

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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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 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.

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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.

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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

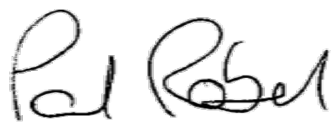
During the year the trustees continued to apply the Risk Review structure established previously to ensure that we have a robust approach to risk assessment and to strategies for eliminating/ameliorating risk.

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.

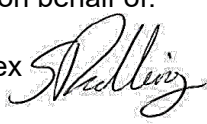
Independent examiner's statement

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>

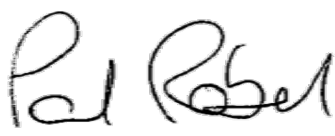
For the year ended 31 March 2022 the company was entitled to exemption from audit section 477 of the Companies Act 2006.

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 **Date 31.10.22**
Paul Roberts


Treasurer **Date 31.10.22**
Nick Watson

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