

HEARING HELP UK - HARD OF HEARING SUPPORT SERVICE

ANNUAL REPORT APRIL 2023 - MARCH 2024

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 2023/2024 we continued to significantly expand our operations using our open-air market model, emphasising face to face personal contact with our service users. This model of operation has proved to be a very popular, highly successful and is an excellent method of fully demonstrating the equipment available to members of the public, in their local environment.

Continuing to improve and diversify the types of outreach events we attend we have substantially increased the number of pop-up sessions using our mobile lectern. This innovative method of outreach enables us to operate in busy shopping centres and high streets where we meet far greater numbers of the public.

Working outside of normal business hours, on Saturdays, Sundays, evenings, and Bank Holidays enables us to fit in with potential service users' life and work commitments. This enables us to have far greater access into communities throughout Derbyshire.

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

We have expanded the provision of a variety of training opportunities for staff and volunteers including Tinnitus Support, Staff role training, Equipment Training, Audiology and the workings of the ear, Mindfulness training. Lip Reading and British Sign Language training.

Our mutual connections and partnership working with other services and agencies has been cemented, our relationships have been developed, expanded on and strengthened.

Our monthly Social Group at our Ripley premises is a unique model, the only one of its kind in the County and has become quite famous. It has flourished, is highly subscribed with many new members and has attracted new volunteers. We have continued our silver service style of waiter/waitress service to the table as this has been very successful, together with our mind stimulating quizzes, interactive and light-hearted entertainment it is an absolute favourite of service users, their families and carers.

We are delighted to have increased the number of Peer Support groups we provide. We have created new groups in Alfreton, Matlock and Ilkeston. Together with our established groups in Long Eaton, Chesterfield, Buxton and Swadlincote we continue to increase the coverage of the North, South, East and West Derbyshire. Going forward we will continue to promote, enhance, and increase our Peer Support groups throughout the County and we are currently identifying new venues in prime locations.

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.

**BETWEEN APRIL 2023 AND MARCH 2024, WE HAVE
ACHIEVED:**



**3614 PEOPLE RECEIVED
INFORMATION AND**

**ADVICE AT THEIR USUAL
PLACE OF RESIDENCE**



EQUIPMENT

603 PEOPLE WERE ASSESSED FOR



OTHER SERVICES

1756 PEOPLE WERE SIGNPOSTED TO



**GROUPS/PEER
GROUPS BETWEEN APRIL 2023 AND**

**970 PEOPLE ATTENDED SOCIAL
SUPPORT**

MARCH 2024

VOLUNTEERS

We could not operate without our wonderful volunteers, most of our volunteers are service users and play 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 45 volunteers donate their time.

We have 45 volunteers helping alternately at our monthly social, other events, and presentations donating **3780 hours annually.**

4 volunteer donate 12 hours per month shopping for the Social Groups and Peer Support Groups donating **144 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 4.5 hours per week over 50 weeks total **225 hours.**

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

6 volunteers at Peer Support Groups give 3 hours each per month donating **216 hours annually.**

Our volunteers have provided approximately 6135 hours of support free of charge.

Our paid workers earn a minimum of £11.50 per hour. Therefore, if our volunteer hours had been paid, the support they have provided would have cost £70,552.50.



Social

Volunteers at our Monthly

THE YEAR AHEAD APRIL 2024 TO MARCH 2025

During the forthcoming 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.

Going forward we will continue to promote, enhance, and increase our Peer Support groups throughout the County and we are currently identifying new venues in prime locations.

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



WHAT OUR SERVICE USERS SAY

Dear Hearing Help,

I just wanted to thank you much for my TV hearing equipment which was delivered recently.

It's absolutely brilliant and has opened up a whole new world 😊! No more relying on and being restricted by subtitles and whether they're available or not. It's particularly welcome at the moment as I am housebound for a while following surgery.

I also would have struggled to afford the equipment myself so am very grateful for the service you are delivering to people like me across Derbyshire. Charities and people like you who work hard for them, make a massive positive contribution to people's lives and it's

Great Service and equipment, I am attending the Peer Support group at Swadlincote. You are lovely people.

"We can't recommend you highly enough, it really has changed her life"
(Chesterfield Care Group)
(Facebook)

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 5TH APRIL 2024
FOR
HEARING HELP UK CIO

Charity Number 1163380

HEARING HELP UK CIO
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FOR THE YEAR ENDED 5TH APRIL 2024

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HEARING HELP UK CIO

GENERAL INFORMATION

FOR THE YEAR ENDED 5TH APRIL 2024

PROPRIETOR: Hearing Help

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

ACCOUNTANTS: NewStreet Accounting
 8/9 New Street
 Alfreton
 Derbyshire
 DE55 7BP

**UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 5TH APRIL 2024**

**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 5th April 2024.

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 5th April 2024 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 accountancy records or information and explanations you have given us and we do not, therefore, express any opinion on the financial statements.

NewStreet Accounting
8/9 New Street
Alfreton
Derbyshire
DE55 7BP

Jun-24

UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 5TH APRIL 2024
HEARING HELP UK CIO

CLIENT APPROVAL CERTIFICATE

In accordance with the terms of engagement of NewStreet Accountants, I approve the financial statements for the year ended 5th April 2024 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 NewStreet Accounting with all information and explanations necessary for the compilation.

Hearing Help

Jun-24

UNAUDITED FINANCIAL STATEMENTS

PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 5TH APRIL 2024

	2024	2024	2023	2023
	£	£	£	£
Income				
Other	16		1,540	
Grant	127,078		116,564	
Memberships/Donations	<u>15,928</u>		<u>1,010</u>	
		143,022		119,114
Expenditure				
Rent and Rates	456		0	
Advertising	2752		0	
Insurance	2069		1,457	
Light and Heat	6210		2,138	
Wages	84659		100,281	
Telephone	2747		1,391	
General Equipment	8842		6,563	
Travel and Subsistence	9730		3,156	
Training	510		0	
Repairs and Renewals	3444		2,278	
Administration Costs	4601		4,688	
Other	1141		944	
Depreciation	<u>1450</u>		<u>1,280</u>	
	128611			<u>124,176</u>
NET PROFIT/LOSS		<u>14,411</u>		<u>-5,062</u>

HEARING HELP UK CIO

BALANCE SHEET

FOR THE YEAR ENDED 5TH APRIL 2024

	Notes	2024 £	2024 £	2023 £	2023 £
FIXED ASSETS					
Tangible Assets	2		5,802		7,252
CURRENT ASSETS					
Bank Account		86858		71,110	
Cash in Hand		95		9	
				<u>71,119</u>	
CURRENT LIABILITIES					
Trade Creditors		180		<u>207</u>	
					<u>70,912</u>
NET ASSETS			<u>92,575</u>		<u>78,164</u>
FINANCED BY					
CAPITAL ACCOUNT	3		<u>92,575</u>		<u>78,164</u>

HEARING HELP UK CIO

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 5TH APRIL 2024

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 6th April 2023	7,252
Additions	
At 5th April 2024	
DEPRECIATION	
At 6th April 2023	0
Charge for year	
At 5th April 2024	1450
NET BOOK VALUE	
At 5th April 2024	5,802
At 6th April 2023	7,252

3 CAPITAL ACCOUNT

	2024 £	2024 £	2023 £	2023 £
Brought Forward		78164		83,226
Add				0
Net Profit/Loss		14411		-5,062
Capital Introduced		92575		
		<u>92575</u>		<u>78,164</u>
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