

Hearing and Sight Care



Caithness and North West Sutherland

Annual Report 2020

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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 Ian Moffat

Treasurer

Mrs Deirdre Aitken

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
Thurso (A)
11 Orlig Street
THURSO
Caithness
KW14 7BL

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

During this reporting period, Hearing and Sight Care have focussed on the 12 commitments made in last year's report to volunteers, staff, clients and funders, both statutory and charitable. We have met 9 commitments, and will carry 3 into next year as they relate to ongoing funding issues.

Overall, it has been a difficult but successful year, as shown in the following summary:-

1. The restructuring of NHS Highland and associated Third Party Sector Review are still ongoing and we continue with extensions to our Service Level Agreement. Following our board's rejection of the last contract extension we have had constructive discussions with the NHS Highland contracts team and have submitted a generous proposal to allow us an uplift of funds to meet our costs. However, the Covid 19 pandemic lockdown has put these negotiations on hold and we have defaulted to having an unsigned SLA extension to the end of June 2020 accepting the original funding amount.
2. Notwithstanding the above, we have been successful in attracting longer term charitable funding from the Roberson Trust, and organised a very enjoyable and financially successful social event in a local hotel. We have also received several substantial donations from our clients, local businesses and charitable organisations. These funds have been instrumental to our business maintaining a healthy balance sheet this year.
3. The data collected from our daily operations in our 2 offices provide us with an ongoing overview of our business as detailed on the Referrals and Visits Sheet. You will see a significant increase in the repairs to open fit tubing for hearing aids. This is important as it indicates that Audiology Departments change in policy to allow HSC to undertake like for like repairs, has taken a significant workload off NHS Highland and provided a much more efficient service to our clients.
4. Training commitments show the organisation is providing opportunities for volunteers, clients and support organisations. Established courses for lip reading and dual sensory awareness continue and are appreciated. We also have trained volunteers working in the community with clients, helping them make the best use of digital technologies to help their daily lives. We have also taken the lead in providing British Sign Language classes locally that have proved very popular.
5. Our organisation celebrated its 25 year anniversary with a social event in The Pentland Hotel, Thurso in September 2019. Current and past volunteers/staff, clients and members of support organisations had a thoroughly enjoyable afternoon.
6. We continue to introduce and upgrade our digital technologies and equipment to meet the needs of our clients and support organisations.
7. Quality management can be put simply "write down what you do and do what you write down". Hearing and Sight Care Organisation have clearly demonstrated this principle by retaining their 3 year Volunteer Friendly Quality Management Accreditation in June 2019.
8. Health and Safety is a top priority in our organisation and discussed at each board meeting. This year we have recorded no accidents and 1 incident that was classified as a near miss.
9. We have lost some valued board members and volunteers this year. Succession planning and in some cases good handover arrangements, have mitigated these risks

to our business. Our new volunteers and board members provide new skills and experiences that are welcomed.

10. Our work is clearly appreciated in our community and we receive regular customer compliments. We have not received any customer complaints.

11. Our centres are currently closed due to the ongoing Corona virus restrictions and we will be planning how to open safely once the various phases of lockdown are lifted.

Our top priority next year is to agree a 3 year Service Level Agreement with NHS Highland to give us some much needed long term stability.

We are also in discussions with similar support organisations in Highland Region looking at how we can work together to benefit our organisations and our funders.

I have been the Chairman of HSC since June 2017 and intend to offer my services for another year at the next Annual General Meeting.

I wish to give thanks to the Directors, Manager, Staff and all our Volunteers for their valued contribution in the last year.

Finally I wish to thank all of our funders, national and local charities, government bodies, clients and their families for their support and donations. All our main Funders are listed in the accounts.

Roy Mackenzie
Chairman
Hearing and Sight Care

Manager's Report – April 2020

Staff and volunteers, not to mention our Board of Directors have had another busy year trying to meet the demands of service provision with uncertainty over funding and future services. We have continued to meet with members of NHS Highland in relation to our service provision, growth over the last few years with no uplift in funding and to look at what service provision will look like in the next few years.

We had had a meeting with members of NHS Highland when we were told that our service was a model that NHS were keen to replicate throughout Highland and this is positive feedback for our staff, volunteers and Directors as to the future of dual sensory services in Highland. With this in mind we have submitted an initial proposal to NHS Highland, with our partners Sight Action and Lochaber Sensory Care regarding joined up working and delivery of similar services in Highland. The next year will see our Board of Directors consider the viability of this proposal with NHS Highland in order to secure more substantial and substantive core funding.

This year we have delivered BSL and Deaf Awareness classes, Volunteer training in hearing aid repairs and dual sensory training. We have attended and given talks at 14 different events as well as attending over 40 meetings/groups and have facilitated people attending support groups and leisure activities. A new activity for visually impaired has been the Acoustic Shooting offered by Stirkoke Rifle Club and this has been promoted to the two visual impairment groups. We have recruited and trained 3 new volunteers as well as an IT volunteer who is delivering services in collaboration with Ability Net. Our lipreading classes have just begun again after securing funding from the Agnes Hunter and this news was very much appreciated by those who have and want to attend classes.

Due to funding restrictions we had been limiting services to Sutherland but with some additional funding have been able to resurrect the Tongue Rural Clinic for hearing aid upkeep. Our Fundraising event held in September raised just over £2,000 and with costs deducted we gained £1,896.85 into our funds. We had been hoping to have an active year of fundraising throughout 2020, however due to Covid we will be unable to do this to the extent we had planned.

I have attended meetings where I have raised issues such as the lack of ear syringing in GP surgeries and this is being progressed by the lead audiologist as it is a common problem over Highland as well as Scotland. I hope this next year will see us make some developments with this and continue to be able to work with all of our partners to ensure that our service users receive a prompt and efficient service from us all.

Finally, I want to thank our staff, volunteers and Directors, not forgetting our advisors, for all of their time and commitment, we are lucky to have you and you really are appreciated.

Deirdre Aitken

BUSINESS PLAN 2019-20 – Progress Report

Short Term Aims	Implementation	progress
1. To seek funding to continue lipreading classes in Caithness and Sutherland	Approach funding providers with feedback from first and second year, including “lived experiences”	Funding received from the Agnes Hunter Trust for £8,500.
2. To seek funding for BSL Classes – a 10 week introduction to BSL	Approach funders for this based on evidence from first course funded through donations	No funding secured, but participants paid a fee for the 10 week course. With 12 attendees.
3. To seek funding for core/staff costs to continue employing Sensory Support Worker and meet deficit in	Approach charitable trusts who specifically fund core/staff costs	Funding received for salary of Dual Sensory Support Worker from The Robertson Trust for 3 years.
4. To organise an event to celebrate 25 years of HSC	Organise Date, Venue and invitations to Volunteers, Directors, Advisors, Partners, past and present	Event held in Pentland Hotel, Thurso with a huge turnout of past and present associates of CDC and HSC. A very successful day was had by all.
5. To update manual clients records and statistics onto Access Database	Database developed, information input and staff and volunteers trained.	Database being developed by PixelIT, Thurso to be ready to input information from April 2020.
6. To develop the IT intergenerational Project to include people with hearing loss as well as Sight Loss	Recruit and train volunteers. Match volunteers with services users. Purchase of I-pad with relevant “apps”	New volunteer recruited and working with Ability Net for training and visiting people from all disabilities. Ipad and Smart tablet with relevant apps purchased with funding.
7. To seek funding for a Service User Forum to be held quarterly.	Secure a venue and set dates. Advertise and promote with service users, give feedback to relevant	Due to uncertainty with Service Level Agreement this was not actioned.

<p>8. To look at the need for a Support Group for people with hearing loss.</p>	<p>partners.</p> <p>Get feedback from Service User Forum. Look for funding to host this and set dates and get speakers as required.</p> <p>Look for a volunteer to facilitate this on an ongoing basis.</p>	<p>Due to uncertainty with Service Level Agreement this was not actioned.</p>
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Continuing Long Term Aims		
<p>9. To negotiate additional funding from NHS Highland Grant for Service Level Agreement in order to meet current level of service demand</p>	<p>Meeting to be held with Director of Adult Social Care and Contracts Officer to discuss additional funding for ongoing SLA</p>	<p>Talks were held with NHS Highland where current funding remained static with the promise of additional talks in relation to amendment to contract for 2020.</p>
<p>10.To continue with Hearing Screening working with NHS Audiology, Inverness</p>	<p>By promoting the availability of this service locally</p>	<p>15 people had their hearing screened with 11 Recommendations for GP referrals to Audiology.</p>
<p>11.Continued development of Volunteers in dual sensory impairment</p>	<p>Dual Sensory training to be offered to volunteers and any updated information/procedures to be intimated as required.</p>	<p>Training session in new hearing aid upkeep and equipment and aids and adaptations available for those with dual sensory impairment was held with 12 volunteers and directors attending.</p>
<p>12.Continuing existing services at current levels including delivery of dual sensory training to our own and other volunteers and statutory groups</p>	<p>Raising our profile by working with/ attending other local groups to give “Talks/demonstrations” etc. Advising of current working practices</p>	<p>Services continued as normal with fewer referrals from other agencies due to funding for equipment and uncertainty in continuity of current service delivery.</p>

BUSINESS PLAN 2020-21

Short Term Aims	Implementation	progress
<p>1. Centres closed in accordance with Government guidelines in relation to Co-vid 19.</p> <p>2. Seek funding from NHS Highland for 3 month “review” period.</p> <p>3. To prepare staff and centres for ease of lockdown restrictions.</p> <p>4. In conjunction with Sight</p>	<p>Staff and volunteers advised centres closed on 19th March 2020.</p> <p>Posters in centres, answer machines and face book page updated to advise service users to contact Audiology Inverness for service provision.</p> <p>Contact NHS Highland Contracts Department advising we will accept original 3 month offer of funding.</p> <p>Source PPE for staff Prespex Screens for centres Anti-bacterial wipes, spray and hand sanitiser Seek guidance from partner agencies such as NHS Audiology, Deaf Services and Sight Action. New procedures in place in relation to PPE and infection control for staff initially and eventually volunteers to return to centres. Postal service and appointment only service offered initially.</p> <p>Statistics on service users, service</p>	

<p>Action and Lochaber Sensory Care submit a proposal to NHS Highland for joint funding for an Umbrella Organisation – Highland Sensory Services</p> <p>5. To introduce database for client’s electronic recordkeeping as per current address book but with the addition of referrals, visits, assessments, equipment issued etc. to give a full and comprehensive record of service delivery.</p>	<p>provision and funding history provided by all 3 organisations. National statistics and research findings as well as proposals for joint working and increased funding to enable this umbrella organisation to deliver on the See Hear Strategy for NHS Highland and Scottish Government.</p> <p>Database ready and uploaded to all computers and staff working timeously to input data. Testing and troubleshooting of this system to be fully ready for April 2021.</p>	
<p>Continuing Long Term Aims</p>		
<p>13. To negotiate additional funding from NHS Highland Grant for Service Level Agreement in order to meet current level of service demand.</p> <p>14. To look at fundraising to boost core funding .</p> <p>15. To work with partner agencies, Sight Action and Lochaber Sensory Care within umbrella organisation</p>	<p>Meet with NHS Highland to discuss joint working and dual sensory service delivery in accordance with See Hear Strategy.</p> <p>Actively hold/encourage fundraising events.</p> <p>To work together to train staff and volunteers in dual sensory, hearing aid upkeep, specialist equipment and visual impairment. Access to joint HR, Admin and Governance.</p> <p>By promoting the availability of this service locally</p>	<p>.</p>

<p>Highland Sensory Services</p> <p>16.To continue with Hearing Screening working with NHS Audiology, Inverness.</p> <p>17.Continuing existing services at current levels including delivery of dual sensory training to our own and other volunteers and statutory groups.</p> <p>18.Enablement of self management of hearing aids by service users</p> <p>19.Lipreading Classes to continue with current funding</p> <p>20. BSL Classes to be held when lockdown is lifted.</p> <p>21. IT Volunteer(s) to continue to develop their knowledge</p>	<p>Raising our profile by training/attending other local groups to give “Talks/ demonstrations” etc. advising of current working practices</p> <p>Volunteers given refresher training on dual sensory and hearing aid upkeep</p> <p>Sessions offered to service users to demonstrate hearing aid upkeep, cleaning, retubing and maintenance of hearing aids.</p> <p>Zoom session provided to Brora and Thurso Groups until physical classes can resume.</p> <p>10 week introduction to BSL will be held within guidelines</p> <p>Working with partners Sight Action and Ability Net to source online training to develop knowledge base.</p>	
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base and contact
service users as
required.



OUTSIDE MEMBERSHIPS

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
- Deaf Scotland
- See Hear Improvement Group
- Highland Adult Audiology Working Group
- Older Adult Network Forum, Caithness
- Caithness Health Improvement Group
- Volunteer Managers Network, Caithness
- Caithness Talking Newspapers
- Caithness Voluntary Group
- LGOWIT – Generations Working Together
- Caithness Community Partnership

Links With:

- Macular Degeneration Group, Wick
- Caithness Visual Impairment Group
- 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 Rural Transport
- Befriending Caithness
- Age Scotland
- Highland Third Sector Interface

REFERRAL AND VISITS

	2018/2019		2019/2020							
	Wick Thurso		Total	Wick Thurso		Total				
Audiology Referral	47	54	101	60	22	82				
Audiology Repair	105	80	185	296		615				
Deaf Services Referral	8	14	22	4		14				
Home Visits – Sight Action	51	70	121	46	39	85				
Home Visits - Deaf Service	59	45	104	49	33	82				
Home Visits - Audio	75	70	145	125	69	194				
Home Visits - Other	47	45	92	42	23	65				
Hospital/Nursing/Day Care	183	72	255	159	45	204				
			Sight Action Referral			18	15	33	10	10
			20							
			Other Referral			20	28	48	20	9
			29							

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

- Audiology Referrals are slightly reduced due to the introduction of self referrals for service users. (101 - 82)
- Audiology Repairs have hugely increased due to open fit tubing and domes being available from our services where previously these were done by the Audiology Department (185 - 615)
- Deaf Services Visits were reduced due to HSC only covering Caithness and not Sutherland and their own funding restrictions.
- In the last year the number of clients seen has dropped due to less allocation of work from partner agencies with their own budgetary constraints.

HEARING AND SIGHT CARE

(a company limited by guarantee)

FINANCIAL STATEMENTS for year ended 31 March 2020

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HEARING AND SIGHT CARE

REFERENCE AND ADMINISTRATIVE DETAILS

Company Number SC217561

Charity Number SCO27221

Trustees/Directors

Name

W Ather	- retired	28:06:19
M H Brims		
E Farquhar		
J M Gregory		
E Macdonald	- retired	28:06:19
R S Mackenzie		
S McDonald		
A Mcdowall	- resigned	28:06:19
I Moffatt		
J Morrison		
S E Mowat		

Secretary/Treasurer D E Aitken

Independent Examiner J F Cormack CA
Victor T Fraser & Co Limited
3-4 Market Place
WICK
Caithness KW1 4LP

Bankers The Royal Bank of Scotland plc
36 St Andrew Square
EDINBURGH
Midlothian EH2 2YB

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 2020

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 2020. 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 2019).

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 have been provided this year because of the availability of a suitably qualified tutor 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 1,665.

Total service hours provided to clients during the year at the two centres were 1,210.

Staffing hours for the year were 3,875 (including 750 hours funded by Sight Action).

Volunteer time was 344 hours.

Directors' time at meetings was 74.5 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 £67,891 (2019: £70,075) were held at 31 March 2020 of which £20,970 (2019: £19,323) were restricted.

The charity this year continued to have little difficulty in providing 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.

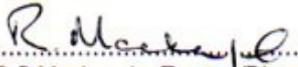
We have been actively developing our link with Sight Action to assist clients with dual sensory loss, and this will continue in conjunction with the See Hear Improvement Group.

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 by proxy on 1 May 2020 and signed on its behalf by


.....
R S 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 2020 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.

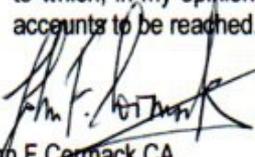
Basis of the independent examiner's statement

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. Cernack CA
Victor T Fraser & Co Limited
Chartered Accountants
3-4 Market Place
Wick
Caithness
KW1 4LP

Date: 5th August 2020.

HEARING AND SIGHT CARE

STATEMENT OF FINANCIAL ACTIVITIES for year ended 31 March 2020

Note Ref		Unrestricted funds £	Restricted funds £	2020 Total funds £	2019 Total funds £
	Income and endowments from:				
7	Donations and legacies	18,581	11,925	30,506	15,726
8	Charitable activities	19,214	6,478	25,692	35,551
9	Other				475
	Total	37,795	18,403	56,198	51,752
	Expenditure on:				
10	Charitable activities	41,626	16,756	58,382	62,590
	Total	41,626	16,756	58,382	62,590
	Net income/(expenditure)	(3,831)	1,647	(2,184)	(10,838)
	Transfers between funds				
	Net movement in funds	(3,831)	1,647	(2,184)	(10,838)
	Reconciliation of funds:				
	Total funds brought forward	50,752	19,323	70,075	80,913
	Total funds carried forward	46,921	20,970	67,891	70,075

HEARING AND SIGHT CARE

BALANCE SHEET AS AT 31 MARCH 2020

Note Ref		2020 Total funds £	2019 Total funds £
	Fixed assets:		
11	Tangible assets	23,342	24,655
	Total fixed assets	23,342	24,655
	Current assets:		
4	Debtors	5,287	2,076
	Cash at bank and in hand	62,710	66,625
	Total current assets	67,997	68,701
	Liabilities:		
5	Creditors: Amounts falling due within one year	10,440	11,057
	Net current assets	57,557	57,644
	Total assets less current liabilities	80,899	82,299
6	Provisions for liabilities	13,008	12,224
	Total net assets or liabilities	67,891	70,075
	The funds of the charity:		
	Restricted income funds	20,970	19,323
	Unrestricted funds	46,921	50,752
	Total charity funds	67,891	70,075

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2020.

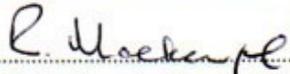
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2020 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

Approved by the Board of Directors unanimously by proxy and signed of their behalf on 1 May 2020 by:


 R S Mackenzie, Trustee/Director


 I Moffatt, Trustee/Director

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

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HEARING AND SIGHT CARE

NOTES TO THE FINANCIAL STATEMENTS for the year ended on 31 March 2020

1 ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

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

	2020 £	2019 £
2 EMPLOYMENT COSTS		
Wages and salaries	33,744	33,396
Pension	459	306
Increase in/(release of) redundancy provision	784	1,244
	34,987	34,946
Average monthly number of employees during the year	3	3
	£	£
3 TRUSTEES/DIRECTORS' REMUNERATION/BENEFITS		
Remuneration	0	0
Other Benefits	0	0
Expenses	98	119
	98	119
4 DEBTORS (DUE WITHIN ONE YEAR)		
Prepayments	1,303	1,233
Accrued income	3,984	843
	5,287	2,076
5 CREDITORS (DUE WITHIN ONE YEAR)		
Tax and social security	79	85
Defined contribution pension costs	0	56
Accrued expenses	1,789	3,841
Deferred income	8,572	7,075
	10,440	11,057
6 PROVISIONS FOR LIABILITIES		
Redundancy provision	13,008	12,224

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

	Unrestricted funds £	Restricted funds £	Total funds £	2019 Total funds £
7 DONATIONS AND LEGACIES				
Donations:				
General	6,464	138	6,602	5,121
Institutional	8,964	11,787	20,751	9,345
Final Payment of Legacy	22		22	
Fund-raising	2,391	0	2,391	416
Tax Received under Gift Aid	740	0	740	844
	<u>18,581</u>	<u>11,925</u>	<u>30,506</u>	<u>15,726</u>
8 INCOME FROM CHARITABLE ACTIVITIES				
Sale of goods	785		785	969
Charge for British Sign Language		682	682	
Rent from Sight Action	3,244		3,244	3,100
Grants	15,185	5,796	20,981	31,482
	<u>19,214</u>	<u>6,478</u>	<u>25,692</u>	<u>35,551</u>
9 OTHER INCOME				
NHS - Dual Sensory Training				475
10 EXPENDITURE ON CHARITABLE ACTIVITIES				
British Sign Language	518	682	1,200	0
Cost of sales	785		785	969
Depreciation	593	719	1,312	1,473
Employment costs	26,847	8,140	34,987	34,946
Governance costs - independent examination fee	940		940	903
Heat and light	964		964	2,440
IT Intergenerational Project		725	725	196
Lip Reading		5,446	5,446	9,049
Miscellaneous expenses	989		989	459
Petty expenses	631	92	723	612
Postage and telephone	1,980	343	2,323	1,717
Printing, stationery and advertising	1,026	127	1,153	1,579
Rent, rates and insurance	2,901		2,901	3,110
Repairs and renewals	604	0	604	508
Training and recruitment	53	0	53	59
Travel and expenses	2,795	482	3,277	4,570
	<u>41,626</u>	<u>16,756</u>	<u>58,382</u>	<u>62,590</u>

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 £	2020 Total £
Cost or valuation				
At 1 April 2019	33,506	11,776	13,245	58,527
Additions	0	0	0	0
Disposals	0	0	0	0
Revaluations	0	0	0	0
Transfers	0	0	0	0
At 31 March 2020	33,506	11,776	13,245	58,527
Depreciation and impairments				
At 1 April 2019	12,062	11,531	10,280	33,873
Disposals	0	0	0	0
Depreciation	670	49	593	1,312
Impairment	0	0	0	0
Transfers	0	0	0	0
At 31 March 2020	12,732	11,580	10,873	35,185
Net Book Value at 31 March 2020	20,774	196	2,372	23,342
Net Book Value at 31 March 2019	21,444	245	2,965	24,654

12 STATEMENT OF FUNDS

	Unrestricted funds £	Restricted funds £	2020 Total funds £	2019 Total funds £
Balances at 31 March 2019	50,752	19,323	70,075	80,913
Net Movement in Funds	(3,831)	1,647	(2,184)	(10,838)
At 31 March 2020	46,921	20,970	67,891	70,075
Represented by:				
Fixed Assets	2,372	20,970	23,342	24,655
Debtors	5,287		5,287	2,076
Bank	51,685	11,025	62,710	66,625
Creditors	(1,293)	(9,147)	(10,440)	(11,057)
Provisions	(11,130)	(1,878)	(13,008)	(12,224)
	46,921	20,970	67,891	70,075

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 2020 was £459 (2019: £306).

HEARING AND SITE CARE

FUNDING SOURCES FOR YEAR ENDED 31 MARCH 2020

	£	£
General Donations		6,623.93
Institutional Donations:		
Macleod & MacCallum for Lip-reading	700.00	
URFC, Ladies Section	100.00	
Anonymous Donation	2,000.00	
Dounreay Apprentices Fund-raising	580.00	
Caithness Boxing Club	500.00	
Subsea 7	500.00	
Robertson Trust	8,245.84	
Foundation Scotland - Tannich & District Windfarm	1,500.00	
Thurso Rotary Club	200.00	
Foundation Scotland - Watten Windfarm	2,000.00	
BT Staff for Lip-reading Classes	380.00	
Northern Sovereign Council No 66	100.00	
Foundation Scotland - Achlachan Wind Farm	1,000.00	
Lodge of John O'Groats Freemasons No 133	100.00	
Thurso West Church of Scotland	323.00	
The United Reformed Church, Thurso	261.00	
Agnes Hunter Trust for Lip-reading	1,932.63	20,422.47
		<u>27,046.40</u>

Notes:

- 1 Macleod & MacCallum donation for lip-reading was received last financial year and carried forward to this financial year.
- 2 Robertson Trust donation was E10,000 of which £1,754.16 has been carried forward to next year.
- 3 The Agnes Hunter Trust for Lip-reading donation was £8,500 of which £6,567.37 has been carried forward to next year.

2019 Organisation Profile



Mrs Deirdre Aitken
Manager

19 years



Mrs Karen Paul
Clerical/Sensory Assistant/
Service user

26 years



Miss Pauline Gibson
Dual Sensory Support Worker

7 years



Mr Roy MacKenzie, Wick
Chairman and Volunteer

3.5 years



Mrs Jennifer Gregory, Reay
Director, Volunteer and service user

15 years



Mrs Sandra Mowat, Thurso
Director and service user

13 years



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

5 years



Mr Eric Farquhar, Wick
Director

3.5 years



Margaret Brims, Bilbster
Director

1.7 years



Jennifer Morrison, Thurso
Director

1.7 years



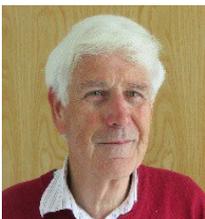
Susan McDonald, Lyth
Director

1.7 years



Mr Robin Aitken, Wick
Volunteer

16 years



Mr David Savage, Thurso
Volunteer

16 years



Mr Alan Doull, Thurso
Volunteer and service user

10 years



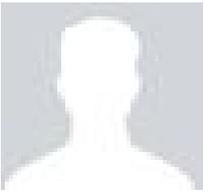
Mrs Elizabeth Porteous, Thurso
Volunteer

7 years



Lynne Read, Spittal
Volunteer

1.3 years



Ian Cameron, Thurso
Volunteer

2019



Freda Johnstone, Thurso
Volunteer and service user

2019



Brian Johnston, Thurso
Volunteer (IT)

2019



Elizabeth Cook, Wick
Volunteer and service user

2019



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

16 years



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

4 years



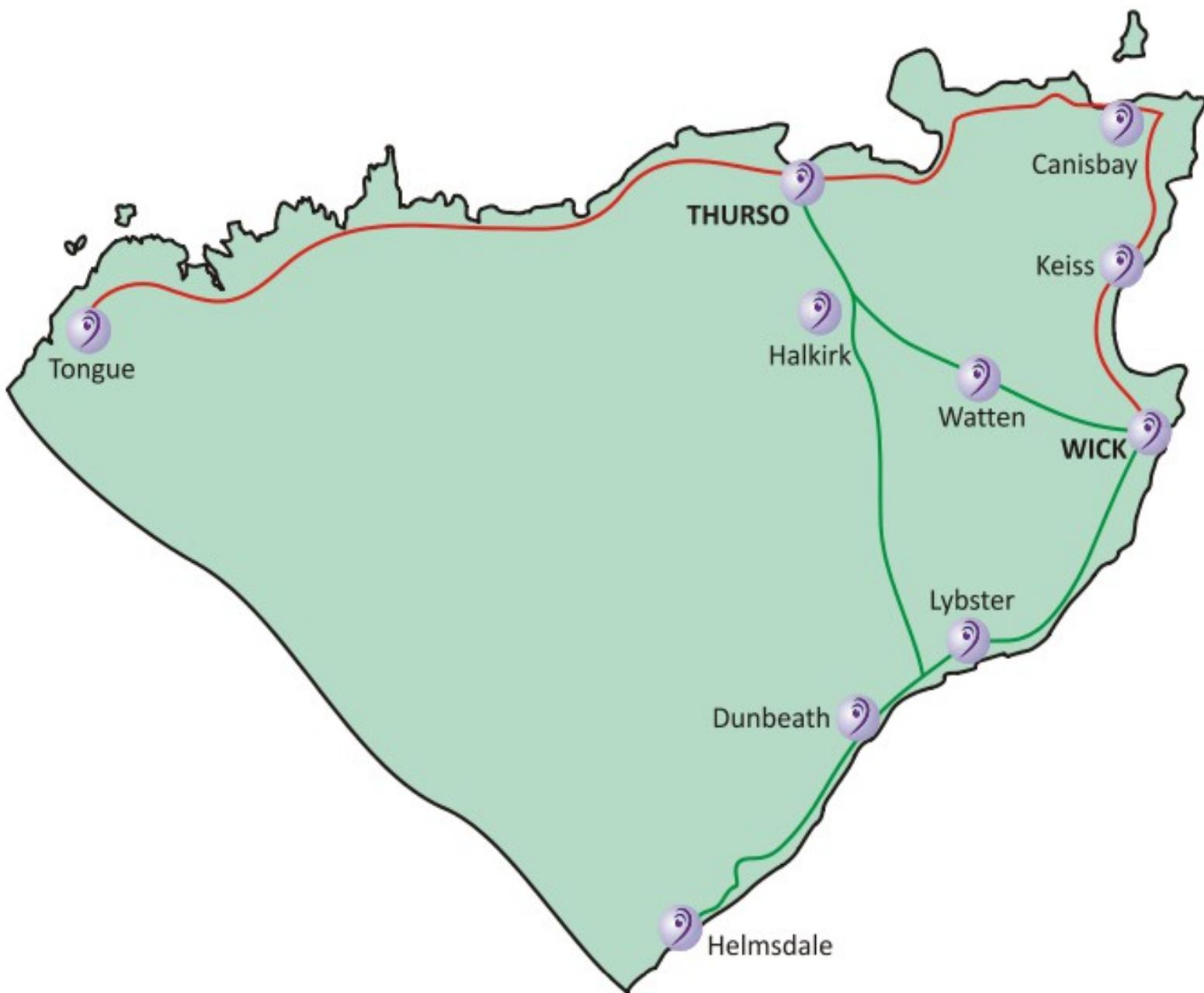
Mrs Gillian Mitchell, Manager, Sight Action
Advisor to Board of Directors

2019



Mrs Alison Robertson, Audiology Lead
Advisor to Board of Directors

2019



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.