

Camtad Hearing Support
Trustees' Annual Report 2018/2019

The year 2018/19 has once again presented many challenges for CamTAD Hearing Support, with funding continuing to be a concern.

We have been successful in a bid to the National Lottery to the amount of £9,503 through their Awards for All programme. This is to pilot a project setting up local befriending support groups and to review our volunteer recruitment processes, making it easier for our small team to actively recruit and train volunteers. It will provide us with the evidence of need and proof that it works that we can put towards a further larger bid in the next year.

The NHS Derby and Derbyshire Clinical Commissioning Group continue to fund our work, specifically around advice and support around social isolation. This was due to end in March 2018 but has since been extended. Although no end date for the project has been given we have been reassured that they would give three month's notice.

We would also like to say a big thank you for everyone that has donated books for our booksale including our clients and members as well as local Rotary Clubs that donated more than 1000 books after a recent appeal.

We are still optimistic that we can achieve the amount needed to keep CamTAD Hearing Support afloat. We recognise the need for our work and are determined to succeed.

The changes in the NHS hearing aid provision for routine hearing loss patients through the Any Qualified Provider system have been a major issue for our clients and we have worked hard to explain to them what is happening both in the newsletter and by word of mouth at our outreaches. Many queries have been received in the office and that has made for a busy time there. An event which brought together the Any Qualified Providers and their potential clients was very successful and we hope to build on the success of these. It also resulted in a good exchange of information between the providers and ourselves and ensured that we had up to date information to enable us to help our clients more efficiently. Of particular difficulty also has been explaining

that we can now only service hearing aids if they have received their hearing aids from Derby Hospital. Due to the way that the new providers are funded they have declined our help to support their patients with their after-care, sadly we cannot undertake this work without their permission and support. We are keen to stress to our clients that although we cannot continue to service their hearing aids, we can still be there to offer advice and support.

In addition to these changes Derby Hospital took the decision that they could no longer afford to participate in the Any Qualified Provider system from June 2017. They continued to offer the service while they negotiated for a more realistic tariff for their work but during the second half of last year it was decided that patients would be sent a letter to explain the new procedures and to encourage them to register with a new provider.

Derby Hospitals Adult Audiology department now concentrate on patients with complex hearing or support needs and we continue to service these at our outreaches. Our connection with the audiology department remains strong, with regular meetings, training and good communication when supporting the needs of patients.

These changes have led to a decline in the numbers attending our hearing aid outreach centres as we have not been able to offer the aftercare that we did in the past. We have reduced some hours and changed some venues but we are still offering services in all the areas we did last year. Recent research has shown how people with hearing impairment are more likely to be subject to isolation, depression and dementia due to lack of communication. We are working towards a change in emphasis away from the clinical support to making the outreaches more social with tea and coffee and the chance to make new friends and get peer support as well as a range of advice.

Whilst membership numbers have declined due to the change in services we are able to offer we still have a good number renewing and some new members joining, the number now stands at 1063. This is a valuable source of income for us and also shows prospective funders the support we have for our work. Members are kept up to date with any changes by a quarterly newsletter. Even though we increased the membership fee from £7.50 to £10 the members still seem very willing to support us and recognise the value of the work we do. We are now

registered with HMRC so we can claim Gift Aid on membership fees if the member is a taxpayer, increasing the value of the membership by another £2.50.

With all the changes we have been keen to ensure that we don't over-recruit for new volunteers as we need to ensure that, particularly in the community there is enough work for our existing volunteer workforce. We have three new volunteers supporting with hearing aid after care, two of these will be supporting people in residential homes. We also have three new volunteers helping with our book sales and two new volunteers helping with refreshments and befriending.

Our Resource Centre is still very popular, especially with some of the more recent products. We now have products from three companies, Action on Hearing Loss, Sarabec and Hearing Products International.

As well as offering more appointments at the hospital our equipment is now available for demonstration at various outreach sessions in the community and the number of people loaning equipment has increased thanks to the donation of second Roger pen by the Derby Hospitals Choir.

Another aspect of our work is helping to raise awareness of the services available to people. This year we have organised or participated in a number of events which have included a session at the staff entrance of the council house, supporting an Alzheimers Awareness event, attending the Do What You Want Live event and organising some informative coffee morning advice sessions. We also get invited to speak to groups around the County including church groups, dementia groups, carer organisations and Rotary Clubs.

CAMTAD HEARING SUPPORT

FINANCIAL STATEMENTS

FOR

31 MARCH 2019

Charity number: 517590

CAMTAD HEARING SUPPORT

FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2019

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CAMTAD HEARING SUPPORT

INDEPENDENT EXAMINER'S REPORT

Independent Examiner's Report to the trustees of CAMTAD HEARING SUPPORT

I report on the accounts for the year ended 31 March 2019 which are set out on pages 2 to 5.

Respective responsibilities of the trustees and examiner

The trustees are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act). It is my responsibility to:

- examine the accounts under section 145 of the Charities Act;
- follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act) and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the organisation and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention: other than the below

- 1 Which gives me reasonable cause to believe that, in any material respect, the requirements
 - to keep accounting records are kept in accordance with section 130 of the Charities Act;
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met, or
- 2 to which, in my opinion attention should be drawn in order to enable a proper understanding of the accounts to be reached.

M. Newey

Mark Newey ACMA
Derby Community Accountancy Service
Babington Lodge
128 Green Lane
Derby
DE1 1RY

14/5/2019

Date

CAMTAD HEARING SUPPORT

RECEIPTS AND PAYMENTS ACCOUNT

FOR YEAR ENDED 31st MARCH 2019

2018 £		Designated Funds £	Unrestricted Fund £	Restricted Fund £	2019 £
	Charitable Income				
51200	Grants note 1	0	45202	10503	55705
13902	Members subscriptions & donations	0	14895	0	14895
2461	Sundries	0	249	0	249
195	Bank interest	0	275	0	275
67758		0	60619	10503	71122
	Charitable Expenditure				
50241	Salaries and associated costs	0	51754	2023	53777
1063	Staff & Volunteer expenses	0	675	0	675
707	Insurance	0	799	0	799
504	Premises costs	0	458	1270	1728
1728	Photocopier lease & charges	0	2060	0	2060
1127	Printing, stationery & postage	0	1172	50	1222
100	Training expenses	0	0	0	0
180	Meeting costs	0	105	0	105
0	Equipment	0	708	0	708
249	Sundries note 2	0	181	30	211
55898		0	57911	3373	61284
133	Cost of Generating Funds	0	169	0	169
1060	Cost of Managing & Administering the Charity	0	925	0	925
57091		0	59006	3373	62379
10668	Movement in Funds for the year	0	1614	7130	8744
72042	Fund balance at start of period	21000	35784	25925	82709
0	Transfer between funds	0	0	0	0
82709	Fund balance at end of period	21000	37398	33055	91453

CAMTAD HEARING SUPPORT

STATEMENT OF ASSETS AND LIABILITIES AS AT 31st MARCH 2019

2018			2019
£			£
	Tangible Fixed Assets		
180	Office equipment & fixtures	note 4	0
	Current Assets		
82709	Cash & Bank Balance		91453
<u>82889</u>	Total assets		<u>91453</u>
	less liabilities		
0	Creditors		0
<u>82889</u>	Net Assets		<u>91453</u>

Mary G Baynton
Chair

24-6-19
Date

[Signature]
Treasurer

24.6.19
Date

CAMTAD HEARING SUPPORT

NOTES TO THE ACCOUNTS

Note 1

Grants

			2019	2018
	Unrestricted	Restricted	Total	Total
	£	£	£	£
Derby City CCG	16559	0	16559	16559
Derbyshire County Council	0	0	0	19866
Derby Hospital Audiology	28643	0	28643	14775
National Lottery Community Fund	0	9503	9503	0
South Derbyshire CVS	0	1000	1000	0
	45202	10503	55705	51200

Note 2

Sundry expenditure

	2019	2018
	£	£
Events	0	39
Interpreter	0	54
Clinic consumables	61	0
Other costs	85	101
Bank charges	65	55
	211	249

Note 3

Restricted fund balances were as follows

	Opening Balance	Income	Expenditure	Transfer between funds	Closing Balance
	£	£	£	£	£
National Lottery Community Fund	0	9503	2373	0	7130
South Derbyshire CVS	0	1000	1000	0	0
Bequest	25925	0	0	0	25925
	25925	10503	3373	0	33055

CAMTAD HEARING SUPPORT

NOTES TO THE ACCOUNTS

Note 4

Fixed Assets consisted of :-

	£
Cost as at 1st April 2018	19042
Additions	0
Cost as at 31st March 2019	<u>19042</u>
Depreciation as at 1st April 2018	18862
Charge for the year	180
Depreciation as at 31st March 2019	<u>19042</u>
Balance as at 31st March 2019	<u>0</u>
Balance as at 31st March 2018	180

Note 5

The sum of £21,000 has been designated for rent.