

HEARING HELP UK – HARD OF HEARING SUPPORT SERVICE

ANNUAL REPORT APRIL 2022 – MARCH 2023

Introduction

Hearing Help UK hard of hearing support service provides practical support, information, advice and guidance on all aspects of hearing impairment for individuals, families, friends and carers.

Our service operates throughout Amber Valley, Bolsover, Chesterfield, Derbyshire Dales, Erewash, High Peak, North East Derbyshire and South Derbyshire areas.

We offer and conduct assessments for the provision of assistive hearing equipment such as TV Listeners, Personal Listeners, Door Bells, Alarm Clocks and Induction Hearing Loops, to enable Derbyshire residents with hearing loss to enjoy the highest quality of life possible.

We also provide regular monthly Social Groups at our premises in Ripley, regular Peer Support Groups throughout the County and regular Social excursions to local places of interest.

General Overview of the Year including our challenges and successes

During 2022/2023 as the Covid 19 restrictions were finally lifted, we continued to significantly expand our operations using our open-air market model and emphasising face to face personal contact with our service users. This has proved to be a very popular and highly successful model and is an excellent method of fully demonstrating the equipment available to members of the general public, in their local environment.

We have greatly improved and diversified the types of outreach events we attend including a substantially increased number of pop-up sessions using our mobile lectern. In particular we have been working outside of normal hours, on Saturdays, Sundays, evenings and Bank Holidays. This enables us to have far greater access into communities throughout Derbyshire.

We have significantly expanded the amount of presentations we provide about our services and equipment to a wider variety of audiences in a cross section of locations throughout the County.

We have provided and participated in a variety of training opportunities for staff and volunteers including Tinnitus Support, Staff role training, Implementation Plan training, Mindfulness training and Adult Care Strategy Workshop.

We have continued to develop our strong mutual relationships and partnership working with other services and agencies cementing our relationships.

Our monthly Social Group at our Ripley premises has flourished with many new members and new volunteers. We have continued our silver service style of waiter/waitress service to the table as this has been very successful.

We are delighted to have increased the number of Peer Support groups we provide. We have created new groups in Chesterfield, Buxton, and Swadlincote together with our established group in Long Eaton thus covering North, South, East and West Derbyshire. Going forward we will continue to promote, enhance and increase our Peer Support groups throughout the County.

Working collaboratively with the Pin up Group we produced a video dedicated to the Service we provide. This video is now used to promote the Derbyshire Hard of Hearing Service on our website and all of our Social Media platforms.

We have massively developed our Facebook and Twitter presence, and this is now effectively and efficiently managed by a paid staff member as part of their job role.

We tendered for and were successful in securing the Derbyshire County Council contract for the delivery of the Hard of Hearing Service.

BETWEEN APRIL 2022 AND MARCH 2023 WE HAVE ACHIEVED:



**3368 PEOPLE RECEIVED INFORMATION AND
ADVICE AT THEIR USUAL PLACE OF RESIDENCE**



544 PEOPLE WERE ASSESSED FOR EQUIPMENT



880 PEOPLE SIGNPOSTED TO OTHER SERVICES



**720 PEOPLE ATTENDED SOCIAL GROUPS/PEER
SUPPORT GROUPS BETWEEN OCTOBER 2022 AND
MARCH 2023**

VOLUNTEERS

Most of our volunteers are service users and have a vital role in the successful operation of our organisation.

From our management board to the waiters/waitresses at our social group our volunteers provide essential services and experience free of charge, we could not function without them. Equally our volunteers tell us how their time spent volunteering at Hearing Help UK is of great value to them.

We actively seek volunteers on an on-going basis throughout the year. We have a fluctuating number of volunteers, currently 36 volunteers donate their time.

We have 40 volunteers helping at our monthly Social donating **3360 hours annually.**

1 volunteer donates 4 hours per month shopping for the Social Group donating **48 hours annually.**

We have 10 volunteers attending Board Meetings and additional meetings as required donating **1200 hours annually.**

At our annual AGM 10 volunteers donate **70 hours.**

Our volunteer treasurer donates 3.5 hours per week over 50 weeks total **175 hours.**

2 volunteer cleaners donate 10 hours per week over 50 weeks total **500 hours.**

2 volunteers at Peer Support Groups give 2 hours each per month donating **48 hours annually.**

Our volunteers have provided approximately 5401 hours of support free of charge.

Our paid workers earn a minimum of £10.00 per hour. Therefore, if our volunteer hours had been paid, the support they have provided would have cost of £54,010.00.



Volunteers at our Monthly Social

WHAT OUR SERVICE USERS SAY

“We received a personal listener from Mrs. B and its absolutely fantastic. Mrs. B’s hearing had been worsening but with the help of the lovely people at HH UK she is now able to hear and communicate with her friend and the staff. (From Twitter)

“Wonderful, it’s better than my hearing aids”
Personal listener.

“Wonderful, I can hear every word spoken, I can’t imagine watching TV without the TV device now” (TV listener)

THE YEAR AHEAD APRIL 2022 TO MARCH 2023

During the fourth coming year we will be focusing on developing our outreach service, offering support to a greater number of people throughout the county.

We will continue to develop our strong mutual relationships with other services and agencies.

We will continue to promote, enhance and increase our peer support groups throughout the county.

Our popular social groups will continue to be an important part of our operation.



CONCLUSION COMMENTS

Hearing Help UK would particularly like to thank Derbyshire County Council and Derby and Derbyshire Integrated Care Board for funding the Hard of Hearing Service enabling us to improve the quality of life for Hearing Impaired residents throughout Derbyshire.

We would also like to say a big thank you to our management board, staff, volunteers and all our service users for their unreserved support. —

UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 5 APRIL 2023

FOR

HEARING HELP UK CIO

Charity Number 1163380

HEARING HELP UK CIO

CONTENTS OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 5 APRIL 2023

	Page
General Information	1
Accountants' Report	2
Client Approval Certificate	3
Profit and Loss Account	4
Balance Sheet	5
Notes to the Financial Statements	6

HEARING HELP UK CIO

GENERAL INFORMATION

FOR THE YEAR ENDED 5 APRIL 2023

PROPRIETOR: Hearing Help

ADDRESS: The Hearing Centre
156 Derby Road
Ripley
Derbyshire
DE5 8HU

ACCOUNTANTS: Accounting Matters Ltd
17 Wellington Street
Ripley
Derbyshire
DE5 3EH

UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 5 APRIL 2023

ACCOUNTANTS' REPORT TO

HEARING HELP UK CIO

In accordance with our terms of engagement we have prepared for your approval the financial statements of Hearing Help UK CIO for the year ended 5 April 2023.

Our work has been undertaken solely to prepare for your approval the financial statements of Hearing Help UK CIO.

To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than you for our work or for this report.

You have approved the financial statements for the year ended 5 April 2023 and have acknowledged your responsibility for them, for the appropriateness of the financial reporting framework adopted and for providing all information and explanations necessary for their compilation.

We have not verified the accuracy or completeness of the accounting records or information and explanations you have given us and we do not, therefore, express any opinion on the financial statements.

Accounting Matters Ltd
17 Wellington Street
Ripley
Derbyshire
DE5 3EH

May 2023

UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 5 APRIL 2023

HEARING HELP UK CIO

CLIENT APPROVAL CERTIFICATE

In accordance with the terms of engagement of Accounting Matters Ltd, I approve the financial statements for the year ended 5 April 2023 which comprise the Profit and Loss Account, the Balance Sheet and the related notes. I acknowledge my responsibility for the financial statements, including the appropriateness of the accounting basis as set out in note 1, and for providing Accounting Matters with all information and explanations necessary for the compilation.

Hearing Help

May 2023

HEARING HELP UK CIO

PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 5 APRIL 2023

	2023	2023	2022	2022
	£	£	£	£
Income				
Other	1,540		0	
Grant	116,564		123,377	
Memberships/Donations	<u>1,010</u>		<u>1,082</u>	
		119,114		124,459
Expenditure				
Rent and rates	0		0	
Insurance	1,457		992	
Light and heat	2,138		1,426	
Wages	100,281		98,155	
Telephone	1,391		1,648	
General equipment	6,563		5,799	
Travel and subsistence	3,156		2,292	
Training	0		0	
Repairs and renewals	2,278		558	
Administration costs	4,688		3,894	
Other	944		1,362	
Depreciation	<u>1,280</u>		<u>1,406</u>	
		<u>124,176</u>		<u>117,532</u>
NET PROFIT/LOSS		<u><u>-5,062</u></u>		<u><u>6,927</u></u>

HEARING HELP UK CIO

BALANCE SHEET FOR THE YEAR ENDED 5 APRIL 2023

	Notes	2023 £	2023 £	2022 £	2022 £
FIXED ASSETS					
Tangible Assets	2		7,252		7,335
CURRENT ASSETS					
Bank account		71,110		75,921	
Cash in hand		9		165	
		<u>71,119</u>		<u>76,086</u>	
CURRENT LIABILITIES					
Trade creditors		<u>207</u>		<u>195</u>	
			<u>70,912</u>		<u>75,891</u>
NET ASSETS					
			<u><u>78,164</u></u>		<u><u>83,226</u></u>
FINANCED BY					
CAPITAL ACCOUNT	3		<u><u>78,164</u></u>		<u><u>83,226</u></u>

HEARING HELP UK CIO

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 5 APRIL 2023

1 ACCOUNTING POLICIES

Basis of preparing the financial statements:

The financial statements have been compiled on a basis which enables to be calculated in accordance with generally accepted accounting practice and which provides sufficient and relevant information to enable the completion of any necessary tax return.

2 TANGIBLE FIXED ASSETS

	Office equipment £
COST	
At 6 April 2022	30,526
Additions	1,197
At 5 April 2023	<u>31,723</u>
DEPRECIATION	
At 6 April 2022	23,191
Charge for year	1,280
At 5 April 2023	<u>24,471</u>
NET BOOK VALUE	
At 5 April 2023	<u>7,252</u>
At 6 April 2022	<u>7,335</u>

3 CAPITAL ACCOUNT

	2023	2023	2022	2022
	£	£	£	£
Brought forward	83,226		76,299	
Add	0		0	
Net Profit/Loss	-5,062		6,927	
Capital introduced				
	<u>78,164</u>		<u>83,226</u>	
	<u>78,164</u>		<u>83,226</u>	

UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 5 APRIL 2023

FOR

HEARING HELP UK CIO

Charity Number 1163380

HEARING HELP UK CIO

CONTENTS OF THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 5 APRIL 2023

	Page
General Information	1
Accountants' Report	2
Client Approval Certificate	3
Profit and Loss Account	4
Balance Sheet	5
Notes to the Financial Statements	6

HEARING HELP UK CIO

GENERAL INFORMATION

FOR THE YEAR ENDED 5 APRIL 2023

PROPRIETOR: Hearing Help

ADDRESS: The Hearing Centre
156 Derby Road
Ripley
Derbyshire
DE5 8HU

ACCOUNTANTS: Accounting Matters Ltd
17 Wellington Street
Ripley
Derbyshire
DE5 3EH

UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 5 APRIL 2023

ACCOUNTANTS' REPORT TO

HEARING HELP UK CIO

In accordance with our terms of engagement we have prepared for your approval the financial statements of Hearing Help UK CIO for the year ended 5 April 2023.

Our work has been undertaken solely to prepare for your approval the financial statements of Hearing Help UK CIO.

To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than you for our work or for this report.

You have approved the financial statements for the year ended 5 April 2023 and have acknowledged your responsibility for them, for the appropriateness of the financial reporting framework adopted and for providing all information and explanations necessary for their compilation.

We have not verified the accuracy or completeness of the accounting records or information and explanations you have given us and we do not, therefore, express any opinion on the financial statements.

Accounting Matters Ltd
17 Wellington Street
Ripley
Derbyshire
DE5 3EH

May 2023

UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 5 APRIL 2023

HEARING HELP UK CIO

CLIENT APPROVAL CERTIFICATE

In accordance with the terms of engagement of Accounting Matters Ltd, I approve the financial statements for the year ended 5 April 2023 which comprise the Profit and Loss Account, the Balance Sheet and the related notes. I acknowledge my responsibility for the financial statements, including the appropriateness of the accounting basis as set out in note 1, and for providing Accounting Matters with all information and explanations necessary for the compilation.

Hearing Help

May 2023

HEARING HELP UK CIO

PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 5 APRIL 2023

	2023	2023	2022	2022
	£	£	£	£
Income				
Other	1,540		0	
Grant	116,564		123,377	
Memberships/Donations	<u>1,010</u>		<u>1,082</u>	
		119,114		124,459
Expenditure				
Rent and rates	0		0	
Insurance	1,457		992	
Light and heat	2,138		1,426	
Wages	100,281		98,155	
Telephone	1,391		1,648	
General equipment	6,563		5,799	
Travel and subsistence	3,156		2,292	
Training	0		0	
Repairs and renewals	2,278		558	
Administration costs	4,688		3,894	
Other	944		1,362	
Depreciation	<u>1,280</u>		<u>1,406</u>	
		<u>124,176</u>		<u>117,532</u>
NET PROFIT/LOSS		<u><u>-5,062</u></u>		<u><u>6,927</u></u>

HEARING HELP UK CIO

BALANCE SHEET FOR THE YEAR ENDED 5 APRIL 2023

	Notes	2023 £	2023 £	2022 £	2022 £
FIXED ASSETS					
Tangible Assets	2		7,252		7,335
CURRENT ASSETS					
Bank account		71,110		75,921	
Cash in hand		9		165	
		<u>71,119</u>		<u>76,086</u>	
CURRENT LIABILITIES					
Trade creditors		<u>207</u>		<u>195</u>	
			<u>70,912</u>		<u>75,891</u>
NET ASSETS					
			<u>78,164</u>		<u>83,226</u>
FINANCED BY					
CAPITAL ACCOUNT	3		<u>78,164</u>		<u>83,226</u>

HEARING HELP UK CIO

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 5 APRIL 2023

1 ACCOUNTING POLICIES

Basis of preparing the financial statements:

The financial statements have been compiled on a basis which enables to be calculated in accordance with generally accepted accounting practice and which provides sufficient and relevant information to enable the completion of any necessary tax return.

2 TANGIBLE FIXED ASSETS

	Office equipment £
COST	
At 6 April 2022	30,526
Additions	1,197
At 5 April 2023	<u>31,723</u>
DEPRECIATION	
At 6 April 2022	23,191
Charge for year	1,280
At 5 April 2023	<u>24,471</u>
NET BOOK VALUE	
At 5 April 2023	<u>7,252</u>
At 6 April 2022	<u>7,335</u>

3 CAPITAL ACCOUNT

	2023	2023	2022	2022
	£	£	£	£
Brought forward	83,226		76,299	
Add	0		0	
Net Profit/Loss	-5,062		6,927	
Capital introduced				
	<u>78,164</u>		<u>83,226</u>	
	<u>78,164</u>		<u>83,226</u>	