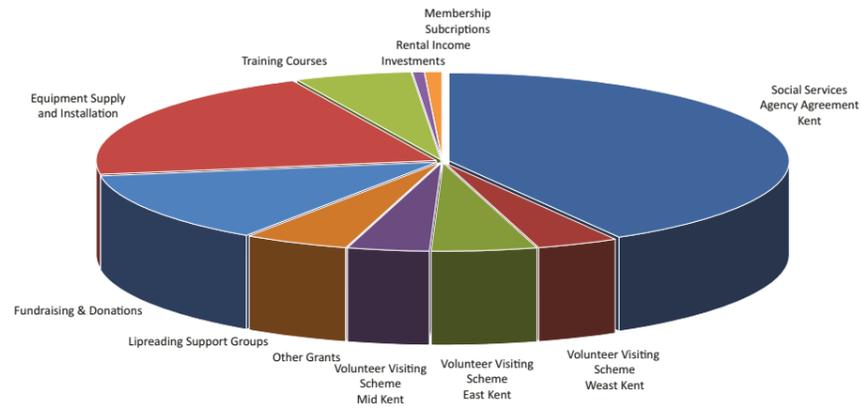
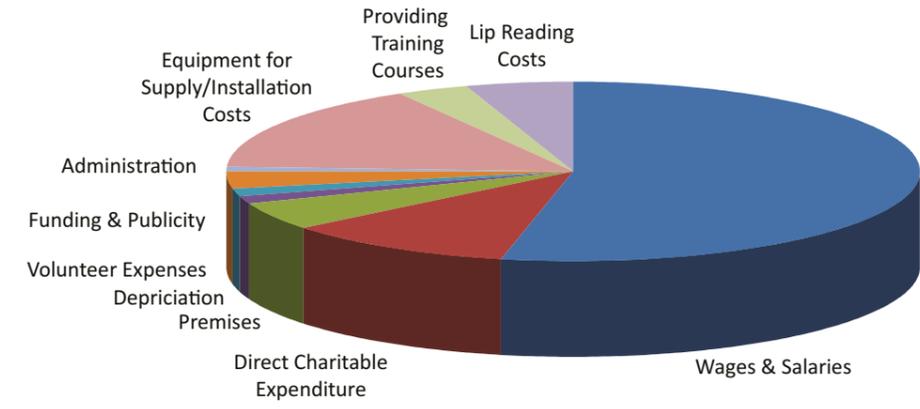


Finance Hi Kent Income and Expenditure 2013/2014



Income 2013/2014

Expenditure 2013/2014



Hi Kent Expenditure - 2013/2014

Hi Kent Income - 2013/2014

Social Services Agency Agreement - Kent	£285,867
Volunteer Visiting Scheme - West Kent	£ 26,000
Volunteer Visiting Scheme - East Kent	£ 35,050
Volunteer Visiting Scheme - Mid Kent	£ 26,000
Other Grants	£ 1,000
Lipreading Support Groups	£ 34,947
Fundraising and Donations	£ 89,855
Equipment Supply and Installation	£140,903
Training Courses	£ 38,077
Investments	£ 3,104
Membership Subscriptions	£ 300
Rental Income	£ 5,487

Wages and Salaries	£364,673
Direct Charitable Expenditure	£ 74,165
Premises	£ 35,719
Depreciation	£ 8,942
Volunteer expenses	£ 8,522
Fundraising and Publicity	£ 22,543
Administration	£ 4,300
Equipment for supply/installation costs	£107,983
Providing Training Courses	£ 23,122
Lipreading costs	£ 34,878

Total: £686,590

Total: £684,847

Hi Kent Registered Charity No.1052036
Trustees: Clive Reddihough (Chair) Christopher East (Treasurer)
Bob Livesey Paul Simpson Alice Blundell Caroline Highwood
Secretary to the Trustees: Debra Jones

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

Hi Kent Annual Review 2014



Hi Kent
 Sound support for deaf and hard of hearing people
www.hikent.org.uk

Patron: Rt. Hon. Ann Widdecombe **President:** Nadra Ahmed OBE DL **Chief Executive:** John Clayton

The Chief Executive writes...

The past year has seen Hi Kent consolidate on our core activities whilst embarking on exciting new projects that are enabling us to provide help to more people whom we have not been able to assist until now.



A key growth area for us has been our Tinnitus Support groups. Our Maidstone group has met every month, with guest speakers and many sufferers attending to share coping strategies, whilst our Ashford group has led a somewhat nomadic life, with two changes of venue already, but continues to meet every other month and has now found a new home in a meeting room provided by Sainsbury's. It has already been featured on BBC South East News. One in ten people's lives are blighted by persistent Tinnitus, and we are hoping to start running up to four new support groups in other Kent towns during the year ahead, with support from the British Tinnitus Association.

The numbers of people whom we teach to lipread has increased to over 480 per week, and thanks to the support we have received from the Big Lottery Reaching Communities programme, we are able to make a profound difference to their lives. Many people who find they are progressively losing their hearing lose the confidence to go out, meet friends or socialise, and soon become isolated and detached from society, but learning to lipread properly is, quite simply, a life-changer. With 32 free classes throughout Kent, our county has more lipreading provision than any other English county, and the continuing need for this service is evidenced by the waiting list for places.



For many years Hi Kent has successfully taught British Sign Language (BSL), and our partnership with Kent Adult Education for providing Level 2 courses continues to thrive. It is important to offer a choice of venues as well as daytime and evening study options, and numbers attending our Level 1 courses have increased throughout the year. We introduced a Level 3 course for the first time last year and are running a similar course again in the new academic year. One of our tutors, a member of Hi Kent staff, has taught a one day BSL taster class at the University of Kent, another significant milestone.

"The doorbell and phone alert are very good indeed and the Loop an absolute godsend and I can't thank your organisation enough."

W.T., Sevenoaks.

The people who have received assistive equipment following the assessments of people aged 65 or over that we carry out on behalf of Kent County Council have given wonderful, often very moving, feedback comments, extracts from which appear in the speech 'bubbles' throughout this report. We have not received a single complaint about our services in the whole of the past year.



Our network of hearing aid aftercare clinics which take place all over Kent is greatly valued by our clients, who attend to have their hearing aids cleaned, re-tubed and have replacement batteries supplied and fitted – all free of charge and without having to make appointments. The service is provided by our team of trained volunteers, whose commitment is vital and never taken for granted.

Quality is a key issue for Hi Kent. Having received certification under the universally-recognised ISO 9001:2008 Quality Management standard last year, we passed our first, very stringent, annual audit this June, and I am pleased to report that we achieved renewed certification with not a single non-conformity. Like the Queen's Award for Voluntary Service, which we received in 2007, this sets the standard that we must live up to in all our activities, every day of the year.

"I cannot express my gratitude for the help you have given me. Going deaf is a nightmare, now you've made life so much better. I can hear people on the TV and telephone and don't have to keep saying "Pardon, can you repeat that," and I am looking forward to your lipreading classes very much."

J. D., Ashford.

More than ten million people in the (still) United Kingdom suffer from hearing loss, or one in six of the population. Yet deafness remains the 'invisible disability' and the majority of the people I meet when giving talks or addressing meetings on behalf of Hi Kent are astonished to learn how widespread deafness is.

During the last year we have improved our website and it has been heartening that so many organisations have told us that its content helped them to choose to support us. I am sure that the films made for us by Videos4Charities, and the clips that we have extracted to highlight our lipreading and BSL classes, all of which feature prominently and accessibly on the website, have helped greatly in this respect.

"Your Assessment Officer made me feel at ease at all times. I could not have received better treatment in any way."

B.C., Tenterden.

The Chartered Institute of Building (South East) selected us as its Charity of the year, as did Maidstone Inner Wheel, Herne Bay Inner Wheel and all three of Kent's Original Factory Shops. We are very grateful to the Mayor of Ashford, Councillor John Link, and to the President of the Rotary Club of Sittingbourne Invicta, Mr Mike Gee, for choosing Hi Kent as one of the charities to benefit from the funds raised during their year in office.

"Your engineer was very helpful in setting up the best programme selection to meet our particular needs as did your Assessment Officer, who could not have shown greater care and consideration than if we were her own family."

R.C., Whitstable.

Whenever we are chosen to benefit from fundraising help, we always aim to be an active partner rather than passively expecting our benefactors to do all the work. We also do a vast amount of fundraising work in our own right, constantly trying new ways of raising the money we need to maintain and, where justified and sustainable, expand our services.



In recent years we had taken part in a dragon boat festival at Bewl Water, with great enjoyment but little success in the races. We wondered whether a change of venue might bring better luck, and decided this year to enter in the similar event at Mote Park, Maidstone.

"Many thanks Hi Kent, you have made my life better with the equipment you have provided. Thank you for your help explaining using the equipment."

M.B., Dartford.



Thanks to one of our prospective Trustees, Mr Pat Todd, our team of rowers was boosted by the presence of Mr Etienne Stott MBE, a gold medallist for the UK for slalom canoeing at the 2012 Olympics, and his wife Georgina Preston of the UK women's rafting team. Etienne brought along his gold medal and cheerfully posed for photographs throughout the day, and our team won some races, finishing in an impressive equal sixth place out of thirty five teams. Meridian TV's coverage of the event focussed on the Hi Kent team with its guest paddlers, and we are grateful to Haynes Ford for providing a raffle prize of a week's use of an Ecosport vehicle and to the Shamrat restaurant for sponsoring our team's boat. *(See team photo on front cover)*



Hi Kent continues to strive to achieve excellence in what is a difficult environment for most small to medium sized charities and especially those whose causes seldom make the front pages. Our thanks are due to all those organisations that have supported us, including the Henry Smith Charity, the Co-Operative Membership Community Fund, the Roger de Haan Charitable Trust, and several Rotary and Lions Clubs in Kent. The full list of our donors is included in our financial statements. I must also thank all Hi Kent staff and Trustees for their commitment and for going above and beyond the call of duty so often, and for the cheerfulness and professionalism they contribute.

John Clayton
Chief Executive