

Hearing and Sight Care



Caithness and North West Sutherland

Annual Report 2018

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Company Number

SC 217561

Charity Number

SC 027221

Board Members (See Appendices 2 and 4)

Chairman

Mr Roy MacKenzie

Vice Chairman

Mr William Ather

Treasurer

Mr Ewen Macdonald

Company Secretary & Manager

Mrs Deirdre Aitken

Independent Examiner

Mr John Cormack
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

tel/fax: 01955 606170

e-mail: hsc@sensorycentre.org.uk

Website: www.sensorycentre.org.uk

Other addresses

The Sensory Centre
9 Riverside Place
THURSO
Caithness
KW14 8BZ

tel/fax: 01847 895636

e-mail: hsc@sensorycentre.org.uk

Website: www.sensorycentre.org.uk

Chairman's Report 2018

General

Since my last report, the main focus has been on completing the HSC policy review, including the update to the Data Protection Policy to reflect the requirements of the implementation of the General Data Protection Regulations.

We have recently received a communication from NHS Highland suggesting a contract variation relating to the scope of our current contract.

I have been reviewing how our board operates against the latest guidance and good practice for Charity Trustees published by the Scottish Charity Regulator, OSCR.

Service Level Agreement (SLA) Extension

As previously advised we are now in a 1 year extension to our SLA. This extension is unsigned but we do have a letter of comfort from the NHS Highland CEO stating that our funding level from them for the extension will remain at current levels, where activity is also sustained. We recently received an e mail from their contracts branch suggesting a contract variation that would affect the scope of the contract relating to support in North Sutherland.

We are unsure of where this change of scope originated from and have asked for a meeting with NHS Highland to clarify the situation. Deirdre, Ewan and myself will travel to Inverness on Friday 15th June for a meeting with NHS Highland.

Policy Review

We have completed our review of all of the current policies. I would like to thank Don Ryan and Alan Doull for their help with this task.

The next stage is to update them to reflect the agreed changes and implement some additional administrative arrangements to improve signposting and quality control.

When this is completed we will ask Allan Tait of CVG to run his eye over them to make sure we comply with current legislative requirements.

We will then be reviewing and updating the Volunteer Seat Notes with the aim of having all our Quality Assurance arrangements in date for next year's Volunteer Friendly Assessment Process.

Implementation of GDPR's.

We have completed our assessments against the ICO's 12 step process, improved our physical and computer security arrangements, reviewed and updated our Data Protection Policy, and briefed our Staff/Volunteers on the new requirements. We are also advising clients on their rights, why we hold their data, who we share it with and collecting verbal consents when clients access our service. We will continue to monitor the situation to give us confidence that our arrangements are sound.

Governance in Charity Organisations.

I mentioned in my last Chairman's report that Deirdre and I had attended a two part training course provided by Allan Tait of CVG on Governance in Charity Organisations and would review our policies against these latest standards.

I have gone through the course notes again and initial thoughts are we in pretty good shape against the latest requirements but still have some work to do.

At our last board meeting we took an important first step in reviewing our Articles Of Association and agreed they reflect our mission as a Charity and how we do our business as Directors. I also remind Directors on an annual basis to consider if they have conflicts of interest.

In early 2017 I did an independent review of our policies covering the following elements, Direction, Planning, People/Training, Health and Safety, Quality, Business Risk Management, Performance Management, and Interfaces. The questions I raised in that review cover a lot of the issues required by these modern standards. I have continued taking forward the findings of my review since taking over as Chairman eg staff appraisals have been planned for this year, Business risks have been considered in a Draft Business Continuity Plan, stakeholders have been identified and subject to initial categorisation.

There are areas where we need to give further thought to, eg succession planning for Directors, long term strategic planning/direction and understanding our strengths and weaknesses in our organisation.

Look Ahead

I have now been in post as Chairman of HSC for one year and for the past six months have been a Volunteer in the organisation. I would like to thank the Directors, Advisors, Staff and Volunteers for their contribution and for making the past year an enjoyable one for me.

At this month's Annual General Meeting I will be putting myself forward again as a Director and if you wish, I am willing to continue as Chairman for another year.

If it is your wish, over the next three months I will continue taking forward the above tasks. I also intend to start looking at the Volunteer Friendly Award Criteria aimed at coming up with a plan to do an internal assessment to make sure we know our weaknesses before the formal audit next year.

Roy Mackenzie

Chairperson

Manager's Report – April 2018

This year has been another busy year for all of us here at Hearing and Sight Care, working with our partners based in Inverness we are delivering services to over 1500 clients registered with us. This year I have attended 59 meetings with local groups and partners around Highland area.

I visited one local primary school to show them equipment and tell them about how we help people with hearing and/or sight loss. 3 classes enjoyed trying the different equipment and asked lots of interesting questions. Working with Caithness Disabled Access Panel, the HSC staff delivered “awareness” days at two rural primary schools and these were very well received. We are hoping to repeat these next year with other primary schools and the High School in Wick.

Lipreading Classes in Thurso and Brora have been well attended, averaging 6 – 8 people per class on a regular basis. The feedback from this has been very positive, both about the tutor and what is being taught with comments about increased confidence and independence being received. We now need to look at funding to continue these classes into next year.

I had a successful funding bid to the Your Cash Your Caithness fund for an Intergenerational IT Project and have 3 young volunteers currently going through PVG checks before we train them and begin delivering one-to-one sessions for our service users.

This year we have delivered 9 Talks/Demonstrations of equipment to various groups including Women's Guild, Home Carers, Schools, volunteer fayres etc.

I have attended 4 training sessions myself on changes in legislation to meet organisational needs, as well as Support Work training on new equipment.

15 training sessions were delivered on hearing aid upkeep, deaf awareness, hearing screening as well as dual sensory practical information.

Grateful thanks go to our hard working staff, Karen and Pauline, who provide services to all of you, along with our volunteers who regularly give their valuable time to us. Our Board members who attend meetings to support decision making within the organisation are a valuable asset and their dedication is very much appreciated.

Our new Chairman, Roy Mackenzie, has now completed his first year and has been working tirelessly to ensure we are compliant with policies and procedures, so a huge thanks to him as well. Looking forward to another year working with you all to continue delivering dual sensory services in Caithness and North Sutherland.

Deirdre Aitken

Manager

BUSINESS PLAN 2017-18 Progress Report

Short – Medium Term Aims	Implementation	progress
1. Advertise and promote Dual Sensory Services to local community and service providers	Dual Sensory Training offered to other local groups, ie befriending, rural transport	Training Session held with SHHELS to Befriending Caithness and Sight Action Volunteers with 7 people attending.
2. To develop, advertise and promote lipreading classes in Caithness and Sutherland with funding secure from SHIG	To book venues in Thurso and Brora. To advertise in local papers and promote with partners/agencies and on social media.	Weekly classes held in Brora and Thurso from October 2017 continuing to June/July 2018 with between 6 – 12 people attending both venues regularly. Advertised in local Caithness and Sutherland papers and posters distributed around Caithness and Sutherland. NHS Audiology advised of classes.
3. To reduce costs involved with rural clinics in Caithness and Sutherland	By introducing a different contact while still reaching more isolated service users.	Withdrawal of Helmsdale and Bettyhill Clinics in February 2018 due to low numbers attending. Alternative service of home visits on day of clinic or when staff were travelling to the area. New volunteer sourced in Armadale for batteries and tubing and trained by HSC staff. Promotion of Deaf Services drop-in Clinic in Brora. Leaflet of all clinics posted out once a year and distributed within each centre.

Continuing Long Term Aims		
4. To negotiate additional funding from NHS Highland Grant for Service Level Agreement due to other funding ceasing in 2018 onwards.	Meeting to be held with Director of Adult Social Care and Contracts Officer to discuss additional funding for 2018 SLA	No meeting held due to letter from NHS advising of a funding Review being held in 2018/19 so funding would remain static during this year.
5. To continue with Hearing Screening working with NHS Audiology, Inverness	By promoting the availability of this service locally	People advised of this service during the course of our work. Promotion of the service during talks to other agencies.
6. Continued development of Volunteers in dual sensory impairment	Dual Sensory training to be offered to volunteers and any updated information/procedures to be intimated as required.	Volunteer Training session held with 7 volunteers attending. Update on equipment and procedures for hearing and sight services.
7. Continuing existing services in the community as well as promoting and delivering services to visually impaired people	Raising our profile by working with/ attending other local groups but also by targeting local groups to give "Talks/demonstrations" etc.	Attendance at Caithness Health Improvement Forum, Older Adult Networking Forum, Caithness Disabled Access Panel. Working with the Access Panel to deliver an Awareness event at 2 local primary schools
8. To promote and deliver training in dual sensory awareness to agencies and partners, voluntary and statutory	Local agencies to be invited to attend any dual sensory training delivered with SHHELS or independently. To promote the development of e-learning modules.	One session held (see item 1). E-learning modules still being developed. 4 x 1 hour Information sessions delivered to home care team with 25 people attending.

BUSINESS PLAN 2018-19

	Implementation	progress
1. To seek funding to continue lipreading classes in Caithness and Sutherland	Approach funding providers with feedback from first year pilot	
2. To seek funding for core/staff costs to continue employing Sensory Support Worker and meet deficit in order to continue service provision at current levels	Approach charitable trusts who specifically fund core/staff costs	
3. To introduce and develop an IT intergenerational Project working with young volunteers to deliver tailored one to one sessions with older service users with funding from Your Cash Your Caithness	Recruit, train and get PVG checks carried out on volunteers. Match volunteers with services users. Provide transport to and from sessions	

Continuing Long Term Aims		
4. To negotiate additional funding from NHS Highland Grant for Service Level Agreement in order to meet current level of service demand	Meeting to be held with Director of Adult Social Care and Contracts Officer to discuss additional funding for 2019 SLA	
5. To continue with Hearing Screening working with NHS Audiology, Inverness	By promoting the availability of this service locally	
6. Continued development of Volunteers in dual sensory impairment	Dual Sensory training to be offered to volunteers and any updated information/procedures to be intimated as required.	

<p>7. Continuing existing services at current levels</p>	<p>Raising our profile by working with/ attending other local groups to give “Talks/demonstrations” etc. Advising of current working practices</p>	
<p>8. To advertise, promote and deliver training in dual sensory awareness to agencies and partners, voluntary and statutory</p>	<p>Local agencies to be invited to attend any dual sensory training delivered with SHHELS or independently. To promote the development of e-learning modules</p>	

HEARING AND SIGHT CARE

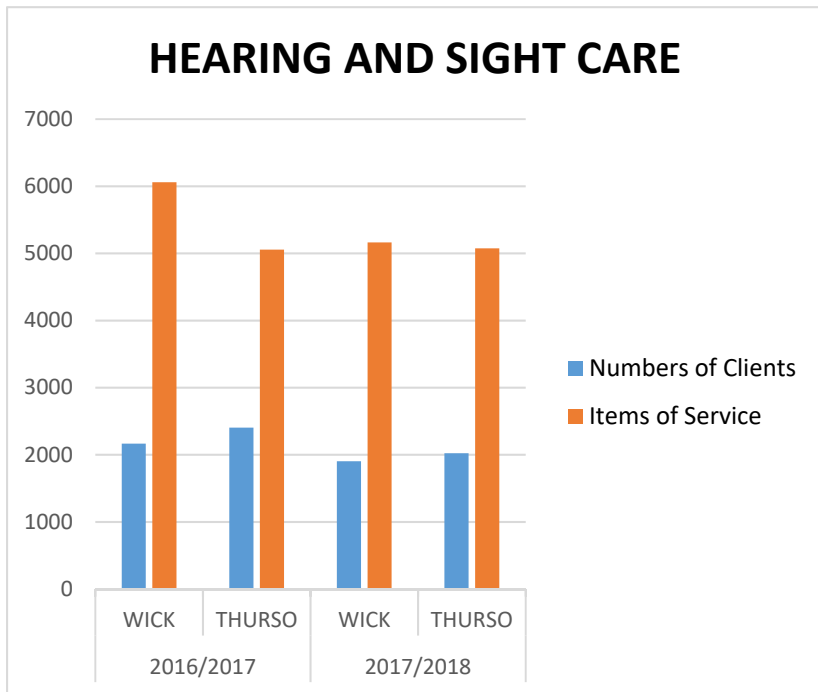
Members of Hearing and Sight Care are either represented on or linked with the following groups:-

Represented On:

- Caithness Disabled Access Panel
- Caithness Deaf Club
- Scottish Council on Deafness
- See Hear Improvement Group
- Highland Adult Audiology Working Group
- Older Adult Network Forum, Caithness
- Caithness Health Improvement Group
- Volunteer Managers Network, Caithness

Links With:

- Macular Degeneration Group, Wick
- Caithness Visual Impairment Group
- Caithness Talking Newspapers
- Deaf Action
- Sight Action
- Lochaber Sensory Care
- Audiology Department, Raigmore Hospital, Inverness
- Deaf Services and Hearing Support Team, Social Work
- See Hear Highland Education and Learning Services, Inverness
- Scottish Disability Equality Forum
- Scottish Fire and Rescue Service
- Caithness Voluntary Group
- Caithness Rural Transport
- Befriending Caithness
- Age Scotland
- Highland Third Sector Interface



REFERRAL AND VISITS

	2016/2017			2017/2018		
	Wick	Thurso	Total	Wick	Thurso	Total
Audiology Referral	148	178	326	200	156	356
Audiology Repair	150	125	275	204	147	351
Deaf Services Referral	13	10	23	9	11	20
Home Visits – Sight Action	38	46	84	51	58	109
Home Visits - Deaf Service	71	82	153	50	86	136
Home Visits - Audio	71	68	139	84	59	143
Home Visits - Other	36	24	60	77	57	134
Hospital/Nursing/Day Care	171	110	281	182	66	248
Sight Action Referral	9	5	14	16	11	27
Other Referral	26	3	29	22	14	36

Items of Service include:

NHS Battery Exchange

Sale of Private Hearing Aid Batteries

Cleaning of Moulds

Changing Tubing

Visits to Clients

Referrals to NHS Audiology, NHS Deaf Services and Hearing Support Team, Sight Action, Other Referrals include Befriending Caithness, SFRS, Handyperson Scheme, OT, Caithness Rural Transport, Telecare and Home Care Services

*Items of Service has increased as we have included people with 2 hearing aids as receiving an item of service per aid, eg: tubing changed x 2 aids was previously recorded as tubing changed x 1 item of service.

COMPANY NUMBER SC217561
CHARITY NUMBER SC027221

HEARING AND SIGHT CARE

(a company limited by guarantee)

REGISTERED SCOTTISH CHARITY

REPORT OF THE TRUSTEES

and

UNAUDITED FINANCIAL STATEMENTS

for year ended 31 March 2018

HEARING AND SIGHT CARE

(a company limited by guarantee)

FINANCIAL STATEMENTS for year ended 31 March 2018

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HEARING AND SIGHT CARE

REFERENCE AND ADMINISTRATIVE DETAILS

Company Number	SC217561
Charity Number	SCO27221
Trustees/Directors	Name W Ather E Farquhar J M Gregory E Macdonald R S Mackenzie A Mcdowall I Moffatt S E Mowat D R Oliver W D Ryan
Secretary	D E Aitken
Treasurer	E Macdonald
Independent Examiner	J F Cormack CA Victor T Fraser & Company 3-4 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

HEARING AND SIGHT CARE

REPORT OF THE TRUSTEES/DIRECTORS FOR YEAR ENDING 31 MARCH 2018

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The organisation, formerly called Caithness Deaf Care, is a charitable company limited by guarantee, incorporated on 29 March 2001. The company is governed in accordance with its Articles of Association, which also set out its objects and powers. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Recruitment and Appointment of new Trustees

The trustees, who are also directors of the company for purposes of the Companies Act 2006, are admitted as members of the company on approval of the existing trustees at the Annual General Meeting and hold office until the following Annual General Meeting, when they may stand for re-election. They present their report with the financial statements of the charity for the year ended 31 March 2018. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Training and Communications

Regular communication between trustees and staff members facilitates the smooth running of the company on a day-to-day basis. Minutes and newsletters are circulated to trustees and volunteers regularly. Training is held throughout the year to update the skills and knowledge of staff and volunteers.

OBJECTIVES AND ACTIVITIES

Nature of Charity's Work

The nature of the charity's work is the provision of information, advice and practical help for the benefit of people, principally within the North Highland area, who have hearing and sight impairment.

The charity liaises with statutory bodies to ensure up-to-date training of staff and volunteers, and to refer clients. We also keep in close contact with other local voluntary agencies in the Highland Region by attendance at meetings, e-mail, telephone calls and correspondence.

Outreach services and visits to nursing homes, hospitals, residential and day care centres are provided by both staff and volunteers.

The charity also provides deaf awareness and communication tactics training adapted to suit the business needs of various organisations. Lip-reading classes are also provided subject to the availability of suitable qualified tutors and adequate funding.

HEARING AND SIGHT CARE

Staffing

At present three part-time staff are employed by the charity and services are offered at two drop-in centres – one in Wick and the other in Thurso.

Volunteers

The charity has a dedicated and capable team of volunteers who assist in the day-to-day provision of services to clients, as well as providing regular visits to nursing homes, hospitals, residential and day care centres.

Training of volunteers is hands-on in both centres with dedicated sessions outwith the centres on hearing aid upkeep, referral procedures and specialist equipment.

Volunteers can contact staff by telephone or mobile phone at work or at home, or by visiting either centre on the designated days of opening.

ACHIEVEMENTS AND PERFORMANCE

The number of registered clients was 1,586.

Total service hours provided to clients during the year at the two centres were 1,200.

Staffing hours for the year were 3,770 (including 750 hours funded by Sight Action).

Volunteer time was 283 hours.

FINANCIAL REVIEW

Policy on Reserves

It is the policy of the charity to maintain unrestricted funds at a level which, along with unrestricted income already secured, equates to approximately twelve months of unrestricted expenditure.

Total reserves of £80,913 (2017: £89,388) were held at 31 March 2018 of which £22,421 (2017: £23,168) were restricted.

The charity this year had little difficulty in raising the finance it required to maintain the high standard of service it offers to its clients following the receipt of a substantial legacy in 2017. Ongoing running costs, however, are still being kept to a minimum and efforts to economise are always in hand.

Principal Funding Sources

The organisation relies on a number of sources of funding to provide support to their clients in the North Highland area:

- NHS Highland
- Grants from Charitable Trusts
- Donations from Individuals, Companies and Organisations

HEARING AND SIGHT CARE

Future Plans

We hope to maintain, to the extent that funding permits, the standard of service we offer to our clients.

We have been actively developing our link with Sight Action to assist clients with dual sensory loss, and this will continue in conjunction with the See Hear Improvement Group.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

Trustees must:

- ensure the charity is carrying out its purposes for the public benefit;
- comply with the charity's governing document and the law;
- act in the charity's best interests;
- arrange the charity's resources responsibly;
- act with reasonable care and skill, and
- ensure the charity is accountable.

Approved by the Board of Trustees/Directors on 27 April 2018 and signed on its behalf by


R Mackenzie, Trustee/Director

HEARING AND SIGHT CARE

Independent Examiner's Report on the Trustees of Hearing and Sight Care

I report on the accounts for the year ended 31 March 2018 set out on pages six to eleven.

Respective responsibilities trustees and the examiner

The charity's trustees are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investments (Scotland) Act 2005 and the Charity Accounts (Scotland) Regulations 2006. The charity's trustees consider that the audit requirement of Regulation 10(1)(a) to (c) of the Accounts Regulations does not apply. It is my responsibility to examine the financial statements as required under section 44(1)(c) of the Act and to state whether particular matters have come to my attention.

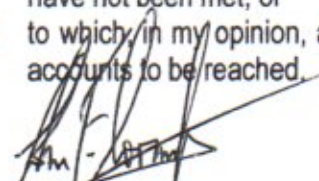
Basis of the independent examiner's statement

My examination was carried out in accordance with Regulation 11 of the Charities Accounts (Scotland) Regulations 2006. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with these 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 which would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- 1 which gives me reasonable cause to believe that, in any material respect, the requirements:
 - (a) to keep accounting records in accordance with section 44(1)(a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations; and
 - (b) to prepare accounts which accord with the accounting records and comply with Regulation 8 of the 2006 Accounts Regulationshave 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.


John F Cormack CA
Victor T Fraser & Co
Chartered Accountants
3-4 Market Place
Wick
Caithness
KW1 4LP

Date: 30 April 2018.

HEARING AND SIGHT CARE

STATEMENT OF FINANCIAL ACTIVITIES for year ended 31 March 2018

Note Ref		Unrestricted funds £	Restricted funds £	2018 Total funds £	2017 Total funds £
	Income and endowments from:				
8	Donations and legacies	5,389	13,629	19,018	59,624
9	Charitable activities	22,401	5,279	27,680	22,225
2	Investments	3		3	78
	Other				
	Total	27,793	18,908	46,701	81,927
	Expenditure on:				
10	Charitable activities	35,521	19,655	55,176	46,393
	Total	35,521	19,655	55,176	46,393
	Net income/(expenditure)	(7,728)	(747)	(8,475)	35,534
	Transfers between funds				
	Net movement in funds	(7,728)	(747)	(8,475)	35,534
	Reconciliation of funds:				
	Total funds brought forward	66,220	23,168	89,388	53,854
	Total funds carried forward	58,492	22,421	80,913	89,388

The notes on Pages 8 to 11 form part of these financial statements

HEARING AND SIGHT CARE

BALANCE SHEET AS AT 31 MARCH 2018

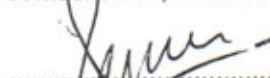
Note Ref		2018 Total funds £	2017 Total funds £
	Fixed assets:		
11	Tangible assets	24,547	23,523
	Total fixed assets	24,547	23,523
	Current assets:		
5	Debtors	4,386	1,355
	Cash at bank and in hand	77,353	102,662
	Total current assets	81,739	104,017
	Liabilities:		
6	Creditors: Amounts falling due within one year	14,393	28,216
	Net current assets	67,346	75,801
	Total assets less current liabilities	91,893	99,324
7	Provisions for liabilities	10,980	9,936
	Total net assets or liabilities	80,913	89,388
	The funds of the charity:		
	Restricted income funds	22,421	23,168
	Unrestricted funds	58,492	66,220
	Total charity funds	80,913	89,388

For the year ended 31 March 2018 the company was entitled to exemption under section 477 of the Companies Act 2006 relating to small companies. No members have required the company to obtain an audit of its accounts for the year in question 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 the preparation of accounts. These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

Approved by the Board of Directors on 27 April 2018 and signed on their behalf:



R Mackenzie, Director



W D Ryan, Director

The notes on Pages 8 to 11 form part of these financial statements.

HEARING AND SIGHT CARE

NOTES TO THE FINANCIAL STATEMENTS

for the year ended on 31 March 2018

1 ACCOUNTING POLICIES

Accounting convention

The financial statements have been prepared under the historical cost convention, and in accordance with the Financial Reporting Standard 102, Section 1A for Small Entities (effective 1 January 2015), the Companies Act 2006 and the requirements of the Statement of Recommended Practice, Accounting and Reporting by Charities.

Exemption from preparing a cash flow statement

Exemption has been taken from preparing a cash flow statement on the grounds that the charitable company qualifies as a small charitable company.

Incoming resources

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Resources expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to that category. When costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources.

Tangible Fixed Assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Premises	2% on cost
Equipment	20% on reducing balance

Capital Grants

Grants received in respect of the purchase of fixed assets are credited to a Capital Grants Reserve. Depreciation associated with fixed assets which are grant-funded is charged to the Capital Grants Reserve.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hearing and Sight Care (Notes on the Financial Statements contd)

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate

	2018 £	2017 £
2 INVESTMENT INCOME		
Current Account Interest	3	78
3 EMPLOYMENT COSTS		
Wages and salaries	30,153	29,937
Pension	125	124
Increase in/(release of) redundancy provision	1,044	775
	<u>31,322</u>	<u>30,836</u>
Average monthly number of employees during the year	3	3
4 TRUSTEES/DIRECTORS' REMUNERATION/BENEFITS	£	£
Remuneration	0	0
Other Benefits	0	0
Expenses	46	0
	<u>46</u>	<u>0</u>
5 DEBTORS (DUE WITHIN ONE YEAR)		
Prepayments	791	579
Accrued income	3,595	776
	<u>4,386</u>	<u>1,355</u>
6 CREDITORS (DUE WITHIN ONE YEAR)		
Tax and social security	83	138
Defined contribution pension costs	23	0
Accrued expenses	841	966
Deferred income	13,446	27,112
	<u>14,393</u>	<u>28,216</u>
7 PROVISIONS FOR LIABILITIES		
Redundancy provision	10,980	9,936

Hearing and Sight Care (Notes on the Financial Statements contd)

	Unrestricted funds £	Restricted funds £	Total funds £	2017 Total funds £
8 DONATIONS AND LEGACIES				
Henry Smith Charity		8,859	8,859	9,462
Robertson Trust		4,770	4,770	5,095
Donations	4,047		4,047	6,862
Legacies			0	36,927
Fund-raising	566		566	502
Tax Received under Gift Aid	776		776	776
	5,389	13,629	19,018	59,624
9 INCOME FROM CHARITABLE ACTIVITIES				
Sale of goods	723		723	560
Deaf Awareness Training	175		175	125
Rent from Sight Action	2,818		2,818	2,778
Grants	18,685	5,279	23,964	18,762
	22,401	5,279	27,680	22,225
10 EXPENDITURE ON CHARITABLE ACTIVITIES				
Cost of sales	723		723	560
Depreciation	532	747	1,279	855
Employment costs	20,221	11,101	31,322	30,836
Governance costs - independent				
Examination fee	847		847	810
Heat and light	1,300		1,300	1,249
Miscellaneous expenses	468		468	132
Lip Reading	792	5,279	6,071	77
Petty expenses	553	123	676	656
Postage and telephone	1,571	506	2,077	2,003
Printing, stationery and advertising	1,601	288	1,889	1,354
Rent, rates and insurance	3,079		3,079	2,863
Repairs and renewals	1,622		1,622	512
Training and recruitment	12		12	125
Travel and expenses	2,200	1,611	3,811	4,361
	35,521	19,655	55,176	46,393

Hearing and Sight Care (Notes on the Financial Statements contd)

11 TANGIBLE FIXED ASSETS

	Premises Fully Grant Funded £	Equipment Fully Grant Funded £	Equipment Not Grant Funded £	2018 Total £
Cost or valuation				
At 1 April 2017	33,506	11,776	9,363	54,645
Additions	0	0	2,303	2,303
Disposals	0	0	0	0
Revaluations	0	0	0	0
Transfers	0	0	0	0
At 31 March 2018	33,506	11,776	11,666	56,948
Depreciation and impairments				
At 1 April 2017	10,722	11,392	9,008	31,122
Disposals	0	0	0	0
Depreciation	670	77	532	1,279
Impairment	0	0	0	0
Transfers	0	0	0	0
At 31 March 2018	11,392	11,469	9,540	32,401
Net Book Value at 31 March 2018	22,114	308	2,126	24,547
Net Book Value at 31 March 2017	22,784	384	355	23,523

12 STATEMENT OF FUNDS

	Unrestricted funds £	Restricted funds £	2018 Total funds £	2017 Total funds £
Balances at 31 March 2017	66,220	23,168	89,388	53,854
Net Movement in Funds	(7,728)	(747)	(8,475)	35,534
At 31 March 2018	58,492	22,421	80,913	89,388
Represented by:				
Fixed Assets	2,126	22,421	24,547	23,523
Debtors	4,386		4,386	1,355
Bank	62,660	14,693	77,353	102,662
Creditors	(916)	(13,477)	(14,393)	(28,216)
Provisions	(9,764)	(1,216)	(10,980)	(9,936)
	58,492	22,421	80,913	89,388

13 PENSION COMMITMENTS

The company operates a defined contribution pension scheme. The defined contribution scheme, which began in November 2015, is a company pension plan operating on a defined contribution basis and is available to all company employees. The cost of the scheme to the company in the year ended 31 March 2018 was £125 (2017: £124).

2018 Organisation Profile



Mrs Deirdre Aitken, Staxigoe
Manager

17 years



Mrs Karen Paul, Halkirk
Clerical/Sensory Assistant/
Service user

24 years



Miss Pauline Gibson, Keiss
Dual Sensory Support Worker

5 years



Mr Roy MacKenzie
Chair and Volunteer

1.5 years



Mr William Ather, Reay
Vice Chair, Volunteer and
service user, Thurso

24 years



Mr Ewen Macdonald, Wick
Treasurer

17 years



Mr David Oliver, Wick
Director, Volunteer and service user, Wick

16 years



Mrs Jennifer Gregory, Reay
Director, Volunteer and service user, Thurso

13 years



Mrs Sandra Mowat, Thurso
Director and service user

11 years



Mr Don Ryan, Thurso
Director, Volunteer and service user, Thurso

11 years



Mr Alan MacDowall, Wick
Director and service user

4 years



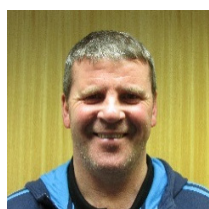
Mr Ian Moffat, Thurso
Director and lead volunteer of
Caithness Talking Newspaper Service

3 years



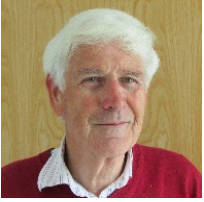
Mr Eric Farquhar
Director

1.5 years



Mr Robin Aitken, Wick
Volunteer in Wick

14 years



Mr David Savage, Thurso
Volunteer in Thurso

14 years



Mrs Isobel Crowe, Wick
Volunteer and service user, Wick

12 years



Mr Raymond Cooper, Bettyhill
Volunteer and service user, Ray runs an outreach service from his shop in Bettyhill

9 years



Mr Alan Doull, Thurso
Volunteer and service user, Thurso

8 years



Mrs Elizabeth Porteous, Thurso
Volunteer in Thurso

5 years



Mrs Karen Williamson,
NHS Audiology Head of Department
Advisor to Board of Directors

17 years



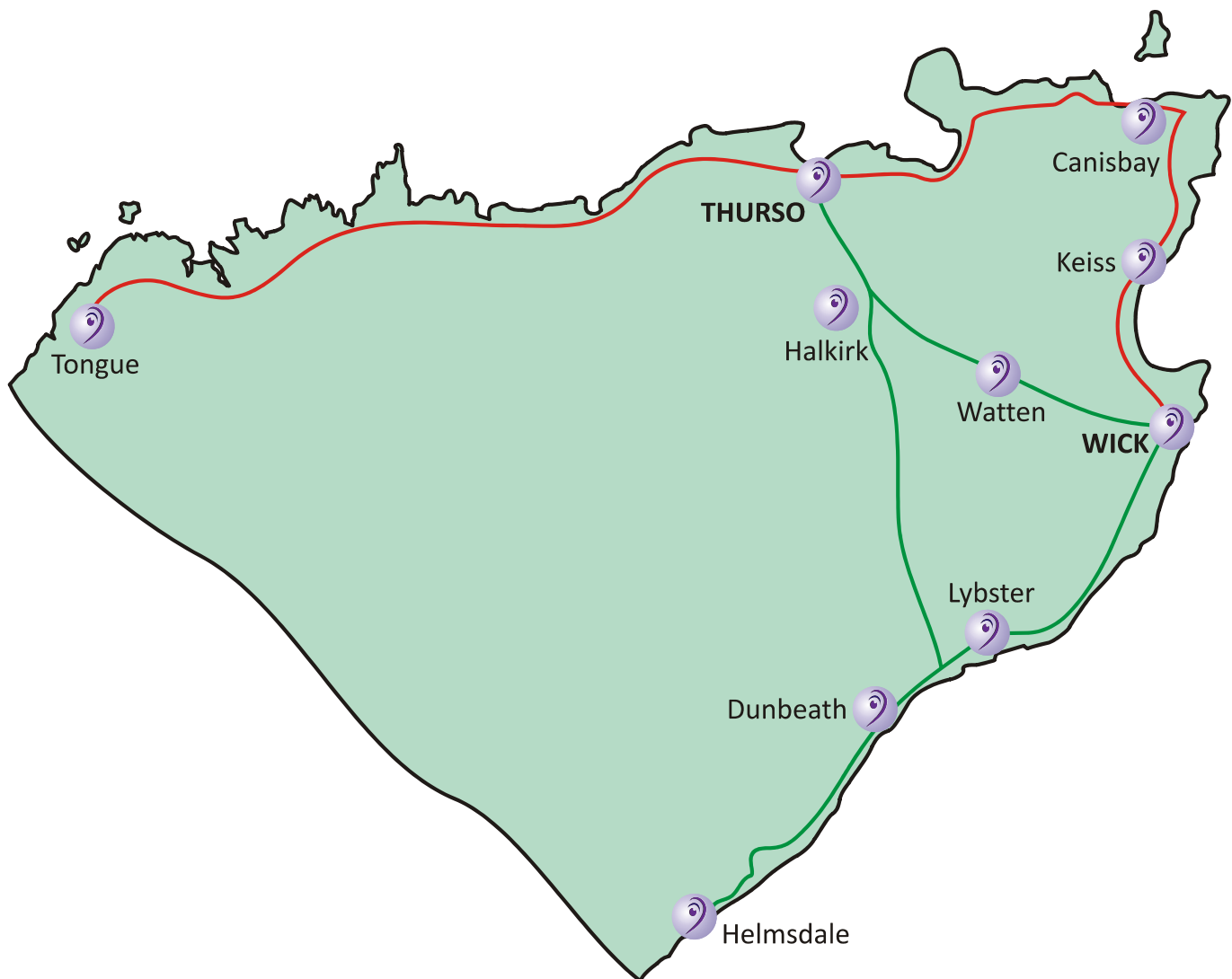
Mrs Kay Allan, Area Support Manager
North and West Operational Unit,
Caithness General Hospital, Wick
NHS Advisor to Board of Directors

14 years



Mr Allan Tait, Development Officer, CVG
Advisor to Board of Directors

2 years



Service Provision

Services are accessed at 2 drop-in centres in Wick and Thurso which are both open 3 days a week between 10 am and 2 pm. Outreach clinics are held at the other locations identified above, on a quarterly basis.

Visits to local nursing homes, hospitals, day care centres and residences are made to those service users unable to access any of our services.

Geography and Locations

Wick to Thurso – 21 miles, Wick to Tongue – 63 miles, Wick to Helmsdale – 37 miles
Statutory Services are based in Inverness and Dingwall and are 100/110 miles south of Wick and Thurso. (Tongue to Inverness – 95 miles). The area has a low population density, partly served by single track roads and limited public transport.