

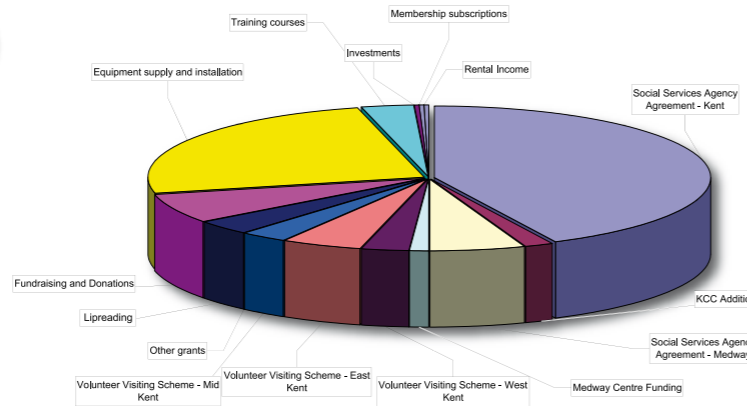


## Hi Kent

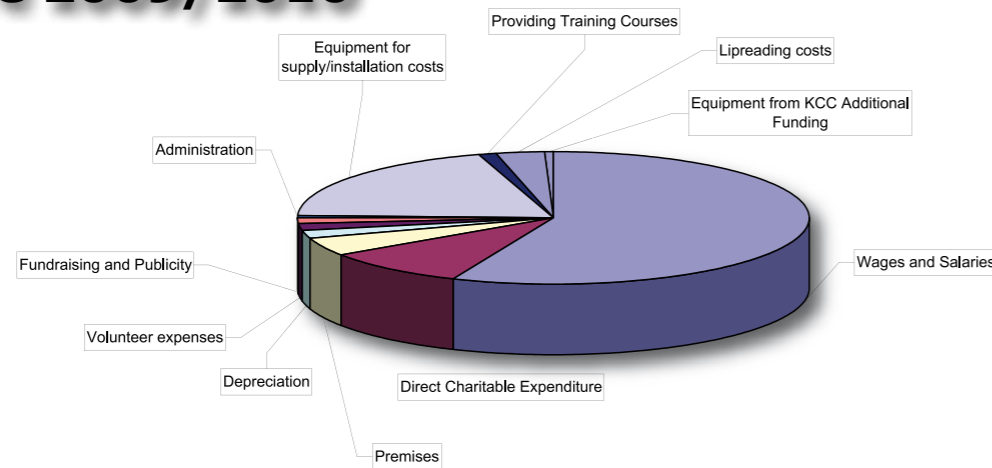
Sound support for deaf and hard of hearing people



### Income 2009/2010



### Expenditure 2009/2010



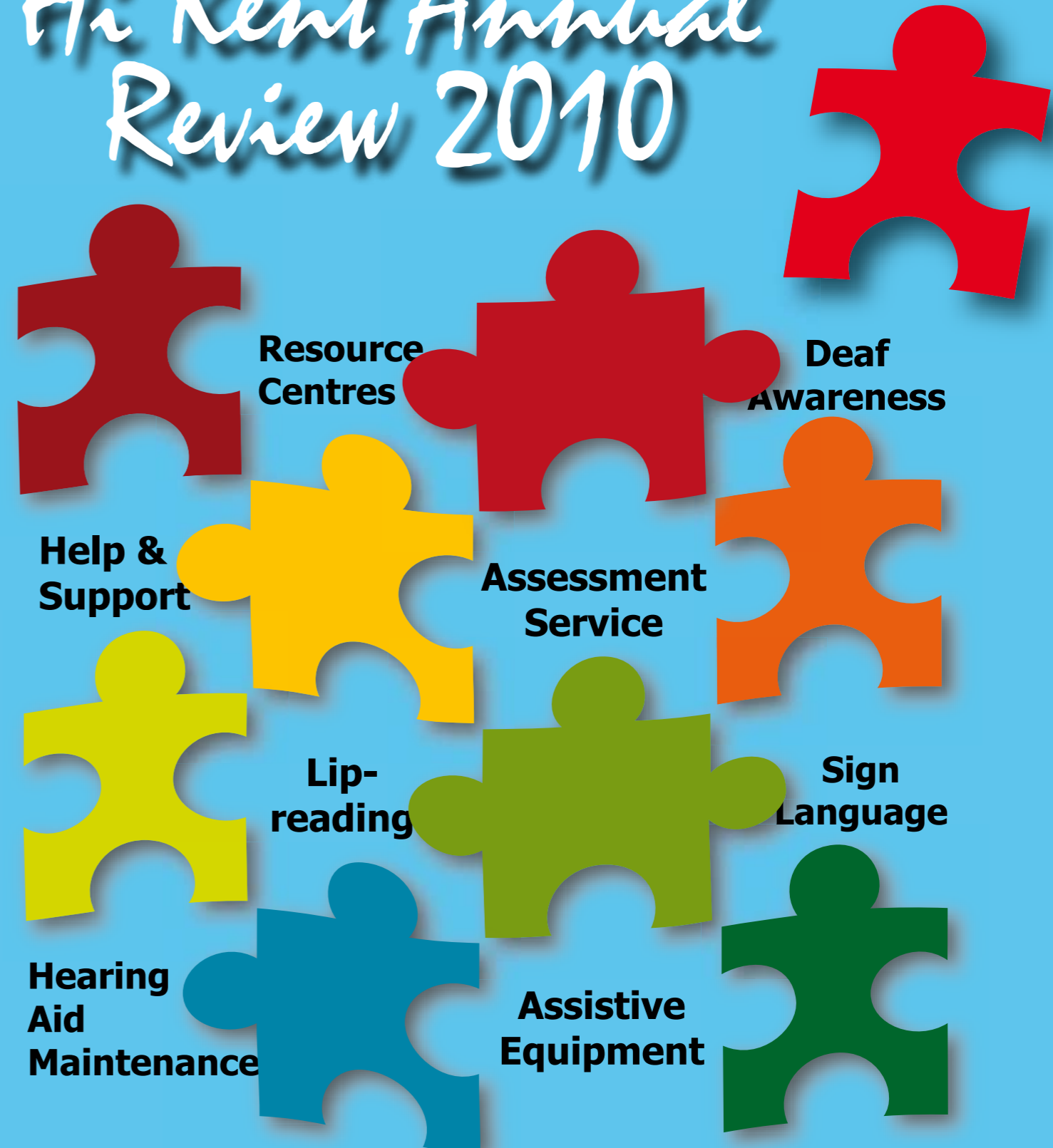
#### Hi Kent Income - 2009/2010

Social Services Agency Agreement - Kent	£ 314,757
KCC Additional Funding	£ 10,687
Social Services Agency Agreement - Medway	£ 41,439
Medway Centre Funding	£ 7,382
Volunteer Visiting Scheme - West Kent	£ 20,865
Volunteer Visiting Scheme - East Kent	£ 34,143
Volunteer Visiting Scheme - Mid Kent	£ 20,191
Lipreading Support Groups	£ 24,905
Other grants	£ 968
Fundraising and Donations	£ 49,076
Equipment supply and installation	£ 180,310
Training courses	£ 21,904
Investments	£ 3,765
Membership subscriptions	£ 510
Rental Income	£ 2,600
<b>Total:</b>	<b>£733,502</b>

#### Hi Kent Expenditure - 2009/2010

Wages and Salaries	£ 421,252
Direct Charitable Expenditure	£ 66,849
Premises	£ 34,044
Depreciation	£ 14,753
Volunteer expenses	£ 10,969
Fundraising and Publicity	£ 11,863
Administration	£ 4,439
Equipment for supply/installation costs	£ 146,323
Providing Training Courses	£ 8,706
Lipreading costs	£ 21,894
Equipment from KCC Additional Funding	£ 4,355
Other grant expenditure	£ 968
<b>Total:</b>	<b>£746,415</b>

# Hi Kent Annual Review 2010



**Hi Kent** Registered Charity No.1052036

Trustees: **Clive Reddihough** (Chair) **Christopher East** (Treasurer)  
**Bob Livesey** **Lindsey Rousseau** **Bill Lamb** **Alice Blundell**  
 Secretary to the Trustees: **Kathryn Excell**

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*The Chief Executive writes...*



Hi Kent has worked wonders in the past year to maintain our services in the current economic climate, which has caused unprecedented difficulties for local and national charities.

Many charities have seen a sharp fall in their income from donations, and we have found it more difficult to secure funding from established sources.

Our strategy has been to expand our fundraising activities into areas where we have traditionally lacked presence, and have sought help from an ever-wider range of organisations.

I am incredibly proud to say that, notwithstanding the recession, we have managed to increase our income from fundraising and donations from £37,931 in 2009 to £51,676 in 2010, and this remarkable achievement has played a major part in containing our deficit for the year to a manageable level.

It has once again demonstrated what the Hi Kent team can do, and sets us a challenge to better this performance in 2011 and beyond.



We should reflect in a wider context on the difficulties that the recession has brought to the lives of so many deaf and hard of hearing people.

Many are finding it harder to make ends meet, and we have seen a dramatic increase in the numbers of people coming to us for the help that we provide free of charge.

Our network of aftercare clinics for people with NHS hearing aids is acknowledged to be the most extensive anywhere in the United Kingdom.

Other, larger, organisations have picked our brains, with the aim of promulgating similar schemes elsewhere where none currently exist, and we have been happy to help.

Yet again we have increased the number and frequency of these clinics to meet the ever-rising demand for our help.

We have had to recruit and train new volunteers, and ask existing volunteers to take on more; we thank them all for their unwavering commitment, which is an inspiration to all of us, and a tremendous demonstration of the spirit of volunteering for which the people of the United Kingdom are renowned. As we know, volunteers are not paid: not because they are worthless, but because they are priceless.

Thanks to our efforts, the people of Kent have more opportunities to learn Lipreading than anywhere else in the United Kingdom. Learning to lipread is often a life-changing experience, as it can restore the ability to communicate for people who had given up on being able to take part in normal life and everyday social activities.



We now have 19 Lipreading classes which are all provided free of charge to participants. We thank the many organisations who have supported us by providing funding, including Awards For All, numerous local Rotary, Lions and Round Table Clubs, Tesco Charity Trust, the Hedley Foundation and the Streysham's Trust. We are actively seeking continuation funding to enable us to continue to provide this very valuable service.

Our partnerships with Kent County Council and Medway Council, and with the local NHS, underpin everything we do. These bodies continue to face challenges of their own from changes of government and the threat of further reductions in public expenditure. We are working closely with them, as always, to champion the needs of deaf and hard of hearing people to ensure that they do not lose out. Kent County Council's support for Hi Kent has contributed enormously to our success and we gratefully acknowledge this as we approach our 25th birthday in 2011 and say, simply, that we could not have done it without them.

Through the assessment service for people aged 65 and over which we provide on behalf of Kent County Council and Medway Council, we are able to transform the daily lives of people all over Kent by providing assistive equipment on long-term loan, together with advice, guidance and support.

The number of people who are referred to us for assessment continues to increase year on year.

New and more cost-effective ways of working may need to be found, and perhaps some assessments, most of which have traditionally taken place in the client's home, may in future be carried out at Hi Kent's resource centres or in similar central locations, for those clients who can get to them. We may also need to be available in evenings or at weekends to meet the needs of clients who depend on friends and family to accompany them or provide transport.

We are very proud of our new website which went live earlier this year. For the first time, we have several Blogs on a variety of subjects, enabling us to interact with our clients more easily and respond to their questions and concerns.

We have a much more user-friendly on-line shop, illustrating the extensive range of assistive equipment that we stock, including special amplified telephones, doorbell systems, alarm clocks, hearing loops, television listeners, smoke alarms, mobile phones and conversation aids.

Hi Kent's status as a respected provider of training continues to increase, with our British Sign Language courses going from strength to strength in parallel with greater uptake of our deaf awareness courses. We expect this to continue, fuelled by the fresh focus brought to bear by the Equality Act 2010, many provisions of which apply from 1 October 2010.



Our ongoing efforts to raise Hi Kent's profile continue to pay off. Our Head of Fundraising, Liz Clayton, now chairs the prestigious Kent Charities Group, whose annual fundraising efforts provide us and the group's constituent charities with welcome additional funds.

The numerous talks that Hi Kent staff give to community groups and clubs, our coin collections at supermarkets all over Kent, our publicity activities, our information DVDs, and the many fundraising events that we run, all contribute to greater awareness of Hi Kent, and therefore highlight the needs of our client group.

In May we held a wonderful charity dinner at the Maidstone Hilton to honour our Patron, The Rt Hon Ann Widdecombe, to mark her standing down from Parliament. As well as entertaining diners with a talk about her life and times, Ann also autographed copies of her novels and ran a raffle to help raise much-needed funds. Fortunately for Hi Kent, Ann has agreed to continue as our Patron for a little longer.



Maidstone athlete John Saunders, who is a great friend to Hi Kent, ran the London Marathon and raised several hundred pounds. Undeterred by sweltering heat, and despite wearing a stylish Mr Incredible costume - above, John completed the race in a very creditable 3 hours 45 minutes. Volunteer Alison Pimm, who is profoundly deaf, ran the Bluewater 10k sweatshop run for us and raised over £400.

In thanking John and Alison for their outstanding efforts, we also thank the many individuals and groups who have run events to benefit Hi Kent this year. The list is too long to name everyone, but I will pick out the students at New Line Learning in Maidstone, who ran car wash events at two sites, several church groups, the Sheppey Singers, the Lower Hardres and Nackington Gardeners' Society, the Faversham and Hythe lipreading classes, and the Chandeliers drama group for their support.



Among our new initiatives is a partnership with The Willington Players, who stage two shows at Maidstone's Hazlitt Theatre every year and allow local charities to retain 50% of the cost of tickets they sell for midweek performances. We have benefited from two very enjoyable shows already and are looking forward to a third in November.

We are now running more Quiz Nights than ever, having recently brought the Hi Kent Big Quiz theme to Dartford and St Mary's Bay, where we do a great deal of work. In August we ran a very successful Neil Diamond tribute show at the delightful Sheppey Little Theatre. These are just a few examples of what we are now doing, and we must continue to expand our fundraising activities all over Kent, raising awareness and making new friends along the way.