

**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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Hearing Help Essex Limited

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

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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.

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 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.

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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>

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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).

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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.