

HEARING HELP UK – HARD OF HEARING SUPPORT SERVICE

ANNUAL REPORT APRIL 2024 – MARCH 2025

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

2024/2025 was an extremely positive and busy year. Again we have tweaked our model of operation continuing with our very popular and highly successful model of face to face contact with our service users in their local environment. We operated in a variety of locations for service users convenience, also expanding our Outreach service. 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 public, in their local environment.

For greater diversification we have found that our pop up sessions using our mobile lectern outside supermarkets and on highstreets is a highly effective method of engaging with potential service users who may not ordinarily be aware of our service. 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 continued to significantly expand the number of presentations we provide about our services and equipment to a wider variety of audiences, at a cross section of locations throughout the County. We have found it particularly useful to attend a variety of agricultural and other specialist shows using our corporate stand together with promotional staff and volunteers, reaching an audience we would not usually have access to.

We have organised and facilitated hearing impairment and equipment training courses, both face to face and online, for a large number of official organisations and private sector companies.

To enhance the personal development of our staff and volunteers we have provided internal and external training opportunities, including Tinnitus Support, Audiology Services functions and operation, staff role training, Derbyshire Fire and Rescue procedure for Deaf and Hard of Hearing, equipment training for new staff and volunteers, Cyber Essentials training, lip reading and BSL (to gain level 1 qualification).

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

The monthly Social Group at our Ripley premises continues to be a resounding success with our membership expanding and volunteers increasing. Our service users enjoy personal attention. We deliver food and refreshments to the tables silver service style.

We have worked hard to increase the number of Peer Support groups we provide across the County. We firmly believe that this is a very important way for people to make new friends and massively improve their social

connections. We have created new groups in Alfreton, Matlock, Ilkeston, Dronfield and Heanor which together with our already established groups gives extensive coverage of the County. Going forward we will continue to promote, enhance, and increase our Peer Support groups throughout the County.

We have significantly developed our Facebook and TikTok presence, which is now effectively and efficiently managed by a paid staff member as part of their job role. We believe that social media is an excellent method of dissemination of information and initialising contact.

We are looking forward to another exceptional year of development and refinement of our service.

BETWEEN APRIL 2024 AND MARCH 2025, WE HAVE ACHIEVED:



**6263 PEOPLE RECIEVED INFORMATION AND
ADVICE AT THEIR USUAL PLACE OF RESIDENCE**



467 PEOPLE WERE ASSESSED FOR EQUIPMENT



3607 PEOPLE WERE SIGNPOSTED TO OTHER SERVICES



**627 PEOPLE ATTENDED SOCIAL GROUPS/PEER
SUPPORT GROUPS BETWEEN APRIL 2024 AND
MARCH 2025**

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 50 volunteers donate their time.

We have 50 volunteers helping at our monthly social donating **4200 hours annually**.

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

1 volunteer donates 40 hours per month helping with administration duties donating **520 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**.

4 volunteers at Peer Support Groups give 3 hours each per month donating **144 hours annually**, plus 1 hour shopping for refreshments donating **52 hours annually**.

volunteer providing research and compilation of monthly quiz for social groups give 5 hours per month donating **60 hours annually**.

Our volunteers have provided approximately 6969 hours of support free of charge.

Our paid workers earn a minimum of £11.44 per hour. Therefore, if our volunteer hours had been paid, the support they have provided would have cost £79725.36.



Volunteers at our Monthly Social

THE YEAR AHEAD APRIL 2024 TO MARCH 2025

In the forthcoming year we are looking forward to further developing our Outreach service and expanding our event locations in order to support a greater number of people throughout the county.

We look forward to further developing our excellent mutual relationships with other partner services and agencies.

Realising the importance and benefit of our current peer support groups to service users we intend to significantly promote develop and enhance new groups across the county.

Understanding the benefits of exercise, movement companionship, friendship and social inclusion, we have had volunteers and staff trained and qualified to

provide chair based exercise groups which we intend to deliver across the county.

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



WHAT OUR SERVICE USERS SAY

I am emailing you to let you know how brilliant the listening device is that we have on loan from you. One of our ladies hearing aid batteries stopped working at the start of one of our groups and she was struggling to hear us and to engage in the group. It was the first day we acquired the listening device, and the lady stated it was absolutely brilliant and she was able to hear better than if she had her hearing aids in and this enabled her to engage in our group. We have used it many times since that day and have spoken to the people that live in Derbyshire that come to our groups about your personal listening devices and how useful they are. So, thank you very much for letting us loan it off you.

Many Regards

"Thank you, Hearing Help UK, it's been fantastic to see the improvements with her life"
"Chesterfield Care Group"

Just to let you know that Medequip have been , fitted the equipment and shown us how to use it. My mum is over the moon, being able to hear again. Just nipping into Belper to try the personal listener out!! Thank you so much for your help

CONCLUSION COMM

Hearing Help UK would especially like to thank Derbyshire County Council and Derby and Derbyshire Integrated Care Board for their on-going support and 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 massive thank you to our management board, staff, wonderful volunteers and all our service users for their unreserved support. __

UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 5TH APRIL 2025
FOR
HEARING HELP UK CIO
Charity Number 1163380

HEARING HELP UK CIO
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FOR THE YEAR ENDED 5TH APRIL 2025

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HEARING HELP UK CIO

GENERAL INFORMATION

FOR THE YEAR ENDED 5TH APRIL 2025

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 2025

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

Jan-26

UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 5TH APRIL 2025

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

Jan-26

UNAUDITED FINANCIAL STATEMENTS

PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 5TH APRIL 2025

	2025	2025	2024	2024
	£	£	£	£
Income				
Other	2		16	
Grant	124,975		127,078	
Memberships/Donations	<u>3,661</u>		<u>15,928</u>	
		128,638		143,022
 Expenditure				
Rent and Rates	430		456	
Advertising	4032		2752	
Insurance	2575		2069	
Light and Heat	5562		6210	
Wages	95871		84659	
Payroll	450		2747	
General Equipment	2201		8842	
Travel and Subsistence	7979		9730	
Training	523		510	
Repairs and Renewals	3845		3444	
Clothing	101			
Administration Costs	7240		4601	
Professional Costs	1504		1141	
Sundry	174			
Depreciation	<u>1160</u>		<u>1450</u>	
	<u>133647</u>		<u>128611</u>	
 NET PROFIT/LOSS		<u><u>(5,009)</u></u>		<u><u>14,411</u></u>

HEARING HELP UK CIO

BALANCE SHEET FOR THE YEAR ENDED 5TH APRIL 2025

	Notes	2025 £	2025 £	2024 £	2024 £
FIXED ASSETS					
Tangible Assets	2		4,642		5,802
CURRENT ASSETS					
Bank Account		83164		86858	
Cash in Hand		0		95	
CURRENT LIABILITIES					
Accruals		240		180	
NET ASSETS			<u>87,566</u>		<u>92,575</u>
FINANCED BY					
CAPITAL ACCOUNT	3		<u>87,566</u>		<u>92,575</u>

HEARING HELP UK CIO

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 5TH APRIL 2025

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 2024 5,802

Additions

At 5th April 2025

DEPRECIATION

At 6th April 2024 0

Charge for year 1160

At 5th April 2025 1160

NET BOOK VALUE

At 5th April 2025 4,642

At 6th April 2024 5,802

3 CAPITAL ACCOUNT

	2025 £	2025 £	2024 £	2024 £
Brought Forward		92575		78164
Add				
Net Profit/Loss		-5009		14411
Capital Introduced		87566		92575
		<u>87566</u>		<u>92575</u>

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