

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

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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.

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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 2024⁵ 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)

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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

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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.