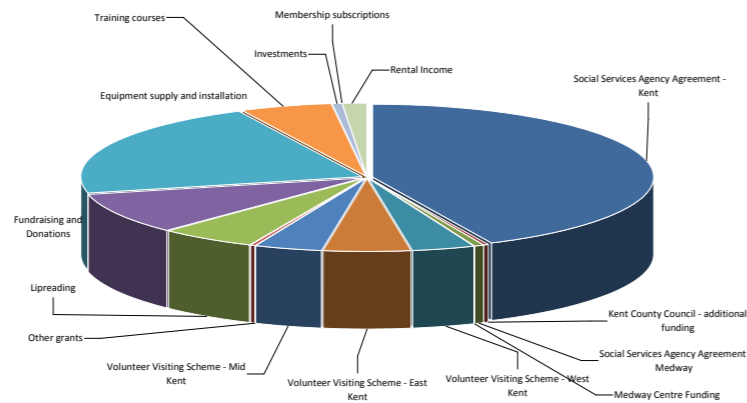
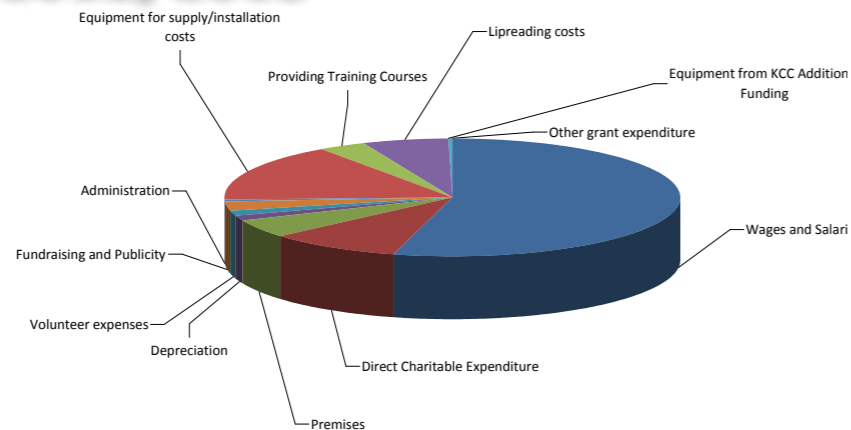


Finance Hi Kent Income and Expenditure 2012/2013

Income 2012/2013



Expenditure 2012/2013



Hi Kent Income - 2012/2013

Social Services Agency Agreement - Kent	£290,037
KCC Additional Funding	£ 2,003
Social Services Agency Agreement - Medway	£ 5,000
Medway Centre Funding	£ -
Volunteer Visiting Scheme - West Kent	£ 24,000
Volunteer Visiting Scheme - East Kent	£ 34,000
Volunteer Visiting Scheme - Mid Kent	£ 26,000
Other grants	£ 500
Lipreading Support Groups	£ 37,800
Fundraising and Donations	£ 62,353
Equipment supply and installation	£144,371
Training courses	£ 34,915
Investments	£ 4,863
Membership subscriptions	£ 340
Rental Income	£ 8,510

Total: £674,692

Hi Kent Expenditure - 2012/2013

Wages and Salaries	£363,281
Direct Charitable Expenditure	£ 64,655
Premises	£ 33,746
Depreciation	£ 8,763
Volunteer expenses	£ 8,861
Fundraising and Publicity	£ 17,161
Administration	£ 3,750
Equipment for supply/installation costs	£107,045
Providing Training Courses	£ 22,450
Lipreading costs	£ 40,565
Equipment from KCC Additional Funding	£ 2,003
Other grant expenditure	£ -

Total: £672,280

Hi Kent Registered Charity No.1052036

Trustees: Clive Reddihough (Chair) Christopher East (Treasurer)
 Bob Livesey Paul Simpson Bill Lamb (resigned 16th October 2012)
 Daphne Parvin & Caroline Highwood (both appointed 16th October 2012)
 Secretary to the Trustees: Kathryn Excell

Head Office and West Kent Centre: 18 Brewer Street, Maidstone, Kent ME14 1RU
 Tel: 01622 691151 Voice & Minicom Fax: 01622 672436 Text: 07795 951466

East Kent Centre: 46 Northgate, Canterbury, Kent CT1 1BE
 Tel: 01227 760046 Voice & Minicom Fax: 01227 760068

E-mail: enquiries@hikent.org.uk **Website:** www.hikent.org.uk



Hi Kent

Sound support for deaf and hard of hearing people

Hi Kent Annual Review 2013



The Chief Executive writes...

I feel privileged to report on a year of extraordinary achievement by Hi Kent.



In July Hi Kent was certified as an organisation that meets the internationally-recognised Quality Management standard ISO 9001-2008.

We had to undergo a stringent assessment process in which our procedures and policies were subjected to detailed audit and scrutiny by the British Assessment Bureau.

Not only did we achieve this coveted 'gold standard,' but we did so without one single major or minor non-conformity.

Our challenge now is to maintain this standard and ensure that everyone with whom we do business, or wish to start doing business with, recognises our commitment to quality, efficiency and productivity.

In June we started running a new Tinnitus Group in Maidstone, and the success of this new initiative has enabled us to start a similar group in Ashford on 25 October.

We have helped more than 70,000 people during the year, through our Resource Centres and Assessment service (funded by Kent County Council), our British Sign Language and Deaf Awareness courses, our Lipreading classes and community outreach through our Volunteer Visiting Service (VVS), our new Tinnitus groups and through our website and social media presence.



Hi Kent was honoured to be chosen by the Lady Mayoress of Canterbury as one of her two charities during the Mayoral year 2012-2013. To contribute to the fundraising efforts, Hi Kent organised a very successful Charity Fashion Show at Canterbury College when fashions supplied by Bon Marche were modelled by members of staff, volunteers and staff from the Sainsbury's store in Canterbury.

Catering for guests was provided by College students, and demonstrations of beauty and spa experiences for guests.

Thanks to the skills of our tutors and course organiser, all but one of our BSL Level 2 students succeeded in passing their final exams, which is a truly remarkable statistic.

We have very recently launched BSL Level 3 classes for the first time and have been so swamped by demand that we are able to run two classes, offering a choice of daytime or evening tuition. Our partnership with Kent Adult Education continues to thrive. Our team of Assessment Officers often achieve life-changing outcomes for our clients. Our client satisfaction surveys illustrate this, with all but one of the 200 responses to date since April showing 99.5% of clients satisfied with the service they received.

Thanks to Hi Kent, our county has the highest number of Lipreading classes (31) in the United Kingdom. Our classes go from strength to strength, with the majority of funding coming from a Big Lottery Reaching Communities grant.

"Your Assessment Officer took her time, kept information simple and to the point. I started using the Infralight TV aid straightaway and now can't imagine being without it. I am really grateful." **P C, Dartford.**

Demand for help at our network of more than 200 hearing aid aftercare clinics continues to expand, and in many cases we have had to increase the number or frequency of clinics in order to help this ever-growing volume of people.

In the Spring, we were approached by Jason Jarvis who was interested in making a film about our work, through a new non-profit initiative that he had set up with his son, James, 'Videos 4 Charities.' Filming took place in May and June, and we are thrilled with the quality of the results, which in the end were two films, both of which are now featured on our website, which has also recently been updated. The shorter film, 'Breaking The Silence,' highlights the differences between the everyday life of a deaf person and that of a hearing person, whilst the longer film, 'Making A Difference,' showcases all Hi Kent's activities.

"I was absolutely delighted with the way you sensitively assisted me with my hearing problems, I couldn't praise you highly enough and would not hesitate to consult you again if I needed to, thank you." **L.T., Canterbury.**

Hi Kent chairs the Kent Charities Group, with the member charities collaborating on two fundraising activities per year and providing mutual support to smaller charities that often get overlooked in favour of national or larger Kent charities with far greater resources at their disposal.

"The service I have received and the lipreading classes are first class. Keep up the good work!" **B H, Broadstairs.**

We have once again managed to achieve a small surplus, largely thanks to increased net income from fundraising, sales and private grants, and despite reductions in local authority funding.



A former Hi Kent staff member, Paul Saunders from Maidstone, has already undertaken many fundraising challenges on our behalf, and in July he and a friend, Ross Errington, set out to raise funds by cycling from Land's End to Maidstone in a seemingly-impossible three days. The intrepid duo succeeded in completing the challenge and the money raised through sponsorship was shared between Hi Kent and Barnardo's, who were Ross' nominated charity.

"My dealings with Hi Kent and their hearing aid officers have always been amicable and helpful." **N E, Hextable.**

Last October, we opened our first-ever Christmas shop, thanks to premises in Maidstone town centre being made available to us by our friends at the United Reformed Church. This was a tremendous opportunity to offer our range of seasonal hand-crafted wooden gifts, Christmas cards and delicious plum puddings to a wider audience, and of course to raise awareness of our work and upcoming events. This was such a success that we are running the shop again this year, and our staff will also be attending several farmers' markets and local Christmas fairs throughout the county during the coming Christmas season.



Our fundraising team pride themselves on always being up for a new challenge, and we took on our biggest-ever one by booking the Kent-based Changeling Theatre, to perform Richard III in the grounds of the lovely Whitstable Castle, as part of their annual tour of Kent's historic venues, in July.

A fortnight before the event, ticket sales were well below our break-even figure, no doubt due to the very damp and chilly start to what was supposed to be summer. We took heart from the improving weather forecast, and in the end we had an audience of just over 200 people who enjoyed a superb performance, which as well as being enormous fun also raised over £1,000 towards our fundraising target. Needless to say, we shall be running a similar event in summer 2014.

"I am very grateful for everything that Hi Kent has done for me and would like to thank all of the Hi Kent staff as I think it is a wonderful organisation." **C A, Folkestone.**

We entered a team in the Bewl Dragon Boat Festival, for the third year running, and would like to thank our friend and supporter Reza ul Kabir Raja, of the Raja of Kent restaurants in Tenterden and Maidstone, for generously sponsoring our team, as well as joining in as one of the rowers on the day.

"Many thanks for all your care and kindness, very helpful I don't know how I would cope without the aids and all the equipment you have helped me with." **S C, Margate.**

I would like to thank all Hi Kent staff, and our team of unpaid volunteers who run our award-winning hearing aid aftercare clinics, and help out in our offices and at fundraising events.



Thanks also go to our BSL and lipreading tutors, and our Trustees who give up their time to offer guidance and support at our bi-monthly Board meetings. I must also say a very sincere thanks to all those organisations who have provided funding for Hi Kent in the past year. The full list of our donors is included in our financial statements, and includes many local Rotary and Lions clubs, the Henry Smith Charity, Gatwick Airport Community Trust, Kent Police Property Fund, the Co-Operative Membership Community Fund, Santander Foundation, and the Roger de Haan Charitable Trust; we are extremely grateful to them all.

John Clayton
Chief Executive