

CROYDON

HEARING

Charity for hearing loss

Croydon Hearing Resource Centre (CHRC)

Stafford House, 19 Stafford Road, Croydon, CR0 4NG

Annual Report & Financial Statements 2019—2020



Registered Charity No. 1081376

Private company limited by guarantee in England
Registered No. 4015700

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Aims and Objectives

Aims

The aims of the organisation are to offer on-going practical and emotional support to the clients and their families with the hope that the positive services we provide will restore their self-confidence and enable them to return to live as normal a life as possible. We also aim to encourage self-worth and the right to retain independence.

Objectives

The objectives of the charity are:

- The relief of persons suffering from hearing sensory loss, in particular but not so as to limit the generality of the forgoing.
- Give help and support to sufferers from hearing sensory loss, whether or not they are members of the Charity and provide advice and support to their families of such sufferers.
- Provide information likely to benefit those suffering from a hearing sensory loss
- Encourage the employment of those suffering from a hearing sensory loss.
- Educate the general public as to the needs of those with a hearing sensory loss.
- Provide meeting places for social, educational and recreational purposes.
- Co-operate with the Local Authority and Area Health Authority and other statutory and voluntary services in the provision of information and services for those suffering from a hearing sensory loss and to make and accept referrals relating to such persons to and from the Local Authority, Area Health Authority and other statutory services.
- Advise members of the Charity and persons eligible for membership and their families regarding pensions, disability awards and employment.

Chair's Annual Report 2019-20

This annual report covers the financial year between 2019 and 2020.

As stated in last year's Annual Report the serving CEO officially retired on 28 February 2019, and as a replacement was not found, he continued to provide support to the charity on an ad hoc consultancy basis with a zero-hour contract until a suitable candidate was located.

It was agreed by the Trustees that the job description of the current CEO's post would be revised with some of the responsibilities to be divided between the new post of Centre Manager and the current post of Office Manager. It was evident that over previous years the sharing of some of these responsibilities was already happening and this was an opportunity to formalise these changes officially.

The open recruitment process was slower and more difficult than expected but it was critical to find someone that had very good people skills with both the staff and clients. It was also important that they had empathy for the charity's core services and would be able to develop the requirements and procedures as they changed in the future. We succeeded in this by appointing Vanessa Ledgister in October 2019 as the new Centre Manager. The charity now looks forward to welcoming her to the organisation.

With the ending of our part of the Croydon Council's 'One Croydon Alliance Partners' contract in April 2019, a one year contract was signed until April 2020 with a further review of the services that Croydon Hearing provide on behalf of the Council. Since the year 2000, the primary part of Croydon Council's contract has been the equipment service which has been carried out by the Equipment Officer. This is a home visiting service to assess the need for assistive equipment i.e.; room loops, flashing door bells, etc and advice about telephones for hearing impaired and deaf people in their homes. There is also hearing aid support available to help with the use of the equipment. We are currently in discussions with Croydon Council with regards to the continuation of this service which is so valued by the residents of Croydon.

Our contract with the Croydon Clinical Commissioning Group (CCCG) has now changed from being a 'contract' to a 'grant' which reduces some of the quarterly monitoring requirements.

Although there has been a change in both our contracts the key performance indicators for this financial year have remained the same.

Activity Plan 2019/2020	Annual Total	2018/19 Totals
Number of Services provided	2470	2299
Number of Services Provided at The Centre	692	580
Number of Services Provided at Open Surgeries	1778	1797
New Clients	266	255
Hearing Screenings	70	68
Home Visits	450	465
Re-tubing	2031	1367
Hearing Aid Counselling through our intervention	****	232

We shall no longer be supplying the figure for 'Counselling through our intervention' for our Chairman's Statement; this is in line with the altered performance indicators to our funders. Our Clinicians continue to offer this service to our clients, and as we end this year in a government instructed lockdown we have found that our clients have benefited immensely from this service over the phone. We continue to offer our time as our unique selling point.

Whilst we were able to improve on many of the figures, we were affected in some cases due to the Covid-19 pandemic. Many clients either rushed to fit an appointment in before the lockdown began or protected themselves as the news of the pandemic increased.

We thank Croydon Council and Croydon CCG for their continuing support. Special thanks also go to;

Ros Harding Trust
The Bothwell Trust
Waitrose Community Services
Croydon & District Crib League
St Luke's Church, Woodside
Selsdon Baptist Church

We are also extremely grateful to families and clients that have donated or continue to donate money and monies given "in memoriam". These bequests and donations will be allocated for spending on new and advanced equipment, office refurbishment, staff training and additional staffing costs.

It should be noted that the Government Auto Enrolment Pensions Scheme now has 2 members of staff enrolled under the scheme.

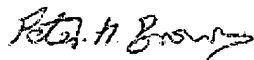
The Trustees wish to thank Stuart Coverman, who for over 20 years has been the charity's Equipment Officer. The residents of Croydon have greatly benefitted from his knowledge and skills.

Mr. Coverman officially retired on 31st March 2020. At this time a replacement had still not been recruited and he agreed to a consultancy package from the Trustees until a fitting applicant was found.

Finally, the Trustees would like to give a big thank you to all of the staff and volunteers for their continued commitment and enthusiasm during these challenging times. This is what makes Croydon Hearing such a continuing success.

This report is later than anticipated due to the effects of the Covid-19 pandemic and the Government 'lockdown' introduced on 23rd March 2020. All face to face contact with our clients and home visits had to stop and all staff and volunteers have been confined to their homes. However, due to the upgrading of our computer and technology systems over the years we have been able to access data from home and keep in contact with our clients enabling our staff to continue to support the hearing loss community of Croydon.

We look toward our next year with the Covid-19 pandemic still causing us to work in lockdown. Having been able to adapt our services early on during the spread of this global virus we will continue to use phone and email as a way of providing our services. We will also continue to work with our funders on ways that we can begin to plan for a return to a new normal. We are very much looking forward to be able to work in the community again.



Peter Brown
Chair of Trustees
Croydon Hearing Resource Centre

16 September 2020

What Croydon Hearing currently provides in the community

**CHRC is a proactive organisation providing services for people with a hearing loss and people with a dual sensory loss, primarily for older people but not exclusively;
Equipment assessments for deaf adults and children**

Provision of practical support, information and advice

Working links with other voluntary sector and statutory organisations for primary and secondary needs

CHRC is a voluntary sector service providing direct support to people with a hearing loss for over 38 years and work closely with Croydon Social Services Sensory Impairment Team, Croydon University Hospital Hearing Centre and supporting Health Care Workers in the community by:-

- Providing information and actual support to people using hearing aids by giving basic maintenance, re-tubing, supply of batteries, and ensuring hearing aids are worn correctly. This service is provided from our Centre in Croydon, from local 'open surgeries' which we organise across the Borough and with home visits.
- Performing hearing screenings, on home visits, at Croydon Vision or at CHRC Centre's soundproof room. We also support older people who have additional needs, by arranging joint work and visits with Occupational Therapists for Older People, Croydon Vision caring for deafblind, or refer users to Croydon University Hospital Hearing Centre. This now also includes the Personal Independent coordinators (PICS).
- Providing counselling/insertion practice, referred from Croydon University Hospital Hearing Centre and as we identify clients struggling.
- Identifying directly and taking referrals from other organisations to encourage isolated people to attend independent Social Support Groups where appropriate enabling them to cope better with a hearing loss and to maintain their independence in the community.
- Providing assessments for environmental equipment on loan from Social Services; giving information, advice and support for people and their families.
- Facilitating hiring equipment, communicators and listening devices to people who need additional support and/or because hearing aids are not suitable for them.
- Maintaining a display of equipment at the Centre where potential users can see and try out equipment which is not available on loan from either Social Services or the NHS.
- Acting as a conduit for Hearing LINK, Eastbourne, a national organisation supporting Deafened people and the Croydon Deaf Children's Society.
- Supporting Deaf Awareness Week at the beginning of May each year.
- Offering advice on Deaf Awareness Training for carers and residential/nursing homes on a self-financing basis.
- Promoting issues regarding hearing impairment at all levels through society and to commercial and statutory institutions.
- Providing leaflets on the services we provide in English, Gujarati and Tamil and in 16 point for people with a visual impairment.
- Accessing black and minority ethnic groups through the community and home visits to provide information and practical support as above.
- Remaining active with a number of Croydon Partnerships, The Croydon Disability Forum, and a member of the Croydon Charities Service Delivery Group (CCSDG).
- Maintaining strong links with a number of individual and umbrella voluntary organisations in the Borough where we actively look for new clients for the above services and can promote the issues relevant to all people with a hearing loss regardless of their age.

**CROYDON HEARING RESOURCE CENTRE
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2020**

	Notes	General Fund £	Restricted Funds £	Total Funds £	2019 £
Income and Expenditure					
Incoming Resources					
Fundraising, Legacies and Donations					
Covenants		60,652	-	60,652	74,600
Christmas Draw		810	-	810	985
Donations		5,369	-	5,369	25,248
Bothwell Charitable Trust		5,000	-	5,000	1,000
Subscriptions from Members		7,850	-	7,850	7,900
Miscellaneous Income		3,650	-	3,650	2,206
Charitable Activities					
London Borough of Croydon		-	64,817	64,817	62,423
Croydon NHS CCG		-	44,646	44,646	44,646
Ros Harding Trust		-	2,000	2,000	2,000
Awards for all		-	-	-	9,892
Co-Op Local Community Fund		-	-	-	10,523
Investment Income					
Interest received		483	-	483	145
Total Income		83,814	111,463	195,277	241,568
Resources Expended					
Direct Charitable Expenditure	3	3,428	106,038	109,466	95,730
Management and Administration of the Charity	4	51,478	-	51,478	38,516
Total Expenditure		54,906	106,038	160,944	134,246
Net incoming resources before transfers		28,908	5,425	34,333	107,322
Transfers between funds		-	-	-	-
Net movement in funds		-	-	-	-
Reconciliation of funds:					
Net incoming resources for the year		28,908	5,425	34,333	107,322
Fund balances brought forward at 1st April 2019		124,433	23,335	147,768	34,337
Fund balances carried forward at 31st March 2020		153,341	28,760	182,101	141,659

**CROYDON HEARING RESOURCE CENTRE
INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31ST MARCH 2020**

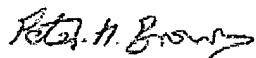
	2020	2019
	£	£
INCOME		
Donations and Legacies	83,331	130,484
Charitable Activities	111,463	110,939
Investment Income	483	145
Total Income	195,277	241,568
 EXPENDITURE		
Salaries and Other Direct Charitable Expenditure	109,466	95,730
Administrative Expenses	51,478	38,516
Total Expenditure	160,944	134,246
 NET INCOME/(EXPENDITURE) FOR THE YEAR	34,333	107,322

**CROYDON HEARING RESOURCE CENTRE
BALANCE SHEET
AS AT 31ST MARCH 2020**

	Notes	£	2020 £	£	2019 £
FIXED ASSETS	2				
Office Equipment at cost			-		-
Less : Grants Received			-		-
			-		-
CURRENT ASSETS					
Sundry debtors & prepayments	5	10,845		4,040	
Cash at bank and in hand		<u>172,276</u>		<u>149,488</u>	
		<u>183,121</u>		<u>153,528</u>	
CREDITORS : amounts falling due within one year	6	<u>1,020</u>		<u>5,760</u>	
NET CURRENT ASSETS			182,101		147,768
NET ASSETS			<u>182,101</u>		<u>147,768</u>
FUNDS AND RESERVES					
General Fund			153,341		118,324
Restricted Funds			<u>28,760</u>		<u>23,335</u>
	7		<u>182,101</u>		<u>141,659</u>

For the year ended 31 March 2020 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 of the Act with respect to accounting records and for the preparation of accounts.

Approved by the board of directors on 16 September 2020 and signed on their behalf by:



Peter Brown
(Chairman)

**CROYDON HEARING RESOURCE CENTRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2020**

1. ACCOUNTING POLICIES

Basis of Accounting

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - Charities SORP (FRS102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102). They also comply with Companies Act 2006 and Charities Act 2011.

Taxation

The company, being a registered charity would be generally exempt from corporation tax and income tax, and therefore no provision for tax has been made in these accounts. It is not exempt from Value Added Tax, and irrecoverable VAT is therefore included in the cost of those items to which it relates.

Fixed Assets

Equipment is depreciated at rates to write off the cost over the useful life of each asset.

2. FIXED ASSETS

	Office Equipment £
Cost	
At 1 April 2019	-
Additions/(Disposals)	-
At 31 March 2020	-
Depreciation	
At 1 April 2019	-
Charge for the year	-
At 31 March 2020	-
Written down amount	
At 31 March 2019	-
At 31 March 2020	-

3. DIRECT CHARITABLE EXPENDITURE

	General Fund £	Restricted Funds £	Total Funds £	2019 £
Salaries and National Insurance	3,395	98,059	101,454	91,131
Environmental & Hearing Aid Equipment	-	6,181	6,181	2,919
Travelling Expenses & hire of halls	33	1,798	1,831	1,680
	<u>3,428</u>	<u>106,038</u>	<u>109,466</u>	<u>95,730</u>

**CROYDON HEARING RESOURCE CENTRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2020**

4. MANAGEMENT AND ADMINISTRATION OF THE CHARITY

	General Fund	Restricted Fund	Total Funds	2019
	£	£	£	£
Office Rent	22,430	-	22,430	12,855
Office Equipment Rentals	7,272	-	7,272	7,248
Printing and Stationery	983	-	983	551
Telephone	8,275	-	8,275	9,911
Postage	954	-	954	957
Insurance	2,293	-	2,293	1,644
Building Maintenance	4,784	-	4,784	3,683
Trustees' Expenses	-	-	-	-
Advertising and Publicity	100	-	100	740
Training	-	-	-	-
AGM expenses	740	-	740	42
Legal Fees	-	-	-	-
Other	3,647	-	3,647	885
	51,478	-	51,478	38,516

No director received any remuneration in the year.

5 DEBTORS:

	2020	2019
	£	£
Croydon Disability Forum	300	300
Croydon NHS CCG	7,441	3,720
	7,741	4,020

PREPAYMENTS:

	2020	2019
	£	£
Prepayments	3,104	-

6 CREDITORS: Amounts Falling Due Within One Year

	2020	2019
	£	£
Membership advances	375	720
Rent	-	3,000
Other Creditors	645	2,040
	1,020	5,760

7 FUNDS AND RESERVES

	2020	2019
	£	£
Income and Expenditure Account:		
Opening reserves at 1 April 2019	147,768	40,446
Profit/(Deficit) for the year	0	107,322
Balance Carried Forward at 31 March 2020	147,768	147,768

CROYDON HEARING RESOURCE CENTRE

TRUSTEES' REPORT

The Trustees present their report of Croydon Hearing Resource Centre for the year ending 31 March 2020.

1 Legal and administrative information

The company was incorporated on 12 June 2000 as a company limited by guarantee (registered number 04015700) and is registered as a charity with the Charity Commission (number 1081376). The affairs of the company are governed by its Memorandum and Articles of Association. The liability of the members in the event of the company being wound up is limited to a sum not exceeding £10 for each member. On 1 October 2000 the company took over the work being carried out by the charity "Croydon Hard of Hearing Project" together with its assets and liabilities and staff employment contracts.

Those who served as Trustees at any time during the year were:

<u>Name</u>	<u>Appointed</u>	<u>Retired</u>
Mary Saunders	25 June 2012	-
Sandra Worrall	13 June 2013	-
Peter Brown	28 June 2016	-
Dermot McLellan	8 August 2018	-

The registered office of the company and the place from which it carries out its work is:

19 Stafford Road, Croydon, Surrey CR0 4NG

Organisations appointed to advise and assist the company are:

Bankers: Barclays Bank PLC 1 North End, Croydon CR9 1RN

2 Developments, activities and achievements during the year

See "Trustees' Annual Report"

CROYDON HEARING RESOURCE CENTRE

TRUSTEES' REPORT

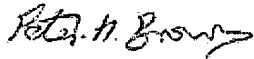
3 Directors' Responsibilities

Company Law requires the directors to prepare accounts for each financial year, which give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing those accounts the directors are required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent;
- Follow applicable accounting standards, subject to any material departures disclosed and explained in the accounts;
- Prepare the accounts on a going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the accounts comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Signed on behalf of the directors



Peter Brown
(Chairman)

Approved by the directors on 16 September 2020

Independent examiner's report to the trustees of Croydon Hearing Resource Centre

I report on the accounts of the Croydon Hearing Resource Centre for the year ended 31st March 2020, which are set out on pages FS 1 to FS 5.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

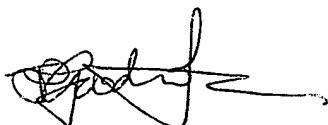
Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity 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, it is my opinion that no material matters have come to my attention which gives me reasonable cause to believe that:

- 1) accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
 - the accounts do not accord with such records; or
 - the accounts do not comply with relevant accounting requirements of section 396 of the Companies Act 2006; or
 - 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)]
- 2) attention should be drawn in order to enable proper understanding of the accounts to be reached.



Joanna Goodridge MICB
JG & Associates
Challenge House
616 Mitcham road
Croydon CR0 3AA

15th September 2020

- Communication is our Aim -

But we have to be sure that people are listening first!

Registered Office;

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Stafford House
19 Stafford Road
Waddon
Croydon
CR0 4NG**

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Email Address: enquiry@croydonhearing.org.uk

Website: www.croydonhearing.org.uk

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