resources

Grants receivable are recognised in the accounts when conditions for their receipt are satisfied. Grants with conditions attached to their use are included in restricted funds. Donations, legacies and other forms of voluntary income are recognised as incoming resources when receivable.

Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably.

Costs classified as governance relate to the general running of the charity and include operations of the Board of Trustees and addressing constitutional audit and other statutory matters.

Resources expended include attributable VAT, which cannot be recovered.

Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life as follows:

Fixtures, fittings and equipment: Straight line over four years

Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

Hearing Help Essex Limited**Notes to the Financial Statements****Year Ended 31 March 2023****2 Income from donations and legacies**

	Unrestricted £	Restricted £	2023 £	2022 £
Donations	22,701	-	22,701	2,995
Friends of Hearing Help Essex	1,327	-	1,327	1,625
	<u>24,028</u>	<u>-</u>	<u>24,028</u>	<u>14,869</u>

3 Investment income

	Unrestricted £	Restricted £	2023 £	2022 £
Interest receivable	428	-	428	564
	<u>428</u>	<u>-</u>	<u>428</u>	<u>564</u>

4 Income from charitable activities

	Unrestricted £	Restricted £	2023 £	2022 £
Grants:				
Mid Essex CCG	-	-	-	20,536
Uttlesford District Council	4,000	-	4,000	3,750
Chelmsford City Council	7,000	-	7,000	8,500
I A Covid Resilience	11,314	-	11,314	4,800
Essex Community Foundation	7,370	-	7,370	28,870
Maldon District Council	-	-	-	1,000
Provide	18,000	-	18,000	
Fee Income	70,734	-	70,734	47,810
	<u>118,418</u>	<u>-</u>	<u>118,418</u>	<u>115,266</u>

Hearing Help Essex Limited

Notes to the Financial Statements

Year Ended 31 March 2023

5 Analysis of expenditure on charitable activities

	2023 £	2022 £
General office	13,795	13,933
Insurance	1,105	993
Postage and stationery	1,382	512
Printer supplies	380	260
Telephone	1,713	1,164
Website & IT	2,425	2,605
Rent & service charge	19,307	8,247
Recruitment & DBS	212	136
Salaries	129,460	83,069
Staff/volunteer travel	7,144	5,296
Depreciation	-	51
Staff & volunteer training	1,795	2,811
Equipment	652	967
Utilities	58	248
Project publicity	461	439
Development	315	-
Venue hire	2,166	-
	182,370	120,732

6 Governance costs

	2023 £	2022 £
Independent examiner's remuneration	1,100	480

7 Independent examiner's remuneration

The independent examiner's remuneration amounts to an independent examination fee of £1,100 (2022 - £480)

8 Trustees' and key management personnel remuneration and expenses

The trustees neither received nor waived any remuneration during the year (2022: £Nil).

The trustees did not have any expenses reimbursed during the year (2022 - £Nil).

Hearing Help Essex Limited

Notes to the Financial Statements

Year Ended 31 March 2023

9 Staff costs and employee benefits

No employees received total employee benefits (excluding employer pension costs) of more than £60,000.

	2023 £	2022 £
Average staff employed	6	5

10 Tangible fixed assets

	Fixtures, fittings & equipment £
Cost:	
At 1 April 2022	2,944
Additions	-
At 31 March 2023	2,944
Depreciation:	
At 1 April 2022	2,944
Charge for the year	-
At 31 March 2023	2,944
Net book value:	
At 31 March 2023	-
At 31 March 2022	-

11 Debtors

	2023 £	2022 £
Other debtors	4,107	2,532

Hearing Help Essex Limited

Notes to the Financial Statements

Year Ended 31 March 2023

12 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	1,596	3,476
Accruals	1,186	460
Tax and social security	4,547	1,727
	<u>7,329</u>	<u>5,663</u>

13 Movement in funds

	As at 01/04/22 £	Incoming Resources £	Resources expended £	Transfers between funds £	As at 31/03/23 £
Restricted funds:					
Walter Farthing	4,800	-	-	-	4,800
RAD HearAbility	10,440	-	(10,440)	-	-
Uttlesford District Council	(823)	-	823	-	-
Chelmsford City Council	-	-	-	-	-
Provide	1,093	-	(1,093)	-	-
I A Covid Resilience	-	-	-	-	-
Thurrock	187	-	(187)	-	-
Essex Community Foundation	15,928	-	(15,928)	-	-
RAD Reducing Isolation	174	-	(174)	-	-
	<u>31,799</u>	-	<u>(26,999)</u>	-	<u>4,800</u>
Designated funds	50,000	-	-	-	50,000
Unrestricted funds	15,366	150,708	(156,613)	-	9,461
	<u>65,366</u>	<u>150,708</u>	<u>(156,613)</u>	-	<u>59,461</u>
Total funds	97,165	150,708	(183,612)	-	64,261

14 Related party transactions

There are no related party transactions during the period (2022: £ nil).

Hearing Help Essex Limited

Notes to the Financial Statements

Year Ended 31 March 2023

15 Comparative statement of financial activity

	Unrestricted Total £	Restricted Total £	Total £
Incoming resources			
Donations & legacies	14,620	-	14,620
Income from raising funds	1,979	-	1,979
Investment income	564	-	564
Charitable activities	47,810	67,456	115,266
Other income	-	-	-
Total incoming resources	64,972	67,456	132,428
Resources expended			
Charitable activities:			
Staff costs and other direct expenses	64,726	56,006	120,732
Governance costs	482		480
Total charitable expenditure	65,206	56,006	121,212
Costs of fundraising activities	19	-	19
Total fundraising expenditure	19	-	19
Total resources expended	65,225	56,006	121,231
Net (deficit) / income for the year	(252)	11,450	11,198
Fund balances at 1 April 2021	65,618	20,349	85,967
Fund balances at 31 March 2022	65,366	31,799	97,165

HEARING HELP ESSEX LIMITED

England & Wales - Charity number 1113498

Accounts

HEARING HELP ESSEX LIMITED

Charity number 1113498
Company registration number 05664873

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2022



HEARING HELP ESSEX LIMITED

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Notes to the financial statements	8-12

HEARING HELP ESSEX LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION FOR THE YEAR ENDED 31 MARCH 2022

Trustees	Paul Roberts	Chair
	Peter Smith	Trustee
	Georgina Jane Smith	Trustee
	Nick Watson	Trustee
	Deesha Bedia	Trustee

Chief Executive Officer Sophie Ede

Charity number 1113498

Company number 05664873

Registered office Hearing Help Essex
Suite 2, 158 Moulsham Street,
Chelmsford,
Essex,
CM2 0LD

Independent examiner Community360
Winsley's House
High Street
Colchester
Essex
CO1 1UG

Bankers CAFCASH
Kings Hill
West Malling
Kent
ME9 4TA

HEARING HELP ESSEX LIMITED

DIRECTORS REPORTS FOR THE YEAR ENDED 31 MARCH 2022

It is estimated that a quarter of a million people in Essex have some degree of hearing loss. Hearing Help Essex exists to alleviate the isolation and loneliness that hearing loss can bring. At the beginning of the year our services included:

- Practical help with NHS hearing aids
- Information, advice and guidance
- Assistive equipment demonstrations and loans
- Hearing Loss seminars and training
- Drop-in sessions and events
- Signposting to other organisations

To deliver this, Hearing Help Essex continues to maintain and develop good working relationships with commissioning groups and hospitals serving Essex, including Basildon, Broomfield, Epping, Harlow, Southend, Colchester, and Addenbrookes. The goal to expand county-wide remains; we have continued to review and strengthen our organisational structure and financial position in preparation for imminent expansion starting in 2023.

We currently have a board of five trustees. The trustees regularly review the range of skills and the diversity of the trustees and use this as a basis for recruitment using a variety of advertising and promotion that they deem appropriate to the size and location of the charity.

Our CEO, Sophie Ede, continues to provide leadership from our office in Moulsham Street, which is an excellent location in the heart of the County. From January 2021, we appointed interim CEO, Todorina Hammond to lead the charity for 9 months as maternity cover, with Sophie Ede returning to post in October 2021.

Government restrictions remained in place up to July 2021 in order to manage the ongoing Covid-19 pandemic. We maintained our services throughout the year, although some venues implemented their own restrictions (e.g. GP surgeries) which meant we had to continue to respond to change throughout this period, and keep our infection control policies under regular review.

A significant project for the year was to continue with the development of our new data management system. Whilst this has been a huge piece of work to implement, it has increased our efficiency, and led to a much slicker data management process across our services. The system is also the basis for our new online booking service, so that our service users can make an appointment via our website rather than by needing to call our helpline. This has freed up helpline time for those who need more advice and guidance, rather than just needing to book an appointment. We have recently added a home visit request feature, which has further helped to improve efficiency for our admin team. This work has only been possible thanks to a Digital Transformation grant from Essex Community Foundation, so we extend our thanks to them for their continued support of the project.

By the end of the year, our Hearing Aid Support Service was back to providing a service at our pre-pandemic levels, and we delivered support to individuals on 4,180 occasions. Individuals were able to access our support services through a range of routes, including attending an appointment at one of our community sessions, at our Resource Centre either in person or by phone, email, or webchat, or by visiting one of our community information stands based in hospital atriums and community events.

HEARING HELP ESSEX LIMITED

DIRECTORS REPORTS FOR THE YEAR ENDED 31 MARCH 2022

Volunteers are critical to what we do, and we are very proud of our cohort of over 50 volunteers. We extend our fullest thanks to all our volunteers. Our volunteers provided up to 22 walk-in sessions each month, and in addition provided hundreds of visits to housebound clients, as well as to those in care and residential homes across Chelmsford, Maldon, Braintree, Uttlesford and Basildon districts. Furthermore, this last year many of our volunteers worked many extra days across the year to ensure we were able to support some of the most vulnerable members of our community.

HHE continues to seek and develop effective partnerships with the Essex Sensory Community - ECL Sensory, BASIS, Essex Sight, Support 4 Sight, the Royal Association for the Deaf, and DeafBlind UK, as well as other organisations such as the Fire Service, Adult Social Care, regional Council's, and other professional bodies.

HHE has once more featured in several radio programmes and local press coverage of our work and we have continued to make sure we have an active social media presence.

The Charity managed to support large numbers of individuals with hearing loss. This year, HHE had 4,180 interactions with 3,457 individuals, which is a 21% increase on the year before.

Income and expenditure

Our dominant source of incoming funds is from fundraising and not the sale of services, but the majority of this is from public bodies and other organisations rather than from private individuals. We received funding from Mid-Essex Clinical Commissioning Group, Chelmsford City Council, Uttlesford District Council, Maldon District Council, Essex Community Foundation, Provide Foundation, The Fowler, Smith, and Jones Trust and The Walter Farthing Trust to support this service. These grants fund a substantial portion of our Hearing Aid Support Service expenditure, and we are extremely grateful for these funders.

In addition, we have been fortunate to receive donations from a wide range of organisations and charities, notably The Coggeshall Nursing Trust, The John Baron Fun Walk Trust, The Lions Club of Braintree, Shenfield Open Group, and the Brentwood Breakfast Rotary Club. Personal donations, mostly from the friends of Hearing Help Essex and from clients and their families, including through collection boxes available at our Hearing Help sessions, plus Gift Aid. These unrestricted donations support all our charitable operations and core costs.

While HHE does not undertake cold calling or direct marketing to individuals, the methods and standards which it applies to its fundraising are still critical and sensitive, especially as some of the visitors to the HHE clinics could be in vulnerable circumstances. While HHE's fund raising activities are more limited than the full range covered in its code, HHE will comply with the code of fundraising practice published by the Fundraising Regulator so far as it relates to its activities. We do not use any third party or dedicated fundraiser; the CEO leads fundraising activities. We have had no reported breach nor any complaint about our fundraising in this period.

HEARING HELP ESSEX LIMITED

DIRECTORS REPORTS FOR THE YEAR ENDED 31 MARCH 2022

Reserves

The Board continues to target Designated Reserves of £50,000 going forward. This level is deemed necessary to cover potential redundancy and notice liabilities, delays in receipt of funding and potential short-term dips in unrestricted funding.

Unrestricted reserves continue to just exceed this target despite a small reduction in the year.

Cash holdings at the end of the year were further improved as receipts from funders are now up to date.

Risk Management

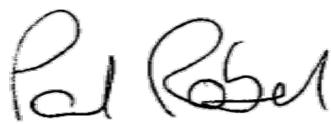
During the year the trustees continued to apply the Risk Review structure established previously to ensure that we have a robust approach to risk assessment and to strategies for eliminating/ameliorating risk.

The major risk continues to be that of reduction or cancellation of one or more of our major funding streams. This risk is reduced through the support of a number of statutory and charitable funders, but we must continue to deliver a first-class service to maintain their support. Other risks include visiting elderly and isolated people in their homes, so we carry out enhanced DBS checks on all staff and volunteers and regularly review and update our Safeguarding Policy and Procedures.

Public Benefit

The trustees have paid due regard to the Charities Commission guidance on public benefit through ensuring that the main aims of the charity have been carried out by giving relief to those with an acquired hearing loss and the hard of hearing resident in Essex. All income received by the charity has been applied to the delivery of the charity's aims.

Signature: _____



Date: 31.10.2022

Paul Roberts - Chair

HEARING HELP ESSEX LIMITED

INDEPENDENT EXAMINER'S REPORT FOR THE YEAR ENDED 31 MARCH 2022

I report on the accounts of Hearing Help Essex Limited for the year ended 31 March 2022 which are set out on pages 6 to 12.

Respective responsibilities of trustees and examiner

The Charity's Trustees are responsible for the preparation of the accounts. The Charity's Trustees consider that an audit is not required for this year (under section 144 (2) of the Charities Act 2011 (The Act) but that an independent examination is needed.

It is my responsibility to:

- Examine the accounts under section 145 of the Charities Act,
- To follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 145(5)(b) of the Charities Act, and
- To state whether particular matters have come to my attention.

Basis of independent examiner's Statement

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. 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 considerations 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 I do not express an audit opinion on the view given by the accounts.

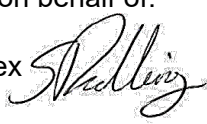
Independent examiner's statement

In the course of my examination, no material matters have come to my attention which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of the accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

I 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.

Shelley-Marie Rudling FMAAT AATQB for and on behalf of:
Community360

Winsley's House, High Street, Colchester, Essex  Date 24.11.2022

HEARING HELP ESSEX LIMITED

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2022

	Note	Unrestricted Total £	Restricted Total £	2022 Total £	2021 Total £
<u>Incoming resources</u>					
Donations & legacies	2	14,620	-	14,620	14,869
Income from raising funds		1,979	-	1,979	3,591
Investment income	3	564	-	564	29
Charitable activities	4	47,810	67,456	115,266	83,488
Total incoming resources		64,972	67,456	132,428	101,977
<u>Resources expended</u>					
<u>Charitable activities</u>					
Staff costs and other direct expenses	5	64,726	56,006	120,732	99,535
Governance costs	5	480	-	480	420
Total charitable expenditure		65,206	56,006	121,212	99,955
Costs of raising funds		19	-	19	339
Total fundraising expenditure		19	-	19	339
Total resources expended		65,225	56,006	121,231	100,294
Net income for the year		(252)	11,450	11,198	1,683
Fund balances at 1 April 2021		65,618	20,349	85,967	84,284
Fund balances at 31 March 2022		65,366	31,799	97,165	85,967

Notes to accounts on pages 8-12

HEARING HELP ESSEX LIMITED

BALANCE SHEET AS AT 31 MARCH 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	9	-	51
Current assets			
Debtors	10	2,532	4,745
Cash at bank and in hand		100,296	82,912
		<u>102,828</u>	<u>87,657</u>
Current liabilities			
Creditors: amounts falling due within one year	11	5,663	1,742
Net current assets		<u>97,165</u>	<u>85,916</u>
Net Assets		<u><u>97,165</u></u>	<u><u>85,967</u></u>
Income funds			
Designated funds	12	50,000	50,000
Unrestricted funds	12	15,366	15,618
Restricted funds	12	<u>31,799</u>	<u>20,349</u>
		<u><u>97,165</u></u>	<u><u>85,967</u></u>

For the year ended 31 March 2022 the company was entitled to exemption from audit section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit in accordance with section under 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 small companies regime.

The directors declare that they have approved the accounts above on:



Chair
Paul Roberts

Date 31.10.22



Treasurer
Nick Watson

Date 31.10.22

HEARING HELP ESSEX LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1. Accounting Policies

Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement on 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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Cash flow

The financial statements do not include a cash flow statement because the charity, as a small reporting entity, is exempt from the requirement to prepare such a statement under Financial Reporting Standard 1 "Cash flow statements".

Incoming resources

Grants receivable are recognised in the accounts when conditions for their receipt are satisfied. Grants with conditions attached to their use are included in restricted funds. Donations, legacies and other forms of voluntary income are recognised as incoming resources when receivable.

Resources expended

All expenditure is accounted for on an accruals basis and is recognised when there is a legal or constructive obligation to pay. Expenditure has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to a particular heading they have been allocated to activities on a basis consistent with the use of the resources.

Costs classified as governance relate to the general running of the charity and include the operations of the Board of Trustees and addressing constitutional audit and other statutory matters.

Resources expended include attributable VAT, which cannot be recovered.

Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each assets over its expected useful life as follows:

Fixtures, fittings and equipment: Straight line over four years

2. Donations	Unrestricted	Restricted	2022	2021
	£	£	£	£
Donations	12,995	-	12,995	13,016
Friends of Hearing Help Essex	1,625	-	1,625	1,853
	14,620	-	14,620	14,869
Comparative 2021	14,869	-	14,869	

HEARING HELP ESSEX LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

3. Investment income	Unrestricted	Restricted	2022	2021
	£	£	£	£
Interest receivable	564	-	564	29
Comparative 2021	29	-	29	
4. Charitable Activities	Unrestricted	Restricted	2022	2021
	£	£	£	£
Grants:				
Mid Essex CCG	-	20,536	20,536	12,322
Uttlesford District Council	-	3,750	3,750	2,000
Chelmsford City Council	-	8,500	8,500	7,500
Provide	-	-	-	5,000
Thurrock	-	-	-	2,328
I A Covid Resilience	-	4,800	4,800	6,162
Essex Community Foundation	-	28,870	28,870	9,400
Maldon District Council	-	1,000	1,000	-
RAD Reducing Isolation	-	-	-	3,716
Fee Income	47,810	-	47,810	35,060
	47,810	67,456	115,266	83,488
Comparative 2021	35,060	48,428	83,488	
5. Total resources expended	Unrestricted	Restricted	2022	2021
	£	£	£	£
Charitable activities				
General office	3,987	9,946	13,933	3,823
Insurance	638	355	993	966
Postage	326	186	512	809
Printer supplies	166	94	260	339
Telephone	794	370	1,164	1,453
Website & IT	1,373	1,232	2,605	150
Rent & service charge	3,349	4,898	8,247	8,109
Recruitment & DBS	78	58	136	270
Salaries	48,152	34,917	83,069	79,208
Staff/volunteer travel	2,683	2,613	5,296	1,486
Depreciation	51	-	51	736
Staff & volunteer training	2,151	660	2,811	676
Equipment	917	50	967	934
Utilities	60	188	248	141
Project publicity	-	439	439	435
	64,726	56,006	120,732	99,535
Governance costs	480	-	480	420
	65,206	56,006	121,212	99,955
Comparative 2021	52,255	47,700	99,955	

HEARING HELP ESSEX LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

6. Governance costs

Governance costs includes payments to the independent examiner of £460 (2021: £420) for examination fees

7. Trustees

None of the Trustees received any remuneration or expenses during the year.

8. Employees

No employee has received remunerations of over £60,000 during the year.

	2022	2021
Average staff employed	5	7

9. Tangible fixed assets

	Fixtures fittings & equipment £
Cost	
As at 1 April 2021	2,944
Additions	-
As at 31 March 2022	2,944
Depreciation	
As at 1 April 2021	2,893
Charge for the year	51
As at 31 March 2022	2,944
Net Book Value	
As at 31 March 2022	-
As at 31 March 2021	51

10. Debtors

	2022 £	2021 £
Debtors	2,532	4,745
	2,532	4,745

11. Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	3,476	1,322
Accruals	460	420
Tax and social security	1,727	-
	5,663	1,742

HEARING HELP ESSEX LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

12. Movement in funds

	As at 01/04/21 £	Incoming Resources £	Resources expended £	Transfers between funds	As at 31/03/22 £
Restricted funds:					
Mid Essex CCG		20,536	(20,536)		-
Chelmsford CC		8,500	(8,500)		-
Walter Farthing Trust	-	-	-	-	-
Nursing Trust	-	-	-	-	-
Essex Alliance	-	4,800	-	-	4,800
Braintree DC	-	-	-	-	-
RAD HearAbility	10,440	-	-	-	10,440
Uttlesford District Council	-	3,750	(4,573)	-	(823)
Provide	5,000	-	(3,907)	-	1,093
Thurrock	716	-	(529)	-	187
I A Covid Resilience	1,387	-	(1,387)	-	-
Essex Community Foundation	-	28,870	(12,942)	-	15,928
Maldon District Council	1,280	1,000	(2,280)	-	-
Brentwood District Council	1,352	-	(1,352)	-	-
RAD Reducing Isolation	174	-	-	-	174
	<u>20,349</u>	<u>67,456</u>	<u>(56,006)</u>	<u>-</u>	<u>31,799</u>
Designated funds	50,000	-	-	-	50,000
Unrestricted funds	<u>15,618</u>	<u>64,972</u>	<u>(65,225)</u>	<u>-</u>	<u>15,366</u>
	65,618	64,972	(65,225)	-	65,366
Total funds	<u>85,967</u>	<u>132,428</u>	<u>(121,231)</u>	<u>-</u>	<u>97,165</u>

13. Guarantee

The company is limited by guarantee being limited to the sum of £1 per member.

14. Going concern

The accounts have been prepared on a going concern basis.

15. Related parties

There were no related parties during the year.

HEARING HELP ESSEX LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

16. Comparative statement of financial activity	Unrestricted Total £	Restricted Total £	Total £
<u>Incoming resources</u>			
Donations & legacies	14,869	-	14,869
Income from raising funds	3,591	-	3,591
Investment income	29	-	29
Charitable activities	35,060	48,428	83,488
Total incoming resources	53,549	48,428	101,977
<u>Resources expended</u>			
<u>Charitable activities</u>			
Staff costs and other direct expenses	51,835	47,700	99,535
Governance costs	420	-	420
Total charitable expenditure	52,255	47,700	99,955
Costs of fundraising activities	339	-	339
Total fundraising expenditure	339	-	339
Total resources expended	52,594	47,700	100,294
Net income for the year	955	728	1,683
Fund balances at 1 April 2020	64,663	19,621	84,284
Fund balances at 31 March 2021	65,618	20,349	85,967

HEARING HELP ESSEX LIMITED

England & Wales - Charity number 1113498

Accounts

HEARING HELP ESSEX LIMITED

Charity number 1113498
Company registration number 05664873

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2021



HEARING HELP ESSEX LIMITED

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HEARING HELP ESSEX LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION FOR THE YEAR ENDED 31 MARCH 2021

Trustees	Paul Roberts	Chair
	Richard Black	Treasurer (Resigned 26 October 2021)
	Peter Smith	Trustee
	Marie Louise Dudley	Trustee (Resigned 26 October 2020)
	Georgina Jane Smith	Trustee (Appointed 18 October 2019)
	Nick Watson	Trustee (Appointed 26 October 2020)
	Deesha Bedia	Trustee (Appointed 23 April 2021)
Chief Executive Officer	Sophie Ede	
Charity number	1113498	
Company number	05664873	
Registered office	Hearing Help Essex Suite 2, 158 Moulsham Street, Chelmsford, Essex, CM2 0LD	
Independent examiner	Community360 Winsley's House High Street Colchester Essex CO1 1UG	
Bankers	CAFCASH Kings Hill West Malling Kent ME9 4TA	

HEARING HELP ESSEX LIMITED

DIRECTORS REPORTS FOR THE YEAR ENDED 31 MARCH 2021

It is estimated that a quarter of a million people in Essex have some degree of hearing loss. Hearing Help Essex exists to alleviate the isolation and loneliness that hearing loss can bring. At the beginning of the year our services included:

- Practical help with NHS hearing aids
- Information, advice and guidance
- Assistive equipment demonstrations and loans
- Hearing Loss seminars and training
- Drop-in sessions and events
- Signposting to other organisations

To deliver this, Hearing Help Essex continues to maintain and develop good working relationships with commissioning groups and hospitals serving Essex, including Basildon, Broomfield, Epping, Southend, Colchester, and Addenbrookes. The goal to expand county-wide remains, but due to the challenges presented this year, we strived to maintain our existing services with a view to looking at expansion from 2022-23 onwards.

We currently have a board of six trustees. The trustees regularly review the range of skills and the diversity of the trustees and use this as a basis for recruitment using a range of advertising and promotion that they deem appropriate to the size and location of the charity. We stated in the previous year's report that we were looking to recruit one or two further suitable trustees. Our existing Treasurer and trustee, Richard Black informed us of his intention to step down in 2021. In October 2020 we were successful in recruiting a new Treasurer and trustee, Nick Watson, who is a qualified accountant based in Boreham. Additionally, in January 2021 we recruited Deesha Bedia. Deesha is an audiological scientist working for Click Hearing. We expect to recruit at least one further trustee in 2021/22 as we continue to develop the range of skills and backgrounds on the Board.

Our CEO, Sophie Ede, continues to provide leadership from our office in Moulsham Street, which is an excellent location in the heart of the County. From January 2021, we appointed interim CEO, Todorina Hammond to lead the charity for 9 months as maternity cover.

From the end of March 2020, the UK Government instructed a stay-at-home order and full lockdown. As such, all our normal services had to be suspended, therefore we redesigned the way we delivered support. Whilst many organisations closed, we remained open throughout, extending the hours that our helpline was open from 10am-3pm to 9am-5pm. We provided emotional support, advice, and guidance around hearing aid maintenance over the phone, email, social media, and via our live chat service on our website. We provided a postal service for new tubing (with step-by-step instructions) to those who felt confident in re-tubing their own aids, and also provided a postal battery service to all NHS hearing aid users in our area. For those whose hearing aids were not working at all, we were able to loan assistive equipment to ensure they remained safe in their own home.

Pre-Pandemic, our Hearing Aid Support Service provided up to 28 walk-in sessions each month, and in addition provided hundreds of visits to housebound clients each year, as well as to those in care and residential homes across Chelmsford, Maldon, Braintree, Uttlesford and Basildon Districts. From July 2020 we were able to resume in-person support through using a new pre-booked appointments system and also socially distanced door-step visits to those who were housebound. We gradually .

HEARING HELP ESSEX LIMITED

DIRECTORS REPORTS FOR THE YEAR ENDED 31 MARCH 2021

reopened sessions in the community as the year progressed and venues allowed us access, but at the end of the year Covid restrictions at the venues, meant we were still not able to work in many of our community venues.

In July 2020 we expanded our facility by relocating to the ground floor of the same building, opening a new Resource Centre that is accessible to our service users directly from the street. Prior to this we had been on the 1st floor which had presented many access issues. The increased size of the Resource Centre and administration office enabled us to continue to run a covid-safe and socially distanced service throughout the pandemic. Volunteers and outreach workers have maintained a home visit service to those service users who are housebound and cannot get to Chelmsford or one of our other locations.

Volunteers are critical to what we do, and we are very proud of our cohort of over 55 Volunteers. With Covid many of our volunteers had to shield for most of the year. Therefore we had to deliver services with a reduced team of only those 10 volunteers who were able to work within the government guidance. We extend our fullest thanks to all our volunteers, but this last year especially to those who worked many extra days across the year to ensure we were able to support some of the most vulnerable members of our community.

Thanks to a generous grant from Essex Community Foundation, we were able to commission a new database and bookings system for our services. This has been a huge project for the team, and at the time of publishing this report, we are pleased to say that the new system is fully operational. This has enabled us to operate the new bookings process described above, as well as improve our efficiency and help us to overcome some communication and data collection complexities.

HHE continues to seek and develop effective partnerships with the Essex Sensory Community - ECL Sensory, BASIS, Essex Sight, Support 4 Sight, the Royal Association for the Deaf, and DeafBlind UK, as well as other organisations such as the Fire Service, Adult Social Care, regional Council's, and other professional bodies.

In May 2020, in response to the changing needs of our service users, we transferred the delivery of our Information, Advice and Guidance Service and Reducing Isolation Service to our new partner charity, Essex Hearing Advice Services (EHAS). Rather than split the comments on this service across HHE and EHAS, the trustees of EHAS will comment on the full year in their report.

HHE has once more featured in several radio programmes and local press coverage of our work and we have continued to make sure we have the right social media presence.

Despite the enforced redesign of our delivery model due to Covid, and not being able to run walk-in support sessions, the Charity managed to support large numbers of individuals with hearing loss. This year, HHE had 3442 interactions with 2950 individuals.

HEARING HELP ESSEX LIMITED

DIRECTORS REPORTS FOR THE YEAR ENDED 31 MARCH 2021

Income and expenditure

We received funding from Mid-Essex Clinical Commissioning Group, Chelmsford City Council, Uttlesford District Council, Maldon District Council, Brentwood Borough Council, Independent Age, The Walter Farthing Trust, and Thurrock CVS to support this service. These grants fund a substantial portion of our Hearing Aid Support Service expenditure, and we are extremely grateful for them.

In addition, we have been fortunate to receive donations from a wide range of organisations and charities, notably Teledyne E2V, New City Girls WI, John Baron Fun Walk, and the Brentwood Breakfast, Ingatestone, Chelmsford Mildmay, and Maldon Rotary Clubs. Personal donations, mostly from the friends of Hearing Help Essex and from clients and their families, including over £3,000 through collection boxes available at our Hearing Help Sessions, plus Gift Aid. These unrestricted donations support all our charitable operations and core costs. We also received covid specific grants from Chelmsford City Council and Essex County Council.

Our dominant source of incoming funds is from fundraising and not the sale of services, but the majority of this is from public bodies and other organisations rather than from private individuals. While HHE does not undertake cold calling or direct marketing individuals, the methods and standards which it applies to its fundraising are still critical and sensitive, especially as some of the visitors to the HHE clinics could be in vulnerable circumstances. While HHE's fund raising activities are more limited than the full range covered in its code, HHE will comply with the code of fundraising practice published by the Fundraising Regulator so far as it relates to its activities. We do not use any third party or dedicated fundraiser; the CEO leads fundraising activities. We have had no reported breach nor any complaint about our fundraising in this period.

We continue to operate with strong cost control. Our main costs are staff and premises, although our strong cohort of volunteers and the free use of space for our clinics help us continue to be very cost effective. Going forward we will need to address how to get appropriate PPE for our staff and volunteers for the duration of the COVID crisis and currently that is an unknown in terms of requirements and cost.

Reserves

Cash reserves at the end of the year are further improved as receipts from funders are now up to date. The Board believes that such a level of reserve is necessary given the uncertainties due to the COVID restrictions.

Designated Reserves cover late receipt of funding as well as rent and staff liabilities and the Board continues to target Designated Reserves of £50,000 going forward. With one full-time and 6 part-time staff members, potential redundancy and notice liabilities now amount to over £16,000. Rent liability is over £9,000. Substantial cash reserves must be maintained against delays in receipt of funding.

Risk Management

During the year the trustees continued to apply the Risk Review structure established in the previous year to ensure that we have a robust approach to risk assessment and to strategies for eliminating/ameliorating risk.

HEARING HELP ESSEX LIMITED

DIRECTORS REPORTS FOR THE YEAR ENDED 31 MARCH 2021

The major risk continues to be that of reduction or cancellation of one or more of our major funding streams. This risk is reduced through the support of a number of statutory and charitable funders, but we must continue to deliver a first-class service to maintain their support. Other risks include visiting elderly and isolated people in their homes, so we carry out enhanced DBS checks on all staff and volunteers and have revised our Safeguarding Policy and Procedures.

COVID 19 continues to bring changing risks; especially as some of our volunteers and many of our clients are in groups identified as being vulnerable. Accordingly, we continue to develop and revise our procedures and delivery approaches on a regular basis.

Public Benefit

The trustees have paid due regard to the Charities Commission guidance on public benefit through ensuring that the main aims of the charity have been carried out by giving relief to those with an acquired hearing loss and the hard of hearing resident in Essex. All income received by the charity has been applied to the delivery of the charity's aims.

Signature: _____



Paul Roberts - Chair

Date: 21/12/2021

HEARING HELP ESSEX LIMITED

INDEPENDENT EXAMINER'S REPORT FOR THE YEAR ENDED 31 MARCH 2021

I report on the accounts of Hearing Help Essex Limited for the year ended 31 March 2021 which are set out on pages 6 to 13.

Respective responsibilities of trustees and examiner

The Charity's Trustees are responsible for the preparation of the accounts. The Charity's Trustees consider that an audit is not required for this year (under section 144 (2) of the Charities Act 2011 (The Act) but that an independent examination is needed.

It is my responsibility to:

- Examine the accounts under section 145 of the Charities Act,
- To follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 145(5)(b) of the Charities Act, and
- To state whether particular matters have come to my attention.

Basis of independent examiner's Statement

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. 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 considerations 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 I do not express an audit opinion on the view given by the accounts.

Independent examiner's statement

In the course of my examination, no material matters have come to my attention which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of the accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

I 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.

Shelley-Marie Rudling FMAAT MIP AATQB for and on behalf of:

Community360

Winsley's House, High Street, Colchester, Essex



Date 21/12/2021

HEARING HELP ESSEX LIMITED

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2021

	Note	Unrestricted Total £	Restricted Total £	2021 Total £	2020 Total £
<u>Incoming resources</u>					
Donations & legacies	2	14,869	-	14,869	23,943
Income from raising funds		3,591	-	3,591	4,361
Investment income	3	29	-	29	339
Charitable activities	4	35,060	48,428	83,488	99,083
Total incoming resources		53,549	48,428	101,977	127,726
<u>Resources expended</u>					
Charitable activities					
Staff costs and other direct expenses	5	51,835	47,700	99,535	114,221
Governance costs	5	420	-	420	598
Total charitable expenditure		52,255	47,700	99,955	114,819
Costs of raising funds	5	339	-	339	473
Total fundraising expenditure		339	-	339	473
Total resources expended		52,593	47,700	100,293	115,292
Net income for the year		955	728	1,683	12,434
Fund balances at 1 April 2020		64,663	19,621	84,284	71,850
Fund balances at 31 March 2021		65,618	20,349	85,967	84,284

Notes to accounts on pages 9-13

HEARING HELP ESSEX LIMITED

BALANCE SHEET AS AT 31 MARCH 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	9	51	788
Current assets			
Debtors	10	4,745	770
Cash at bank and in hand		82,912	83,686
		<u>87,657</u>	<u>84,456</u>
Current liabilities			
Creditors: amounts falling due within one year	11	1,742	960
Net current assets		<u>85,916</u>	<u>83,496</u>
Net Assets		<u><u>85,967</u></u>	<u><u>84,284</u></u>
Income funds			
Designated funds	12	50,000	50,000
Unrestricted funds	12	15,618	14,663
Restricted funds	12	20,349	19,621
		<u><u>85,967</u></u>	<u><u>84,284</u></u>

For the year ended 31 March 2021 the company was entitled to exemption from audit section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit in accordance with section under 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 small companies regime.

The directors declare that they have approved the accounts above on:



21/12/2021

Chair
Paul Roberts

Date



21/12/2021

Treasurer
Nick Watson

Date

HEARING HELP ESSEX LIMITED

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

1. Accounting Policies

Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement on 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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Cash Flow

The financial statements do not include a cash flow statement because the charity, as a small reporting entity, is exempt from the requirement to prepare such a statement under Financial Reporting Standard 1 "Cash flow statements".

Incoming resources

Grants receivable are recognised in the accounts when conditions for their receipt are satisfied. Grants with conditions attached to their use are included in restricted funds.

Donations, legacies and other forms of voluntary income are recognised as incoming resources when receivable.

Resources expended

All expenditure is accounted for on an accruals basis and is recognised when there is a legal or constructive obligation to pay. Expenditure has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to a particular heading they have been allocated to activities on a basis consistent with the use of the resources.

Costs classified as governance relate to the general running of the charity and include the operations of the Board of Trustees and addressing constitutional audit and other statutory matters.

Resources expended include attributable VAT, which cannot be recovered.

Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life as follows:

Fixtures, fittings and equipment: Straight line over four years

HEARING HELP ESSEX LIMITED

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

2. Donations	Unrestricted	Restricted	2021	2020
	£	£	£	£
Donations	13,016	-	13,016	21,391
Friends of Hearing Help Essex	1,853	-	1,853	2,552
	<u>14,869</u>	<u>-</u>	<u>14,869</u>	<u>23,943</u>
3. Investment income	Unrestricted	Restricted	2021	2020
	£	£	£	£
Interest receivable	29	-	29	339
4. Charitable Activities	Unrestricted	Restricted	2021	2020
	£	£	£	£
Grants:				
Mid Essex CCG	-	12,322	12,322	16,429
Uttlesford District Council	-	2,000	2,000	2,000
Heart of Pitsea	-	-	-	562
Chelmsford City Council	-	7,500	7,500	7,000
Provide	-	5,000	5,000	-
Thurrock	-	2,328	2,328	-
I A Covid Resilience	-	6,162	6,162	-
Essex Community Foundation	-	9,400	9,400	-
Maldon District Council	-	-	-	3,080
Brentwood District Council	-	-	-	3,251
Edward Gostling Foundation	-	-	-	5,000
Walter Farthing Trust	-	-	-	2,200
DigiClear	-	-	-	2,000
RAD HearAbility	-	-	-	41,755
RAD Reducing Isolation	-	3,716	3,716	15,806
Fee Income	35,060	-	35,060	-
	<u>35,060</u>	<u>48,428</u>	<u>83,488</u>	<u>99,083</u>
5. Total resources expended	Staff costs	Other costs	2021	2020
	£	£	£	£
Cost of generating funds				
Costs of generating donations	-	339	339	473
	-	339	339	473
Charitable activities				
Activities undertaken directly	78,748	-	78,748	96,684
Support costs	-	20,787	20,787	17,537
	<u>78,748</u>	<u>20,787</u>	<u>99,535</u>	<u>114,221</u>
Governance costs	-	420	420	598
	<u>78,748</u>	<u>21,546</u>	<u>100,293</u>	<u>115,292</u>

HEARING HELP ESSEX LIMITED

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

6. Governance costs

Governance costs includes payments to the independent examiner of £420 (2020: £420) for examination fees

7. Trustees

None of the Trustees received any remuneration or expenses during the year.

8. Employees

No employee has received remunerations of over £60,000 during the year.

	2021	2020
Average staff employed	7	7

9. Tangible fixed assets

	Fixtures fittings & equipment £
Cost	
As at 1 April 2020	2,944
Additions	-
As at 31 March 2021	2,944
Depreciation	
As at 1 April 2020	2,157
Charge for the year	736
As at 31 March 2021	2,893
Net Book Value	
As at 31 March 2021	51
As at 31 March 2020	787

10. Debtors

	2021 £	2020 £
Debtors	4,745	-
Prepayments	-	770
	4,745	770

11. Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	1,322	732
Accruals	420	228
	1,742	960

HEARING HELP ESSEX LIMITED

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

12. Movement in funds

	As at 01/04/20 £	Incoming resources £	Resources expended £	Transfers between funds	As at 31/03/21 £
Restricted funds:					
Mid Essex CCG	-	12,322	(12,322)	-	(0)
Chelmsford City Council	-	7,500	(7,500)	-	-
Heart of Pitsea	-	-	-	-	-
RAD HearAbility	10,440	-	-	-	10,440
Uttlesford District Council	(288)	2,000	(1,712)	-	-
Provide	-	5,000	-	-	5,000
Thurrock	-	2,328	(1,612)	-	716
I A Covid Resilience	-	6,162	(4,775)	-	1,387
Essex Community Foundatio	-	9,400	(9,400)	-	-
Maldon District Council	1,280	-	-	-	1,280
Brentwood District Council	3,251	-	(1,899)	-	1,352
Edward Gosling Foundation	3,750	-	(3,750)	-	-
DigiClear	1,014	-	(1,014)	-	0
RAD Reducing Isolation	174	3,716	(3,716)	-	174
	<u>19,621</u>	<u>48,428</u>	<u>(47,700)</u>	<u>-</u>	<u>20,349</u>
Designated funds	50,000	-	-	-	50,000
Unrestricted funds	<u>14,663</u>	<u>53,549</u>	<u>(52,593)</u>	<u>-</u>	<u>15,618</u>
	<u>64,663</u>	<u>53,549</u>	<u>(52,593)</u>	<u>-</u>	<u>65,618</u>
Total funds	<u>84,284</u>	<u>101,976</u>	<u>(100,293)</u>	<u>-</u>	<u>85,967</u>

13. Guarantee

The company is limited by guarantee being limited to the sum of £1 per member.

14. Going concern

The accounts have been prepared on a going concern basis.

15. Related parties

There were no related parties during the year.

HEARING HELP ESSEX LIMITED

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

16. Comparative statement of financial activity	Unrestricted Total £	Restricted Total £	Total £
<u>Incoming resources</u>			
Donations & legacies	23,943	-	23,943
Income from raising funds	4,361	-	4,361
Investment income	339	-	339
Charitable activities	-	99,083	99,083
Total incoming resources	28,643	99,083	127,726
<u>Resources expended</u>			
<u>Charitable activities</u>			
Staff costs and other direct expenses	20,599	93,622	114,221
Governance costs	598	-	598
Total charitable expenditure	21,197	93,622	114,819
Costs of fundraising activities	473	-	473
Total fundraising expenditure	473	-	473
Total resources expended	21,670	93,622	115,292
Net incoming resources before transfers	6,973	5,461	12,434
Net income for the year	6,973	5,461	12,434
Fund balances at 1 April 2019	57,690	14,160	71,850
Fund balances at 31 March 2020	64,663	19,621	84,284