

Hearing and Sight Care



Caithness and North West Sutherland

Annual Report 2021

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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 April 2021

During this reporting period Covid 19 restrictions have severely limited HSC operations and we have focussed on preparing our offices, processes and staff to safely deal with our clients when access is permitted. We continue to use modern technology to take forward business and training where appropriate.

Looking at the elements of our balanced scorecard -

1. Health and Safety-

We have undertaken Covid 19 Risk Assessments and implemented safety management arrangements to our offices and processes.

We have had to relocate to a temporary office in Telford House Wick due to a continuing offensive smell in our office. The landlord and owner are managing this ongoing difficult situation that is impacting the efficiency of our operations in Wick. We have had no reportable incidents or accidents in this reporting period.

2. Quality-

Our company policies and procedures are all in date and due for a full review next year.

There have been no quality deficiencies reported this year.

We have received several oral Customer Compliments in this reporting period.

We have had no Customer Complaints in this reporting period.

We have carried out no internal audits this reporting period due to the Covid 19 restrictions.

We have taken forward the digitisation of our clients' records but will not be operational until a quality audit and training is undertaken.

3. People-

Sadly, earlier this year we lost our dear friend and colleague Ian Moffat. He was the Deputy Chairman of HSC and Team Leader of Caithness Talking Newspapers. He will be sorely missed by both organisations.

We have undertaken a wide range staff salary review that highlighted some anomalies that have been addressed.

We have stood down all our volunteers during the pandemic.

4. Training-

Our lip reading tutor Debbie has continued her training program over the COVID-19 lockdowns using Zoom meetings.

We continue to train clients remotely to use modern technology to aid living with their sensory impairments.

5. Finance-

Our finances remain in a healthy condition despite the lack of normal fundraising activities during the pandemic.

This is due to the availability of Covid grants, the government furlough process and continuing support from our statutory and charitable funders.

6. Performance-

The details of this measure are covered in our Business Plan. We have addressed the Covid 19 Risk assessment findings, extended our current NHS Contract, and

submitted a joint proposal with Lochaber Sensory Care and Sight Action on forming an umbrella organisation, Highland Sensory Services. The majority of longer term actions are either on hold or being progressed at slower than normal speed due to the Covid 19 restrictions.

7. Contractual-

We continue to operate on extensions to our current Service Level Agreement with NHS Highland and are currently contractually covered until the end of September 2021.

We have held a couple of meetings with NHS Highland Contracts, Lochaber Sensory Care and Sight Action to take forward our innovative proposals that aim to provide an integrated standard sensory service across the NHS Highland Region. These discussions are still in their early stages.

Our top priorities in the next year are-

1. Clients quality of life, with respect to sensory impairment, is recovered if required and maintained.
2. A long term Service Level Agreement with NHS Highland.
3. A safe working environment in HSC's Wick Office.

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 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 2021

This has been a very different year in the services of Hearing and Sight Care due to the spread of Coronavirus. We were advised to close our centres and withdraw from community services and home visits as we were seen as a “non-essential” service. This was very disappointing to our staff and Board of Directors.

Through the year we continued to interact with various groups by zoom or Microsoft teams meetings and it was nice to be able to keep links and find out what was happening in the Community.

Postal service were provided by NHS Audiology during lockdown restrictions. Our staff members Pauline and Karen were not working from March to mid July and then again from January through to March, both returning to work in April.

During the time we were open last year, services were available in our centres by appointment, with infection control and social distancing measures being put in place. It was quite a stressful time for all of us as we were not able to deliver the services we wanted to. Our volunteers were unable to come into the centres at all last year but we are hopeful that they will be back in the coming year.

During last year we continued to be under “review” of our Service level Agreement with NHS Highland with the historical funding allocation. While this was disappointing we do appreciate that NHS Highland had other priorities.

In November 2020 ourselves, with Sight Action and Lochaber Sensory Care submitted a “Highland Sensory Proposal” to NHS Highland for additional funding to deliver a joined up Sensory service throughout Highland. This would deliver a streamlined referral and pathway process to all of our services for people with hearing and sight loss. NHS Highland asked our three organisations to submit a more structured proposal and with this in mind we drew up and submitted a Memorandum of Understanding to aid future negotiations.

In March 2021 we were offered another 6 month extension to the “review” of our contract with NHS Highland again with historical funding. Due to current working restrictions and Covid we accepted this as we were not in a strong position to negotiate additional services or funding. Going forward into 2021 we are hopeful to be able to negotiate a more structured working arrangement with our partners Sight Action and Lochaber Sensory Care and move forward with a 3 year Service Level Agreement with NHS Highland and the funding that will require.

One positive service delivery throughout lockdown was the continuation of Lipreading classes via zoom. Our lipreading tutor was instrumental in delivering classes and set a precedent to the Lipreading Association and other lipreading tutors. We are delighted that she showed this initiative for the benefit of those isolated by hearing loss as well as lockdown.

Deirdre Aitken

BUSINESS PLAN 2020-21 – Progress Report

Short Term Aims	Implementation	progress
<p>1. Centres closed in accordance with Government guidelines in relation to Co-vid 19.</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>Centres re-opened between July and December in accordance with Government guidelines. With access restricted, risk assessment done and social distancing and infection control measures in place.</p> <p>The centre was closed again from January to March in accordance with Government guidelines.</p>
<p>2. Seek funding from NHS Highland for 3 month “review” period.</p>	<p>Contact NHS Highland Contracts Department advising we will accept original 3 month offer of funding.</p>	<p>We continue with current funding and our contract is still under review. Due to Covid NHS Highland have other priorities.</p>
<p>3. To prepare staff and centres for ease of lockdown restrictions.</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</p>	<p>In discussion with partner agencies and in line with government guidance Centres were opened in July. A risk assessment was done, PPE sourced, infection control and social distancing measures were introduced. A postal service and appointment system within centres was introduced. Home visits were done from November to December. No volunteers returned to the centres.</p>

<p>4. In conjunction with Sight 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>service offered initially.</p> <p>Statistics on service users, service 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>A Highland Sensory Proposal was submitted to NHS Highland and a meeting to discuss this was held in November 2020. NHS Highland wanted a more structured working arrangement between the three organisations and a Memorandum of Understanding was produced and signed by all 3 organisations and submitted to NHS Highland. Negotiations are ongoing.</p> <p>The database has been set up in both centres with data being input by the staff. We are now fine tuning this. Due to closure of centres this was not completed for April 2021 but is ongoing.</p>
<p>Continuing Long Term Aims</p>		
<p>1. To negotiate additional funding from NHS Highland Grant for Service Level Agreement in order to meet current level of service demand.</p> <p>2. To look at fundraising to boost core funding.</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</p>	<p>This is ongoing with meetings being held with NHS Highland.</p> <p>No fundraising events were held due to lockdown restrictions and closure of centres.</p>

<p>3. To work with partner agencies, Sight Action and Lochaber Sensory Care within umbrella organisation Highland Sensory Services</p>	<p>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>This is ongoing, no formal working practise has been established yet as negotiations with NHS Highland are ongoing.</p>
<p>4. To continue with Hearing Screening working with NHS Audiology, Inverness.</p>	<p>Raising our profile by training/attending other local groups to give "Talks/ demonstrations" etc. advising of current working practices</p>	<p>There has been minimal promotion and Hearing Screening due to restrictions but this will happen once restrictions allow.</p> <p>No training was held, again due to lockdown restrictions.</p>
<p>5. Continuing existing services at current levels including delivery of dual sensory training to our own and other volunteers and statutory groups.</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>No refresher training was given to the volunteers.</p>
<p>6. Enablement of self management of hearing aids by service users</p>	<p>Zoom session provided to Brora and Thurso Groups until physical classes can resume.</p>	<p>Applied to Co-op community Fund for grant funding for this and have been successful in this bid. Funding is allocated October 2020 to October 2021 and this will be arranged once restrictions allow in the new financial year.</p> <p>Lipreading classes continued throughout lockdown via zoom. I-pads were sought from Connecting Scotland and</p>

<p>7. Lipreading Classes to continue with current funding</p> <p>8. BSL Classes to be held when lockdown is lifted.</p> <p>9. IT Volunteer(s) to continue to develop their knowledge base and contact service users as required.</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>	<p>the IT volunteer and lipreading tutor delivered and encouraged participation from current and new members. Funding has been applied for but not secured for next year.</p> <p>No classes have been held or funding sought for this.</p> <p>IT Volunteer has continued working as much as possible under the restrictions and has supported people to use IT, sourced from connecting Scotland.</p>
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BUSINESS PLAN 2021 - 2022

Short Term Aims	Implementation	progress
<p>6. Centres closed in accordance with Government guidelines in relation to Co-vid 19.</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>7. Seek funding from NHS Highland for 3 month "review" period.</p>	<p>Contact NHS Highland Contracts Department advising we will accept original 3 month offer of funding.</p>	
<p>8. To prepare staff and centres for ease of lockdown restrictions.</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>9. In conjunction with Sight Action and Lochaber Sensory Care submit a proposal to NHS Highland for joint funding for an Umbrella Organisation – Highland Sensory Services</p> <p>10. 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>Statistics on service users, service 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>10. To negotiate additional funding from NHS Highland Grant for Service Level Agreement in order to meet current level of service demand.</p> <p>11. To look at fundraising to boost core funding.</p> <p>12. To work with partner agencies,</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</p>	<p>.</p>

<p>Sight Action and Lochaber Sensory Care within umbrella organisation Highland Sensory Services</p> <p>13. To continue with Hearing Screening working with NHS Audiology, Inverness.</p> <p>14. Continuing existing services at current levels including delivery of dual sensory training to our own and other volunteers and statutory groups.</p> <p>15. Enablement of self management of hearing aids by service users</p> <p>16. Lipreading Classes to continue with current funding</p> <p>17. BSL Classes to be</p>	<p>Governance.</p> <p>By promoting the availability of this service locally</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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held when
lockdown is lifted.

18. IT Volunteer(s) to
continue to develop
their knowledge
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
- Highland Adult Audiology Working Group
- Older Adult Network Forum, Caithness
- Caithness Health Improvement Group
- Sutherland 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

COMPANY NUMBER SC217561
CHARITY NUMBER SCO27221

HEARING AND SIGHT CARE

(a company limited by guarantee)

REGISTERED SCOTTISH CHARITY

REPORT OF THE TRUSTEES

and

UNAUDITED FINANCIAL STATEMENTS

for the year ended 31 March 2021

HEARING AND SIGHT CARE

(a company limited by guarantee)

FINANCIAL STATEMENTS

for year ended 31 March 2021

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HEARING AND SIGHT CARE

REFERENCE AND ADMINISTRATIVE DETAILS

Company Number SC217561

Charity Number SCO27221

Trustees/Directors

Name

Mrs M H Brims

E Farquhar

J M Gregory

R S Mackenzie

Mrs S McDonald

I Moffatt

Mrs J Morrison

S E Mowat

Resigned 26:02:21

Secretary/Treasurer

Mrs D E Aitken

Independent Examiner

J F Cormack BSc (Hons) 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 ENDED 31 MARCH 2020

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

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

Recruitment and Appointment of new Trustees/Directors

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 2021. 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 Communication

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

Of course our services this year have had to be curtailed because of the restrictions posed by Covid 19.

The number of registered clients was 1,594 (2020: 1,665).

Total service hours provided to clients during the year at the two centres were 460 (2020: 1,210).

Staffing hours for the year were 2,220 (2020: 3,875) (including 345 hours (2020: 750) funded by Sight Action).

Volunteer time, due to Covid 19, was nil (2020: 344).

Directors' time at Zoom (virtual) meetings were 76 hours (2020: 74.5).

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 £66,488 (2020: £67,891) were held at 31 March 2021 of which £21,727 (2020: £20,970) were restricted.

The charity this year still continues 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 charity relies on a number of sources of funding to provide support to their clients in the North Highland area, namely NHS Highland; grants from Charitable Trusts, and donations from Individuals, Companies and Organisations.

HEARING AND SIGHT CARE

Future Plans

We hope to maintain, to the extent that funding permits, the previous standard of service we offered to our clients when the Covid 19 restrictions are lifted.

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 30 April 2021 and signed of 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 2021 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 Charities 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.

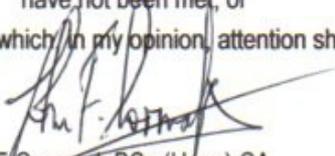
Basis of the independent examiner's report

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 those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence 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 to comply with Regulation 8 of the 2006 Regulations. have not been met; or
- 2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.


John F. Cormack BSc (Hons) CA
Victor T Fraser & Co Limited
Chartered Accountants
3-4 Market Place
Wick
Caithness
KW1 4LP

Date: 8th July 2021

HEARING AND SIGHT CARE

STATEMENT OF FINANCIAL ACTIVITIES for year ended 31 March 2021

Note Ref		Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
	Income and endowments from:				
7	Donations and legacies	7,196	14,609	21,805	30,506
8	Charitable activities	36,421	5,117	41,538	25,692
	Total	43,617	19,726	63,343	56,198
	Expenditure on:				
9	Charitable activities	45,777	18,969	64,746	58,382
	Total	45,777	18,969	64,746	58,382
	Net income/(expenditure)	(2,160)	757	(1,403)	(2,184)
	Transfers between funds				
	Net movement in funds	(2,160)	757	(1,403)	(2,184)
	Reconciliation of funds:				
	Total funds brought forward	46,921	20,970	67,891	70,775
	Total funds carried forward	44,761	21,727	66,488	67,891

HEARING AND SIGHT CARE

BALANCE SHEET AS AT 31 MARCH 2021

Note Ref		2021 Total funds £	2020 Total funds £
	Fixed assets:		
10	Tangible assets	22,317	23,342
	Total fixed assets	22,317	23,342
	Current assets:		
4	Debtors	2,541	5,287
	Cash at bank and in hand	65,035	62,710
	Total current assets	67,576	67,997
	Liabilities:		
5	Creditors: Amounts falling due within one year	5,840	10,440
	Net current assets	61,736	57,557
	Total assets less current liabilities	84,053	80,899
6	Provisions for liabilities	17,565	13,008
	Total net assets or liabilities	66,488	67,891
	The funds of the charity:		
	Restricted income funds	21,727	20,970
	Unrestricted funds	44,761	46,921
	Total charity funds	66,488	67,891

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

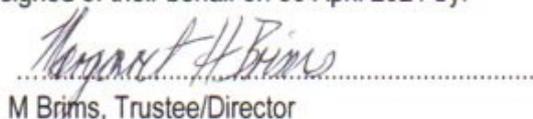
- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus 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 30 April 2021 by:



R S Mackenzie, Trustee/Director



M Brims, 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 2021

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

	2021 £	2020 £
2 EMPLOYMENT COSTS		
Wages and salaries	41,672	33,744
Pension	1,650	459
Increase in/(release of) redundancy provision	4,557	784
	47,879	34,987
Average monthly number of employees during the year	3	3
3 TRUSTEES/DIRECTORS' REMUNERATION/BENEFITS	£	£
Remuneration	0	0
Other Benefits	0	0
Expenses	0	98
	0	98
4 DEBTORS (DUE WITHIN ONE YEAR)		
Prepayments	1,425	1,303
Accrued income	1,116	3,984
	2,541	5,287
5 CREDITORS (DUE WITHIN ONE YEAR)		
Tax and social security	272	79
Defined contribution pension costs	0	0
Accrued expenses	1,440	1,789
Deferred income	4,128	8,572
	5,840	10,440
6 PROVISIONS FOR LIABILITIES		
Redundancy provision	17,565	13,008

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

	Unrestricted funds £	Restricted funds £	Total funds £	2020 Total funds £
7 DONATIONS AND LEGACIES				
Donations:				
General	5,465	166	5,631	6,602
Institutional	100	14,443	14,543	20,751
Final Payment of Legacy				22
Fund-raising	515		515	2,391
Tax Received under Gift Aid	1,116		1,116	740
	7,196	14,609	21,805	30,506
8 INCOME FROM CHARITABLE ACTIVITIES				
Sale of goods	291		291	785
Charge for British Sign Language				682
Rent from Sight Action	2,683		2,683	3,244
Grants	33,447	5,117	38,564	20,981
	36,421	5,117	41,538	25,692
9 EXPENDITURE ON CHARITABLE ACTIVITIES				
British Sign Language			0	1,200
Cost of sales	291		291	785
Depreciation	514	709	1,223	1,312
Employment costs	34,352	13,527	47,879	34,987
Governance costs - independent examination fee	1,010		1,010	940
Heat and light	1,991		1,991	964
IT Intergenerational Project				725
Lip-reading		3,874	3,874	5,446
Miscellaneous Expenses	997	500	1,497	989
Petty expenses	267	67	334	723
Postage and telephone	1,506	145	1,651	2,323
Printing, stationery and advertising	716	64	780	1,153
Rent, rates and insurance	2,929	0	2,929	2,901
Repairs and renewals	907		907	604
Training and recruitment				53
Travel and expenses	297	83	380	3,277
	45,777	18,969	64,746	58,382

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

10 TANGIBLE FIXED ASSETS

	Premises Fully Grant Funded £	Equipment Fully Grant Funded £	Equipment Not Grant Funded £	2021 Total £
Cost or valuation				
At 1 April 2020	33,506	11,776	13,245	58,527
Additions	0	0	198	198
Disposals	0	0	0	0
At 31 March 2021	33,506	11,776	13,443	58,725
Depreciation and impairments				
At 1 April 2020	12,732	11,580	10,873	35,185
Disposals	0	0	0	0
Depreciation	670	39	514	1,223
At 31 March 2021	13,402	11,619	11,387	36,408
Net Book Value at 31 March 2021	20,104	157	2,056	22,317
Net Book Value at 31 March 2020	20,774	197	2,372	23,343

11 STATEMENT OF FUNDS

	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Balances at 31 March 2020	46,921	20,970	67,891	70,075
Net Movement in Funds	(2,160)	757	(1,403)	(2,184)
At 31 March 2021	44,761	21,727	66,488	67,891
Represented by:				
Fixed Assets	2,056	20,261	22,317	23,342
Debtors	2,541		2,541	5,287
Bank	63,569	1,466	65,035	62,710
Creditors	(5,840)		(5,840)	(10,440)
Provisions	(17,565)		(17,565)	(13,008)
At 31 March 2021	44,761	21,727	66,488	67,891

12 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 2021 was £707 (2020: £459).

HEARING AND SITE CARE

FUNDING SOURCES FOR YEAR ENDED 31 MARCH 2021

	£	£
General Donations		5,631.08
Institutional Donations:		
Robertson Trust	10,000.00	
Lodge of John O'Groats Freemasons No 133	100.00	
Agnes Hunter Trust for Lip-reading	6,567.37	16,667.37
		<u>22,298.45</u>

Notes:

- 1 General Donations included £1,500 from the sale of Mr Datta's book The Naked Mountain Lands
- 2 The Agnes Hunter Trust for Lip-reading donation was £8,500 of which £2,859.48 has been carried forward to 2021-2022
- 3 Robertson Trust Grant has £690.18 carried forward for 2021-22

2021 Organisation Profile



Mrs Deirdre Aitken
Manager

20 years



Mrs Karen Paul
Clerical/Sensory Assistant/
Service user

27 years



Miss Pauline Gibson
Dual Sensory Support Worker

8 years



Mr Roy MacKenzie, Wick
Chairman and Volunteer

4.5 years



Mrs Jennifer Gregory, Reay
Director, Volunteer and service user

16 years



Mrs Sandra Mowat, Thurso
Director and service user

14 years



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

5 years



Mr Eric Farquhar, Wick
Director

4.5 years



Margaret Brims, Bilbster
Director

2.7 years



Jennifer Morrison, Thurso
Director

2.7 years



Susan McDonald, Lyth
Director

2.7 years



Mr Robin Aitken, Wick
Volunteer

17 years



Mr David Savage, Thurso
Volunteer

17 years



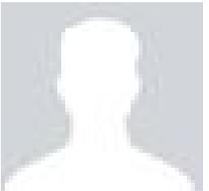
Mr Alan Doull, Thurso
Volunteer and service user

11 years



Mrs Elizabeth Porteous, Thurso
Volunteer

8 years



Lynne Read, Spittal
Volunteer

2.3 years



Ian Cameron, Thurso
Volunteer

2 years



Freda Johnstone, Thurso
Volunteer and service user

2 years



Brian Johnston, Thurso
Volunteer (IT)

2 years



Elizabeth Cook, Wick
Volunteer and service user

2 years



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

17 years



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

5 years



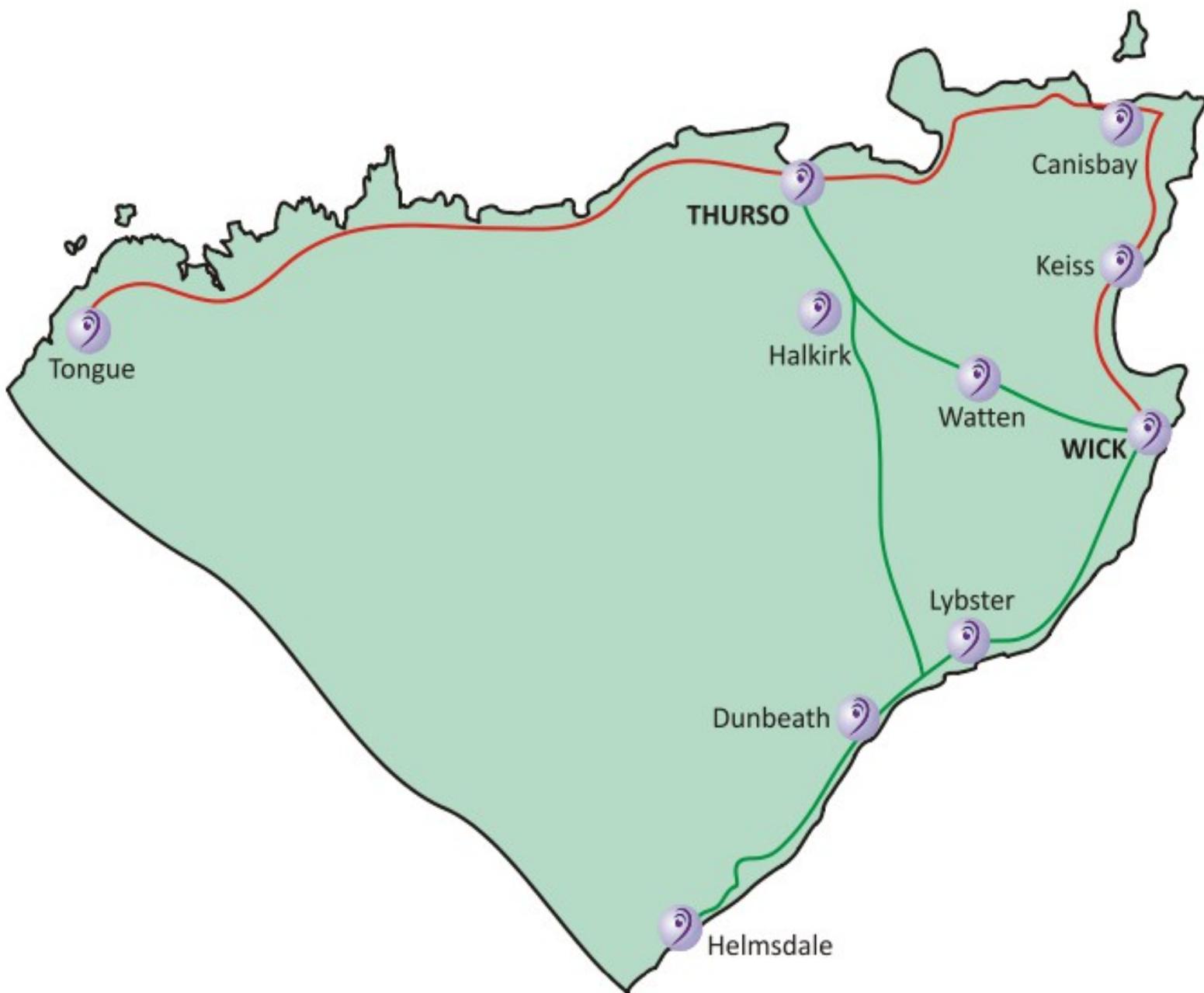
Mrs Gillian Mitchell, Manager, Sight Action
Advisor to Board of Directors

2 years



Mrs Alison Robertson, Audiology Lead
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.