

Saithness
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The Link

support advice services

Annual Report 2010

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Appendices	<ol style="list-style-type: none">1. 2008/9 – 2009/10 Regular services provided including referrals and visits2. Report and Financial Statement to 31st March 20103. Funding Sources from Charitable Trusts 2009-10

Company Number

SC 217561

Charity Number

SC 027221

Board Members (See Appendix 2)

Chairman

Mr William Ather

Vice Chairman

Mr John Green

Treasurer

Mr Ewen Macdonald

Company Secretary & Co-ordinator

Mrs Deirdre Aitken

Auditors

Victor T Fraser & Company

Chartered Accountants

Market Place

WICK

Caithness

KW1 4LP

Bankers

The Royal Bank of Scotland plc

1 Bridge Street

WICK

Caithness

KW1 4BU

Registered Office

The Sensory Centre

23 Telford Street

WICK

Caithness

KW1 5EQ

Other addresses

The Sensory Centre

9 Riverside Place

THURSO

Caithness

KW14 8BZ

CHAIRMAN'S REPORT

I believe that the past year has been a good year for our service the number of clients we serve is still increasing though sadly we have lost some of our oldest clients who have passed away during the course of the year.

We are coming to the end of a major grant from the Robertson Trust and a grant from Lloyds TSB. However, by drawing on our reserves slightly we have funds in place for the year 2010 -11

We have been unable to attract any charitable funding for the year 2011-12 as yet but by drawing on our reserves heavily we will be able to survive if the assumptions made in our forecast estimate are correct. We have a number of funding applications prepared awaiting the appropriate dates for their submission. Discussions are underway as to which of our services are the least cost effective and could be cut if it becomes necessary during 2011-12. Inevitably the highest and least cost effective service is home visits to our most vulnerable elderly house bound clients, exactly the service we should be maintaining if at all possible.

Our organiser Deirdre has spent all of the college term time signing for a student taking an equestrian course at the college. This has meant that she has not been available during normal centre opening times but she has worked before and after opening hours to keep everything in order. This has placed a load on everyone particularly herself, Karen and our volunteers. This is going to continue next year as her student is planning to return in the autumn for the next stage of her course. At the same time there has been an upheaval in the signing interpreter's world as the qualification Deirdre has been working for has disappeared and the only qualification available is the NVQ's. However, at the end of it, if Deirdre and her family can cope with all the stress and travel in going through the whole process again, this year should see her receive a qualification recognized throughout the UK. It is a sad reflection on our education system that a qualification can just disappear while people are in the middle of their course.

There is an increasing demand for our organisation to be represented on various groups within the council, the NHS and other charitable organisations which is a very welcome and desirable but is causing extra work for everyone in the management team.

Our association with Sight Action continues, though due to the changes taking place within Sight Action Deirdre has not been utilised by them as much as we anticipated. In view of the current situation with the interpreting at the college this is maybe fortunate in the short term but I hope will change in the future.

I wish to thank all our volunteers and staff who, so ably have kept our centres open and provided our clients with an excellent service. Unfortunately we have been unable to provide a regular service to the Caithness General Hospital and the nursing homes but instead respond when requested to provide service as necessary.

Bill Ather

CO-ORDINATOR'S REPORT 2009 - 2010

This year has seen us very busy, within the two centres, the community and for me personally with another job! I have been working at North Highland College, Thurso as a sign language interpreter with an equestrian student from Forfar. This seemed too good an opportunity for me on my own doorstep to gain experience of signing continually. This was supposed to be a one year (9 months of actual term time) job so for the short term really, however my student, Lynn, did exceptionally well with her HNC and has returned this year to do her HND. This will again mean me juggling two jobs as well as returning to study to complete my sign language qualification and become a fully qualified and trained interpreter.

Obviously this other job has meant my time at CDC has been limited – during opening times, however I have been in the centres before and after these times and have been dealing with clients then. I realise this may have been frustrating for people who wanted a “quick word”, however Karen and the very able and willing volunteers have been utilised to their full potential and I would like to thank them for all their hard work and dedication during this time. My thanks also go to the Board of Directors for supporting me while I strive to become a knowledgeable and skilled interpreter, as well as my family for their patience and support.

Restrictions on funding have meant staff hours being reduced and this has also had an effect on the work that can be done in a limited time. Hopefully funding will be secured for 2011-12 and Karen and I can have some peace of mind that our working hours will not be reduced further.

The centres are continually seeing new clients registering and our client base, although mainly retired people, is now seeing younger people of working age being issued with hearing aids. This is a positive move in that people are recognising and accepting that they have a hearing loss and reacting to it. However it could also indicate that in the future we will see a steady increase in younger people being identified with a hearing loss which will increase demands on services. It could be a sad reflection that the age of technology is affecting people who listen to music with earphones or headsets and of course now more commonly who have mobile phone devices plugged into their ears almost permanently.

As long as we can secure funding we can deliver the services needed in the community at a local level and I am sure our clients appreciate this fact. With peace of mind to plan and deliver services the staff, volunteers and Directors of CDC can continue to meet the needs of our clients and our service will go from strength to strength.

Deirdre Aitken

Sight Action Report 2009 - 2010

Visiting and support services are provided from the premises in Ardconnel Street, Inverness. There are shared premises in Thurso and Wick (with Caithness Deaf Care) and in Lochaber (with Lochaber Deaf Care). The service works closely with other agencies, and is co-located with the Highland Education Team for Visual Impairment, and with a worker from Guide Dogs for the Blind. Services have also been provided, since April 2006, in the Western Isles, where we have two Support Workers to enhance the work of qualified staff who provide a visiting service, on a regular basis, from Inverness.

In 2007, the Strategic Working Group on Sensory Issues endorsed a bid to The Scottish Government to develop Community Eyecare Services across the NHS Highland area and the Western Isles. The bids, for the development of services for children and adults were approved and taken forward in a formal project structure led by a Community Eyecare Review Steering Group. Over the last two and a half years, progress has been steady, with the Steering Group focussing on the delivery of priorities outlined in the initial project scope, identification of other issues concerning those with a visual impairment, and the establishment of appropriate forums, to ensure further progress and improved delivery of actions agreed at the Strategic Working Group on Sensory Issues. This project ended in March 2010, with the Community Eyecare Review Project having delivered many outcomes, and having proposed a structure to take forward any outstanding issues.

Applications for the funding of a Volunteer Co-ordinator post, on a part-time basis, were successful, and this project started in September 2009.

Financial Review

This has been another successful year for the charity in terms of its activities and in progressing and implementing improvements to our services for the future. The total income for the year was significantly higher and as expected so was expenditure due to the major projects being undertaken by the charity. The overall surplus for the year is significantly lower than last year but, as per last year, is rather misleading. Calculated in accordance with the charities SORP, it includes restricted funds income but also unspent funding from the various NHS Highland and NHS Western Isles projects.

Future Projects

Following developments with Lochaber Deaf Care and Caithness Deaf Care, a joint centre opened in Stornoway in September 2009, which will be managed through the One-Stop-Shop project during the next financial year.

There are two other projects the charity will try to secure funding for during the next financial year, which are for a Visual Awareness Training Co-ordinator, to provide high quality Visual Impairment Awareness Training across the Highlands, and for the post of an Employability Officer, to assist Visually Impaired young people making the change from education to employment.

Finally, on 1 April 2010, the re-alignment and restructuring changes, agreed by Highland and Islands Society for Blind People, Highland BlindCraft and Sight Action on 14 September 2009, came into effect.

Denise Clark
Manager

BUSINESS PLAN 2009 – 2010 – PROGRESS REPORT

Short – Medium Term Aims (1 year)	Implementation	Progress
<p>1. To train existing volunteers to provide basic hearing aid maintenance within centres and as required by hospitals etc. in accordance with aim no. 5</p> <p>2. To recruit new volunteers and Directors to join the Board</p> <p>3. To actively seek additional funding for 2010 - 2011.</p> <p>4. Visit public services advertising loop systems and check if they are on and working and if staff are trained on their use or need training.</p>	<p>Structured training twice a year in communication tactics & deaf awareness; with regular volunteers skills training on hearing aid upkeep and equipment available</p> <p>Advertising in local media; posters & flyers, newsletter and website</p> <p>Seeking Charitable trusts that provide core funding</p> <p>Staff to visit premises</p>	<p>In house training and update of changes is ongoing and Audiology training held</p> <p>Directors training held by CVG & 2 new volunteers recruited</p> <p>Ongoing applications & distributed collecting cans</p> <p>Not met due to restricted staff hours, however 1 loop system installed and 2 service providers given advice on existing loops</p>
<p>Continuing Long Term Aims</p>		
<p>5. To continue to develop services for people with sensory needs in two sensory centres in Wick and Thurso, in hospitals, nursing homes and client's homes by providing basic hearing aid maintenance, advice and demonstration of specialist equipment, referrals to social work and audiology; advocacy and advice.</p>	<p>Efficient use of staff and volunteers</p> <p>Raising public awareness of services available</p> <p>Updating skills of staff and volunteers and of nursing home staff</p>	<p>3 x Deaf Awareness Sessions held</p> <p>2 x Talks to local Groups</p>

<p>6. To provide cover to all nursing and residential homes within Caithness by visiting when required providing basic hearing aid maintenance; referrals and advice as required. Visit the two local hospitals when required to provide same services as at nursing/residential homes.</p>	<p>Staff and volunteers</p>	<p>Visits were done on request from service provider</p>
<p>7. Outreach services including clinics in 7 different locations: Keiss; Watten; Canisbay; Halkirk; Dunbeath, Lybster and Melvich.</p>	<p>Quarterly clinics; home visits to housebound by distribution of posters in locality and postcards to individual clients</p>	<p>Only Melvich did not receive a quarterly clinic with only one clinic held there this year due to reduced staff hours</p>
<p>8. To provide training to service providers and members of the community in lipreading skills</p>	<p>Classes in Wick, Thurso and North Sutherland by Qualified ATLA Tutor</p>	<p>Not met due to resignation of lipreading tutor and no resources to recruit and train another</p>
<p>9. Attendance at Scottish Council on Deafness and Sensory Impairment Strategic Working Group to give local input at national level and feedback to members</p>	<p>Co-ordinator and/or Chairman to feedback at Board Meetings and in newsletter to clients</p>	<p>Two meetings attended and relevant info fed back to Directors</p>
<p>Long Term Aims</p>		
<p>10. Improved joint working with Sight Action, previously Visual Impairment Services Highland; referrals and services available</p>	<p>Promoting and advertising joint services in newsletter, publications and on our website</p>	<p>Co-ordinator now employed as Support Worker visiting as requested by Rehab officer</p>

BUSINESS PLAN 2010 - 2011

Short – Medium Term Aims (1 year)	Implementation	Progress
<ol style="list-style-type: none"> 1. To train existing volunteers to provide basic hearing aid maintenance within centres and as required by hospitals etc. in accordance with aim no. 5 2. To recruit new volunteers and Directors to join the Board 3. To actively seek additional funding for 2010 - 2011. 4. Visit public services advertising loop systems and check if they are on and working and if staff are trained on their use or need training. 	<p>Structured training twice a year in communication tactics & deaf awareness; with regular volunteers skills training on hearing aid upkeep and equipment available</p> <p>Advertising in local media; posters & flyers, newsletter and website</p> <p>Seeking Charitable trusts that provide core funding</p> <p>Staff to visit premises</p>	
Continuing Long Term Aims		
<ol style="list-style-type: none"> 5. To continue to develop services for people with sensory needs in two sensory centres in Wick and Thurso, in hospitals, nursing homes and client's homes by providing basic hearing aid maintenance, advice and demonstration of specialist equipment, referrals to social work and audiology; advocacy and advice. 6. To provide cover to all nursing and residential homes within Caithness by visiting when required providing basic hearing aid maintenance; referrals and advice as required. Visit the two local hospitals when required to provide same services as at nursing/residential homes. 7. Outreach services including clinics in 7 different locations: Keiss; Watten; Canisbay; Halkirk; Dunbeath, Lybster and Melvich. 	<p>Efficient use of staff and volunteers</p> <p>Raising public awareness of services available</p> <p>Updating skills of staff and volunteers and of nursing home staff</p> <p>Staff and volunteers</p> <p>Quarterly clinics; home visits to housebound by distribution of posters in locality and postcards to individual clients</p>	

8. Attendance at Scottish Council on Deafness and Sensory Impairment Strategic Working Group to give local input at national level and feedback to members	Co-ordinator and/or Chairman to feedback	
Long Term Aims		
9. Improved joint working with Sight Action	Promoting and advertising joint services in newsletter, publications and on our website	

CAITHNESS DEAF CARE - OUTSIDE MEMBERSHIPS

Members of Caithness Deaf Care are either represented on or linked with the following groups:-

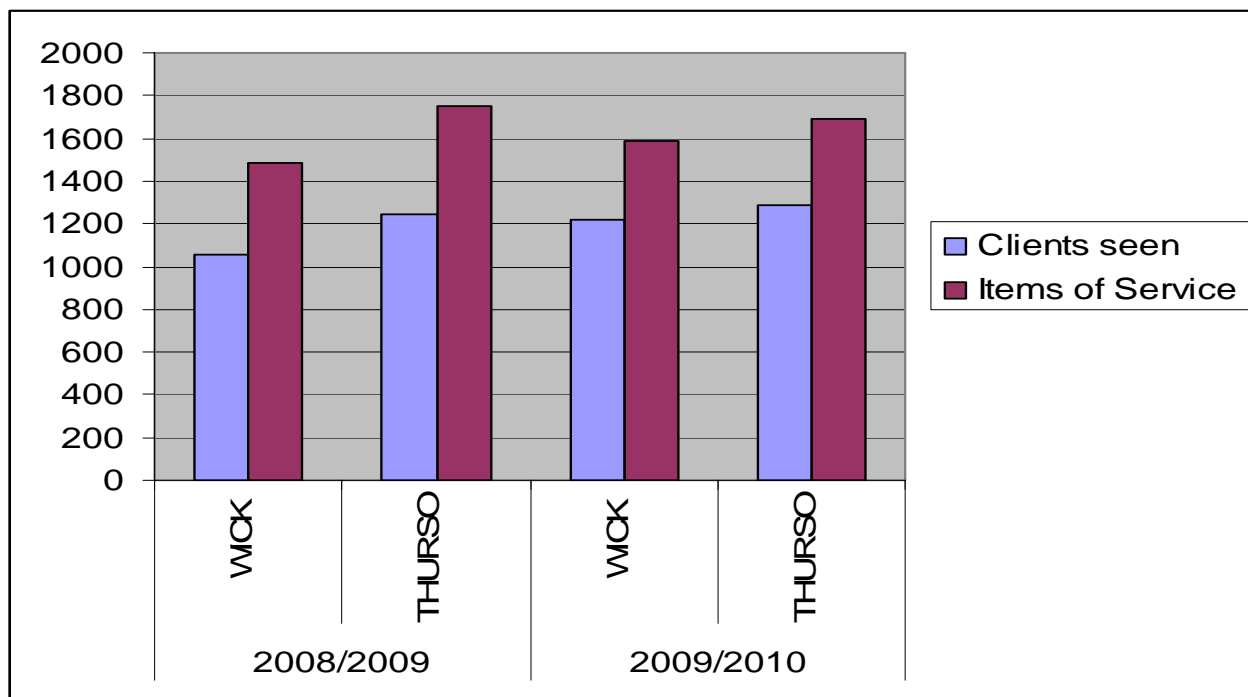
Represented On:

- Crossroads Care Attendant Scheme
- Caithness Access Panel
- Caithness Deaf Club
- Caithness Voluntary Group
- Highland Audiology Working Group
- Highland Strategic Advisory Group on Sensory Services
- North Community Health Partnership
- Scottish Council on Deafness
- Sight Action, Inverness

Linked With:

- Deaf Action - Edinburgh and Inverness
- Lochaber Deaf Care
- Audiology Department, Raigmore Hospital, Inverness
- Deaf Services and Hearing Support Team, Social Work, Dingwall

2008/9 – 2009/10 REGULAR SERVICES PROVIDED



Items of Service include

NHS Battery Exchange

Sale of Private Hearing Aid Batteries

Cleaning of Moulds

Changing Tubing

Referrals to Social Work/Audiology/Sight Action

Visits to Clients

REFERRAL AND VISITS

2008-2009	WICK	THURSO	TOTAL
Audiology Referral	87	51	138
Audiology Repair	90	55	145
Social Work Referral	8	8	16
Home Visits	40	16	56
Hospital/Nursing Home	21	132	153
Sight Action Referral	1	2	3
2009-2010	WICK	THURSO	TOTAL
Audiology Referral	84	48	132
Audiology Repair	91	63	154
Social Work Referral	5	7	12
Home Visits	31	26	57
Hospital/Nursing Home	23	27	50
Sight Action Referral	4	2	6

FUNDING SOURCES FROM CHARITABLE TRUSTS 2009 - 10

Lloyds TSB	£4,615
The Hugh Fraser Foundation	£2,500 (2 of 3 yrs)
Dunnett WRI	£10
Hillhead Christian Fellowship	£200
The Robertson Trust	£9,000 (2 of 3 yrs)
Caithness Camera Club	£200
Dounreay Fire and Ambulance Staff	£270
Thurso Fire Station Fundraising Committee	£500
Thurso West Church Woman's Guild	£50
Wick Thistle FC Pools Card	£50
St Peter's Royal Arch Chapter	£50
St John's Episcopal Church	£50
Vulcan NRTE	£90
TOTAL	£17,585
CLIENT DONATIONS AND BEQUESTS	£3,729

